Acknowledgements

To undertake research is not an easy affair and no venture can be complete without the blessings of almighty. The collection of material, facts and figures depends entirely on the courtesy and cooperation of many individuals and institutions. It was the generosity of many well wishers and active help and encouragement of my seniors, that led to the completion of this humble effort.

I wish to express my deep sense of gratitude and indebtedness to Professor K.K. Sharma for kindly agreeing to supervise this work. His painstaking efforts and mature guidance helped me immensely in grasping some of the most complicated issues involved in this study. I heavily drew on the reservoir of his patience and his rich and varied experience. Late Professor B.S. Khanna, formerly Head of the Punjab University's Department of Public Administration, had been a perennial source of encouragement. Professor B.S. Ghuman, Chairman of the Department of Public Administration, Punjab University, Chandigarh, has always been kind to allow me free use of the departmental resources.

I am also thankful to Professor S.L. Goel, Professor K.K. Sapru, Late Professor S.L. Kaushik, Professor Sahib Singh, Professor Vijay Rattan, Professor K.K. Sharma, Professor R.R. Goel, Professor Pawan K. Kama, Dr. (Mrs.) Inderjit Walia, Dr. (Mrs.) Ramanjit Kaur Johal, Dr. Charanjiv Singh, Dr. (Mrs.) Sushma Saini, Mrs. Santosh Singla, Mr. M.S. Grover, and Mr. Akshit Mehta for their ever available help.

Professor K.K. Talwar, Director, Post Graduate Institute of Medical Education and Research, has been very considerate. He has an intimate touch with health administration. Discussions with him considerably stimulated and sharpened my own thinking on the subject. Others who were particularly kind to spare their valuable time to lend a hand in my efforts were Professor Amarjeet Singh, Additional Professor Arun Aggarwal, Dr. (Mrs.) Kavita Talwar, Dr. M.P. Minocha, Dr. G. Dewan, Dr. (Mrs.) Sadbhavna Pandit, Dr. (Mrs.) Bhavneet Kaur, Dr. (Mrs.) Sanjeeta Ajay Kumar, Dr. Shankar Prinja, and Dr. Ritesh Singh.

I also wish to place on record my deep sense of gratitude to the Librarians of Panjab University, National Institute of Nursing Education, Chandigarh, Post Graduate Institute of Medical Education and Research (P.G.I.M.E.R.), Chandigarh, British Library, Chandigarh, All India Institute of Medical Sciences (AIIMS), New Delhi, National Institute of Health & Family Welfare, New Delhi, Indian Institute of Public Administration, New Delhi, and World Health Organization (WHO), New Delhi. As regards statistical interpretation, I have too often disturbed Mr. S.K.
Mahindru, Senior Technical Officer, Department of Computer Science and Applications, Panjab University, Chandigarh.

As regards officers and other staff, so many officials have helped me in so many ways while writing this Ph.D dissertation. I shall, therefore, mention none by name, but express my most sincere thanks to all collectively especially to those who extended their unstinted cooperation in answering questions that were often somewhat remote from their immediate pre-occupations. To the citizens who were part of the beneficiaries' sample, I am particularly obliged for their kindness and cooperation.

I must owe special thanks to Dr. Jogindra Vatti, Dr. Baljeet Kaur, Dr. Neena Aneja, Dr. Puneet Aneja, Dr. O.P. Midha, Dr. Devinder Kumar, Dr. Sukhpal Kaur, Mrs. Rupinder Kaur, Mrs. Suman Sharma, Mrs. Santosh Sharma, Mrs. Sunita Singh, Mrs. Amarjit Kaur Sandhu, Mrs. Sangeeta, Mr. Randeep Wadehra, and Mr. Ravinder Kumar Sharma for carefully going through the draft.

A lot of work has been done, and done with paternal spirit by my father. My husband had been patient and a life companion in the true sense of the term. My loving daughters Karan Raju and Sharon Raju stoically put up with the stress and strain and gave me continuous encouragement for completing this study.

Needless to say that whereas the knowledge and guidance of all these benefactors should have greatly enriched and improved the quality of this product, the shortcomings which might have crept in are humbly accepted as my own. The study does not reflect the official opinion of any individual or group.

(Sukhjit Kaur)

2017