Abbreviations and acronyms

C2G	citizen interactions with government
CIO	chief information officer
CSC	Community Service (or Information) Centre (India)
e-GIF	e-government interoperability framework
EGDI	E-Government Development Index
GPR	government process re-engineering
G2B	interaction between government and business
G2C	interaction between government and citizens
G2E	interaction between government and its employees
G2G	government inter-agency relationships
ICT	information and communication technology
IT	information technology
KPI	key performance indicator
NPV	net present value
NIST	US government's National Institute of Standards and Technology
OECD	Organisation for Economic Co-operation and Development
SMS	short message service (text)
UNICITRAL	UN Commission on International Trade Law
UNCTAD	UN Conference on Trade and Development
UNDP	UN Development Programme
UNESCO	UN Educational, Scientific and Cultural Organization