

**WSIS FORUM  
ITU-UNDESA WORKSHOP ON  
E-GOVERNMENT AND NEW TECHNOLOGIES: TOWARDS BETTER CITIZEN  
ENGAGEMENT FOR DEVELOPMENT  
13- 14 MAY 2010  
ITU HEADQUARTERS**

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**CHAIRMAN REMARKS**

Ladies and gentlemen,  
Distinguished delegates,

For decades the United Nations is undertaking various activities related to the citizen engagement for development through e-Government. However nowadays, these actions are more visible than ever.

Several major United Nations summits, resolutions and international declarations have focused on the themes of participation and partnership in a wide range of international issues, including: Sustainable Development; Economic Development; Crime Prevention; the Status of Women; Action for Peace; the United Nations System; Science and Technology for Development; Public Administration and Development; and Development in Africa.

Several of these resolutions concentrate specifically on the need for more participatory approaches to governance, focusing on partnerships among multiple stakeholders at both the national and international levels, including national governments, civil society organizations, non-governmental organizations, media and the private sector.

Today's meeting on "e-Government and New Technologies: Towards better citizen engagement for development.", organized jointly by the United Nations Department for Economic and Social Affairs (UNDESA) and the International Telecommunication Union, as co-facilitators for WSIS Action Line C7 on e-Government, is a fruit of these efforts.

What we are planning to do today, is to review and to analyze approaches and best practices in understanding what constitutes citizen engagement in the sphere of e-government and related policies and programmes.

The questions that we are, I would say, invited to ask are: How citizen engagement and e-government can best be applied for good governance in countries worldwide? What are the issues and challenges countries face as they advance in developing their citizen engagement and e-government programmes? How to improve communications and accelerated e-participation, including disadvantaged groups?

Ladies and gentlemen,

Let's join our efforts, exchange our knowledge and ideas in order to find efficient solutions permitting us to reach our goal. The Meeting provides a great opportunity to bring all of us together to further evolve the philosophical framework for the assessments of citizen engagement worldwide. Let's start acting then.

I will leave now the floor to the moderator for this plenary session, Dr. Alan R. Shark, Executive Director, Public Technology Institute, to introduce **Mr Valery Timofeev, ITU Director of the Radiocommunication Bureau (BR) of the International Telecommunication Union**, keynote speaker at this session and our distinguished panelists.

Thank you.