

EXPERIMENTS WITH THE KNOWLEDGE MODEL FOR QUALITY ASSURANCE IN THE EDUCATION SECTOR

RAJU NARAYANA SWAMY

Indian system of education is both enormous and complex. Current discussions on higher education in India only centre around inadequacy of funds or infirmity of governance. The core mission of institutionalised education, the pursuit of knowledge in its excellence only perpetuates a state of imminence in Indian higher education context. This considers the challenges associated with the creation of a knowledge environment in higher education. Although knowledge based organisations might seem to have the most to gain through knowledge management, effective knowledge management may require significant change in culture and values, organisational structures and reward systems. This article adopts a Knowledge Model for multi-level coordination required to address genuine concerns in the Indian higher education on a long-term basis.

GUARANTEE OF SERVICES TO CITIZENS: A CASE STUDY OF KARNATAKA

SHALINI RAJNEESH

The process of service delivery is at the heart of several governance issues. The experience world over has shown that an enabling environment, a willing political leadership and civil service are a pre-requisite to attain an optimum level of public service delivery. A number of factors contribute to an efficient service delivery among which governance remains to be of paramount significance. Various instruments of governance, including an acknowledgement of citizens' entitlements to put power in the hands of users of services and transforming accountability of services through real-time supervision have been identified as key to service delivery reforms. A number of Indian states have enacted legislation to guarantee well-timed delivery of public services

as a matter of citizens' rights. These laws also provide for the imposition of a penalty on the bureaucrats who fail to deliver services within the particular time frame. The article elucidates the central features and implementation set-up of the Guarantee of Services to Citizen initiative of the Government of Karnataka.

GOVERNANCE OF FOOD SECURITY POLICIES IN INDIA: THE NEED FOR DEMOCRATIC GOVERNANCE

CH. BALA RAMULU

The present article seeks to examine the pattern of governance designed for executing Food Security Policies in India. It deals with the need for the study on food security and the problem of food security in India and discusses the Government initiatives for ensuring food security to the people; the main provisions of the NFSB and entitlement of benefits to the people; the organisational arrangements for execution of food security policies, identify the problems that are likely to crop up in the implementation of the Bill/NFSA. An assessment of FS policies and the response on the proposed Bill/ Act; Alternative governance model for FS policies are also examined.

ETHICS AND PUBLIC SERVICE IN INDIA

BALESHWAR PRASAD SINGH

Public service is generally viewed as a high and noble calling. It is service in the cause of the nation and there can be no service higher than that of the sovereign state. Today, public service is equated with not virtue of dedication and selfless service but with evils of corruption, nepotism, power and

money. In the world of today we need men with strong minds, great-hearts, true faith and ready hands in public service. Ethics is the driving force of human behaviour. It helps determine one's norms, standards and goals. It enables one to select the means to realise chosen goals and ends of action.

PARLIAMENTARY QUESTIONS: A GLORIOUS BEGINNING TO AN UNCERTAIN FUTURE (?)

DEVENDER SINGH

It is an accepted assumption that parliamentary questions are a method for holding governments accountable. In a parliamentary system of government, from a principal-agent standpoint, citizens entrust authority to the legislature, and the Parliament in turn delegates authority to the executive. This accountability ensured through parliamentary debates and questions is an important control mechanism and functions as the authority of the parliament to hold this executive accountable. It is an important instrument in the hands of the members to ensure answerability of the administration for its acts of omission or commission to the Parliament and the people.

MAKING LOCAL SELF-GOVERNMENT IN RURAL INDIA WORK: OLD TRADITION AND NEW CHALLENGES

PRABHAT KUMAR DATTA

Conceptually, while local government can be regarded as the offspring of administrative decentralisation, local self-government is the manifestation of political decentralisation the significance of which received a lot of attention in the 19th Century. The constitutionalisation of the local governance has changed the legal status of the Panchayati Raj system. Panchayati Raj is no longer an idea but a practice. The constitutional provisions have laid the foundation stone of local government the superstructures of which have to be built up

for which what is urgently needed is spontaneous initiative on the part of the people. There is some ray of hope following the rise and growth of the civil society organisation in India working for democratisation of governance.

MANAGING DEVELOPMENT THROUGH GOOD GOVERNANCE: A GANDHIAN PERSPECTIVE

SANGITA DHAL

Development is a major subject of debate in contemporary times because of the tremendous impact it has in terms of its consequences over the socio-economic lives of the people in general and political destiny of the nation-states in particular. As a major objective of the nation-states, developmental pursuits have generated more problems than solutions, thereby throwing challenges of evolving alternative models of development. The vision of creating an ideal society based on equity and justice through the implementation of developmental goals is often confronted with problems of conflicting interests, which finally degenerates into violent manifestations. This article attempts to establish a positive correlation between development and decentralisation, which forms the cornerstone of the Gandhian vision of Swaraj.

RISE OF NICHE CONSUMPTION MARKETS IN INDIA

S. SUDHAKAR BABU

The rise of a consumption driven economy in this relatively newer sphere of luxury goods brings with it unregulated economic activities. Historically, any unhindered growth in new markets has been detrimental to consumer interests in the country. An attempt is made here to outline some of these niche markets that have grown over the past half-decade. It is hoped that drawing attention to these new markets will provide a better understanding of the role of businesses as the main driver for the growth of these niche markets. While in the developed world right to redress is

perhaps the most commonly exercised consumer right, in developing countries, consumers are still wary of getting involved in legal redress system. This may make the manufacturers and retailers of high value goods unmindful of consumer rights.

DISASTERS IN HIMACHAL PRADESH AND MAIN MITIGATION STRATEGIES FOR DISASTERS

VINOD KUMAR

The state of Himachal Pradesh has been facing widespread and extensive damages almost every year because of natural calamities, unprecedented drought situation, excessive rains, snow and flash flood due to cloud burst, etc. which have been taking its toll on human lives, cattle heads, destruction of public utilities, roads, bridges, footpaths, culverts, landslides and washing away of drinking water supply and irrigation schemes and damage to public and private properties making a deep dent into the already fragile economy of the state. The losses sustained are so severe that relief and restoration operations without adequate financial resources are not possible despite best efforts of the state to cope up with the emergent situation out of the available scanty resources.

ADMINISTRATION OF STRESS MANAGEMENT PROGRAMME ON SOMATIC INDICATORS OF STRESS AND STATE ANXIETY OF ONGC

MANAGERS

SHATRUGHAN SINGH, BALRAM PRADHAN, NAGENDRA HR

The article seeks to determine the short term effect of stress management programme on top line managers of ONGC. Seventy three managers participated in a five days Yoga based stress management programme. The sessions were comprised of lectures on stress, meditation techniques, devotional sessions, discourses on Bhagvadgita, and practical sessions on stress management. The effectiveness of the administration of stress management programme was measured using the Symptom check list (SCL-90) and State Anxiety Inventory (STAI).

ADAPTATION OF OUTSOURCING IN HEALTH CARE SERVICES: CASE STUDY OF TRICITY

HITESH KAPOOR

The healthcare sector as an industry is expanding rapidly and has not been much impacted by the recent economic slowdown like other sectors and services. It comprises of hospital services, diagnostic services, diagnostic products, medical technology, clinical trial services and clinical research organisations. Outsourcing to India gives various medical organisations a competitive edge in the form of cost-effective services without compromising on quality due to a large pool of educated, trained and highly-skilled professionals, availability of high-quality services due to use of the latest in software, technology and infrastructure.

ECONOMIC DEVELOPMENT AND SOCIAL TRANSFORMATION: ROLE OF SERICULTURE PROJECT IN NAGALAND

P.C. SIKLIGAR

Economic resource is one of the major components of social transformation if the atmosphere remains conducive to entrepreneurship development otherwise, economic development and social transformation not necessarily move together. Economic development influences modern equipment, advance technology, better infrastructure for welfare of the society through individual or group approach. This article has been designed based on an empirical study which explores how economic development promotes social transformation among the beneficiaries of sericulture projects. Sericulture in recent years has become one of the major sources of income generation in the areas studied which not even promotes livelihoods alone but simultaneously enriches protein content through the pupae besides socio-economic development among the farmers engaged in the project. This study covers six districts of Nagaland where this project was implemented in phase-wise under SGSY—special project which promotes life style of the farmers.

STRENGTHENING OF PANCHAYATS IN INDIA: COMPARING DEVOLUTION ACROSS STATES- EMPIRICAL ASSESSMENT 2012-13*

V. N. ALOK

This article attempts to provide an empirical assessment of the enabling environment created by sub-national governments in India, of the last two decades, for rural local governments (panchayats) inducing the latter to function as institutions of self-governments. The article constructs a panchayat devolution index incorporating pillars of devolution, i.e. functions, finances, functionaries, capacity building of panchayats and accountability of panchayats, besides observing the setting up of constitutionally provided institutions and their functioning. The article also presents six sub-indices of these pillars. To accomplish this a unique data set is constructed for all states and Union Territories by obtaining data from state governments through a well-structured questionnaire devised for the purpose. Surveys are also conducted in each state and Union Territory to obtain additional data and validate the data received from the respective state government. These data are then used to rank states and Union Territories on various dimensions, devolution and strengthening of panchayats through state.