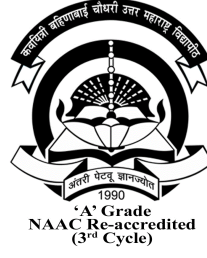


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T.Y.B.A.

Public Administration

CBCS Pattern (UGC)

Kavayitri Bahinabai Chaudhari

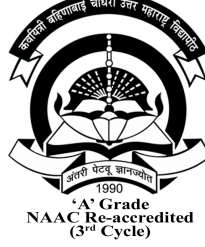
North Maharashtra University, Jalgaon

With effect from

(2020-2021)

Sem. V & VI

॥ ज्ञानं विद्यायां श्रेष्ठं ॥



Kavayitri Bahinabai Chaudhari North Maharashtra University, Jalgaon

Revised Syllabus

for

Public Administration (T.Y.B.A.)

C.B.C.S. – Semester Pattern

(Choice Based Credit System)

Semester V & VI

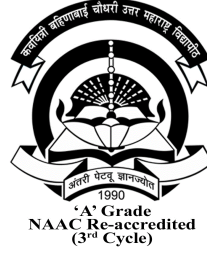
Academic Year 2020 – 2021

Under The Faculty of Humanities,
K.B.C. North Maharashtra University, Jalgaon



'A' Grade NAAC Re-Accredited
(3rd Cycle)

॥ ज्ञानं विद्यायां श्रेष्ठं ॥



K.B.C. North Maharashtra University, Jalgaon

Faculty of Humanities Syllabus under Choice Based Credit System

Third Year Arts: Public Administration

(Since June 2020 – 2021 Academic Year)

- DSC – Pub-Admn : Discipline Specific Core Course
 - DSC – 1 E Sem. 5 : Introduction of Public Administration
 - DSC – 1 F Sem. 6 : Public Financial Administration
- DSE – Pub-Admn: Discipline Specific Elective Course
 - DSE – 3 A Sem. 5 : Comparative Public Administration
 - DSE – 3 B Sem. 6 : Digital Governance
 - DSE – 4 A Sem. 5 : Administrative Law
 - DSE – 4 B Sem. 6 : Public Policy and Governance
- GE -Pub-Admn : (Generic Elective – Interdisciplinary)
 - GE 1 A Sem. 5 : Indian Administration I
 - GE 1 B Sem. 6 : Indian Administration II
- SEC-Pub-Admn : (Skill Enhancement Course)



SEC 3 Sem. 5 : E-Governance

SEC 4 Sem. 6 : Service Quality Management

K.B.C.North Maharashtra University, Jalgaon

Structure of t.y.b.a. (faculty of humanities) under
Cbcs pattern (2020-2021)

Sr.	Semester	DSC	AEC	SEC	DSE	GE
1	V Credit : 28 10 Papers (5 th Sem.)	MIL 3 (03) DSC 1 E (03) (Pub-Admn G3) DSC 2 E (03) DSC 3 E (03)	English Communicatio n (02)	SEC 3 (02) (Pub- Admn)	DSE 3 A (03) Pub-Admn S3 DSC 4 A (03) Pub-Admn S4	GE 1A (03) Pub-Admn GE 2A (03) Other Subject
2	VI Credit : 28 10 Papers (6 th Sem.)	MIL 4 (03) DSC 1 F (03) (Pub-Admn G3) DSC 2 F (03) DSC 3 F (03)	English Communicatio n (02)	SEC 4 (02) (Pub- Admn)	DSE 3 B (03) Pub-Admn S3 DSC 4 B (03) Pub-Admn S4	GE 1B (03) Pub-Admn GE 2B (03) Other Subject

यंजः :-

- 1) AEC: English Communication नं जाःवः िःयःयःयः िःयः
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ịÇuàyqâØàŞýà ịÇuày½àç ịàwíuŞý ịàÑç.

- 2) MIL Ñã ịàÀwàuê ịÇuàyqâØàŞýà ịàÑç. mæmãu wxàêm qPwçâlám qP¾uçŞý àwùàçuàêÀàç tÊà°pã, àÑpÀã, yPĐŞæým, qàvã, ịoêtà°àoã, £Àãê uà qèŞýL tÑààwùàvuàm ààŞýàwíuà kà½ààËuà Şýàç½à¾uàÑã ¥Şýà sàxà àwxuà°uà MIL toãv ịÇuàyqâØàŞçýjã àÀw»p ŞýÊ½àç ịàÀwàuê ịàÑç.
- 3) DSE 3, 4 tÁuç vàçŞýZàíààyÀà àwxuà°uà ịÇuàyqâØàŞçýjã àÀw»p Şçýíuày DSC toãv mãÀà ịÇuàyqâØàŞýàPqèŞýL ¥Şý ịÇuày qâØàŞýà Ñã vàçŞýZàíààyÀà àwxuàjã àÀw»p½àç ịàÀwàuê ịàÑç.
- 4) DSC toãv ịÀu ÀàçÀà ịÇuàyqâØàŞýà ịÀu Şýàç½à¾uàÑã ÀàçÀà àwxuàP°uà àÀw»p mà uçmãv.
- 5) SEC tÁuç tÑààwùàvuàm £qvÆo ịyvçíuà Şýàç½à¾uàÑã àwxuà°uà ŞýàèíàíuàòàËãm ịÇuàyqâØàŞýàPjã àÀw»p ŞýÊ½àç ịàÀwàuê ịàÑç.
- 6) GE tÁuç tÑààwùàvuàm àwíàçx ĐmÊàwÊ £qvÆo Şýàç½à¾uàÑã ÀàçÀà àwxuà°uà Zà¾uçŞýL ¥Şý íìà ¥Şáy½à ÀàçÀà ịàPmÊàwùàíààhãu ịÇuàyqâØàŞýàPjã àÀw»p ŞýÊ½àç ịàÀwàuê ịàÑç. (£Àà :- GE vàçŞýZàíààyÀà ịà½à GE tÊà°pã)



Equivalence

Sr.	T.Y.B.A.	Existing Pattern	CBCS Pattern (Since 2020-2021)
1	Sem. V	Compulsory English	AEC – English Communication
		-----	MIL – 3 (Compulsory Course) (Marathi/Hindi/Sanskrit/Urdu/Pali/Ardhamagdhi)
		S – 3	DSE 3A
		S – 4	DSE 4A
		General Paper G3	DSC 1E (For Public Admn Subject Students)
		Optional	DSC 2E (General Paper of any Subject)
		-----	DSC 3E (General Paper of any Subject)
		-----	SEC 3 (Skill Based Paper of any Subject) Interdisciplinary
		-----	GE 1A (ID Paper of any Subject)
		-----	GE 2A (ID Paper of any Subject)
2	Sem. VI	Compulsory English	AEC – English Communication
		-----	MIL – 4 (Compulsory Course)
		S – 3	DSE 3B
		S – 4	DSE 4B
		General Paper G3	DSC 1F (For Public Admn Subject Students)



	Optional	DSC 2F (General Paper of any Subject)
	-----	DSC 3F (General Paper of any Subject)
	-----	SEC 4 (Skill Based Paper of any Subject)
	-----	GE 1B (ID Paper of any Subject)
	-----	GE 2B (ID Paper of any Subject)

T.Y.B.A. Sem. V & VI

Public Administration

CBCS Pattern

Old and New Course Name (w.e.f. 2020-2021)

T.Y.B.A. Sem. V

Code	Old Course	New Code	New Course CBCS
SPL 3	Financial Administration in India	DSE 3A	Comparative Public Administration
SPL 4	Managing Administration	DSE 4A	Administrative Law
Gen G3	Principles of Pub. Admn	DSC 1E	Introduction of Public Administration
		SEC 3	E-Governance



		GE 1A	Indian Administration I
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T.Y.B.A. Sem. VI

Code	Old Course	New Code	New Course CBCS
SPL 5	Financial Administration in India	DSE 3B	Digital Governance
SPL 6	Managing Administration	DSE 4B	Public Policy and Governance
Gen G3	Principles of Pub. Admn	DSC 1F	Public Financial Administration
		SEC 4	Service Quality Management
		GE 1B	Indian Administration II

K.B.C.North Maharashtra University, Jalgaon

Syllabus for T.Y.B.A. (CBCS Pattern)

Public Administration – Sem. V

Paper Code: DSE 3A (Comparative Public Administrative) w.e.f. June 2020

Credit : 03

Lectures : 52

Total Marks : 100

Internal : 40

External : 60

- **Objectives:** This paper is attempts to discuss the various concepts clarity and approach of Comparative Public Administration. It is also very



useful for General Knowledge and also understanding of key concepts of Public Administration as well as develop ability and comparative approach in UG students.

Chapter 1: Introduction of Comparative Public Administration

- i) Meaning and Definition
- ii) Nature
- iii) Scope
- iv) Significance
- v) Silent Features of Administration (Develop and Developing Countries)

Chapter 2: Approaches

- i) Concept of Approach
- ii) Structural Functional Approach
- iii) Behavioural Approach
- iv) Ecological Approach
- v) Significance of Approach

Chapter 3: Administrative System

- i) Chief Executive (UK, USA, Japan)
- ii) Grievance Redressal Machinery (UK, USA, Japan)
- iii) Accountability: Control Machinery of (UK, USA, Japan)
- iv) Local Government (UK, USA, Japan)
- v) Relevance of Comparative Public Administration

• References:

- 1) Arora R.K. and Sharma S. (Ed) (1992), **“Comparative and Development Administration: Ideas and Actions”**, Arihant Centre for Administrative Change, Jaipur.
- 2) Bhatta A. and Ranjan R (2010), **“Comparative Government and Politics”**, Anmol Publications, New Delhi.
- 3) Chaturvedi T.N. (1994), **“Tulnatmak Lokprashasan”**, College Book,



Jaipur.

- 4) Heady Ferrel (2001), "Public Administration: A Comparative Perspective", (6th Edition), Marcel Dekkar, New York.
- 5) Riggs F.W.(1961), "The Ecology of Public Administration", Asia Publishing House, Bombay.
- 6) Rukmi Basu (2015), (Fifth Revised Edition), "Public Administration: Concepts and Theories", Sterling Publication, New Delhi.
- 7) âwùäm jŞíýwmJ, ZàŞýàlà jÞÀ (2018), "kà^aââmŞýLŞýÊ½ààmãv vàçŞýZàîààyÂà: ây÷àÞm jàâ½à ÍuwÑàÊ", yçk ZàŞýàlàÂà, Âàçê âÀìvã.
- 8) qàÊy ràçÊà, âîàÊyà°Þ Íuàt (2013), "vàçŞýZàîààyÂàîààÐØà", âwùà rä·y qOÆvîàyê, jàèÊÞ^aààràÀ.
- 9) määÞ¹çÞ ÍÑã.¥y. (2009), "Âàç¹Þ-yç¹Þ: Êà³uîààÐØà w vàçŞýZàîààyÂà", âjÂtu ZàŞýàlàÂà, jàèÊÞ^aààràÀ.
- 10) õàÊŞýà qPyàÀ yàwÓç (2006), "vàçŞýZàîààyÂà sà^a 1", jé¹ÞvàÞâ¹ÞŞý ZàŞýàlàÂà, âÀìvã.

Public Administration – Sem. V

Paper Code: DSE 4A (Administrative Law) w.e.f. June 2020



Credit : 03
Lectures : 52

Total Marks : 100
Internal : 40
External : 60

- **Objectives:** This paper is attempts to discuss the Principles of Natural Justice, Rule of Law, Administrative Legislation and much more. This study is also to useful for understanding the concepts of Ombudsman, Lokpal and Lokayukta. It is also very useful for Administrative Justice, UPSC and MPSC exams.

Chapter 1: Introduction

- i) Meaning and Definition
- ii) Reasons for its Growth
- iii) Distinction between Constitutional Law and Administrative Law
- iv) Rule of Law
- v) Judicial Review of Administrative Action

Chapter 2: Delegated Legislation and Adjudication

- i) Delegated Legislation – Concept
- ii) Delegated Legislation – Merit, Demerits
- iii) Administrative Tribunals – Concept
- iv) Administrative Tribunals – Merit, Demerits
- v) Central Administrative Tribunal – Structure and Functions

Chapter 3: Fundamental Factors

- i) Institution of Ombudsman (Concept and Genesis)
- ii) Central Vigilance Commission (Structure, Function)
- iii) Lokpal (Composition and Functions)
- iv) Lokayukta (Composition and Functions)
- v) Significance of Lokpal and Lokayukta



- **References:**

- 1) Chhabra S. (1990), **"Administrative Tribunals"**, Deep and Deep Publications, New Delhi.
- 2) Diwan P. (2007), **"Indian Constitution"**, (2nd Edition), Law Agency, Allahabad.
- 3) Kagzi M.C.J. (2008), **"Indian Administrative Law"**, (2nd Edition), Metropolitan Delhi.
- 4) Massey I.P. (2008), **"Administrative Law"**, Eastern Book Company, New Delhi.
- 5) Mehta S.M. (1990), **"Indian Constitutional Law"**, Deep and Deep Publications, New Delhi.
- 6) Sathe S.P. (1998), **"Administrative Law"**, (6th Edition), Tripathi, Bombay.
- 7) **sàçÓç sà.v., "sàÊmãu Êà³uÍuwÐnà", âqPqÓàqäÊç ZàŞýàlàÂà, ÂààªàqâÊ.**
- 8) Rumki Basu (2004), **"Public Administration"**, Sterling Publications, New Delhi.



Public Administration – Sem. V

Paper Code: DSC 1E (Introduction of Public Administration) w.e.f. June 2020

Credit : 03
Lectures : 52

Total Marks : 100
Internal : 40
External : 60

Objectives: This paper is attempts to discuss the basic concepts and awareness about the evolution; growth of the discipline of Public Administration. And it is also more important for learning various approaches of Public Administration. Theoretical clarity will be done with paper.

Chapter 1: Public Administration: Evolution and Development

- i) Meaning and Definition
- ii) Nature and Scope (POSDCORB)
- iii) Public and Private Administration
- iv) Importance of Public Administration
- v) Minnow brook Conference (I, II, III)

Chapter 2: New Trends and Administrative Theory

- **New Trends:**
 - i) New Public Administration (NPA)
 - ii) New Public Management (NPM)
 - iii) New Public Service (NPS)
- **Administrative Theory:**
 - i) Human Relation Theory
 - ii) Descion Process Theory
 - iii) Elite Theory

Chapter 3: Organization (Structure and Principles)

- i) Meaning and Definition
- ii) Forms of Organization



- iii) Functions of the Chief Executive
- iv) Span of Control
- v) Centralisation and De-centralisation

● **References:**

- 1) Awasthi and Maheshwari (2013), "Public Administration", Lakshimi Narain Agrawal Publications, Agra.
- 2) Basu Rumki (2008), "Public Administration: Concept and Theories", Streling Publications, New Delhi.
- 3) Bhambri C.P., (2010), "Public Administration: Theory and Practice", (21st Edition) Educational Publications, Meerut.
- 4) Bhattacharya Mohit (2000), "Public Administration", World Press, Calcutta.
- 5) Chakraborty Bidyut and Chand Prakash (2012), "Public Administration in a Globalizing World: Theories and Practice", Sage Publication, New Delhi.
- 6) Ghuman B.S. (2001), "New Public Management", Indian Journal of Public Administration, Vol. XLVII No.4, Pg.769-779.
- 7) çÂààtÀàÊ Âàà.Ê. (1975), "vàçŞýZàlààyÂà", yàoÂàà ZàŞýàlàÂà, qä½àç.
- 8) »pàé.ràçÊà, »pàé.âlàÊyà°p (2013), "vàçŞýZàlààyÂàlààÐØà", âwùà räÿy qOÆvîàyê,



jàèÊªàààà.

- 9) qà¹ ãv rã.rã. (1995), “vàçŞýZàîààÿÂà”, Äý»ªŞçý ZàŞýàîàÂà, ŞýàçìÑàqãÊ.
- 10) ªàä»ªªàç yäw½ààê-rçÂàŞçý (2015), “vàçŞýZàîààÿÂà”, Zàîààªm ZàŞýàîàÂà, kÓªààªw.
- 11) qwàÊ ZàŞýàîà (2012), “ytŞýàvãÂà Êà³uîààe”, »ªàutª»ª ZàŞýàîàÂà, qã½àç.
- 12) mäª¹çª ÍÑã.¥y.(2009), “Âàç¹ª-yç¹ª: Êà³uîààe w vàçŞýZàîààÿÂà”, âjÂtu ZàŞýàîàÂà, jàèÊªàààà.

Public Administration – Sem. V

Paper Code: SEC 3 (E-Governance) w.e.f. June 2020

Credit : 02
Lectures : 52

Total Marks : 100
Internal : 40
External : 60

Objectives: Today E-governance has become not necessary but essential in a set-up where people are the biggest stakeholders. E-governance is concerned with the relationship between citizens and govt. and therefore, this paper attempts to discuss the various content of E-governance (i.e. ICT, Education, Development Work, Business). It is most important for students because E-governance is the part of service orientation and student should learn accountability through E-governance and also practical application of E-governance.



Chapter 1: Introduction of E-governance

- i) Meaning and Definition
- ii) Domains (Area) of E-governance
- iii) Objectives
- iv) E-governance in India
- v) E-Democracy

Chapter 2: E-governance: Nature and Scope

- i) Nature of E-governance
- ii) Scope of E-governance
- iii) Strategy of E-governance
- iv) The Merits of E-governance
- v) E-governance – Information Technology

Chapter 3: E-governance: Issues and Challenges

- i) Emergence of E-governance
- ii) India's National E-governance Plan (NEGP)
- iii) Stages of E-governance
- iv) E-governance Challenges
 - a) E-governance Project – (i.e. Bhoomi, E-Seva, Card, Setu, E-Cops etc.)
 - b) Other factors :
 - i) Low Literacy, Population
 - ii) Low Per Capita Income
 - iii) Limited Financial Resources
- v) Issues for E-governance
 - a) Funding
 - b) Management of Change
 - c) Privacy
 - d) Technology Issues

• References:

- 1) Bellamy Christine and Taylor John (1998), **"Governing in the Information Age"**, Open University Press, Buckingham.
- 2) Bhatnagar S.C. (2004), **"E-government: From Vision to Implementation"**, Sage Publications, New Delhi.
- 3) Gosling P. (1997), **"Government in the Digital Age"**, Govt. Information Quarterly, Vol.18 No.ER-2, Bower Dean, London.



- 4) Satyanarayana J. (2006), "E-government", PHI, New Delhi.
- 5) Chaudhari Suman Kalyan, Nayak Panigraphy (2012), "E-governance: Issues and Strategies", SSDN Publication, Delhi.
- 6) Vasu Deva (2005), "E-governance", Commonwealth Publication, Delhi.
- 7) "E-governance in India" (2015), "E-governance in India", Zaidi & Associates, New Delhi.
- 8) "E-governance in India" (2019), "E-governance in India", Zaidi & Associates, New Delhi.
- 9) "E-governance in India" (2016), "E-governance in India", Zaidi & Associates, New Delhi.
- 10) "E-governance in India" (2017), "E-governance in India", Zaidi & Associates, New Delhi.

Public Administration – Sem. V

Paper Code: GE 1A (Indian Administration I) w.e.f. June 2020



Credit : 03

Lectures : 52

Total Marks : 100

Internal : 40

External : 60

Objectives: This paper is attempts to discuss the various contents of Indian administration. It is also useful for knowledge about the evolution and growth of Indian administration. Awareness about the institutions and understanding the in-built control mechanism. Students will also get the information about UPSC exams and administrative process of India.

Chapter 1: Evolution and Constitutional Framework

- i) Evolution (Ancient, Medieval and British Period)
- ii) Constitutional Framework of Administration
- iii) Administration after Independence Period (Brief)
- iv) Silent Features of Indian Administration
- v) Importance of Indian Administration

Chapter 2: Union Government

- i) President
- ii) Prime Ministration and Council of Minister
- iii) Central Secretariat Service (CSS)
- iv) Prime Minister Office (PMO)
- v) Cabinet Secretary (Functions)

Chapter 3: Various Ministry of Central Government

- i) Ministry of Home Affairs
- ii) Ministry of Finance
- iii) Ministry of Defence
- iv) Ministry of External Affairs
- v) Ministry of Personnel

• References:

- 1) Arora Ramesh and Goyal Rajni (1997), "Indian Public Administration:



- Institutions and Issues**", New Age International Publications, Delhi.
- 2) Awasthi A. and Awasthi A.P. (2004), "Indian Administration", Lakshmi Narayain Agrawal Publications, Agra.
 - 3) Bsau D.D. (2013), "Introduction to the Constitution of India", Lexus Netus Publication, New Dehi.
 - 4) Chakraborty Bidyut (2016), "Indian Administration", Sage Publications, New Delhi.
 - 5) Sharma M. (2007), "Indian Administration", Anmol Publication, Delhi.
 - 6) Maheshwari S.R. (2016), "Indian Administration", Orient Blackswan Publication, New Delhi.
 - 7) âwkuşäytâÊ, îàèvçlà şäytâÊ Êàt (2019), "vâçşýmþØà tçþ ÂààèşýÊîààÑã şýà ÐwÛýq", Âàwuäªà rä¨y, Âàçê âÀìvã.
 - 8) »þàé.qwàÊ ZàtàçÀ, »þàé.mäþ¹çþ ÍÑã.¥y. (2018), "sàÊmàjç yþâwoàÂà w îààyÂà", Zàîààþm ZàşýàîàÂà, kÓªààþw.
 - 9) mäþ¹çþ âwku, ÂàçÊşýÊ yþâÀq (2012), "sàÊmãu yþâwoàÂà sàªà 1 w 2", Zàîààþm ZàşýàîàÂà, kÓªààþw.



- 10) qà¹ ãv ÍÑã.rã. (2009), “sàÊmãu ZàîààÿÂà”, Şçý.yàªàÊ
ZàŞýàîàÂà, qä½àç.

K.B.C.North Maharashtra University, Jalgaon

Syllabus for T.Y.B.A. (CBCS Pattern)

Public Administration – Sem. VI

Paper Code: DSE 3B (Digital Governance) w.e.f. June 2020

Credit : 03

Total Marks : 100

Lectures : 52

Internal : 40

External : 60

Objectives: This paper is attempt to discuss the various aspects of Digital Governance. It is new study branch of Governance. This paper is also useful for fundamental knowledge of Digital Governance (DG), understood the basics of digitalizing process as well as getting information about action plans for various services.

Chapter 1: Conceptual Constructs

- i) Meaning
- ii) Scope
- iii) Importance
- iv) Difference between E-Governance and Digital Governance
- v) Digital Transformation Continuum

Chapter 2: Digital Strategies for Governance

- i) Principles of Improving Digital Service
- ii) Benefits of Digitizing
- iii) Digital Capability Strategies
- iv) Digital Governance Strategies Initiatives
- v) Role of Web Policy



Chapter 3: Policy Formulation and Implementation

- i) Principles of Public Policy Formulation for Digital Governance
- ii) Policy Formulation for Digital Assets
- iii) Digital Action Plan for Civic Services
- iv) Digital Efficiency Report
- v) Government Digital Tools

• References:

- 1) Anttiroika Ariveikko and Malkia Malti (2006), "Encyclopedia of Digital Governance", IGI Global Publications, USA.
- 2) Belanger F. and Carter L. (2006), "The Effects of the Digital Divide on E-Government: An Empirical Evaluation Proceeding of the 39th Hawaii International Conference on System Science", Vol.4, Pg.1-7.
- 3) Blesdorf S. and Niederman F. (2013), "Health Care Digital Future", Mc Kinsey and Company, New York.
- 4) Dunleavy Patrick, Margetts and other (2007), "Digital Era Governance-IT Corporation, The State and E-Governments", Oxford University Press.
- 5) Fang Z. (2002), "E-Government in Digital Era: Concept, Practice and Development, International Journal of The Computer, the Internet and Information", Vol.10, No.2, Pg.1-22.

• Web Resources:

- What is Digital Governance?



- Digital Government 2018 <https://digital-government.co.uk/>
- www.gartner.com/digitalbusiness
- Digital Transformation India 2018 – Forrester

Public Administration – Sem. VI

Paper Code: DSE 4B (Public Policy and Governance) w.e.f. June 2020

Credit : 03

Lectures : 52

Total Marks : 100

Internal : 40

External : 60

Objectives: This paper is attempts to discuss the important issues of Public Policy and Governance. It is useful for understanding basic concepts such as public analysis, Process, Governance etc. Students should get knowledge of different stages of the Public Policy in term of theoretical formulation of the process.

Chapter 1: Introduction of Public Policy

- i) Meaning and Definition
- ii) Scope
- iii) Significance
- iv) Policy Analysis Concept
- v) Types

Chapter 2: Concepts and Theories of Governance

- i) Governance as Per the World Bank
- ii) Public Choice Theory
- iii) Public Value Theory
- iv) Governance as Theory



- v) Role of Civil Society in Governance

Chapter 3: Public Policy: Evaluation and Implementation

- i) Public Policy Process
- ii) Public Policy Implementation
- iii) Obstacles Before Policy Implementation
- iv) Policy Evaluation: Types
- v) Policy Evaluation: Methods

- **References:**

- 1) Anderson J.E. (2005), **“Public Policy Making”**, Houghton Mifflin, New York.
- 2) Ayyur Vaioyanathan R.V. (2009), **“Public Policy Making in India”**, Pearson, New Delhi.
- 3) Chakraborti Rajesh (2017), **“Public Policy in India”**, Oxford University Press, New Delhi.
- 4) Chakraborty Bidyut and Chand Prakash (2016), **“Public Policy: Concept, Theory and Practice”**, Sage Publications, New Delhi.
- 5) jŚíýwmJ âwùäm, ZàŞýàlàjPô (2018), **“kà^aââmŞýÊ½âmãv vâçŞýZâlàâyÂà: ây÷âPm jââ½à ÍuwÑàÊ”**, yçk ZàŞýàlàÂà, âÀìvã (tÊà°pã).
- 6) Dye, Thomas R. (2004), **“Understanding Public Policy”**, Pearson Education, New Delhi.
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- 10) mäP¹çb âwku (2016), "yàwêkâÀàŞy ZàâàÿÂà jàâ½à ÍuwÐnàqÂà", ZàâààPm ZàŞyàâÀà, kÓªààPw.

Public Administration – Sem. VI

Paper Code: DSC 1F (Public Financial Administration) w.e.f. June 2020

Credit : 03

Lectures : 52

Total Marks : 100

Internal : 40

External : 60

Objectives: This paper is attempt to discuss the various issues of public financial administration. It is useful for knowledge of various aspects of public financial administration in general and in the Indian context in particular. This paper will also useful for understanding public budgeting, public financial institution.

Chapter 1: Introduction

- i) Meaning
- ii) Significance
- iii) The Concept of Budget



- iv) Principles of Budget
- v) Types

Chapter 2: Budgetary Systems (Types and Preparation)

- i) Traditional Budgeting
- ii) Performance Budgeting
- iii) Zero Base Budgeting
- iv) Budget Preparation – Authorization
- v) Budget Preparation – Execution

Chapter 3: Fundamental Elements

- i) Union Ministry of Finance (Functions)
- ii) Function of Finance Commission
- iii) Resource Mobilization (Tax-Non Tax Sources)
- iv) Tax Administration (Principles)
- v) The Concept of Audit

• References:

- 1) Burkhead J. (1956), **“Government Budgeting”**, Wiley Sons, New York.
- 2) Chand P. (2010), **“Control of Public Expenditure in India”**, Allied Publication, New Delhi.
- 3) Chand P. (2010), **“Performance Budgeting”**, Allied Publication, Delhi.
- 4) Frank Howard A. (2006), **“Public Financial Management”**, CRL Press, Taylor and Francis Group, New York.
- 5) Gupta B.N. (2006), **“Indian Federal Finance and Budgetary Policy”**, Chaitanya Publication, Allahabad.



- 6) Indian Administrative Reforms Commission (1969), "Report of Finance, Account and Audit", Manager Publications, Govt. of India, New York.
- 7) ജി.എ.എ.സി. (2018), "കാര്യാലയസേവനങ്ങളുടെ ഗുണമേന്മ വര്ദ്ധിപ്പിക്കുന്നതിനുള്ള മാർഗ്ഗരേഖ", ഐ.എ.എ.സി. (2018).

Public Administration – Sem. VI

Paper Code: SEC 4 (Service Quality Management-SQM) w.e.f. June 2020

Credit : 03
Lectures : 52

Total Marks : 100
Internal : 40
External : 60

Objectives: This paper is attempts to discuss the important issues/aspects of Service Quality Management (SQM). It is new branch of management and therefore, student should learn new paper for knowledge and practice. It is also useful for delivering quality service and quality management, in private and



public sector.

Chapter 1: Conceptual Constructs

- i) Service Quality Management: Meaning
- ii) Service Quality Management: Principles
- iii) Service Quality Management: Significance
- iv) Service Quality Management: Historical Background
- v) Service Quality Management: Need of Time

Chapter 2: Service Quality Assessment

- i) Quality Metrics
- ii) Quality Audit
- iii) Standardization Procedures
- iv) Quality Assessment Principles
- v) Models of Service Quality Management

Chapter 3: Application

- i) Measurement of Public Perception
- ii) Behavioral Consequences of Service Quality
- iii) Public Distribution System
- iv) Municipal Governance
- v) Preparing Module of Service Quality Management

• References:

- 1) Alexander Hinkley P.S. and Other (2002), **“Better Government Services”**, Executive Agencies in the 21st Century, Cabinet Office, London, UK.
- 2) Chand K. Vikram (2010), **“Public Service Delivery in India”**, Oxford Press, Oxford.



- 3) Crosby P.B. (1979), "Quality is Free: The Art of Making Quality Certain", Mac hraw Hill, New York.
- 4) Evans J.R. and Lindsay W.M. (1999), "The Management and Control of Quality", South Western College Publication, Ohio.
- 5) Feigenbaum A.V. (1983), "Total Quality Control", Mac Hill, New York.

- **Reports:**

- Ronen B. and Pliskin S.J. (2006), "Focused Operations Management for Health Services Organization", Jossey Bass, New York.

Public Administration – Sem. V

Paper Code: GE 1B (Indian Administration II) w.e.f. June 2020

Credit : 03

Lectures : 52

Total Marks : 100

Internal : 40

External : 60

Objectives: This paper is attempts to discuss the various contents of Indian administration. It is also useful for knowledge about the constitutional institutions, authorities of Indian administration. Awareness about the



institutions and understanding the in-built control mechanism. Students will also get the information about UPSC exams and administrative process of India.

Chapter 1: Constitutional Institutions and Union-State Relation

- i) Election Commission of India (Structure-Functions)
- ii) UPSC (Structure-Functions)
- iii) Union State Relation (Legislative-Executive Financial)
- iv) Parliamentary: Executive and Judicial Control Over Administration
- v) The National Development Council (NDC)

Chapter 2: Constitutional Authorities

- i) The Comptroller and Auditor General of India
- ii) The Attorney General of India
- iii) The Special Officer for Linguistic Minorities
- iv) The Special Officer for SC
- v) The Special Officer for ST

Chapter 3: State Government

- i) State Secretariats (Chief Secretary – Functions)
- ii) Board of Revenue (Composition – Functions)
- iii) Regional Administration (Divisional Commissioners)
- iv) District Administration (DC, SP)
- v) State Public Service Commission (Functions)

• References:

- 1) Arora Ramesh and Goyal Rajni (1997), **“Indian Public Administration: Institutions and Issues”**, New Age International Publications, Delhi.
- 2) Awasthi A. and Awasthi A.P. (2004), **“Indian Administration”**, Lakshmi Narayain Agrawal Publications, Agra.



- 3) Bsau D.D. (2013), "Introduction to the Constitution of India", Lexus Netus Publication, New Dehi.
- 4) Chakraborty Bidyut (2016), "Indian Administration", Sage Publications, New Delhi.
- 5) Sharma M. (2007), "Indian Administration", Anmol Publication, Delhi.
- 6) Maheshwari S.R. (2016), "Indian Administration", Orient Blackswan Publication, New Delhi.
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- 8) »þàé.qwàÊ ZàtàçÀ, »þàé.mäþ¹çþ ÍÑã.¥y. (2018), "sàÊmàjç yþâwoàÂà w îààyÂà", Zàîààþm ZàşýàîàÂà, kÓªààþw.
- 9) mäþ¹çþ âwku, ÂàçÊşýÊ yþâÀq (2012), "sàÊmãu yþâwoàÂà sàªà 1 w 2", Zàîààþm ZàşýàîàÂà, kÓªààþw.
- 10) qà¹ ãv ÍÑã.rã. (2009), "sàÊmãu ZàîààyÂà", şçý.yªªàÊ qPşýàîàÂà, qä½àç.

