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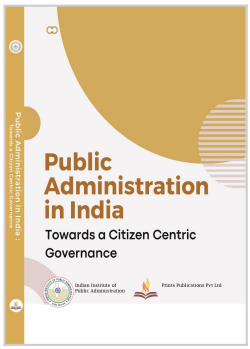

Public Administration in India: Towards a Citizen Centric Governance

Author: Sapna Chadah,Suresh Misra,Mamta Pathania

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Product Description

Public Administration has undergone a change both in theory and practice. The issues of concern have broadened with globalisation, privatisation, and information technology. The role of the state itself has changed from provider of services to facilitator. In the emerging scenario, attempts have been made to improve the performance of the administrative systems and structures and the quality of public services so as to improve the quality of life of the citizens, which ultimately is the goal of any government. There is also a need to enhance the level of transparency in the functioning and decision-making of the government and public bodies.