

Acknowledgement

The young researchers and authors of the chapters have braved the heat of the Delhi summer to visit government offices, time and time again, and to talk with the people affected by these offices. They indeed did the hardest part of the fieldwork. Without their enthusiasm, dedication, and perseverance, the *Delhi Citizen Handbook* would not have been possible. These courageous souls are: Naveen Mandava, Vidisha Maitra, Neha Sharma, Sruthijith K K, Anupriya Singhal, Neha Swetambari, Shruti Rajagopalan, Michael Stamminger, Arjun Bhattacharya, O'Neil Rane, Soumya Gupta, Shiva Mishra, Devika Johri, Sabith Khan, Rathi Ravi, Neha Sand, Jyotsna Singh, and Nupur Agrawal.

Naveen not only wrote three of the most important chapters but also coordinated the making of the *Handbook*. Vidisha with her quick grasp and writing ability converted several solid fieldworks into engaging chapters. She also discovered the interesting icons that suitably represent each department. Gaurav Tiwari came up with the 'Top Ten Findings' and 'Delhi's Fiscal Marksmanship.'

The visual effects—photographs, cartoons, and headlines—are due to camera and scanner handling prowess of Neha Mittal, Rit Chandra and Sruthijith K K.

The cogency and clarity of the chapters have been enhanced by comments and inputs from Shreekant Gupta of Delhi School of Economics, Kiran Wadhwa of HUDCO, Nirmal Mohanty of IDFC, Somnath Bandhopadhyay of Agha Khan Foundation, Ashok Desai of *Businessworld*, Karthik D of IIM Ahmedabad, Om Prakash Mathur, Soumen Chattopadhyay, and Pinaki Chakraborty of National Institute of Public Finance and Policy, Indrani Gupta of Institute of Economic Growth, Ashok Aggarwal of Social Jurist, Panini Anand of Parivartan, Pramod Chawla of National Campaign for Electoral Reforms,

Virendra Singh of CARE-PLUS, and S K Jain and Ruchika Khattar at our office.

The consistency of the chapters, philosophical and editorial, is due to timely intervention of Mohit Satyanand and Manali Shah's one sitting reading of all the chapters with a magnifying glass.

Early morning musings of Raj Cherubal led to many of the innovative ideas in the *Handbook*. In the same mode, he also drafted the blurb on the outside backcover.

Bibin Jose typeset the text and tables. Susmita Pratihast toiled for long hours and painstakingly formatted and edited the volume. And P V Joshy ensured that the intranet, computers, and printers worked as long as necessary. Purnima Joshi and Mitul Chowdhury of Tulika finally put it all together.

The research for the chapters was conducted under the CCS Research Internship Program coordinated by Manali Shah and Naveen Mandava. Ajay Shah, TCA Srinivas Raghavan, Shreekant Gupta, Neena Gulabani, and Parth J Shah conducted the orientation program for the Internship. With his eye for details and his detailed knowledge of power structures of Delhi, Dilip Rangachari was the most notable Research Guide. The Research Internship Program has been supported by the Sir Ratan Tata Trust and Sir John Templeton Foundation.

Kanwal S Rekhi has been a constant inspiration and his consistent reminders for doing a 'policy book for the citizen and the media' to put pressure on the government has led to this *Handbook*. This publication, like many other important projects, has been made possible by his generous support.

If only the value of a publication was judged by the number of people who participated in its production!