

contribution to the nation. The team members of Anna were charged with allegations against the senior IPS officer and the young IRS officer. Despite allegations on his core members, the contribution of Anna towards anti-corruption was appreciated by the author.

Fourth chapter deals with Accountability and Transparency. A law on accountability particularly on 'Political Accountability' is an urgent requirement in order to make Democracy purposeful and Governance meaningful. Accountability is the oxygen of good governance. Thus, citizen's accountability is all that our Democracy ensures through its laws and rules, as stated by the author. Transparency, the RTI Act, 2005 is touted as a panacea for all our problems in Democracy. This is not so. In practice, the exercise is limited to seeking information and obtaining the same from public authorities. The information is not in the 'public domain'.

Fifth chapter deals with Current Affairs. In this chapter however, commenting on the democracy the author stated 'Democracy is a game of numbers'. Therefore, everyone including our intellectuals have great belief in numbers to deliver goods. This is not a correct approach. Under this chapter author discussed threadbare current issues like population-police-judge ratio, police and people, misuse of police manpower, age determination of general VK Singh, etc.

In the sixth chapter the author discussed matters relating to secularism VS religion. Religion has nothing to do with morality and vice versa. Mahatma Gandhi said that 'those who say that Religion has nothing to do with politics do not know what Religion is'. Secularism is not atheistic or anti-religious. Secularism implies tolerance of not only religious belief of others but also political and other beliefs. In the name of secularism there is a tendency to banish religion into private domain. This is not right. After all, wherefrom

public values such as the following emanate?

- * Action
- * Fair action
- * Efficiency
- * Honest Impartiality

In the seventh chapter the author put forth his ideas on various issues like inaction, serious type to be criminalised, Right to Information, Law on Accountability, Right against injustice—new idea, government and judicial power is a public asset though intangible / invisible unlike land or factory, lawlessness of state, political party sponsored violence, etc.

The book is useful to researchers, policymakers and others interested about the democracy and collective responsibility of cabinet ministers and the role of legislature, executive and judiciary.

– Dr. Y. Bhaskar Rao

Social Audit of Public Service Delivery in Karnataka, by M. Vivekananda, S. Sreedharan and Malavika, Belavangalaya (Eds), 2012.

The book is based on the social audit carried out by Public Affairs Centre, Bangalore, on Public Service Delivery in Karnataka, based on the Citizen Report Card methodology developed by it. Interestingly based on the suggestion from the Department of Planning, Programme Monitoring and Statistics, Government of Karnataka : Public Bus Transport, Food and Civil Supplies through Public Distribution System, the following services were covered under the study : Veterinary Health Care; Pension Schemes; Services of PHCs and District Hospitals; Government High Schools; and Nemmadi Kendras (documentation and issue of certificates). This social audit was based on user

feedback generated through a scientific random survey of users and households in rural areas. The field survey was carried by Social and Rural Research Institute, a specialised unit of International Marketing Research Bureau, a leading social and market research organisation. Responses from large number of 2,688 individuals across the State were collected on the above services in pre-designed questionnaires. The basic assumption of this social audit process was to provide a good diagnosis of the critical problems with the selected public services. Citizens have rated the services in terms of access, reliability, transparency and responsiveness. The pointers and insights from this social audit clearly set an agenda for a process of review, process re-engineering and reforms by the government.

The following processes were involved in the social audit: Identifying issues through discussion with the service providers; Designing the survey instruments; Identifying the scientific sample for the survey; Orienting and training workshops for the survey team; Conducting the survey by a professional survey agency, viz., Social Research Institute of IMRB; Collecting qualitative data for case studies; Coding, analysing and interpreting the findings; and Preparing reports. Further, suitable indicators for each of the dimensions of the services were developed after discussing with concerned officials of the seven service providing departments of the Government of Karnataka. Discussions with the department officials brought out the areas of concern and the standards laid down for delivery of services. Thus, the following dimensions of the services were investigated in the social audit: Access to the services; Usage of the services; Quality/Reliability; Compliance with the standards of service; Grievance-redressal; Cost of availing of the services; and Satisfaction with the services.

As a supplement to the study, 21 interesting case studies (three for each

service) were recorded. Two types of case studies were incorporated in the social audit study: one where respondents expressed complete satisfaction with the performance of the service and the other where respondents expressed complete dissatisfaction with the delivery of the service. The study has 328 pages, 296 annexures, 23 figures and 57 Tables.

Major findings of the study are as follows: While access per-se is not a serious barrier in the seven public services, there is substantial evidence of excessive delays in the process of availing of their benefits. Such delays are notable especially in the delivery of ration cards, veterinary services at home, and pensions.

Delivery with acceptable quality and reliability is provided by Nemmadi Kendras unlike other services. Multiple visits to agencies to obtain services, irregular pension payments, non-issue of receipts for payments, non-responsiveness of staff, etc. are examples of unreliable service quality.

The study concludes that corruption is prevalent in all services except in Nemmadi Kendras. The highest proportion of bribes paid is in the pension scheme that deals with the most vulnerable people. The study tries to link the performance of various services with low awareness of people to their entitlements and conditions of service are probably the reason for less pressure on the services.

Complete satisfaction with services by the respondents ranges between 59 and 91 per cent. The highest score was for Nemmadi Kendras while the lowest was for Pensions. A major factor that explains this outcome is the extremely low awareness of the citizens about their entitlements and conditions and norms of service delivery. However, majority of respondents felt that there have been some improvements in most of the services over the

past two years except in the case of PDS.

The study finds that as there are wide variations between the services on many parameters, there are significant variations in service quality and satisfaction with specific services between the four divisions too. Belgaum and Mysore are the two divisions that have received lower ratings for several service dimensions and overall satisfaction.

Thus the study calls for urgent attention at policy level on the following major issues: the access barriers in some service, quality dimensions, the gap between the declared norms of service and the reality on the ground, the low public awareness of their rights and entitlements, the prevalence of corruption in several services, and the wide variations in service dimensions between the four divisions.

A study of this nature is very important in good governance characterised by transparency and accountability of state to its citizens in a democracy. It has developed very precise parameters of judging the performance of public services and might be very useful for other studies of this nature. These parameters suggest precise actions which can be taken by service departments. However, case studies provide in-depth understanding of the process of service delivery including the role of citizens in improving different services.

– Dr. V. Annamalai

Socio-economic and Cultural Dimensions of Entrepreneurship in North East India by M. Kennedy Singh, Concept Publishing Company Pvt. Ltd., Pages 226, Price ₹ 750.

The book spread over seven chapters strived to discuss divergent issues related to entrepreneurs *vis-a-vis* socio-economic and cultural dimensions related to

entrepreneurship development focusing on Manipur in general and *Kakching of Thoubal* district in particular. *Kakching* was in the news during Second World War and it was the site where many battles took place between Kings of Manipur and Burma in 18th and 19th centuries.

The North-east of India comprising eight States with different cultures, languages, religions portrays a mini-India. With proper development of entrepreneurs, issue of unemployment can be addressed to a great extent in the region as unemployment is the root cause of terrorism in the region. The volume based on field study carried out in Manipur particularly *Thoubal* district of *Kakching* block analysed traditional and modern entrepreneurs and issues related to their development. The first chapter as introductory one covered many issues like meaning of entrepreneur, needs for entrepreneurship development, etc., in Manipur *vis-a-vis* with review of literature. Many studies based on historical, economic, social and cultural aspects have been referred in the chapter. Second chapter is fully devoted to cultural and historical perspectives related to development of enterprises in Manipur. With local term and by referring names of local God, the author related to entrepreneurship development. While discussing stages of entrepreneurship development in Manipur, the author has touched upon three points – pre-British period, British period and the present phase. Third chapter is the crux of the book as based on the field study carried out among 137 entrepreneurs of *Kakching*, the author has brought out various issues related to entrepreneurs' development. The analysis has been made with different age groups (starting from 16 years to 61 years and above), occupation, income, type of enterprises etc. This chapter has been enriched with few case studies depicting cases of individual entrepreneurs. It is pertinent to mention that the people of *Kakching* have social