



University of  
Management and  
Technology



**IDENTIFYING THE PROBLEMS  
ASSOCIATED WITH ESTABLISHING  
NEW FACTORIES IN THE INDUSTRIAL ESTATES  
OF  
PUNJAB INDUSTRIAL ESTATES DEVELOPMENT  
AND MANAGEMENT COMPANY (PIEDMC)**

**FINAL PROJECT REPORT**

**Submitted By**

Raheel Safdar                      **15007151005**

Kashaf Saleem                      **15007151001**

Rabbia Khalid                      **15008151005**

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**Supervised By**

**Mr. Syed Ali Hussain Bukhari**

**School of Professional Advancement (SPA)  
University of Management & Technology (UMT),  
Lahore**

Supervisor Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

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## ACRONYMS AND ABBREVIATIONS

|               |  |
|---------------|--|
| <b>PIEDMC</b> | Punjab Industrial Estates Development and Management Company |
| SIE           | Sunder Industrial Estates                                    |
| QIE           | Quaid-e-Azam Industrial Estates                              |
| MIE           | Multan Industrial Estate                                     |
| EOBI          | Employees Old Age Benefit Institution                        |
| PESSI         | Punjab Employees Social Security Institution                 |
| FBR           | Federal Board of Revenue                                     |
| EPD           | Environment Protection Department                            |
| PRA           | Punjab Revenue Department                                    |
| SECP          | Securities & Exchange Commission of Pakistan                 |
| PTCL          | Pakistan Telecommunication Company Limited                   |
| BOM           | Board of Management  |
| DB            | Doing Business   |
| EMP           | Environmental Management Plan                                |
| HR            | Human Resources  |
| BOD           | Board of Directors   |
| PSIC          | Punjab Small Industries Corporation                          |

# GLOSSARY

|                      |  |
|----------------------|--|
| <b>Data:</b>         | A re-interpretable representation of information in a formalized manner suitable for communication, interpretation or processing by humans or automatic means.   |
| <b>Component:</b>    | A constituent part, element, or piece of a complex whole.  |
| <b>Activity:</b>     | A set of tasks to be undertaken to achieve meaningful results.   |
| <b>Organization:</b> | A collection of persons organized for some purpose or to perform some type of work within an enterprise.   |
| <b>Program:</b>      | A group of related projects managed in a centralized and coordinated way   |
| <b>Project:</b>      | A temporary undertaking to create a unique product, service, or result.  |
| <b>Stakeholder:</b>  | Person or organization who are actively involved in the SW programme, who may exert influence over the SW Programme, or whose interests may be positively or negatively affected by its execution or completion. |
| <b>System:</b>       | An integrated set of interdependent sub-systems or components created to accomplish a set of pre-defined functions.  |

## DECLARATION

We hereby declare that the project worked entitled **“IDENTIFYING THE PROBLEMS ASSOCIATED WITH ESTABLISHING NEW FACTORIES IN PIEDMC”** submitted to the School of Professional Advancement, University of Management and Technology, Lahore, is a record of an original work done by us under the guidance and supervision of **Mr. Syed Ali Hussain Bukhari**, Project Supervisor, **management and staff of PIEDMC**, and this project is submitted in the partial fulfillment of the requirements for the award of degree of Master of Project Management. The results embodied in this project have not been submitted to any other university or institute for the award of any degree or diploma.

Raheel Safdar \_\_\_\_\_

Kashaf Saleem \_\_\_\_\_

Rabbia khalid \_\_\_\_\_

## Abstract

This study has been initiated to evaluate the fundamental controversies and threats confront by Industrialist while setting up their factories in PIEDMC.(Punjab Industrial Estate Management And Development Company). Public-Private partnership is the utmost essential shaft and a leading driver of the expansion of national economy. In contempt of symbolic input to the economy, this sector continues to face assertive hurdles. This study is anticipated at expanding the competency of the Documentation process in PIEDMC.

Industrialization is a key driver for any country to boost the economic condition, social uplift, employment generation and poverty alleviation. Keeping in view this vision, the Punjab Government has set up Punjab Industrial Estates Development and Management Company (PIEDMC). PIEDMC develops industrial estates and provide state of the art infrastructure including roads, drainage, water supply, sewerage system, electrification network, security system, rescue 1122, grid station and amenity areas. PIEDMC provides facilities to the industrialists including sale of developed industrial plots, building plan approval, transfer, electricity connection, water connection and complaint registration of the industrialists.

This research intends to find out the issues industrialists face when the setup the industry in the industrial estates of PIEDMC. The individual industrialists who are currently operating in the industrial estates and the other industrialist who are the prospect clients were interviewed once with non-contrived study settings and minimal researcher involvement. Focus group discussions were carried out with the management to get the point of view and for validation of the findings. Since the research was qualitative, Nvivo software was used. After thematic analysis through Nvivo different queries and analysis were performed. Based on the Nvivo finding it was observed that the issues industrialists were facing were of two categories. There are issues which are directly related to PIEDMC called “internal issues” and the issues where PIEDMC is not involved are called “external issues” these issues were mapped, nodes were created and the number of coded reference were recorded. Mostly they were satisfied with the services being rendered by PIEDMC but they reported issues of high plot prices, labour transportation, drainage system failure in rainy season, fiscal incentive, missing amenity areas. Largely they were not satisfied with the services provided by other government departments they need even if they set up the industrial unit in the industrial estates of PIEDMC. These departments are Environment Protection Department (EPD), Punjab Employees Social Security Institutions (PESSI), Employees Old Age Benefit

Institution (EOBI), Revenue Department, Industries Department etc. PIEDMC does not provide services to deal with these departments and has no authority to regulate them. The industrialists have to deal with these government departments to get approvals or register the industrial units which cause the waste of time and even then they are not facilitated accordingly.

It is recommended that there should be a policy framework to regulate all the other government departments involved. PIEDMC should be given authority and a One Window Center should be housed in the PIEDMC. PIEDMC representatives should be the interface between the industrialists and other government departments. All services (approvals or registrations) provided by other government departments should be offered under one roof. Through automation of the system, applicant should be able to check the current status any time. All services should be provided with defined timelines and process flow. This will increase the transparency and accountability, minimize the costs to applicant, effective, efficient and corruption free service delivery.

# CHAPTER 1: INTRODUCTION

## 1.1 Introduction

The Government of Punjab has imported Punjab Industrial Estates Development and Management Company (PIEDMC) to accomplish precise, programmed and fast mechanization of Punjab by inaugurating a strand of industrial estates in an effective and new way, this intention at accommodating turnkey solutions to the problems by proposed industrialists.

For every country, industrial sector played a central role to enhance economic advancement. It is historically true that those countries which have strong industrial sector show more economic advancement and success. In Pakistan, 25% of the gross domestic product (GDP) is added by industrialized zone which is the second biggest particular zone of the recession. SME and LME scale industries are formed of this industrial sector. Against 2010 - 2013, the biggest extent corporations committed 4.4% to the absolute GDP (gross domestic product) success rate since the modest proportion corporations supplemented is 7.5% (Joelle, 2012).

PIEDMC derived by independent sector perhaps it can be further more elastic, adequate to counter to the developing new climate and build up financially self-continual in order to sustain desired catalyst or disciplining endeavor.

## 1.2 Problem Area

Punjab Industrial Estate Development and Management Company (PIEDMC) is facing issues where industrial estate has been developed but the colonization of the industrial estate is slow which ultimately create impact on the unemployment and slow industrialization.