ACKNOWLEDGEMENTS

It has been my privilege to carry out this research under the guidance of Dr. Parag Diwan, Vice-Chancellor, University of Petroleum & Energy Studies, Dehradun and Dr.D.C.Patra, Chief Manager, LPG, Sales-Coordination, Bharat Petroleum Corporation Limited Head Quarters, Mumbai. My deep sense of gratitude and indebtedness to Dr.Parag Diwan, for his continual support, encouragement and guidance during the course of this study and in the preparation of this manuscript will always remain in my heart. To Dr.D.C.Patra, I am highly thankful for his insightful suggestions and continuous guidance.

To Prof.G.C.Tewari, Pro-Vice Chancellor, University of Petroleum & Energy Studies, I am thankful for his valuable suggestions during the course of this research.

My thanks are due to Dr. K.V. Mohana Rao, Associate Dean, College of Management and Economic Studies, Dehradun for his suggestions and encouragement for this research.

I would like to thank Dr.M.K.Dash, Reader, Institute of Technology and Science, Ghaziabad for his valuable comments.

I would also like to express my appreciation for the constant encouragement and support provided by my parents. I also express appreciation to my wife Sunita and sons Vinayak and Rishab for their patience and understanding during the course of this research. Last but not least, I thank Sanjeev, my brother-in-law, for his help and support.

(Atul Razdan)