## **ACKNOWLEDGEMENTS**

I am grateful for the constant, comprehensive and intellectually inspiring guidance from my guide Dr. Prasoom Dwivedi, Senior Associate Professor and Head, Department of International Business of the University of Petroleum and Energy Studies. My sincere thanks to my External Guide Dr. Geeta Gouri, Former Member, Competition Commission of India and Visiting Fellow, Indian Institute of Corporate Affairs for her vivifying influence.

I gratefully acknowledge the help, support and guidance of Dr. Anirban Sengupta. My sincere thanks to Prof (Dr.) Anil Kumar, Head, Department of Power and Infrastructure and all members of the Faculty Research Committee of the University of Petroleum and Energy Studies for their kind suggestions that helped in evolution of this study. I would also like to thank Dr. Anjali Midha Sharan, Program Director - PhD Programs, Ms. Rakhi Ruhal, Program Manager - PhD and members of the College of Management & Economics Studies of the University of Petroleum and Energy Studies for the help extended to me.

I take this opportunity to thank Mr. Rakesh Nath (former Member, Appellate Tribunal for Electricity and former Chairman, Central Electricity Authority), Dr. Sushanta Chatterjee, Joint Chief (Regulatory Affairs), Central Electricity Regulatory Commission and Mr. K. Balarama Reddi, former Chairman of Andhra Pradesh State Electricity Board and Senior Consultant, Administrative Staff College of India (ASCI) with his team at ASCI, for expert validation and advice on this study.

I am proud to belong to an organisation that cherishes expansion of knowledge and excellence in academic pursuits; my deep gratitude to Mr. Sanjiv Goenka, Chairman of the RP-Sanjiv Goenka group of companies, for creating that special environment.

My sincere thanks to Prof (Dr.) Tirthankar Nag, Fellow (IIM Ahmedabad), Dean (Research & International Relations) and Professor - Strategy of International Management Institute - Kolkata, Dr. Arkadev Chatterjea, Visiting Professor of Finance,

Kelley School of Business, Indiana University, Prof (Dr.) Debaprasad Chattopadhyay, Senior Professor and Head (HR) of Globsyn Business School, Dr. Sudeshna Chatterjea, Dr. Bhargavi C. Bhattacharyya, Mr. Shanti Bhushan, Mr. Samaraditya Pal and Dr. Samir Chakraborty, Senior Advocates, Mr. Sakya Singha Chaudhuri and Mr. Avijeet Lala, Partners of HSA Advocates, Mr. Anupam Ray, Technical Director, KPMG Advisory Services and Ms. Naina Chopra and Mr. Dhiraj Kothari, students of the University of Petroleum and Energy Studies for their advice and help. I am grateful to Mr. Sumantra Baneriee for allowing this academic pursuit. I thank Mr. Utpal Bhattacharyya, President -Regulatory Affairs, Power Sector of RP-Sanjiv Goenka group of companies for his guidance and support and Mr. Indranil Chatterjee, General Manager, Corporate Services Division of CESC Limited for his unstinted help. I also thank Mr. Anirban Banerjee, Mr. Nilanjan Chakrabarti, Ms. Sanghamitra Ray Chaudhury, Mr. Uttiya Chattopadhyay, Mr. Pushan Das, Mr. Subhankar Chakraborty, Mr. Ravi Teja Kesavarapu, Mr. Kaushik Kumar Chowdhury, Ms. Sharon Ann Sam and Ms. Madhumita Dey of Corporate Services and Regulatory Affairs Division of CESC Limited for their unflagging assistance and Ms. Surjamukhi Chatterjea and Mr. Indranil Maulik for their encouragement.

I will be failing in my duties unless I thank the numerous consumer activists and organisations, with whom I have intensely interacted in the course of my professional career, and who brought out the reality of miserable poverty in India, in a way which no text-book could have ever aspired to. This issue lies at the kernel of this thesis.

My final thanks to my late father Sunil K. Chatterjea for his unswerving conviction in my abilities and mother Dr. Tara Chatterjea, for her active encouragement of academic pursuits in all stages of life. My special thanks to my dearest daughter Ms. Surjaa Chakravarti.