Chapter – 8
Suggestions and Recommendations

8.1 Introduction
The study has covered the various facilities and support by the MIDC for the development of SME in Navi Mumbai in areas of land acquisition and allotment policy, infrastructure, fire safety measures, safety and security measures, consultancy and incentives.

Voluminous literature is available in the areas of development of SME and MIDC role in industrial development. The large coverage of literatures provides valuable contribution that can be adopted as a benchmark to achieve the maximum satisfaction in the area of development of SME.

The research methodology was formulated to conduct the research through Descriptive and Analytical method of research. The primary and secondary data were collected as per the standard practices adopted in conducting social research.

The structured Questionnaire was developed based on the review of literature and objectives of the study. The contribution of MIDC in the areas of land acquisition and allotment, infrastructure, fire safety measures, safety and security measures, consultancy and incentives in the development of SME in Navi Mumbai, could enable to have a better understanding of development of SME in India in addition observation method and personal interview were conducted to have required input for the research.

The research study was conducted with set of objectives of objectives of Hypothesis and Null Hypothesis as mentioned in the first chapter. Research methodology laid the base for quantitative and qualitative analysis of data which could help in arriving at findings and to develop the strategies for the enhancement of MIDC support to SME in Navi Mumbai.
8.2 Suggestions
The suggestion gets classified into ‘Top Most Priority Suggestions’ and the ‘other important suggestions’. The Top Most Priority Suggestions include the factors which require an Urgent Attention as the level of dissatisfaction of SME are very high.

Top priority Actions, Needed to be implemented on Urgent basis
1) Ministry of Environment and Forest to assist to SME for providing clean alternate for environmental protection and to arrest the pollution by providing treatment to the effluent generated by them with the help of 25 % subsidy (20% provided by MIDC on behalf of the Government of Maharashtra and 5% by Maharashtra Pollution Control Board(MPCB)). The MIDC Officials should ensure that there should be good and clean alternative for environment protection while allocating the land to the SMEs. The study reveals that many a times proper care of environment is not taken while functioning into the MIDC area. Proper care and education needed in this area.

2) The land affected people are not supported by employment opportunities in MIDC area. The authorities should concern for land affected people in MIDC area.

3) In spite of regular supply of water, many unites are suffering from losses due to the shortage of water due to the damage of water pipe are not repaired on time or they were not maintained properly. MIDC officials should ensure adequate maintenance, repairing on time.

4) Female employees in Thane Belapur Industrial Belt in Navi Mumbai are not safe at the time of journey to home at evening as in many MIDC areas street lights are not working and there is no richness of public transport. In many areas female employees needs to take a walk for 2 or 3 km from the place of unit. Safety to female employees is a priority in case of general safety measures to industrial workers. MIDC officials ensure the female employees safety should not be overlooked by industrial unite in Navi Mumbai.
5) SME units needed to be safeguarded with fire prevention measures, but proper training and awareness of fire prevention measures to SME unit is urgent in MIDC area.

6) Common Effluent Primary Treatment (CEPT) was first introduced in Thane Trance Creek MIDC area in Navi Mumbai. Industries need to fulfill the norms as per the Environment Protection Act, 1986. Performance of CEPT by MIDC in Thane Belapur Industrial Belt in Navi Mumbai is not satisfactory. MIDC should bring some more advanced technology for managing the industrial waste in Navi Mumbai.

7) To encourage the SME incentives are unavoidable, as per the study incentives provided by MIDC are not sufficient. MIDC officials should take serious steps for enlarging the benefit of incentives to the SMEs.

8) Finance is a main crunch of SME for their development; interest subsidy will improve the effectiveness of the SME.

9) Entry tax is one burden on the SMEs, certain policy measures should be designed by MIDC and NMMC for removing the entry tax on the SMEs.

Suggestions in complementary with Top Priority Suggestions. (Other important suggestions)

1) Suggestions in the areas of land acquisition and allotment

a) Land acquisition policies of the MIDC should be updated and reframed as per the locational advantage and locational disadvantage. Land acquisition and allotment policies will be incomplete if the locational advantage to the SMEs is not good. Need based approach should be followed while allocating the land to the SMEs.

b) Plotting of land should be as per the alphabetical orders or some sequential order for easy identification of industrial unit in MIDC area. In many cases order of plotting is disordered. So, MIDC should rearrange the identification code for the SME unites.

c) Costs of land in Thane Belapur Industrial Belt (TBIB) in Navi Mumbai are very high as compared to the cost of land in other MIDC area in Maharashtra. MIDC
officials should consider the cost of land by which future migration of SMEs will stop.

d) Licensing part for getting approval should be simplified more for avoiding the constrains of the SMEs in Navi Mumbai.

2) Suggestions in the areas of infrastructure

a) Power is the basic requirement for industrial development. Therefore its supply will effect on the profitability of the SMEs. MIDC officials should take care for uninterrupted source of power supply. If MSEB has burden of supplying power supply then private energy companies can be allowed.

b) Power subsidy will decides the use of power and cost of product of the SME. To survive the SME into the competition it will be helpful. Therefore, MIDC authority should take care of providing power subsidy to the SMEs.

c) As industries needs more power for functioning, energy infrastructure plays important role in providing regular supply of electricity. Energy infrastructure decides the distribution of power network to the SME unites. Upgradation of energy infrastructure reduces the chances of losses due to the shortage of power. MIDC officials should plan for timely upgradation of energy infrastructure in MIDC area.

d) Cost of electricity and use of electricity by SMEs decides their profitability. To maintain efficient use of power to SMEs technical surveys are needed on periodical basis. As SMEs are suffering from shortage of finance they cannot afford the cost for such technical surveys. Therefore, MIDC should conduct such kind of surveys at reasonable rates.

e) SMEs can raise their profitability by practicing energy audit. Energy Audit helps in minimizing cost of production and reducing environmental defects. MIDC officials should conduct energy audit on periodic basis and keep the record of energy consumption of SME for further action.

f) Regular power supply is bringing positive impact on SME development in Navi Mumbai. Availability of enough power will retain survival and growth of SMEs in
Navi Mumbai, it is observed that many a times the power supply are irregular or frequently uninterrupted power supply in MIDC area. The MIDC authorities should ensure regular power supply to the SME unites located in Navi Mumbai MIDC area by keeping dialogue between MSEB.

g) Total installed capacity of the water supply system is 1940 MLD and 1286 MLD is utilized sufficiently for industries. Total reservation for industrial use is 4055 MLD which indicate the extent to which MIDC has right to draw water from rivers, irrigation projects and other sources. With this right, MIDC can satisfy the needs of the industrial users in Navi Mumbai. As it was identified that additional jobs taken by the SME unites at same installed capacity of water. Specially, chemical unites needs more water supplies. Therefore, special efforts should be taken by MIDC to increase the installed capacity for industrial use in general and for chemical unites in particular. MIDCs water infrastructure includes 69 schemes having five dams. So, it is possible to MIDC to provide regular water supply to the industrial unites in Navi Mumbai.

h) MIDC has develops 2864 Kms length of pipelines in Maharashtra. Maintenance and repairing of pipelines is major challenge to the MIDC. Maintenance of pipeline should be done periodically and if possible, subcontracting of maintenance of pipeline can be undertaken.

**Suggestions in the areas of Fire prevention measures:**

a) MIDC should ensure that Fire protection of the building which will help to fight the fire before arrival of fire. This will help to minimize loss of precious human life and salvaging National properties. This will help to create fire safe environment in its industrial areas by way of its ‘Development Control Rules’and it is a need of all industries in industrial areas in Navi Mumbai. As per growth of industries in Navi Mumbai, MIDC should increase the number of fire stations.

c) MIDC should ensure fire prevention engineering at the planning stage of any building in MIDC area .This includes selection of location of building, approaches of roads for the plots and surrounding activities of the plot, which will facilitate fire risk free surrounding to the SMEs in Navi Mumbai.
d) There are many risks available for SMEs in Navi Mumbai for that Technical support provides framework of powers and duties which will equip Fire and rescue authorities to meet the challenges of the 21st century. Therefore, MIDC authorities should provide strong basis for Fire and Rescue authorities’ ability to respond to the range of risks set out in their Integrated Risk Management Plans (IRMP).

**Suggestions in the areas of safety and security measures:**

a) Dealing with the emergencies such as flooding, terrorist attack, fighting fires and protecting people Fire Brigade service is required at short distance from the unit. For maintaining law and order in MIDC area police security should be increased.

c) In many MIDC areas there is no safe roads are available for transportation and travelling in Thane Belapur Industrial Belt in Navi Mumbai. Safe roads are always expected by industrialist for carrying their raw materials and finished goods. As well for safe driving also safe road is compulsory thing at industrial areas. The State’s road network consists of National Highways, State Highways, Major District Roads, Other District Roads and Village Roads. The road development works in the State are carried out by PWD, ZP, Municipal Corporations, Cantonment Boards, Forest Department, MIDC and CIDCO. MIDC officials should take serious efforts for construction and maintenance of roads as per the need of industrial areas in Navi Mumbai.

e) In MIDC area heavy vehicles are moving at regular extent, so it is risky that same road is used by employees by walk and also industrial vehicles. Therefore MIDC needs to construct footpath facility on both the side of roads in MIDC area on the road side in Thane Belapur Industrial Belt in Navi Mumbai.

f) To avoid industrial theft and robbery MIDC needs to take care of safety and security of industrial material and waste.

g) MIDC should provide proper disposal and drainage system along with other infrastructure facility in Thane Trance Creek in Navi Mumbai.
h) As per the Environmental Protection Act, 1986 SME are expected to provide primary treatment to effluent, for which proper environmental education is necessary. Therefore, MIDC should spread environmental awareness in Thane Belapur Industrial Belt in Navi Mumbai.

i) MIDC should encourage for the set up with green design and environment friendly in Navi Mumbai.

**Suggestions in the areas of Waste Management:**

a) MIDC has developed 224 industrial areas all over state of Maharashtra for achieving its goal of growth of industries. Out of this industrial areas 15 area are considered as Chemical Industrial Areas in which T.T.C. Industrial Area is one of the areas in Navi Mumbai. Therefore, management of waste is of prime importance of MIDC. MIDC has allotted 7 hectares of land for development of waste management facility to Thane-Belapur Industries Association (TBIA) but this much land is not enough to arrest industrial waste of Navi Mumbai. Therefore, MIDC should bring more land under allocation for waste management.

b) In many MIDC areas the drainage system is not proper for disposing waste. The effluent collected from the industrial area is disposed of in a creek or sea as approved by MPCB/NIO. SME are expected to discharge the effluent after treatment to it. Drainage system plays vital role in this entire process for disposing of industrial waste into creek or sea in Navi-Mumbai. MIDC authorities should develop the proper drainage system for proper disposal of industrial waste in Navi Mumbai.

d) MIDC has entered into the Memorandum of Understanding (MoU) with the industries Association from Thane Belapur. In the first phase to treat the effluent from the industries to the disposals norms stipulated in Environmental Protection Act, 1986 and in the second phase it will be treated to the recycling standards in Thane Belapur Industrial Belt in Navi Mumbai. This MoU should be amended or altered by the MIDC officials.

e) The Environmental Impact Assessment (EIA) studies as required under Hazardous Waste (M&H) Rules, 1989 is being carried out in Navi Mumbai. MIDC should
improve the size of EIA for reducing hazardous waste in Thane Belapur Industrial Belt in Navi Mumbai.

**Suggestions in the areas of consultancy and incentives**

a) MIDC should conduct seminars for awareness of many industrial policies like ITES Policy and trying to awaken the SME to play their role in a better way in Thane Belapur Industrial Belt in Navi Mumbai.

b) MIDC needs to send some information on timely basis related with industrial development and updates in that area for strengthening SME in Thane Belapur Industrial Belt in Navi Mumbai.

c) Green technology is now days advisable for removing out the evil effects of pollution and degradation of environment. MIDC should take more initiative for development of SME in Thane Belapur Industrial Belt in Navi Mumbai.

d) MIDC should provide consultancy for Entrepreneurship Resource Planning (ERP) to SMEs in Thane Belapur Industrial Belt in Navi Mumbai. ERP is always a turning point for the development of SME. It brings many opportunities to the SMEs and removes many weaknesses.

e) In Marketing Research (MR), a major marketing problem is studied in depth and solutions are suggested to solve the problem. Marketing Research (MR) is one tool and not a substitute for judgement. MR facilitates accurate marketing decision by SMEs.

f) Marketing Research is not satisfactorily in Navi Mumbai. Marketing Research updates is the radiology and pathology of marketing operations of SMEs It diagnosis the business ailments when there is trouble. MR furnishes reports that can guide the SMEs. “How to gain and retain competitive advantage?” This is where MR plays an important role. This shows the growing importance of MR for promotion of SMEs in Navi Mumbai. MIDC should encourage the MR practices for promotion for SME in Thane Belapur Industrial Belt in Navi Mumbai.
g) Additional incentives given to SMEs is strengthening the ability of SMEs in Navi Mumbai. Therefore, MIDC should provide additional incentives to the SMEs in Thane Belapur Industrial Belt in Navi Mumbai.

8.3 Significance of the study:
Small and Medium (SME) has been accorded an important place in the National economy by the national decision makers. Small units generate employment at relatively small capital cost, mobilize resources of capital and skill at micro levels and are expected to meet the rising demand for various goods and services required by the economy. SME forms an important sector constituting nearly 40 percent of the total output in the private sector. Much more significant is the employment generation capacity of small scale industry.

India operates today in sheer size what is perhaps the largest small industries programme in any developing country. Small scale sector as a priority sector of the national economy is protected and promoted in a number of ways. A small scale industry provides a steady source of income throughout the year. The basic idea is to become independent through utilizing locally available resources and skills.

Maharashtra Industrial Development Corporation (MIDC) plays an important role in the development of industries specially SMEs. This study focus on the existing contribution of MIDC in the development of SMEs in Thane Belapur Industrial Belt in Navi Mumbai by assessing the level of satisfaction of SME unites in Navi Mumbai. Further based on the findings provide suggestions to strategically improve the MIDC support and services to SMEs, all these factors becomes significance of the study. Further the study attempted to deliberate and find the solutions for effective implementation of the suggestions given in the study which can also be considered as a significant pragmatic approach of the study.
8.4 Areas open for Further Research:
The present study focus on the contribution of MIDC in the development of SME in Thane Belapur Industrial Belt in Navi Mumbai by using this model, other Industrial belts can be studied.

The uncovered areas of the study i.e. Development of Human Resources, Supply chain Management of SME, Industrial development corporations of other states. Can be the area of further research.

This study can be motivated to conduct MIDC role in large scale industries, SEZ and EPZ.

This study can be used to open the research ventures in different administration and operational area of MIDC.

8.5 Conclusion
SME and MIDC are symbiosis to each other. No SME can survive without considering the MIDC support. MIDC support is the single strongest weapon to ensure the development of SME in Navi Mumbai.

The study was conducted with pre-set objectives, Hypothesis and Null hypothesis. With the help of the Research Methodology consisting of statistical tools and methods, it became possible to have both qualitative and quantitative analysis of the data which helped in arriving at the findings and further research leading to suggestions for action plan.

After the study it was found that MIDC as a nodal agency serves the SME in Thane Belapur Industrial Belt in Navi Mumbai. The study could achieve all the objectives and could find the validity of the Hypothesis and Null Hypothesis.

Ultimately study could reveal that, it is required to have the engine of strong strategically constructed MIDC support for the development of SME in Navi Mumbai.