ACKNOWLEDGEMENT

It gives me immense pleasure to submit my thesis for Ph.D in Social Work, which is not an end but a beginning for all those interested to carry out similar studies for developing innovative and updated models for evaluation of service delivery in the social sector, with a view to training sound professionals and equipping leaders to meet future challenges likely for social work intervention.

I was fortunate to have Prof. Manjit Singh as my research guide. With his professional acumen and experience, he encouraged me to explore various dimensions of the research methodology and enrich my knowledge to produce high quality work. Despite his schedule filled with professional and social commitments, he was always available to me, whenever needed, for consultation, discussion and deliberation on the various aspects of my research. Submission of this thesis would not have been possible but for his constant support, cooperation and guidance.

I am indebted to my father Dr. Arvinder Singh for being a continuing source of support and commitment. My mother Santosh Singh’s involvement with women’s organisations gave me inspiration and strength. I owe special thanks to my sister Madhur Singh for helping me in numerous ways during this project.

My thanks also go to Mr H.S Bhatti, Mr Rakesh Mahendra and Mr Goyal, without whose technical support in tabulation and analysis of data, it would not have been possible to give a final shape to this thesis.

My profound gratitude to all the respondents of this study who spared their time, opened up and disclosed their life’s difficulties and thus provided the substance of this dissertation. I am also grateful to all the counsellors working with the FCCs for helping me in all the stages of data collection, and my special thanks to the officials of the NGOs who are running the FCCs for allowing me to carrying out the data collection within their premises.

I am indebted to other Intellectuals, Academicians, Scholars, Professionals, and a large number of Faculty and Students, who came in my contact during the period of this research and directly or indirectly made academic and intellectual contributions to enrich my thesis.

Above all, I would like to express my sincere thanks to all the people I might have inadvertently missed out and also those who helped in the journey and yet remained invisible in the background.

Ms. Mahek Singh