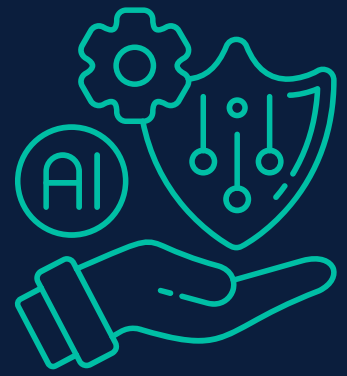


# AI-Integrated Public Services

Evidence and Experiences from South Asia



EDITOR

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## Book Overview

As South Asia navigates the complexities of digital transformation, the integration of Artificial Intelligence (AI) into public services has become both a policy priority and an emerging area of scholarly inquiry. Governments across the region are experimenting with AI-driven solutions to improve administrative efficiency, responsiveness, transparency, and citizen experience — from predictive analytics in healthcare, taxation, and disaster management to automated decision-support in education, policing, and urban governance.

This volume is theoretically grounded in digital government, public service logic, public value, and institutional governance. While AI offers significant potential to address long-standing inefficiencies in public service delivery, its adoption must align with local realities, policy frameworks, and societal needs — ensuring institutional legitimacy, ethical safeguards, accountability, and citizen trust.

This edited volume offers comparative and policy-relevant insights for scholars, policymakers, and practitioners designing responsible, inclusive, and accountable AI-enabled public services in developing-country contexts.

### LANGUAGE

**English**

### CITATION FORMAT

**Harvard Style**

### CHAPTER LENGTH

**5,000 – 7,000 words**

### PEER REVIEW

Double-anonymised peer review · No submission or acceptance fees

### SUBMIT TO

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## Submission Deadlines

<b>Abstract Submission</b>	<b>30th May 2026</b>
<b>Acceptance Notification</b>	<b>10th June 2026</b>
<b>Full Chapter Submission</b>	<b>30th July 2026</b>
<b>Review Feedback</b>	<b>30th September 2026</b>
<b>Final Submission</b>	<b>15th November 2026</b>

## Suggested Themes & Topics

Contributing authors are invited to contribute chapters such as, but not limited to, the following thematic sections:

### Section 1: AI in Public Service Delivery

- › AI in healthcare, diagnostics, disease surveillance, telemedicine, and public health resource allocation
- › AI in education, personalised learning, assessment, and education management systems
- › AI in agriculture, rural advisory services, crop monitoring, and food security
- › AI in disaster management, climate governance, and early warning systems
- › AI in social protection, welfare targeting, subsidy delivery, and poverty alleviation
- › AI in policing, public safety, surveillance, and crime analytics
- › AI-enabled smart cities, transport systems, and urban governance
- › AI in public communication, grievance redressal, and citizen service platforms

### Section 2: AI in Public Finance and Governance

- › AI-enabled public budgeting, fiscal planning, and resource allocation
- › Predictive analytics for public expenditure, revenue management, and tax compliance
- › Fintech in public services — digital payments, mobile wallets, and financial inclusion
- › AI-supported accountability, transparency, and anti-corruption mechanisms
- › Blockchain, smart contracts, and trusted digital records in public administration
- › AI in procurement, contract management, and public sector financial risk assessment
- › Data-driven governance and financial decision-making in public institutions



### Section 3: AI Governance, Ethics, and Policy Frameworks

- › Algorithmic accountability in public decision-making
- › Bias, fairness, transparency, and explainability in AI systems
- › Data governance, privacy, and cybersecurity in AI-enabled public services
- › Regulatory frameworks for responsible AI in the public sector
- › Institutional capacity and public sector readiness for AI adoption
- › Public–private partnerships in AI development and deployment

### Section 4: Citizen-Centric and Inclusive AI-Enabled Public Services

- › Designing citizen-centric AI-enabled public services
- › AI, public value, and citizen experience
- › Co-creation, co-production, and user engagement in AI systems
- › Digital divides and risks of exclusion in AI-driven services
- › Trust, legitimacy, and public acceptance of AI systems
- › Gender, disability, rural access, and social equity in AI-enabled public services
- › Human-centred AI and accessible public service design

### Section 5: Emerging Trends and Future Directions

- › Generative AI in policymaking, service delivery, and public communication
- › AI-driven policy innovation and adaptive governance
- › The future of work in AI-enabled public sector organisations
- › Integration of AI with IoT, blockchain, big data, and digital public infrastructure
- › Responsible AI and future governance frameworks
- › Comparative studies of AI adoption across South Asian countries

## About the Editors

### Dr. Shabana Naveed

Associate Professor, Faculty of Management and Social Sciences, Lahore Garrison University, Pakistan. Her research interests lie at the intersection of public management, public service value, digital governance, and institutional transformation. She has published widely in reputable international journals on public sector reforms, state-owned enterprises, governance networks, e-governance, and sustainability in public organisations.

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