E – SUMMARY

GOVERNANCE REFORMS IN PUNJAB: A STUDY OF REFORM THRUSTS, IMPLEMENTATION AND OUTCOMES

The study on the above mentioned topic has been conducted during the period, 2011 to 2015. The report has been divided into six chapters. The first chapter is introductory part, comprising review of literature, inferences of literature review, objectives and hypothesis of the study, research methodology and chapter scheme. Chapter second deals with need for reorientation of governance system in Punjab, initiatives for reform process in Punjab (Punjab Governance Reforms Commission I), Set up of Punjab Governance Reforms Commission II, some of the major reforms initiated by different government departments, Introduction to Right based Governance: Services as a Right and Guarantee of Service Delivery, historical perspective of Right to Service Act in India, Punjab Right to Service Act 2011. Chapter three examines the conduciveness of the institutional mechanism for governance reforms in Punjab. Chapter four deals with bureaucratic perception regarding implementation of governance reforms, on the basis of questionnaire administered to the key officials of the department of Transport and Food Civil Supply and Consumer Affairs. Chapter fifth examine the citizens perception and satisfaction regarding implementation and impact of governance reforms, Chapter sixth deals with the summary of findings and policy prescriptions.

The findings have reflected that although there was no obvious resistance on the part of bureaucrats for implementing new reforms on the basis of recommendations given by the Punjab Governance Reforms Commission, yet there are some lacunas in different phases of implementation process which create hurdles in effective delivery of services. Governance reforms have increased the level of satisfaction among citizens regarding the provision of services in different departments. It is significant to mention that the lacunas of implementation of reforms should be addressed on immediate basis to yield the desired outcomes.