Acknowledgements

My first and foremost hearty gratitude goes to Professor Preeti Mahajan, Department of Library and Information Science, Panjab University, Chandigarh. Her perpetual torrent of knowledge enriched and guided me at every step, not only as a supervisor, but as a mother and a spiritual preceptor.

The words fail to reveal my deep sense of gratitude to Shri Chhotey Lal, Ex Head, Indian Agricultural Research Institute, Library, Pusa, New Delhi for providing me with his sublime thoughts, excellent guidance, selfless love and timely co-operation. But for his dexterous guidance, it would not have been possible for me to take up and complete this enterprise.

With profound gratitude I express my sincere thanks to Dr. Rajvir Singh, Senior Manager (Rajbhasha), NHPC Ltd., Faridabad and Shri A. K. Kulshrestha, Technical Officer, IARI Library, Pusa, New Delhi for their valuable guidance, affectionate encouragement, inquisitive ideas and constructive criticism. I am highly indebted for their constant inspiration and untiring efforts that led me to bring this comprehensive investigation to a successful end.

Thanks are due to Shri Ravinder Singh, Manager (HR), NHPC Ltd. Chandigarh, for according permission to undertake the present study.

I have great pleasure in expressing my sincere thanks to Shri N.S. Pakhale, Head, IARI Library, Pusa, New Delhi and Shri M.L. Bharti, Ex Assistant Director, Central Social Welfare Board, New Delhi for their encouragement and guidance from time to time.

The cooperation of Shri A.P. Sharma, Programmer and Shri P. Suneesh, PRO, NHPC Ltd., Chandigarh that I received in terms of meaningful suggestions and valuable help for carrying out this evaluative work, cannot be expressed in words. My sincere thanks are due to them.

I am also grateful to Shri Arun Tipathi, IARI Library, PUSA, New Delhi and Shri Rakesh Kumar, Officer (HR), NHPC Ltd, Chandigarh, who also provided me invaluable help.

Space limits me in mentioning all the names individually, but I can never forget to express my deep sense of gratitude to all those respondents who responded to my questionnaire sparing for me their valuable time and all others who have helped me in one way or the other right from the inception of the work till its finalization.
I feel very proud in expressing my profound sense of respect to my parents—Shri Ram Gopal, and Smt. Phoolwati Devi and Sister and Sisters-in-law who have been my model and source of inspiration right from my childhood. Without their encouragement and help, I could not have achieved any thing.

My tongue sticks to express my gratitude from the deep cells of my heart to my wife Smt. Sangeeta for the encouragement and the keen interest in my work despite her own hectic schedule. The moral support, co-operation, inspiration and untiring efforts showered by her led me to complete the task without feeling tired.

Last but not least, it is for Karuneya and Krish my lovely kids. Both of them spared their most affectionate and precious time for the purpose of their beloved father’s endeavour. They demanded the least, when they deserved me the most. I appreciate their understating even at such a tender age. They exhibited their magnanimity by helping their father in the process of this thesis’ preparation even by operating the computer for typing though they are too small to do all this. I am really privileged to have such an asset. I place on record my sincere, love and affection for you—Karuneya and Krish.

Above all, I am extremely grateful and thankful to the Almighty who gave me good health, physically as well as mentally, to complete this project successfully.

(Rakesh Parshad)

Chandigarh
Date: 11\7\98