ACKNOWLEDGEMENTS

I express my deep sense of gratitude to Prof. B.S. Ghuman, Dean Faculty of Arts and more importantly my Supervisor; the person from whom I have learnt almost everything about academic research. His sense of commitment to work, discipline, work culture and continuous encouragement ensured that I not only worked hard, but also remained on track. The quality of my Ph. D. would not have reached the standards, but for his invaluable guidance.

I am thankful to Sh. Sudhir Sharma, Chairman, Department of Public Administration for providing me with the necessary infrastructure to carry out research in an independent manner.

I express my heartfelt thanks to Prof. R.K. Sharma and Dr. Charanjeev Singh for motivating me to finish my task in time. Their guidance and support as my Coordinators in Police Administration, where I am teaching for the last three academic sessions, has been unparalleled.

My interactions with Dr. Anil Monga have been stimulating. Knowing him has been a pleasure and has helped me to remain focussed on the research task.

Dr. (Mrs.) Ramanjit Kaur Johal has always motivated me to complete my research work in time and I express my thanks to her. Dr. (Mrs.) Navreet Kaur and Sh. Komal Singh have been the other sources of strength in the Department and as such my thanks are due to them.

I am thankful to the Telecom Regulatory Authority of India (TRAI) officials, namely, Sh. N. Parameswaran, Principal Advisor, Regulatory Enforcement Division; Sh. Lav Gupta, Principal Advisor, FN Division; Sh. Sudhir Gupta, Advisor, MN Division; Sh. M.C. Chaube, Advisor, QoS Division; Sh. A.K. Tiwari, Joint Advisor, A&P Division; Sh. Rakesh Kumar Gujral, Deputy Advisor, FN Division; Sh. Mathew Palamattam, Nodal Officer; Sh. D.K. Sharma, Senior Research Officer, Coordination Division; and Sh. Sumit, Section Officer, MN Division for sparing their valuable time in attending to me and replying to my queries. Specifically, I would like to thank two wonderful persons at TRAI, namely, Sh. Dinesh Sood, Section Officer; and Smt. Prakash Rani Chawla, Librarian who helped me immensely in my data collection pursuit.
I am especially thankful to Mr. Sanjeev Ranjan, research scholar in my department, who assisted me in my data collection pursuits, whenever required.

My thanks are also due to Ms. Jyotsna Tomer for keeping me update with the newspaper articles relating to my research and preserving the cuttings for me.

There have been several other people who have contributed to my research in one way or the other. It would be difficult to list each one out here. However, the names of Mr. Mohit Verma, Mr. Atul Sharma, Mr. Deepak Golu and Ms. Neha Sehgal straight away come to my mind.

The entire staff of the Department of Public Administration deserves appreciation for helping me throughout my research endeavour.

My students spread over three academic sessions have been source of strength to me. Ripudaman Sharma ji and Vineet Jhakhar deserves special mention for constantly pushing me to finalize my doctoral work.

I am sincerely beholden to my Parents – Smt. Raj Mehta and Sh. Anand Sagar Mehta, my Brother – Mr. Rajat Mehta and other Family members for showing great amount of patience and tolerating me over the past three years in particular. My Ph.D. work must have caused many moments where in I would have neglected my responsibilities towards them, but, never even once they complained and allowed me to concentrate fully on my doctoral work.

Last but not the least my special thanks are due to the University Grants Commission, whose Junior Research Fellowship created the reason for my pursuing this Doctoral Research.

Dated: 15th September 2009
Place: Panjab University, Chandigarh

(AKSHAT MEHTA)