

Acknowledgement

State of Governance: Delhi Citizen Handbook 2009 is the product of the perseverance, dedication and zeal of 20 college students who participated in the **Researching Reality Internship Program** organised annually by the Centre for Civil Society (CCS). Choosing the sweltering heat over a comfortable summer break, the interns braved the reluctance and indifference of the government officials, covered vague and far-flung distances of office locations and talked to those affected by these offices. Rigorously selected from among 175 applications from all across India, the interns spanned all academic backgrounds, be it Economics, History, Commerce, Political Science, Journalism, and Engineering from top colleges in India including St. Stephens College, Delhi; Lady Shri Ram College, Delhi; Birla Institute of Technology and Science, Pilani; Indian Institute of Technology, Mumbai and Madras. We also had interns from top colleges in other countries including The Miller School, USA; Swarthmore College, USA; Singapore Management University, Singapore. We salute and congratulate our interns Anni Kumari, Basil Poulouse, Bhanu Joshi, Cheistha Kochhar, Chitra Mishra, Eshaan Puri, Gauri Gupta, Kritika Narula, Maina Sharma, Mugdha Jain, Paras Malhotra, Pratima Singh, Priyank Jain, Rahul Garg, Rajul Jain, Rustam Aiyar, Shivraj Singh Negi, Swati Agarwal, Tripti Bhatia, and Udit Rastogi. We are thankful to Sir Ratan Tata Trust for their belief, interest and long term support towards the internship program.

Throughout the internship program, a wide range of experts from different walks of life provided inputs to develop their skills in not just research, analysis and writing but also the multiple dimensions of governance principles and issues. Parth J Shah (President, CCS) introduced them to the theory of New Public Governance. Ashok Kumar Roy (National Foundation of India), Pooran Chandra Pandey (Times Foundation) and Pankaj Aggarwal (Secretary, Delhi RWA Joint Front) helped interns critically analyze the challenges and opportunities for civil society, and the citizen and voluntary sector involvement in urban governance. Mrinalini Sapra (Indian Revenue Service and former CCS intern) provided guidance in understanding government budgets and Yamini Aiyar (Accountability Initiative) helped them ask the right questions on accountability and proper utilization of these budgets. The frequently used Right to Information Act was introduced to the interns by Amrita Johari (Satark Nagarik Sangathan) and Anoop Kumar Avasthi (active CCS graduate). Dr Beena Reji (professor, Delhi

University) spoke on how to collate and write research papers and Shahnaz Aiyar (renowned journalist) took a session to help them convert research papers into newspaper articles to ensure further outreach. We are thankful also to Swati Chaturvedi (ZEE News) for suggesting ways to use media effectively, Rashmi Singh (Mission Convergence) for providing an overview of social schemes and methods of implementation and Swati Chawla (Liberal Youth Forum) for urging the students towards the path of personal exploration. Times Foundation connected us with some of the resource persons for which we are very thankful.

Research guides Gautam Bastian, Amit Chandra, Swati Chawla, Jitender Handoo, Manoj Mathew, Prashant Narang, Renu Pokharna, Baladevan Rangaraju, Parth J Shah and Renu Vinod gave constant guidance and encouragement to help the interns through the ups and downs of the research, analysis and writing of their final papers. Their comments and inputs helped improve the cogency and clarity of each and every chapter.

The quality and consistency of the chapters were ensured by the timely input of Renu Vinod and Makarand Bakore who painstakingly formatted and edited the volume. Amit Chandra (Program Coordinator, CCS) provided the overall planning, coordination and supervision for both the internship program and the publication. The constant administrative and programmatic support from other CCS team members was invaluable to the smooth running of this program.

The Handbook is further enriched with special contributions from the Commonwealth Human Rights Initiative (CHRI) on policing and the Times Foundation and Mission Convergence on their ideas on strengthening governance in Delhi. We are also thankful to DISENO, Chandigarh for designing the cover page of the Handbook.

We are grateful to the Friedrich-Naumann-Stiftung für die Freiheit for their financial support for the publication and advocacy that will follow. With help from the Times Foundation, we aim to expand the outreach, readership and impact of the Handbook.

We would like to express our gratitude to Chief Minister of Delhi, Honourable Mrs Sheila Dikshit who generously agreed to meet and encourage our interns. We thank the many current and former government officers, experts, academicians, activists and other contributors for their generosity of time and information and finally to you readers for caring about the state of governance in Delhi.