

# **Planning & Assessment of E-Governance Projects**

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## **Abstract**

E-governance projects are the main mechanism used by governments across the world to deliver citizen services efficiently and economically as well as make the service delivery processes more transparent. Planning the structure of the project and defining impact assessment criteria for an e-governance project are two of the crucial decisions that will determine the success of a project and justify the investments done on the project by the government. Should a project be public private partnerships or outsourced or completely owned and executed by the government is a project structure decision that has to take at the planning stage of a project. There are multiple studies that answer this question in infrastructure projects but literature on the same question in e-governance projects are very limited. As e-governance projects are different from infrastructure projects in many aspects there is need to address these questions. Similarly, current research literature and actual practices in the area of impact assessments shows that the dimensions of efficiency and economics are primarily measured. The existing set of dimensions ignore project structure while assessing the project success. This study addresses these gaps by studying the existing literature on e-governance to understand the challenges in these two aspects of an e-governance project. It then identifies the gaps in the existing literature and proposes a set of guidelines that can be used by policy makers in planning of future of new e-governance projects

## **Keywords**

e-Governance, Project Management, PPP, Assessment and Government.