Good governance is characterized by skill, collaboration, transparency and openness which are the results of effective communication. Three key areas Communication Planning Process (GCPP), Government Communication Assessment Process (GCAP) and Government Communication Improvement Process (GCIP) have been identified and the catalytic impact that ICT has in these key area has been discussed.

Reference

- Kristiina Luht, (2002), Reforming government – citizen relationship in the information age, Tallinn Pedagogical University, Faculty Of Social Sciences, Department Of Information Studies,
Tallinn 2002.

**Index Terms**

Computer Science  
Information Technology

**Key words**

Good Governance  
Government Communication
Planning Process (GCPP)  
Government Communication Assessment Process (GCAP)
Government Communication Improvement Process (GCIP)

E-Governance

ICT