

Government, governance, mediation, participation and planning. About the interface between planning service provision and citizens. The tale of two capital cities: Madrid and London

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1 ABSTRACT

ICTs are widely applied in business, the public sector and everyday life to improve the efficiency of communications and interactions between administrations and people. This paper explores whether e-governance can bring the planning services closer to the citizenry. It inquires whether e-governance is providing information better able to provide universal services than conventional routes; whether is capable of providing more equal/universal access to services; or whether e-governance is divisive.

It examines two types of ICT applications in local planning administrations based on London and Madrid experiences. One is the passive transition of information in electronic form. The other deals with interactive e-governance which requires identification, authentication, authorisation and transaction. The paper attempts to identify which planning services would lend themselves best to these technologies and which are better delivered differently.