

ACKNOWLEDGEMENT

This study is a fulfillment of one of the requirements of the 41st Advanced Professional Programme in Public Administration for the M. Phil. degree in Public Administration at the Indian Institute of Public Administration (IIPA), New Delhi.

The motivation for the study has been the author's passionate interest in the use and application of e-governance as a tool to improve governance through efficient and transparent service delivery. The author has long and vast experience in e-Governance as Senior System Analyst in the EDP Centre in Northern Railway way back in 1996, as Sr. EDPM in Northern Railway, as Financial Adviser looking after the Freight Operations Information System during which stint she made all Railway Receipts for goods online thus streamlining the accountal of earnings for the Indian Railways. In her last assignment prior to joining this course at IIPA she was posted as Group General Manager / Information Technology in Dedicated Freight Corporation of India where she implemented an ambitious Integrated SAP/ERP system covering eight modules viz Human Resources, Accounts, Payments, Land Acquisition System, Geographical Information System, Project Management System, Portal and Enterprise Asset Accounting system. The author's interest in food security was kindled while studying for a Masters degree at the Institute of Development Studies, Sussex University, United Kingdom. The study of Pro Poor Policies made her aware of the plight of the poor and hungry in her country and the importance of policy making. Though India has a growing population of over 1.3 billion and its government has one of the largest food security programmes in the world yet millions of Indians suffer from hunger and malnutrition. This is due to the leakages in the Public Distribution System because of which the intended benefits do not percolate down to the beneficiaries. The current work is

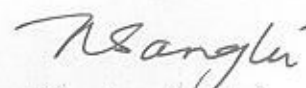
a humble attempt to use the knowledge and experience gained while working on e-Governance projects and its application in improving the food security environment in the country.

The author gratefully acknowledges the help received by her from the Libraries of IIPA and GM/IT in Food Corporation of India. The study has used information mostly published, obtained from various sources including internet websites which have been duly indicated and acknowledged in the text.

I am immensely grateful to my guide Dr. Charu Malhotra, Associate Professor (e-Governance and ICT) at IIPA for her guidance, support and advice. I also take this opportunity to thank Dr T. Chatterjee, Director IIPA and Dr Asha Kapur Mehta, Professor and Dr Anil Chandy Itteyrah, Professor (retd) at IIPA for providing support and guidance at the initial stages when I commenced working on this dissertation. I would also like to thank Dr K.K.Pandey, Professor at IIPA and our Course Director for the encouragement and support provided by him.

Many thanks also to my family members i.e my husband Sanjeev and son Rishabh for providing me support and bearing with me while I spent long hours on my laptop giving shape to my work.

April 5th 2016
New Delhi


(Neelam Sanghi)