

<b>IV. Process Reengineering</b>		
1	Thomas M. Clarke, "Reengineering: The Importance of Establishing Principles" <a href="http://www.ncsc.org/">http://www.ncsc.org/</a>	203
2	Thomas M. Clarke, "Reengineering: Governance and Structure" <a href="http://www.ncsc.org/">http://www.ncsc.org/</a>	207
<b>V. Caseflow Management</b>		
1	Justice M. Jagannadha Rao, <b>Case Management and Its Advantages</b>	211
2	David C. Steelman, John A. Goerdts and James E. McMillan, Chapter "Basic Caseflow Management Methods", from the Book "Caseflow Management", Pages 2-22 National Center for State Courts, US, 2004	227
3	Thomas M. Clarke, Victor E. Flango, "Case Triage for the 21st Century" <a href="http://www.ncsc.org/">http://www.ncsc.org/</a>	249
4	Collins E. Ijoma and Giuseppe M. Fazari, "Applying the Case Management CourTools: Findings from an Urban Trial Court" International Journal For Court Administration   June 2012	255
<b>VI. Time Standards for Disposal</b>		
1	Chapter "Defining Key Concepts: Pendency, Delay, Arrears, and Backlog" from Arrears and Backlog: Creating Additional Judicial (wo)manpower, Report No. 245, Law Commission of India, Government of India, July, 2014	265
2	Rameshwari Devi and Ors. v. Nirmala Devi and Ors. (2011)8SCC249	273
<b>VII. Government Initiatives for Strengthening Justice Administration</b>		
1	National Mission for Justice Delivery and Legal Reforms, 2011	289
2	Courts of Tomorrow, Technology adoption for delivery of timely justice, Working Paper June 2012, Office of Adviser to the Prime Minister Public Information Infrastructure & Innovations	295

## TABLE OF CONTENTS

S. No.	Title & Citation	P.No
<b>I. Framework and Standards for Excellence in Judiciary</b>		
2	<b>The International Framework for Court Excellence 2nd Edition,</b> March 2013 <a href="http://www.courtexcellence.com/~media/Microsites/Files/ICCE/The%20International%20Framework%20E%202014%20V3.ashx">http://www.courtexcellence.com/~media/Microsites/Files/ICCE/The%20International%20Framework%20E%202014%20V3.ashx</a>	1
3	<b>Global Measures of Court Performance Discussion Draft Version 3</b> November 9, 2012 Prepared by Dan H. Hall and Ingo Keilitz <a href="http://www.courtexcellence.com/~media/Microsites/Files/ICCE/Global%20Measures_V3_11_2012.ashx">http://www.courtexcellence.com/~media/Microsites/Files/ICCE/Global%20Measures_V3_11_2012.ashx</a>	67
<b>II. Court Culture</b>		
1	Brian J. Ostrom, Roger A. Hanson, <b>"Understanding Court Culture Is Key To Successful Court Reform"</b> <a href="http://www.ncsc.org/">http://www.ncsc.org/</a>	119
2	Hon. Kevin S. Burke, <b>"It is All About the People Who Work in the Courthouse",</b> <a href="http://www.ncsc.org/">http://www.ncsc.org/</a>	125
3	Angela Eicher and Kuno Schedler, <b>"Management Responses To Multiple Rationalities In Courts – A Review"</b> International Journal For Court Administration   December 2012	131
4	R. Dale Lefever, <b>"The Integration Of Judicial Independence And Judicial Administration The Role Of Collegiality In Court Governance"</b> <a href="http://www.ncsc.org/">http://www.ncsc.org/</a>	147
<b>III. Leadership in Court</b>		
1	Justice Roshan Dalvi, <b>"The Business of Court Management"</b>	155
2	Gordon M. Griller, <b>"New Dimensions in Court Leadership"</b> <a href="http://www.ncsc.org/">http://www.ncsc.org/</a>	187
3	Hon. Kevin S. Burke, <b>"Leadership Without Fear"</b> <a href="http://www.ncsc.org/">http://www.ncsc.org/</a>	191
4	Daniel J. Hall, <b>"Principles of Judicial Administration: The Lens of Change"</b> <a href="http://www.ncsc.org/">http://www.ncsc.org/</a>	197