

PA417S

Skill Enhancement Courses (SEC)

Semester-IV

Course Title: Citizens and Administration

Unit I:

- (i) Good Governance- Concept of SMART governance
- (ii) Citizen's perception and administration

Unit II:

- (i) Citizen-Centric Administration - Key components
- (ii) Peoples Participation in Administration
- (iii) Administrative Accountability & Good Governance

Unit III:

- (i) Grievance Redressal Mechanism in India
- (ii) Governance Discourse and Changing role of citizens

Unit IV:

- (i) Role of Civil Society Organization
- (ii) Right to information

BOOKS RECOMMENDED

1. Rumki Basu, *Public Administration*
2. S Maheshwari; *Public Pdministration*
3. IGNOU, *Citizens and Administration, EPA-01*
4. Sparu. R.K. *Development Administration in India*
5. Mohit Bhattacharya, *New Horizons of Public Administration*
4. Bidyut Chakarvarty & Prakash Chand; *Public Administration in a Globalizing World*



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