## Contents

	ACKNOWLEDGEMENTS	vii
	Foreword Dr. P. L. Sanjeev Reddy	ix
	Contributors to this Volume	xiii
	INTRODUCTION TO GOVERNANCE	
1.	The Role of Governance  James H. Weaver, Michael T. Rock & Kenneth Kusterer	1
2.	Urban Governance: Lessons from Best Practices in Asia Dinesh Mehta	11
3.	Market Models for Reforming Government B. Guy Peters	35
	NEW PUBLIC MANAGEMENT	
4.	A Public Management for all Seasons?  Christopher Hood	69
5.	The New Public Management Approach and Crisis States George A. Larbi	87
6.	A Transformative Perspective on Administrative Reforms Tom Christensen & Per Lægreid	137
7.	New Public Management – Undermining Political Control?  Tom Christensen & Per Lægreid	167
8.	New Public Management in Developing Countries Willy McCourt	195
	NEW PUBLIC MANAGEMENT: MENU OF REFORMS	
9.	Decentralization: A Complex Phenomenon  Jennie Litvack, Junaid Ahmad & Richard Bird	215
10.	Understanding Decentralization in Asia Paul Smoke	225

11.	Participation and Urban Governance  Meera Mehta	243
12.	The Participatory State B. Guy Peters	277
13.	What are the Most Effective Strategies for Understanding and Channelling the Preferences of Service Users to Make Public Services More Responsive?  Carole Rakodi	309
	E-GOVERNANCE	
14.	Roadmap for E-Government in the Developing World Pacific Council on International Policy	337
15.	The Transformational Potential of e-Government: The Role of Political Leadership G. Matthew Bonham, Jeffrey W. Seifert & Stuart J. Thorson	363
	NEW PUBLIC GOVERNANCE IN ACTION: CASE STUDIES	<b>;</b>
16	Market Management in Kampala  Malcolm Harper	387
17	Park Maintenance in Lima Malcolm Harper	391
18	Street Cleaning in Hyderabad  Malcolm Harper	399
19	Garbage Removal and Drain Cleaning in Dar Es Salaam Malcolm Harper	405
20	Solid Waste Recycling in Manila  Malcolm Harper	413
21	Post Office Services in The UK Malcolm Harper	425
22	Public Toilets in Orissa Malcolm Harper	433

Contents

23	Car Parks in Lucknow  Malcolm Harper	439
24	Community Bus in Sri Lanka Malcolm Harper	447
25	City Greening Through Public Private Partnership in Vishakhapatnam Municipal Corporation S. Srikumar, Naveen Mittal and Sivaparvathi	453
26	Heritage Initiative of Ahmedabad Municipal Corporation Mala Punwani and Debashish Nayak	457
27	Privatisation Of Street Light Maintenance in Bangalore Mahanagara Palike Smita Bidarkar and V. Jagadish	465
28	Public Private Partnerships in River Cleaning and Construction of Check-Dams in Kodinar Municipality CMAG, Dinubhai Solanki, N.V. Raygagla and Haribhai Mori	469
29	Initiatives for Rain Water Harvesting in Indore Municipal Corporation Urvi Mankad and N.K. Surana	473
30	Development of Recreation Zones in Sambalpur Municipality Piyush Rout	477
31	Birth and Death Registration System of Nagar Nigam Dehradun Aurobindo Ogra	479
	About Centre for Civil Society	481
	Sources	483
	About the Editors	488