

**Class: BA III (Sem VI)**

**Paper: Citizen Centric Governance**

| <b>Month</b>  | <b>Topic/s</b>   |
|---|--|
| January 2025  | <ul style="list-style-type: none"> <li>▪ Ancient Discourse – Kautilya, Plato and Aristotle on Good Governance</li> <li>▪ Elements and Forms of Good Governance</li> <li>▪ Theories and Concepts of Governance – World Bank and UNDP</li> <li>▪ State, Market and Civil Society.</li> </ul>   |
| February 2025   | <ul style="list-style-type: none"> <li>▪ Citizens' Participation – Decentralization, Delegation and Transparency</li> <li>▪ Civil Society – Role and Limitations</li> <li>▪ Right to Information</li> </ul>  |
| <b>Test I Friday, 21 Feb 2025 (tentative)</b>   |  |
| March 2025  | <ul style="list-style-type: none"> <li>▪ Citizens' Charters – Concept, Objectives and Significance</li> <li>▪ Sevottam Model; Indian Standard for Quality Management Systems</li> <li>▪ Seven Steps Model for Citizen Centricity;</li> <li>▪ Right to Service Delivery – State of the Concept and Practice</li> <li>▪ People Participation in Governance: Concept, Forms including Social Audit</li> </ul> |
| <b>Test I Tuesday, 25 March 2025 (tentative)</b>  |  |
| April 2025  | <ul style="list-style-type: none"> <li>▪ National Human Rights Commission</li> <li>▪ National Commission for Women</li> <li>▪ National Commission for Protection of Child Rights</li> <li>▪ National Consumer Disputes Redressal Commission</li> </ul>   |
| <b>Recommended Books and Readings</b><br>Chakrabarty, Bidyut and Bhattacharya, Mohit (Eds.) (2008) The Governance Discourse: A Reader. Oxford:New Delhi<br>Chandler, J A (Ed.) (1996) The Citizen's Charter. Dartmouth Publishing: UK<br>Government of India (2008) Citizen's Charters – A Handbook. Centre for Good Governance Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions: New Delhi<br>Government of India (2009) Citizen Centric Administration: The Heart of Governance- Twelfth Report. Second Administrative Reforms Commission, Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions: New Delhi<br>Mathur, Birendra Prasad (2014) Ethics for Governance: Reinventing Public Services. Routledge: New Delhi<br>Mishra, Sweta (2012) Citizen-Centric Public Systems. Pearson: New Delhi<br>Norris, P (2001) Digital Divide: Citizen Engagement, Information Poverty and the Internet Worldwide. Cambridge University Press: New York<br>Oliver, Richard W (2004) What is Transparency? McGraw Hill: New York<br>Ostrom, E (1999) Why do we need multiple indicators of Public service outputs? in McGinnis, M D (Ed.) Polycentricity and local Public economies. University of Michigan Press: Ann Arbor, MI, USA<br>Piotrowski, Suzzane J (Ed.) (2010) Transparency and Secrecy: A Reader Linking Literature and Contemporary Debate. Lexington Books: Maryland, Plymouth, UK<br>Sawshilya, Archana (Consulting Editor) (2012) Ethics and Governance. Pearson: Delhi<br>Shah, Anwar (Ed.) (2005) Public Services Delivery. World Bank: Washington DC<br>Vayunandan, E and Mathew, Dolly (2003) Good Governance: Initiatives in India. PHI Learning: New Delhi |  |

**Class: BA II (Sem IV)**

**Paper: Public Personnel Administration**

| <b>Month</b>  | <b>Topic/s</b>  |
|---|---|
| January 2025  | <ul style="list-style-type: none"> <li>▪ Personnel Administration: Meaning; Nature and Significance</li> <li>▪ Role of Public Services</li> <li>▪ Position Classification – Concept and Bases</li> </ul>                          |
| February 2025   | <ul style="list-style-type: none"> <li>▪ Bureaucracy: Concept and Types</li> <li>▪ Recruitment</li> <li>▪ Promotion and Training</li> </ul>   |
| <b>Test I Friday, 21 Feb 2025 (tentative)</b>   |   |
| March 2025  | <ul style="list-style-type: none"> <li>▪ Constitutional Provisions with regard to Civil Services in India</li> <li>▪ Recruitment Agency at Centre Level: UPSC</li> <li>▪ Performance Appraisal and Promotion Mechanism</li> </ul> |
| <b>Test I Tuesday, 25 March 2025 (tentative)</b>  |   |
| April 2025  | <ul style="list-style-type: none"> <li>▪ Service Conditions and Disciplinary Action</li> <li>▪ Administrative Ethics and Code of Conduct</li> <li>▪ Administrative Tribunal and Recent Civil Services Reforms</li> </ul>          |
| <b>Recommended Books and Readings</b><br>B. Chakrabarty and P. Chand. 2012. <i>Public Administration in a Globalizing World: Theories and Practices</i> . New Delhi: Sage Publications<br>Davar, Rustom S. 2008. <i>Personnel Management and Industrial Relations in India</i> (2 <sup>nd</sup> Edition). Vikas Publishing House: New Delhi<br>Flippo, E. 2008. <i>Principles of Personnel Management</i> . (4 <sup>th</sup> ed.). Kogakusha: McGraw Hill<br>Goel, S.L. and Rajneesh, S. 2002. <i>Public Personnel Administration</i> . New Delhi: Sterling<br>Government of India, 2nd Administrative Reforms Commission. 2010. <i>10<sup>th</sup> Report: Refurbishing of Personnel Administration – Scaling New Heights</i> . New Delhi: Manager of Publications.<br>Jack Rabin, Thomas Vocine, et.al. 2008. <i>Handbook of Public Personnel Administration</i> , Taylor & Francis, United Kingdom<br>Koontz, H. and O'Donnell, Cyril. 2008. <i>Principles of Management</i> . (5 <sup>th</sup> ed.). Tokyo: McGraw Hill.<br>Nicholas Henry. 1999. <i>Public Administration and Public Affairs</i> . (6 <sup>th</sup> ed.). New Delhi: Prentice Hall<br>Pigors, P. and Myers, C.A. 1981. <i>Personnel Administration: A Point of View and a Method</i> . (9 <sup>th</sup> ed.). Kogakusha: McGraw Hill.<br>Saxena, A.P. 2010. <i>Training and Development in Government</i> . New Delhi.<br>Sharma, M.P. 1960. <i>Public Administration Theory and Practice</i> . Allahabad: Kitab Mahal<br>Stahl, O. Glenn. 1971. <i>Public Personnel Administration</i> . (6 <sup>th</sup> ed.). New Delhi: Oxford and IBH |   |

**Class: BA I (Sem II)      Paper: Basics of Public Administration**

| <b>Month</b>   | <b>Topic/s</b>   |
|--|--|
| February 2025  | <ul style="list-style-type: none"> <li>▪ Scientific Management (F.W. Taylor)</li> <li>▪ Administrative Management (Henri Fayol &amp; Luther Gullick)</li> <li>▪ Ideal-Type Bureaucracy (Max Weber)</li> </ul>  |
| March 2025   | <ul style="list-style-type: none"> <li>▪ Human Relations Theory (Elton Mayo)</li> <li>▪ Rational Decision-Making (Herbert Simon)</li> <li>▪ Maslow's Hierarchy of Needs (Abraham Maslow)</li> <li>▪ Two-Factor Theory (Frederick Herzberg)</li> <li>▪ Ecological Approach</li> </ul> |
| <b>Test I Tuesday, 25 March 2025 (tentative)</b>   |  |
| April 2025   | <ul style="list-style-type: none"> <li>▪ Innovation and Entrepreneurship</li> <li>▪ Models of Decision-Making</li> <li>▪ Feminist Perspective</li> <li>▪ New Public Management (NPM) &amp; New Public Service (NPS)</li> <li>▪ Public Policy: Concept &amp; Approaches</li> </ul>    |
| <b>Recommended Books and Readings</b><br>Anderson, J. 1975. Public Policy Making. New York: Thomas Nelson & sons Ltd.<br>Arora, R.K. (Ed.). 1979. Perspective in Administrative Theory. New Delhi: Associated.<br>Avashti and Maheshwari. 2017. Lok Prashashan. Lakshimi Narain Agarwal Educational Publishers: New Delhi<br>B.L. Fadia. Lok Prashashan Basu Rumki. 1994. Public Administration: Concepts and theories. Sterling Publishers: New Delhi.<br>Bhattacharya, M. 2008. New Horizons of Public Administration. 5th Edition. New Delhi: Jawahar Publishers, pp. 37-44.<br>Bhattacharya, M. 2012. Public Administration: Issues and Perspective. New Delhi: Jawahar Publishers<br>Bhambhari, C.P. Lok Prashashan Blau, P.M. 1987. Bureaucracy in Modern Society. New York: Random House.<br>Chakrabarty, Bidyut and Chand, Prakash. 2012. Public Administration in a Globalizing World: Theories and Practices. Sage: New Delhi.<br>Henry, Nicholas Henry. 1999. Public Administration and Public Affairs. Prentice Hall IBH Publishing.<br>Fedrickenson, G. et. Al. 2015. The Public Administration Theory Primer. 3rd Edition. Westview Press<br>Howlett, M. and Ramesh, M. 2009. Studying Public Policy: Policy Cycles and Policy Subsystem. OUP<br>Dunleavy, P. and Hood, C. 1994. "From Old Public Administration to New Public Management". Public Money and Management. Vol. XIV, No-3.<br>Rosenbloom, D., R. Kravchuk and R. Clerkin. 2009. Public Administration: Understanding Management, Politics and Law in Public Sector. 7 <sup>th</sup> edition. New Delhi: McGraw Hill, pp. 1-40<br>Shafritz, J. & Hyde, A. (eds.). 2008 Classics of Public Administration, 6th Edition, Belmont: Wadsworth Publishing.<br>Shafritz, J. & Hyde, A. (eds.). 2010. Classics of Organization Theory, 7th Edition, Cengage Learning |  |