Acknowledgements

A constant source of inspiration, dedication and commitment to the research endeavor, excellent interaction, patience, tolerance and friendly as well as expert advice from time to time, I am fortunate that my process of research was correctly observed by my guide Dr. G. Y. Shitole. I express my sincere gratitude for his support and guidance.

I also extend my gratitude to Dr. Ram Sable, Professor, Department of Commerce, S. N. D. T. Women’s University, Churchgate, Mumbai, for his cooperation and encouragement to complete my doctoral thesis.

Collection of data from police stations seemed to be a tough task, which became easy, by the kind cooperation and permission granted by the office of the Police Commissioner, Mumbai. In this regard I express my thankfulness to former Commissioner of Police, Mr. Sanjeev Dayal and Mr. Chitre, for granting me permission to visit police stations in Mumbai Metro Region. This made the data collection, comparatively a smooth journey. I also owe my sincere thanks to Mr. Joshi, Administration Head, and Mr. Kulkarni, personal assistant to Joint Commissioner, Administration, Mr. Dalvi, and Rajkumar Vhatkar from Office of Commissioner of Police, Mumbai, for providing the required information besides the volume of work handled by them. The co-operation of Mr. Patel from section 1090 was unconditional, when he provided the copies of Mumbai Samwad. I also take this an opportunity to thank Mr. Dhanraj Vanjari, Assistant Commissioner of Police for valuable inputs.

I acknowledge the suggestions and advice given by retired Director General of Police, Mr. Arvind Inamdar, retired Assistant Commissioner of Police, Madhukar Zende, Parande and Jaiprakash Jadhav and Suresh Khopde. They shared their experiences, which enriched the quality of the thesis. Mr. Deepak Rao, also known as Mumbai Police Google willingly and enthusiastically provided the ocean of information about Mumbai Police. The Principal of Training College Marol, Mr. Bhoir, also shared his experiences. I am also thankful to Smt Aruna Sharma and Mr.
Bhagwan, the Librarian of Bureau of Police Research and Development, New Delhi for their warm hospitality and supply of books and journals.

The well equipped library at the office of Police Commissioner was a great source of secondary data and literature. The librarian, Mr. Vichare, and other officials went out of the way to help me to access the library.

I take this opportunity to thank all the respondents at the police station level. Many of them took personal interest in the project and provided willing co-operation. To mention a few are Assistant Sub Inspector Shashikant Pawar of Sion police station, Patil of Borivali police station, Dhumal and Yuvraj Patil from Kurla police station and More from Dongri police station.

I highly appreciate the encouragement and inspiration provided by my Principal and Head of the Department, Dr. Minu Madlani, and my colleagues from L. S. Raheja College. I must thank my friend, Dr. Rohini Kelkar, who provided unconditional support to my research work right from the beginning, and who was a great source of moral support. I will be failing in my duty if I do not mention the help provided by Dr. Aparna Lovekar, Aruna Kurvey, Dr. Chitra Munshi, Seema Ukidve, Megha Naik and Preeti Vaswani towards revisions and improvisations in my research work. The librarian of my college, Parita Desai, and her staff in the library deserve acknowledgement for allowing free access to material thereby contributing to my research work. My special thanks to my college office staff for encouraging me from time to time. Mrs. Ranjana Prabhu and Atul Khare were extremely helpful in taking the research project to the logical end.

I render my acknowledgement to the efforts taken by Mr. J.C. Sharma and Vinayak Kulkarni for statistical analysis and expert comments. I also take this opportunity to thank all my fellow colleagues in Department of Commerce, S. N. D. T. University, especially Dr. Deepali Moghe, for initiating the process and Pradnya Mhamunkar for continuous support and guidance. I am grateful to Dr. James Jacob and Dr. Alpa Upadhyaya for their valuable guidance during the research process. My fellow research scholars like Vijaya, Kalpana, Seema, Devaki, Sonali,
Sheetal and others provided help as and when needed. I also appreciate efforts by Mr. Kunjukunju for his significant contribution to my thesis.

My heartfelt thanks are due to my husband, Mr. Narayan Nerurkar, and my daughters, Tanvi and Urvi, who always stood by me during my research and extended their fullest cooperation. I appreciate the support given by my family members without which I could not have completed my research work. Thanks to my mother-in-law, Smt Suhasini Nerurkar, sister-in-law, Swati Thakur, and her family, mother, Smt Snehal Salgaonkar, sister, Shama Rajadhyaksha, brother, Nilesh Salgaonkar and his family, my cousins Raja, Chandatai and Aditi for encouragement, support and affection. I sincerely thank the Board of Studies, Commerce Department, Mumbai University and my friends from other colleges. My sincere thanks are to all those who have directly or indirectly contributed to my research endeavor.

Anupama Nerurkar
Research scholar