ACKNOWLEDGEMENTS

After thanking God Almighty, my foremost grateful thanks are due to my research guide Dr. Sanjay Kaptan for having accepted me as his research student and for his constant, untiring and valuable guidance at every step in this research study. Dr Kaptan’s very personal touch, prompt return of the drafts with constructive criticism, deep and sound knowledge of the subject matter immensely widened my perception as a student, as a researcher. Perhaps words are inadequate to express my debt of gratitude to him.

My heartfelt thanks to Dr.G.Y. Shitoie, Professor and Head, University Department of Commerce and Dr. Ram Sable, from S.N.D.T. Women’s University for always very readily offering their advice and guidance to me whenever required.

I profusely thank Mrs. Rani Jadhav, then Chairperson, Mr Rahul Asthana, Chairman, Mumbai Port Trust and the management for granting me the permission to take up this research work and facilitating me in successful completion. I wish to specially thank Mr. R. Jayachandran, Financial Advisor and Chief Accounts Officer, Mumbai Port Trust for his continued support and guidance.

I am thankful to all my colleague officers of Mumbai Port Trust for their cooperation and support. My special thanks to Mrs. Veena V. Murkibhavi, Deputy Chief Accounts Officer, Mumbai Port Trust for her constant encouragement and motivation. My heartfelt gratitude to CMA R. Veeraraghavan and CMA A.N. Raman for their valuable contribution in framing the questionnaire of this study.

My sincere thanks to Mrs. Sangita Ayre and Mr. R.S. Sahu in preparation of charts and graphs and the staff of Costing Cell, Mumbai Port Trust for their constant support. The presentation of final thesis have been made possible only with the
invaluable contribution of Mr. Sunil Phalke, Programmer, Systems Department. My sincere thanks to him.

My thoughts this day are with my late mother, who has been my constant source of inspiration and who would have been the happiest person today. My sincere thanks to my father, sister, parents -in-laws and all family members for their constant motivation and encouragement.

This research work would not have been possible without the inspiration and motivation of my husband Dr. Pravin G. Deosthalee. Words are not sufficient to express my gratitude to him. Last, but definitely not the least, my two lovely children Prerana and Ishan for always encouraging and supporting me.

Mrs. Lakshmi.P. Deosthalee.