ACKNOWLEDGEMENTS

At the outset, I wish to express my deep sense of gratitude to Prof Imrana Qadeer for her constant guidance, support and encouragement. She always came up with a ‘Guru mantra’ that broke the ‘Chakravayuha’ whenever I got stuck while carrying out this Study. She has been extremely kind to have corrected the innumerable drafts given to her by me, with jet speed and tonnes of patience. I also thank the rest of the Faculty members, the documentation officer and office staff of the Centre of Social Medicine and Community Health, JNU for their co-operation. Learning at this esteemed Centre has been a most cherished and memorable experience.

For the field work, I am obliged to the executives, doctors and staff of the ESIS and Factory Inspectorate located at New Delhi, Chandigarh and Faridabad. They were all very co-operative. The workers of Tilaknagar, Faridabad merit mention for patiently narrating their experiences whenever I visited them for the User Survey. I am indebted to all the persons with whom I interacted during my field work, as without their co-operation and patience, this Study would not have been possible.

My parents, Lt Col Sham Lal Jindal (Retd) and Mrs Raksha Jindal, deserve special mention. The oceans of love, affection and blessings bestowed on me by them ever since my toddler days, have been instrumental in shaping not only this Thesis but my entire life. My brother, Rajesh did his bit by assisting in typing and printing this Thesis.

My wife, Usha has always been a source of motivation throughout this Study. She has been persistently inspiring me to complete this Study. I must also thank my young son, Sagar whose infectious smile and playful antics lightened up the domestic atmosphere, whenever the going got tough.

A K Jindal