

## Public Administration In India Case Studies

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### Case Studies in Public Administration

A volume of fifteen case-studies dealing with several facets of public administration in India marks the complexities of Indian reality and votes for innovative measures to even the daunting nature of tasks and challenges facing the Indian administration, serves bureaucrats, statesmen, scholars.

### Case Studies in Indian Administration

Papers presented at the Workshop on Case Study : Preparation and Use, held at Indian Institute of Public Administration in October 2009.

### Public Administration in India: Case-Studies

This comprehensive text, now in its Second Edition, continues to provide the entire spectrum of e-governance—from definition of e-governance to its history, evaluation, e-governance models, infrastructure and manpower facilities, data warehousing possibilities in implementation of e-government projects, and strategies of success of such projects. The text covers 22 case studies—18 Indian case studies and four International case studies. The Indian case studies include Bhoomi, a project of Karnataka Government, CARD (Computer-aided Administration of Registration Department), Smart Nagarpalika (Computerization of Urban Local Bodies or Municipalities), IT in judiciary, Sachivalaya Vahini (e-governance at Secretariat), e-Khazana (Computerization of Treasury Department), and e-Panchayat (Electronic Knowledge-based Panchayat). The international case studies are culled from USA, China, Brazil and Sri Lanka. This book would be of great interest to students of computer science, IT courses, management and public administration. In addition, government departments—both at the

centre and in various states—and administrators should find the book highly useful. NEW TO THIS EDITION : Provides two Appendices—one on Eucalyptus cloud to remotely provision e-governance application and another on Revisiting NeGP: eBharath 2020: the proposed future NeGP.

### Indian Public Management

Key Principles of Public Sector Reforms contains case studies from Cameroon, Ghana, Grenada, India, Kenya, Rwanda, St Vincent and the Grenadines, Saint Lucia, Seychelles, South Africa, Tanzania and Trinidad and Tobago on the policy reforms, strategies and methodologies that support national priorities and greater policy coherence for sustained development and growth.

### Case Method

In Indian context.

### Administrative Environment

The Collection Of Papers Under The Title Recent Trend In Public Administration Deals With A Whole Range Of Issues Relating To Public Administration Which Has A Crucial Role To Play In Modern India. These Papers Are Classified Into Six Parts Viz General, Policy Making, Bureaucracy, Training, Politics, Administration Of Public Enterprises. In These Papers Dr Dubhashi Brings To Bear His Experience, Knowledge And Deep Reflection Relating To Public Administration Which Has Been The Characteristic Feature Of His Writings Over The Last Several Years. The Collection Will Be Found Useful To The Students Of Public Administration, Practitioners Of Public Administration And Citizens For Whom Public Administration Exists. Contents Part I- General; Chapter 1: Trends In Public Administration In South Asia; Chapter 2: Excellence In Administration; Chapter 3: Can We Make India Smooth Running ? Chapter 4: Work Ethic In Government; Chapter 5: Administrative Challenges In Development; Chapter 6: Public Administration For 21st Century; Chapter 7: Importance Of Field Administration; Chapter 8: Promoting Efficiency In The Civil Service; Chapter 9: India S Political Administrators; Chapter 10: The Ics And The Ias; Chapter 11: Civil Service Yesterday And Today; Chapter 12: Role Of Administrator In The Changing Environment; Chapter 13: Transplanting British Administrative Institutions; Chapter 14: Whither Indian Bureaucracy ? Part Ii- Policy Making; Chapter 15: The Concept And Importance Of Policy Formulation In Government; Chapter 16: Policy Making In India; Chapter 17: Policy Making In India-Three Case Studies; Chapter 18: Jawaharlal Nehru And Public Administration: Some Reminiscences; Part Iii- Bureaucracy; Chapter 20: Bureaucracy; Chapter 21: Bureaucracy-The Challenge Of Change; Chapter 22: The Decline Of The Civil Service; Chapter 23: Generalist Vs Specialist; Part Iv- Training; Chapter 24: Training System Of Civil Servants In India; Chapter 25: Training For Transformation: Tasks Ahead; Chapter 26: New Dimensions Of Training In Public Administration; Chapter 27: Training Of Trainers In Public Administration; Part V- Politics, Administration And Public Interest; Chapter 28: Role Of Bureaucracy Vis A Vis The Political Executive; Chapter 29: Public Accountability And Ethics In Administration; Part Vi- Administration Of Public Enterprises; Chapter 30: Politico-Social Environment And Public Sector Enterprises; Chapter 31: Public Enterprises- State Policies And Managerial Improvement.

### E-GOVERNANCE

This volume examines the process of decentralisation in India since the 1992 legislation which devolved powers to local government bodies to ensure greater participation in local governance and planning. It studies the functioning of gram sabhas, panchayats, school development committees, water supply and sanitation committees, Residents Welfare Associations, and rural development schemes like the MGNREGS, analysing their effectiveness and tracing the political, administrative, and fiscal powers the local government wields. With case studies from different Indian states, the book examines the functioning of local governance mechanisms and institutions in relation to crucial issues such as citizen participation, the participation of women and disadvantaged groups, fiscal decentralisation, peace-building, economic development, and education, among others. Comprehensive and insightful, this book will be an essential read for scholars and researchers of development studies, political science, public policy, governance studies, regional development, political economy, political sociology, public administration, and South Asian studies, especially those focusing on India.

### Key Principles of Public Sector Reforms

Case studies.

### E-Governance

In this volume, a range of case studies that identify good and sustainable practices in administrative reform in India are offered. The book examines three distinct areas: urban governance; energy and environmental governance; and service delivery systems. The contributors investigate the role of public and private partners as agents of change and showcase successful experiments that have transformed the lives of communities in rural areas. The book provides contextual and epistemological rationale for reforms through micro-level experiments and examines the element of sustainability which in turn could translate into a wider package of reforms.

### Recent Trends in Public Administration

Investment in information and communication technologies (ICTs) by governments in the developing world has increased dramatically in recent years. Most developing countries are adopting ICTs primarily to modernise and increase internal efficiency as well as to improve service delivery. This book is based on twelve case studies from six countries that are considered to be pioneers in developing e-applications. Analysing existing applications, Subhash Bhatnagar provides powerful and practical insights into emerging E-Government trends in the developing world. He documents the impact and benefits of E-Government on public sector reform, poverty reduction and empowerment.

### New Challenges in Administration

This handbook discusses different countries' bureaucratic, institutional, constitutional, reforms and governance system. It analyses the legislative and policy making processes and applications, local structures and functions of public administration in a given country. It presents the comparative aspects of public administration across the globe with recent developments in the field.

### Decentralisation in Contemporary India

Case studies of short listed projects carried out in 2006-2007 and announced at the special function for the CSI-Nihilent e-Governance Awards and presented during the 42nd Annual Convention of the Computer Society of India.

### New Vistas in Administration

Reforms are imperative for the huge and complex technical education system in India. A recent Learning Forum brought together senior policy makers and institutional leaders that elaborated a nine-point agenda to achieve good governance, a key to successful reforms in this area. The forum agenda and this paper build upon studies summarizing generic trade-offs, challenges, and experiences, from five Indian state governments, and global failures and successes, to balance demands for greater institutional autonomy with the government's need to direct strategic economic development and enhance participation in higher education.

### Administrative Reforms

Contributed articles.

### Advanced Public Administration

This book asks why some governments improve public services more effectively than others. Through the investigation of a new era of administrative reform, in which digital technologies may be used to facilitate citizens' access to the state, Jennifer Bussell's analysis provides unanticipated insights into this fundamental question. In contrast to factors such as economic development or electoral competition, this study highlights the importance of access to rents, which can dramatically shape the opportunities and threats of reform to political elites. Drawing on a sub-national analysis of twenty Indian states, a field experiment, statistical modeling, case studies, interviews of citizens, bureaucrats, and politicians, and comparative data from South Africa and Brazil, Bussell shows that the extent to which politicians rely on income from petty and grand corruption is closely linked to variation in the timing, management, and comprehensiveness of reforms. The book also illuminates the importance of electoral constituencies and coalition politics in shaping policy outcomes.

### Administrators in Action

This book analyses the effectiveness of district administration from critical management perspective. Using classical organizational theory and leadership competency framework, the authors conducted a comparative study of two exemplary districts with distinctive traits in India – a rural district in the developed state of Maharashtra and an urban district from the underdeveloped state of Madhya Pradesh. The book delves into the dynamics of district administration by breaking down the processes further and mapping the role of the district magistrates on the UNDP competency framework. Given the changing scope and challenges of public service, this comparative analysis of the two districts would provide insights into district administration and would be of significant relevance to administrators and management professionals across the globe in assessing their effectiveness. The book provides an eclectic framework for public administration from an overall sustainability perspective

### E-Government

The supply of reliable and safe water is a key challenge for developing countries, particularly India. Community management has long been the declared model for rural water supply and is recognised to be critical for its implementation and success. Based on 20 detailed successful case studies from across India, this book outlines future rural water supply approaches for all lower-income countries as they start to follow India on the economic growth (and subsequent service levels) transition. The case studies cover state-level wealth varying from US\$2,600 to US\$10,000 GDP per person and a mix of gravity flow, single village and multi-village groundwater and surface water schemes. The research reported covers 17 states and surveys of 2,400 households. Together, they provide a spread of cases directly relevant to policy-makers in lower-income economies planning to upgrade the quality and sustainability of rural water supply to meet the Sustainable Development Goals, particularly in the context of economic growth.

### The Palgrave Handbook of Comparative Public Administration

This is the first book on public policy and policy analysis in the Third World. It shows the need to develop an interdisciplinary approach to policy-making, one that combines policy and management analysis with political and ethical appraisal. The book examines the 'rational choice' approach to policy analysis, then looks at case studies, and finally reviews the international experience in public policy-making.

### Value-structure of Indian Administrative Service

Evaluative study on the Swarna Jayanti Shahari Rozgar Yojana, an employment assistance initiative for the urban poor of the country undertaken by the Government of India; case studies presented for Andhra Pradesh and West Bengal, two states.

### Compendium of E-governance Initiatives in India

The book provides readers with a clear understanding of infrastructure challenges, how Public Private Partnerships (PPP) can help, and their use in practice. Infrastructure bottlenecks are generally considered the most important constraint to growth in many countries worldwide. Historically, infrastructure projects have been financed and implemented by the state. However, owing to the fiscal resource crunch, time and cost over runs, and the general poor quality of publicly provided infrastructure, many emerging market governments, including India, have increasingly adopted PPPs with billions of dollars of investment riding on them. The results have been varied – from spectacular airports like the Delhi International Airport Limited with the associated controversy over land use, to the renegotiation of contracts as in the case of Tata Mundra Ultra Mega Power Project. Illustrating concepts with relevant case studies, the book makes the challenges of PPPs understandable to industry and management practitioners as well as students of management, public policy and economics. It is useful to practitioners wishing to avoid the pitfalls in the tricky terrain of PPPs and policymakers wanting guidance in crafting proper incentives. It also helps students gain a holistic and “applied” understanding of this increasingly important and popular model. “Public Private Partnerships (PPPs) in India are currently under stress. A comprehensive treatment of the subject by a long-time and erudite practitioner and a management academic, this book should be useful to students trying to learn the basics, while also being valuable to professionals and policy makers. The book suggests that the Government should hold bidders accountable to their submitted bids, thereby preserving sanctity of contract. This will discourage aggressive bidding which has become a serious and endemic problem. The book also suggests the use of better bidding criteria to mitigate traffic risk in transport projects. Policy makers should pay heed to these suggestions as they consider improvements in the PPP policy

regime going forward.”—Arvind Subramanian, Chief Economic Adviser, India/div “For a fast-growing India, infrastructure creation and operation is a great challenge and opportunity. This excellent book combines theory and practice on PPPs, and is very useful for professionals and students alike. With case studies and current developments, the authors bring out issues in India with global experiences as well. A must-read for infrastructure practitioners.”—Shailesh Pathak, Chief Executive (Designate), L&T Infrastructure Development Projects Limited “India’s program of private participation in infrastructure attracted worldwide attention as it became one of the largest programs in emerging markets. As well as the volumes of finance mobilized, it garnered interest because of some of the innovative approaches developed, such as Viability Gap Funding. The Indian PPP story is well captured in this book, which also makes the point that India is seeing project cancellations and failures rise. The authors analyze the factors behind this and point the way to a more robust PPP market that learns from the experiences of the past.”—Clive Harris, Practice Manager, Public-Private Partnerships, World Bank/div

### Governance of Technical Education in India

This book presents a comprehensive overview of the contemporary experiences of democracy in India. It explores the modes by which democracy as an idea, and as a practice, is interpreted, enforced, and lived in India’s current political climate. The book employs ‘case studies’ as a methodological vantage point to evolve an innovative conceptual framework for the study of democracy in India. The chapters unpack a diverse range of themes such as democracy and Dalits; agriculture, new sociality and communal violence in rural areas; changing nature of political communication in India; role of anti-nuclear movements in democracies; issues of subaltern citizen’s voice, impaired governance and the development paradigm; free speech and segregation in the public sphere; and, the surveillance state and Indian democracy. These thematic explorations are arranged in an engaging sequence to offer a multifaceted narrative of Indian democracy especially in relation to the recent debates on citizenship and constitutionalism. A key critical intervention on contemporary politics in South Asia, this book will be essential reading for scholars and researchers of political studies, political science, political sociology, comparative government and politics, sociology, social anthropology, public administration, public policy, and South Asia studies. It will also be of immense interest to policymakers, journalists, think tanks, bureaucrats, and organizations working in the area.

### Good Governance

This book offers a comprehensive analysis of the administration in India from independence to date. It examines the major transformation in the administrative service initiated by the ‘Minimum Government and Maximum Governance’ initiative of the Government of India in 2014. In spite of enormous diversity and population, India has made remarkable progress in various fields such as health, education, infrastructure, and technology. Structured in three parts, (1) social sector, (2) infrastructure and economy, and (3) e-governance and service delivery, the book examines challenges of governance and provides insight into different innovations undertaken to address these challenges. E-governance lies at the core of this transformation of accountability, transparency, and time-bound service delivery. Contributions in this book are written by experts working in the Indian Administrative Service (IAS), academia, and the private sector and cover a wide spectrum of administration from the point of view of different departments of government, as well as the experiences of the authors ranging from senior bureaucrats to mid-career officers and analyses of researchers on administration and its challenges. The initiatives covered in this book can serve as solutions to similar challenges faced by other developing countries in the world. The book will be of interest to researchers in the fields of administration and policy, civil service, public management, South Asian politics, and Development Studies.

### Corruption and Reform in India

Contents 1. Ethics of Administration 2. Ethics: The In-Depth Human Interface 3. Contributions of Moral Thinkers and Philosophers From India and the World 4. Concerns and Dilemmas Related to Ethics in Government Institutions 5. Case Studies APPENDICES

## Critical Perspectives on Public Systems Management in India

Monograph comprising a comparison of training for public administration in East Africa, Zambia, Pakistan and India - compares training centres, teaching methods, political aspects, trainee performance and evaluation, etc., and includes the role of UK in extending technical cooperation in this field. References.

## Community Management of Rural Water Supply

There are a multitude of hazards that confront attempts to change institutional or political orders in pursuit of good governance. Even seemingly technical prescriptions run up against local political and social realities which make their adoption difficult and, if adopted, require significant modification of the original prescriptions. Moreover, the technical, rationalist and/or normative language employed in the good governance discourse masks contests over power, rights, resources, and actors' conflicting interests. There is a definite need to situate the good governance debate in the local context rather than reflexively adopting a universalistic positing of the fact or desirability of governance convergence across countries and sectors because the reality is that the world-wide deployment of good governance rhetoric is not accompanied by convergence in thinking or practices across nations. Transforming Asian Governance asks: • How do good governance principles translate into local settings? • How do local settings influence the conception of what is good governance and how the debate over good governance is deployed as a political or administrative strategy? Using case studies in governance from Thailand, the Philippines, Pakistan, Malaysia, India, Indonesia, Korea and Japan, this book will be essential reading for anyone interested in the public and social policy of Asia, and international and comparative governance more generally.

## Public Policy and Policy Analysis in India

First Published in 1987. Routledge is an imprint of Taylor & Francis, an informa company.

## State and Urban Poor

Despite growing fiscal devolution, efficient and effective intergovernmental transfers – the transfer of money from central to lower levels of government – remain a vital sub-national government financing in developing countries. This research study examines different approaches to intergovernmental transfers (ICTs) in developing countries in the Commonwealth, and assesses their relative strengths and weaknesses. It includes detailed case studies of India and Kenya, lessons learned from IGT systems in Australia and the United Kingdom.

## Public-Private Partnerships in Infrastructure

'This Handbook on civil service systems is truly international and comparative. It covers and compares countries from all continents. It also connects historical (Weberian) legacies to contemporary challenges such as coordination, the hollow state, and trust. Massey's Handbook does not avoid difficult issues for civil service systems such as ruined reforms, fiscal retrenchment, and cultural and political system shocks. Therefore this book is exceptionally rich and stimulating.' Geert Bouckaert, Katholieke Universiteit Leuven, Belgium While there is no universally accepted definition of civil servant and civil service, this authoritative and informative Handbook compares and contrasts various approaches to organising the structure and activities of different civil service systems. Underpinning theories and frameworks provide a disciplinary perspective from which to explore recurring topics and themes, and international comparisons are made via case studies from Africa, Asia, Australasia, Europe, and North and South America. The expert contributors consider the historical and theoretical context of public administration and public sector management, encompassing issues such as the Weberian legacy, joined-up government and the hollowed-out state thesis. The debate between Anglo-American influenced systems versus the continental European approach to organising the civil service is also addressed.

## Companion to Indian Democracy

This book presents a multidimensional perspective on the interlinkage between human development, community characteristics and public service delivery with special reference to India. The chapters in the book analyze the influence of public service delivery on human development from neo-classical as

well as Marxian point of view. Thus, the expositions in the book provides a balanced mix of macro and micro approaches in the study of development. The analytical discussions are supplemented by case studies and empirical estimates so as to demonstrate the applicability of the theory and the theoretical discourse about human development, community network and the success and failures of critical public services in the Indian context. The methodology followed in the chapters involves critical survey of existing literature, case studies, field survey and use of econometric techniques as well as statistical tools of index construction. While contributors are primarily scholars from neo-classical economics discipline, some are intellectuals from the field of political economy and development studies. Given the wide array of development perspectives, this book is of interest not only to students and researcher of development economics, social science and management, but also a valuable reading for development practitioners and policy makers, who would be interested in understanding how community and public institutions interact to determine access to health, education and social security services that shapes the wellbeing of disadvantaged populations. The lessons and implications are extremely pertinent to other emerging economies, in particular those in South Asia.

#### Administration in India

Over the past few decades, there has been a rapid proliferation of eGovernance for Development projects. Drawing on evidence from three longitudinal case studies of rural eGovernance projects this book shows that improving systems of governance is fundamentally a social rather than managerial or technological activity.

#### Administrative Ethics

This comprehensive textbook provides a conceptual and theoretical understanding of e-governance and how it addresses various emerging concerns of public administration in India. Situating the content within the ambit of new public management, liberalization, good governance and globalization, the book examines the concept of e-governance as a citizen-centric task of the government where technology works as a bridge between the state and the individual. It extensively probes into various dimensions of governance and innovative techniques adopted by states in modern times. It also attempts to address a host of issues and challenges of governance which were exacerbated due to the onslaught of the COVID-19 pandemic. The overarching argument of this textbook is that electronic governance has ensured good governance by adopting information and communication technologies coupled with sound managerial practices, making it more citizen-oriented and responsive. Key Features: - Offers a compact analysis of emerging themes such as e-learning, e-commerce, e-health, geographical information systems and cyber security - Provides a blend of normative and empirical case studies, and relevant examples - Includes robust pedagogical tools such as key themes, learning objectives, case studies, charts, model questions and web links

#### Administrative Training and Development

Transforming Asian Governance