

## **ACKNOWLEDGMENTS**

It is indeed a matter of great privilege to whole heartily express my deep gratitude and sincere thanks to the managers at different levels at DISCOMs and other power sector professionals for sparing their valuable time and efforts in responding to my questionnaire at a short notice. In addition, I deeply value and appreciate each one of the respondents for sharing their experience and knowhow with me on the said subject.

I will forever remain indebted to my main guide Dr. Ruchi Tyagi, and co-guide Dr. Sheetal Khanka for their extraordinary motivation and guidance in my work. There is no way that I can adequately thank and place on record my most sincere appreciation to Dr. Ruchi Tyagi for her unreserved support in completing this thesis. Without her selfless involvement in terms of most befitting and excellent professional inputs and persistent inspiration my research experience and resultant professional enrichment would not have been as cemented as it has turned out to be. In a nutshell, I am beholden to her.

I also owe gratitude to my ex-guide Dr. Alka Dwivedi for supervising during the initial stages of my research. I am also grateful to Dr. Tarun Dhingra and Dr. Joji Rao for their valuable suggestions and advice time to time. I am thankful to Dr. Rajesh Tripathi and Dr. Ginni Chawla for their guidance in data analysis. My appreciations also go to Dr. Anil Kumar, Mr. CP Sharma, Dr. SPS Narang, Dr. Sumeet Gupta, and other faculty members at University of Petroleum & Energy Studies, Dehradun, India for sharing their knowledge, being patient and sparing time, thereby transforming the present study into a quality research.

I am thankful to my parents, wife Shailja, son Saurabh, and daughter Shefali for their inspiration and a motivation to pursue my PhD studies amidst all work and family commitments.

**SURESH VISHWAKARMA**