



Assessment of Good Governance Initiatives of Government Agencies of State of Delhi

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ABSTRACT

Government of Delhi is constantly working towards the development of the city and striving to facilitate better living for its citizens. Government is aware of the fact that citizens have to interact or deal with different government agencies for their different day to day requirements and many a times have to face difficulties. The delivery of services has improved over the years but volume of work is also increasing in greater proportions. Increasing and shifting population, coupled with nuclear family along with decreasing social interactions has enhanced the complexity of the delivery of services to the satisfaction of the public. There are certain actions, which are taken by particular department or agency to improve its efficacy. But some initiatives have been taken up centrally to improve the working of the officials, which is essential to keep pace with the changes taking place in society. These are in consonance with the technological advances taking place globally. Government of National Capital Territory of Delhi has initiated many programs for offsetting the polarization of resources and achieving economic growth. To enhance the efficiency and effectiveness of such measures government has even moved beyond the standard exercise of measuring the performance through budget utilization, financial expenditure and physical target assessments. Delhi has a unique position and developmental demands, due to it being a city-state with fast expanding population and lots of expectations of its citizens.

KEYWORDS

NCT

Delhi

Good governance

Governance system

Bhagidari

E-Governance

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PREAMBLE

Government of Delhi has taken many initiatives for making governance system more responsive and accountable. Steps have been taken towards improving the quality of public services, degree of equity in public decisions and participation of citizens in getting feedback of the action taken. The civil society initiatives to improve governance have grown in scale and content during the last few years. Some of the major initiatives taken by the government of Delhi are:-

1. Citizen Charter

It has been used as a tool to improve the quality of public services. All departments have prepared citizen characters, which give information about services offered with time schedule fixed for each service. These charters are available on websites also. This is the first foot forward taken towards transparency. It also fixes a deadline for officials.

2. Right to information Act and Grievances Commission

Delhi was one of the few pioneer states to recognize the right of the citizen to have information and thus enacted Delhi Right to Information Act (2001). Grievances Commission was set up in Delhi to settle the grievances of the public. Grievances commission has been working successfully in Delhi. Now, with central law on Right to Information and Central Information Commission, the efforts have been strengthened towards achieving of transparency.

3. Public Interest Litigation

Public Interest Litigation is an important tool for activists and citizens to improve the quality of governance today. Delhi has a unique situation and many of the cases relevant to the citizens have been taken up by the Supreme Court as Public Interest Litigation's. Transport, unauthorized constructions and environmental pollution have been major

issues taken up by courts as Public Interest Litigation's. There is difference of opinion regarding interference of judiciary in executive functions with many pros and cons attached to this. But citizens have one more forum by way of Public Interest Litigation's for redress of grievances.

4. Budget Analysis

Budget analysis gives insight into the functioning of the government and the relevancy of the expenditure can be judged by this analysis. Planning Department of government of Delhi along with Finance Department conducts such exercise, which gives insight into the physical targets and achievement in different sectors, projects and plan schemes. Monitoring of any project also becomes possible through this. Delhi is one of the few states, which have adopted the exercise of zero budgeting. Evaluation of work completion is also taken up at the end of the year.

5. Bhagidari Movement

Bhagidari is a means for facilitating citywide changes in Delhi by utilizing the processes and principles of multi-stakeholder collaboration. It aims to develop joint ownership by citizens and government in the change process and facilitate people's participation in governance. Active involvement and participation of the citizens through interaction with government agencies helps in better understanding of each other and helps in identification of the needs for fixing priorities of the works/activities. RWA's are involved in a big way and CM's office has created a separate Bhagidari cell to have co-ordination with all these participatory units. Regular meetings of RWA's are held at District Level and concerns of Bhagidars are listened to and addressed by representatives of all government agencies.

6. Civil Society Organizations

The involvement of Resident Welfare Association and other civil society organizations in good governance by ensuring transparency and accountability in Government machinery has been achieved in Delhi. Non-Government's Organizations are being involved in management of services especially in social sector, health and hygiene and education. Civil society organizations are encouraged and meetings are held with different associations, not only of the residents, but with the associations of markets and other professions as well. These organizations are also given certain grants for executing levels.

7. E-Governance

The tools of e-governance have improved transparency and thus helped in information dispersal and empowerment of the citizens. Departments have websites with complete

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information regarding activities and its obligations. Tenders and results are also available on websites. Apart from having informative websites, most of the departments are receiving application forms and inquiries through websites. For example in Sales Tax, returns can be filed electronically and refunds are also given electronically. Education department issues transfer orders and also expenditure is monitored electronically only.

8. Providing low-cost, high quality Citizen Centeric Services

Placing citizens at the center of service delivery system needs special efforts. By empowering citizens with necessary information and effective redressal of complaints, helps improving governance. One Window System for all departments and convergence of social sector services at district level is an effort to provide quality service at lower costs and offer convenience to citizen.

9. Citizen Report Card

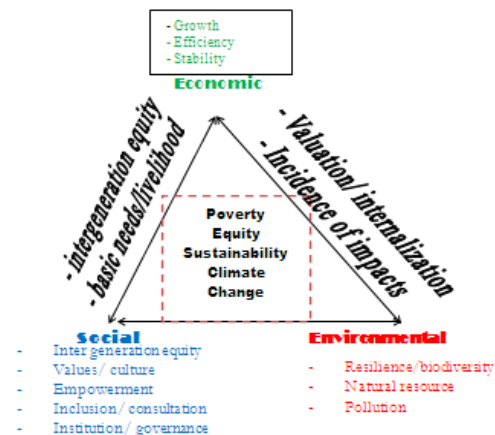
There was an effort to get feedback to improve the quality of public services through an innovative tool known as Citizen Report Card, pioneered by Public Affairs Center in Bangalore. An initial work on this has been done and now efforts are being made to increase its area and effort so that improvements can be made in systems in each department according to the shortcomings printed out by citizens.

Delhi Human Development Report 2006 has outlined 9 Delhi Development goals which have been adopted from Millennium Development Goals (MDG). These goals are. Goal 1 Eradicate extreme poverty and hunger, To halve the proportion of people who live below the poverty line and suffer from hunger, between 2000 and 2015. Goal 2 Achieve universal elementary education by 2015. Goal 3 Promote gender equality and empower women. Goal 4 Reduction in child mortality. Goal 5 Improve maternal health. Goal 6 Combating HIV/AIDS, Malaria and other diseases. Goal 7 Ensure environmental

sustainability. Goal 8 Strengthen Bhagidari. Goal 9 Improve Public Safety.

The nine initiatives mentioned are common actions, which have been taken by all the agencies. Apart from these common activities, agencies have taken up separate programmes and initiatives to improve their functioning so as to achieve nine development goals and sustainable of the city.

Sustainable development has economic, social and environmental dimensions (Munasinghe, 1992). The relationship and effect of these 3 key elements of sustainable development, which are also indicators of good governance is given in the figure A.



Source: M.Munasinghe, 1992

Figure 1: Key Elements of Sustainable Development

This diagram illustrates that all these indicators of good governance which have linkages with each other can be placed under 3 categories. Each category or system has its own distinct driving forces and objectives. The economy is geared towards improving human welfare, primarily through increases in consumption of goods and services. The environmental domain focuses on protection of integrity and resilience of ecological system. The social domain emphasizes the enrichment of human relationships and achievement of individual and group aspiration.

Indicators are an excellent tool for communities working toward a common goal. When properly designed, they can forewarn a community about a potential problem or negative trends before its effects become irreversible. They can demonstrate the linkages among large social, economic and

environmental systems and help to identify the cause of complex problems. They can measure the effectiveness of policies and projects. Most of all, they can simplify, yet comprehensively track a community's progress towards its goals (Besleme and Mullin, 1997).

United Nations has listed 132 indicators as indicators of sustainability and has categorized these in social economic, environmental and institutional categories (Bell and Morse, 1999). These measurements of sustainability are not confined to few quantitative parameters but consist of wider qualitative indicators. These qualitative indicators can also be placed under three categories. In fact these are initiatives, which are essential and can be thus measured for attainment of sustainable development.

Even if we never use a single indicator the process (of their development) has given us so much that one learns during process itself (Meter, 1999). Indicators are a logical device to use in sustainable development, especially given their long record of use in fields such as economics, social accountability and environmental science (Bell and Morse, 1999). Kaufmann et al. (1999) highlight a number of reasons why it is useful to gather data on governance perceptions although the data collected is inherently subjective. For example, perceptions may often be more meaningful than objective data, especially when it comes measuring the public faith in institutions.

Court et al (2002) concluded that measuring issues of governance poses challenges that are not encountered in the economic or social development fields. While it is easier to provide firm indicators of such things as economic growth or primary school enrolment, it is much more difficult to find and agree upon indicators of a political macro phenomenon like governance or political rights. Perhaps because it is a broad and complicated concept, there exists no regular, systematic and cohesive data collection effort centered on the concept of governance. All these indicators are not inclusive. Involvement of stakeholders is very essential to know the indicators. Still indicators may appeal to a

mind set for measurement yet they do not appeal to the popular imagination and this must limit their appeal to real people-the global community that is the target for the sustainability project (Bell and Stephen, 2003).

There is no consensus on the elements or indicators of good governance as different agencies have identified different elements as per their need, requirement and experience. In contrast there is a broad agreement inside and outside India on indicators of bad governance. (Human Development Report, 2003) Major among these is incidence of competition co existing with high level of mass poverty, illiteracy, and under-development and increasing criminalization of politics. In the good governance discourse, democracy emerges as the necessary political framework for successful economic development, and within this discourse democracy and economic liberalism are conceptually linked: bad governance equals state intervention; good governance equals democracy and economic liberalism (Abrahamsen, 2000). Development is a planned change process, which basically entails deviations from the present situations and balances.

To achieve sustainable development, it is essential that such development takes place in a way and by making such adjustments to the human activities so as to sustain and consume the natural wealth. Term social development and sustainable development are being used interchangeably only because it has been realized that development in society is long lasting only if it does not disturb the delicate environmental balance. This means that all natural assets including human, deserve to be given their rightful place and treatment and cared for whenever such planned change of development takes place. Under the circumstances, effective governance within the available frame of resources and capabilities is the solution to minimize the managerial stress and maintain an adequate level of urban services and facilities. The response to these challenges lies in good governance. Good governance makes accountability, transparency, participation and rule of law mandatory administrative functions. They are vital pre – requisites for sustainable development also. Government has to function in a more missionary, egalitarian and energized manner (Barthwal, 2003).

As part of the World Governance Survey (WGS) project, a comprehensive assessment of governance at the national level in India was conducted in 2001. 177 experts from four states – Andhra Pradesh, Bihar, Delhi and Kerala; completed a questionnaire providing their ratings and comments to 30 indicators of governance. The findings do suggest that even in a country of the diversity and complexity of India it is feasible and valuable to carry out such governance assessments. Nevertheless, due to some

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methodological challenges, findings are indicative rather than conclusive. The survey does highlight some bright spots, including high levels of freedom of expression and association; high levels of political competition ; a respected bureaucracy; and a military that accepts its subordination to civilian government. However, there was an overarching concern that policy-making is rather divorced from the people – especially the poorest members of society. Democracy in India is more impressive in form than substance. More specifically, the survey found that corruption was the most important governance challenge in the country (Court, 2003).

Government cannot meet people's aspirations unless their decision makers are prepared to look afresh at service delivery system, poverty and administrative management system. Such change in perspectives must be accompanied by change in their attitudes, leadership styles and goals. Harmonizing the attitudes, structures and processes of government with the aspirations and needs of its citizens is the first step. The results on the ground in terms of social and economic development since independence are rather disappointing and this has happened when we have rich human and other resources, comparable capacities and capabilities which are second to none in the world. (Jalan, 2004).

OBJECTIVES OF THE STUDY

Specific objectives of the Study are to assess and analyze the impact of various Good Governance initiatives on the working conditions and acceptability by stakeholders. Accordingly four hypotheses have been framed.

- 1) There is difference in the perception of the stakeholders on the assessment of the socio-economic & environmental impact on the lives of the people in state of Delhi resulted due to the good governance initiatives taken by different government agencies of Delhi state.
- 2) There is difference in the perception of the different categories of stakeholders i.e. general public/citizens, political

persons/elected representatives, legal professional/judiciary/advocates, bureaucracy/officials and media & communication professionals on the assessment of the socio-economic & environmental impact on the lives of the people in state of Delhi resulted due to the good governance initiatives taken by different government agencies of Delhi state.

- 3) There is no difference in the perception of stakeholders of different age groups i.e. young adults (18-35 years), middle aged (36-55 years and elderly (56 & above years) on the assessment of socio-economic & environmental impact on the lives of the people in state of Delhi resulted due to the good governance initiatives taken by different government agencies of Delhi State.
- 4) There is no difference in the perception of stakeholders of both the sexes on the assessment of socio-economic & environmental impact on the lives of the people in state of Delhi resulted due to the good governance initiatives taken by different government agencies of Delhi state.

RESEARCH DESIGN

To carry out the objective of the study, nine different agencies of the government of Delhi were selected. The selection of agencies was based on a general survey conducted asking people to respond to a single question that in their view which agency of the government affect their day to day lives in a major way and so they have to deal with the agency more frequently.

In response, people named the field units of the agencies like local electricity Sub-Stations, zonal office of Municipal Corporation of Delhi, Motor Licensing Officer's office of transport department, Station House Officer's office of police, Sales Tax Office of Value added Tax Department, Sub-Registrar office of Deputy Commissioner, Revenue or Rationing Shop/Ration card office. However it was thought appropriate to consider Department as a whole instead of Individual Branch of the Department as Department is responsible for controlling the policies and its implementation. After initial exercise of identification of selection of government agencies was completed, these 9 departments were shortlisted with 5 types of stakeholders from different age groups and genders. Thus the total sample was constituted as follows:

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| Agencies/ Departments (9) | Stakeholders (5) | Age Groups (3) | Genders (2) |
|-------------------------------------|---|-------------------------------|-------------|
| 1. Delhi Development Authority | 1. General Public/Citizen | i) Junior Group -18-35 years | Male |
| 2. Delhi Police | 2. Political Persons/ Elected Representatives | ii) Middle Group -36-55 years | Female |
| 3. Delhi Jal Board | 3. Legal Profession/ Judiciary/ Advocates | ii) Senior Group - 55+ years | |
| 4. Food and Civil Supply Department | 4. Bureaucracy/ Officials | | |
| 5. Municipal Corporation Of Delhi | 5. Media and Communications | | |
| 6. Revenue Department | | | |
| 7. Trade and Taxes Department | | | |
| 8. Electricity Department | | | |
| 9. Transport Department | | | |

Five respondents for each category of gender, age group and stakeholder groups were taken. Sample size was 1350.

The matrix is

2 (Gender) X 3 (Age groups) X 5 (Stakeholders) X 9 (Agencies) X 5 samples in each category=1350

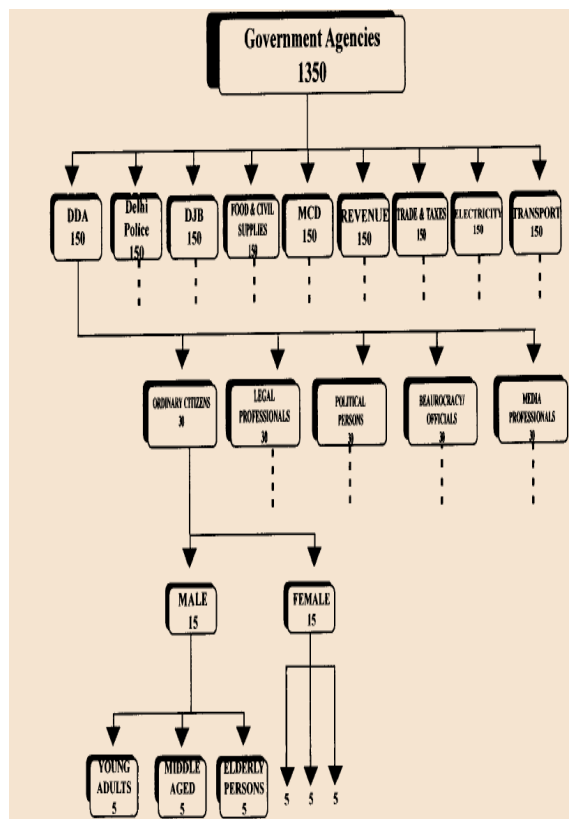


Figure 1: A 9 X 5 X 2 X 3 Factorial Designs

THE SAMPLE

The samples were collected from all stakeholder categories. These were collected from five categories i.e. general public/citizen, political person/elected representative, legal professionals/judiciary/advocates, bureaucracy/officials and media & communication professionals. The perception of the stakeholders on their views regarding a particular agency was collected through questionnaires. There are nine agencies of Delhi state, which were considered for seeking opinions. These are Delhi Development Authority/Delhi police/Delhi Jal Board, food and civil supplies department, Municipal Corporation of Delhi, revenue department, trade & taxes department, electricity department & transport department. The responses were obtained for three age groups of individuals. Young adults were considered from 18 years to 35 years of age. Individuals of age from 36 years to 55 years were kept in middle-aged group. While persons of 56 years and above were kept in elder age group category. Males & females in each stakeholder's categories were also equally represented. The sample distribution for 1350 samples has been given in figure 1. The sample was collected by the researcher along with two professionally qualified research scholars who were also involved with the designing of the research methodology and subsequently were associated in processing and analysis of data.

TOOL

A questionnaire to measure the Impact of Good Governance Initiatives was developed by Lather and Ghonkrokta. The questionnaire contained 35 statements on five point likert scale. These statements for assessment the impact of initiatives taken by government of Delhi were constructed and then collected under 3 categories.

- i) Economic Impact Assessment
- ii) Social Impact Assessment
- iii) Environment Impact Assessment

These were broad categories as stakeholders can feel a visible impact of working procedure and conditions under these three categories broadly. There were eleven statements under economic impact assessment part, 14 statements under social impact assessment, and 10 statements under environment impact assessment. The validity test was done by taking comments from 7 specialists in the field representing 5 categories of stakeholders. There were 2 officials, 2 educationists, 1 from legal field, 1 from

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media and 1 from political field. Face validity was assessed after getting the questionnaire examined from experts. The statements were changed as per suggestions so that these are true and complete measurements for that particular impact fields. Test-retest reliability was checked, giving 45 days gap with 30 separate set of stakeholders. The test- retest reliability score of the entire questionnaire was found to be 0.835. The test- retest reliability score for economic impact assessment was found to be 0.76. For environmental impact assessment the reliability score was found to be 0.881 and for social impact assessment it was found to be 0.821.

RESULTS OF ASSESSMENT OF GOOD GOVERNANCE INITIATIVES

Results (Table 1.) shows that these are not significant at 1 % level for any other variables individually but significant at 5% level for sexes only. Two-way interactions are significant for stakeholders and sex and sex and age groups at 1% level. Three way and four ways interaction is also not significant except for interaction of stakeholders, sex and age groups, at 5% level of significance only. Table 1.1 shows that mean score of all the stakeholder's categories is more than 105, which means all the five stakeholder categories are convinced that initiatives taken by agencies to achieve goal of good governance have achieved the goal. Politician females and media professional females have mean score less than 105 which indicate that these two categories of stakeholders do not agree with the contention that initiatives taken by agencies resulted in making governance good. Figure 1 shows that there is great disparity in the opinion expressed by males and females in all categories of except for legal professionals. Males have given more score in the category of politicians, officials and media personals, which mean score of females is more in category of general public. In case of politician and media persons, females have score even less than 105, which mean they do not agree that good governance initiatives resulted in creating impact. Results show that (Table 1.2) that all age groups have mean score more than 105, which means all age groups are convinced that initiatives taken by

department resulted in good governance. All interaction categories between stakeholders and age groups have mean score higher than 105 except young media persons (104.74) which clarifies that they consider that initiatives resulted in good governance. Figure 2.2 shows that middle aged citizens, elderly politicians and young legal professionals have a great difference of opinion on good governance initiatives as compared to other age groups of same category of stakeholders. Young media professionals have score less than 105. In case of interaction between sexes and age groups (Table 1.3), mean score is more than 105 in all cases, which explains that males and females in all age groups have agreed that good governance initiatives taken by government in Delhi had positive impact on the lives of the people. However, middle-aged males are most appreciative of this effort as they show highest mean score. The four way interactions have shown the following results (Table 1.4).

- i) In case of Delhi Development Authority, young male ordinary citizens, elderly male citizens, elderly legal professionals, middle aged male legal professionals, young female legal professionals, middle aged female officials, elderly female officials, young female media professionals, elderly male media professionals did not agree that initiatives of this agency resulted in improving the lives in Delhi. Rest of the categories agreed that initiatives did impact lives.
- ii) In case of Delhi Police, young and elderly male ordinary citizens, young female citizens, young female politicians, middle aged and young male legal professionals, young female media professionals, young and elderly female officials, elderly male and young female media professionals have scored less than 105, thus did not agree that initiatives resulted in having any impact. Rest of the categories agreed.
- iii) In case of Delhi Jal Board, young male citizens, young female citizens, young female politicians, middle aged female politicians, elderly male legal professionals, young and elderly female media professionals did not agree that initiatives had impact.
- iv) For Food and Civil Supplies, middle aged and elderly male citizens, young and middle aged female politicians, elderly male and young female legal professionals, young female officials, young male media professionals and young and middle aged legal professionals have scored less than 105, which means these categories do not agree that initiatives of department have impact.
- v) For Municipal Corporation of Delhi, middle aged and elderly male citizens, young female politicians, young female

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legal professionals, young and middle aged female officials, young and middle aged female media professionals did not agree that initiatives taken by Municipal Corporation of Delhi has positive impact on lives of people.

vi) For Revenue department, young and middle aged male citizens, young female citizens, young male politicians, young and middle aged female politicians, all age groups male legal professionals, young female legal professionals, young male and female officials, young male and female media professionals did not agree that policy initiatives of Revenue department had positive impact.

vii) In case of department of Trade and Taxes, elderly male citizens, all age group female politicians, middle aged and elderly male legal professionals, young female legal professionals and young female media professionals are not convinced that initiatives of department have any impact.

viii) In case of Electricity department, elderly female citizens, young and middle aged political persons, elderly female legal professionals and young female media professionals are the categories which do not agree that steps taken by the department had positive impact.

ix) For Transport department, young female citizens, all age group political persons females, elderly male legal professionals and young female media professionals have not agreed with the contention that initiatives taken by Transport department resulted in having positive impact.

x) Overall assessment of the impact of initiatives of department on the economic, social and environmental conditions of people makes it clear that stakeholders are convinced that all other agencies except Revenue department had a positive impact on the lives of people in Delhi.

xi) The ranking of agencies on the evaluation of impact of initiatives is as follows:

1) Delhi Jal Board, 2) Transport Department, 3) Electricity Department, 4) Trade and Taxes Department, 5) Food and Civil Supplies Department, 6) Delhi Development Authority, 7) Delhi Police, 8) Municipal Corporation of Delhi and 9) Revenue Department.

Table1: Summary of Analysis of Variance for Assessment of Good Governance Initiatives

| Source of Variation | SS | df | MSS | F | p |
|---------------------|-----------|------|---------|-------|------|
| Department (A) | 8016.29 | 8 | 1002.03 | 1.80 | NS |
| Stakeholders (B) | 5084.42 | 4 | 1271.10 | 2.29 | NS |
| Gender (C) | 2796.48 | 1 | 2796.48 | 5.04 | >.05 |
| Age Group (D) | 1135.64 | 2 | 567.82 | 1.02 | NS |
| A X B | 10890.34 | 32 | 340.32 | 0.61 | NS |
| A X C | 7338.16 | 8 | 917.27 | 1.65 | NS |
| A X D | 11197.04 | 16 | 699.81 | 1.26 | NS |
| B X C | 17576.42 | 4 | 4394.10 | 7.93 | >.01 |
| B X D | 8676.28 | 8 | 1084.53 | 1.95 | >.05 |
| C X D | 14164.96 | 2 | 7082.48 | 12.78 | >.01 |
| A X B X C | 12471.09 | 32 | 389.72 | 0.70 | NS |
| A X B X D | 15584.22 | 64 | 243.50 | 0.43 | NS |
| A X C X D | 5811.41 | 16 | 363.21 | 0.65 | NS |
| B X C X D | 9901.58 | 8 | 1237.69 | 2.23 | >.05 |
| A X B X C X D | 38506.94 | 64 | 601.67 | 1.08 | NS |
| Within treatment | 598186.40 | 1080 | 553.87 | | |

Table 1.1 TABLES OF MEANS for (Stakeholder (B) X Gender (C))

| | C1 | C2 | MEANS OF B |
|------------|--------|--------|------------|
| B1 | 106.62 | 116.43 | 111.52 |
| B2 | 115.04 | 104.78 | 109.91 |
| B3 | 110.97 | 111.11 | 111.04 |
| B4 | 115.77 | 109.42 | 112.60 |
| B5 | 110.80 | 103.05 | 106.92 |
| MEANS OF C | 111.84 | 108.96 | |

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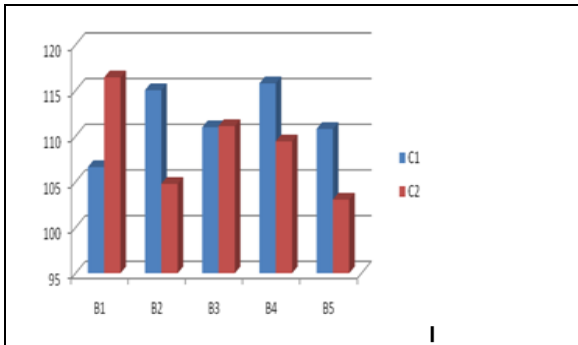


Figure 2.1: Mean score of male and female stakeholders on Good Governance Initiatives

Table 1.2 TABLE OF MEANS for Stakeholder (B) X Age Group (D)

| | D1 | D2 | D3 | |
|-----------|--------|--------|--------|--------|
| B1 | 108.68 | 117.39 | 108.52 | 111.53 |
| B2 | 108.60 | 108.68 | 112.47 | 109.91 |
| B3 | 115.17 | 111.32 | 106.66 | 111.05 |
| B4 | 111.94 | 112.49 | 113.38 | 112.60 |
| B5 | 104.34 | 108.63 | 107.81 | 106.93 |
| | 109.75 | 111.70 | 109.77 | |

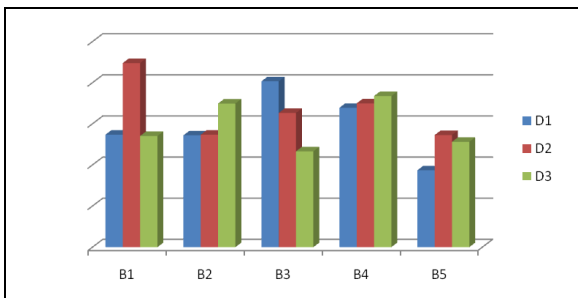


Figure 2.2 : Mean score of young, middle aged and elderly stakeholders on Good Governance Initiatives

Table 1.3 TABLE OF MEANS for Gender (C) X Age Group (D)

| CD TABLE OF MEANS | | | | | |
|-------------------|--------|--------|--------|--------|-------|
| C1 | | | C2 | | |
| D1 | D2 | D3 | D1 | D2 | D3 |
| 114.28 | 114.52 | 106.73 | 105.21 | 108.88 | 112.8 |

| ABCD TABLE OF MEANS | | | | | | | | | | | | |
|---------------------|-------------|-----|-------|---------|----------|--------|----------|----------|----------|----------|----------|--------|
| | | | A1 | A2 | A3 | A4 | A5 | A6 | A7 | A8 | A9 | |
| B 1 | C 1 | D 1 | 94.4 | 101.4 | 104 | 115.6 | 104.4 | 92 | 118.8 | 106.4 | 123.8 | |
| | | D 2 | 109.6 | 120 | 132.6 | 100.8 | 99.8 | 103.6 | 127.2 | 115.6 | 118.6 | |
| | | D 3 | 96 | 96.4 | 115.2 | 88.8 | 95.8 | 93.8 | 98.4 | 91 | 114.8 | |
| | C 2 | D 1 | 134 | 96 | 104.4 | 118 | 105.2 | 103.4 | 116.2 | 121 | 97.2 | |
| | | D 2 | 116 | 110.2 | 120.6 | 137.2 | 109.8 | 126.8 | 126.8 | 113.8 | 124 | |
| | | D 3 | 116 | 117.6 | 117.6 | 123 | 118.6 | 117.6 | 117.6 | 117.6 | 117.6 | |
| | B 2 | C 1 | D 1 | 116.8 | 116.8 | 116 | 116.8 | 116.8 | 89 | 116.8 | 116.6 | 116.0 |
| | | | D 2 | 116 | 111.6 | 116 | 116.2 | 115 | 116 | 116.8 | 116 | 116.2 |
| | | | D 3 | 116 | 116 | 116 | 116.4 | 116 | 115 | 116 | 117 | 116 |
| C 2 | | D 1 | 125.8 | 100.8 | 101.4 | 100.2 | 100.8 | 100.6 | 100.8 | 100.4 | 100.8 | |
| | | D 2 | 112.2 | 114.2 | 96.4 | 96.4 | 107.4 | 96.4 | 100.8 | 96.4 | 96.4 | |
| | | D 3 | 111.2 | 112.8 | 111.6 | 108.6 | 112.2 | 113.6 | 96.4 | 117.6 | 96.4 | |
| B 3 | | C 1 | D 1 | 128.8 | 128.8 | 120 | 131.6 | 120 | 89.2 | 123.6 | 121.6 | 131.6 |
| | | | D 2 | 103.2 | 102.8 | 117.4 | 114.8 | 111.4 | 103.2 | 103.2 | 129.6 | 114.8 |
| | | | D 3 | 96.4 | 96.4 | 96.4 | 96.4 | 113.2 | 96.4 | 96.4 | 112.8 | 96.4 |
| | C 2 | D 1 | 103.6 | 103.6 | 127.2 | 103.6 | 103.6 | 103.6 | 103.6 | 114.4 | 114.6 | |
| | | D 2 | 114.8 | 110.2 | 106 | 109.2 | 117.6 | 111.8 | 111.2 | 111.8 | 110.8 | |
| | | D 3 | 116 | 113.4 | 116 | 116 | 112.4 | 116 | 116.8 | 96.4 | 116 | |
| | B 4 | C 1 | D 1 | 116 | 116.6 | 119 | 120 | 119.2 | 81.4 | 110.6 | 105.2 | 131.6 |
| | | | D 2 | 108.6 | 116.4 | 130.6 | 129.4 | 118.4 | 120 | 119 | 123.4 | 119.6 |
| | | | D 3 | 112.6 | 110.4 | 105.2 | 121.2 | 111.4 | 115.2 | 124.8 | 109.8 | 110.4 |
| C 2 | | D 1 | 115.8 | 103.8 | 136 | 102 | 91 | 89.4 | 108.4 | 129.2 | 119.8 | |
| | | D 2 | 92.2 | 76.6 | 110.6 | 111.2 | 101.6 | 110.6 | 110.6 | 114.8 | 111.2 | |
| | | D 3 | 117 | 106.6 | 116.8 | 111.2 | 110.4 | 117.6 | 108.2 | 116 | 116 | |
| B 5 | | C 1 | D 1 | 111.4 | 129.4 | 123.4 | 104.6 | 110 | 93.8 | 124.4 | 124.6 | 122.8 |
| | | | D 2 | 109.2 | 110 | 108.2 | 111.8 | 116.2 | 109.6 | 110.6 | 110.4 | 114.2 |
| | | | D 3 | 97.8 | 103.2 | 106 | 106 | 106 | 106 | 110.4 | 105.4 | 106.2 |
| | C 2 | D 1 | 87.8 | 99 | 88 | 96.6 | 96 | 96 | 88.8 | 91.2 | 90.4 | |
| | | D 2 | 111.6 | 111.8 | 101 | 95.2 | 91.2 | 110.6 | 111.2 | 111.8 | 110.8 | |
| | | D 3 | 116.2 | 107.2 | 106.8 | 112.8 | 105.4 | 110.2 | 109.8 | 115.6 | 109.6 | |
| | Total Means | | | 110.767 | 108.6667 | 112.88 | 111.0333 | 108.5933 | 104.9867 | 111.4467 | 112.4333 | 112.84 |

CONCLUSION

Based on the above discussion the following can be concluded.

- A) This study does not testifies that there is difference in the perception of the stakeholders on the assessment of the socio-economic & environmental impact on the lives of the people in state of Delhi resulted due to the good governance initiatives taken by different government agencies of Delhi state as the results were not significant.
- B) This study does not confirm that there is difference in the perception of the different categories of stakeholders i.e. general public/citizens, political persons/elected representatives, legal professional/judiciary/advocates, bureaucracy/officials and media & communication professionals on the assessment of the socio-economic & environmental impact on the lives of the people in state of Delhi resulted due to the good governance initiatives taken by different government agencies of Delhi state as results were non significant. However, all stakeholders' i.e. ordinary citizens, politicians, legal professionals, media professionals and officials agree that good governance initiatives taken by government agencies in Delhi resulted in the development process (good governance). (Table 5.1).
- C) This study confirms that there is no difference in the perception of stakeholders of different age groups i.e. young adults (18-35 years), middle aged (36-55 years and elderly (56 & above years) on the assessment of socio-economic & environmental impact on the lives of the people in state of Delhi resulted due to the good governance initiatives taken by different government agencies of Delhi State as results were not significant.
- D) This study testifies that there is no difference in the perception of stakeholders of both the sexes on the assessment of socio-economic &

environmental impact on the lives of the people in state of Delhi resulted due to the good governance initiatives taken by different government agencies of Delhi state as results were not significant at 1% level of significance, however it was significant at 5% level of significance. Males and females collectively as group are convinced that initiatives of departments resulted in good governance (Table 5.1).

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