

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT

I
J
R
C
M



A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

Indexed & Listed at:

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A.

Open J-Gate, India [link of the same is duly available at Inlibnet of University Grants Commission (U.G.C.)].

Index Copernicus Publishers Panel, Poland with IC Value of 5.09 & number of libraries all around the world.

Circulated all over the world & Google has verified that scholars of more than 3770 Cities in 175 countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

<http://ijrcm.org.in/>

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	IMPACT OF INFORMATION SYSTEMS SUCCESS DIMENSIONS ON SYSTEMS EFFECTIVENESS: A CASE OF SUNPLUS ACCOUNTING PACKAGE WITHIN THE ZIMBABWE UNION CONFERENCE OF THE SEVENTH-DAY ADVENTIST CHURCH <i>DR. B. NGWENYA, R. CHISHIRI & F. NCUBE</i>	1
2.	CAPACITY BUILDING THROUGH INFORMATION TECHNOLOGY INITIATIVE IN ENVIRONMENTAL CONCERN OF UTTARAKHAND ENVIRONMENT PROTECTION AND POLLUTION CONTROL BOARD (UEPPCB) <i>AMIT DUMKA & DR. AJAY GAIROLA</i>	5
3.	STRESS MANAGEMENT IN PRESENT SCENARIO: A CHALLENGING TASK <i>ABHA SHARMA & DR. AJAY KUMAR TYAGI</i>	12
4.	CORPORATE SIZE AND CAPITAL STRUCTURE: AN EMPIRICAL ANALYSIS OF INDIAN PAPER INDUSTRY <i>DR. A. VIJAYAKUMAR & A. KARUNAIATHAL</i>	20
5.	APPLICATION OF KNOWLEDGE MANAGEMENT PRACTICES IN SMALL ENTERPRISES <i>T. S. RAVI</i>	25
6.	A STUDY ON CUSTOMER PREFERENCE AND ATTITUDE TOWARDS DATA CARD SERVICE PROVIDERS WITH REFERENCE TO COIMBATORE CITY <i>B. JANANI & T. M. HEMALATHA</i>	28
7.	THE SIGNIFICANCE OF EMPLOYEES TRAINING IN THE HOTEL INDUSTRY: A CASE STUDY <i>S. KALIST RAJA CROSS</i>	33
8.	A STUDY ON CUSTOMER SATISFACTION TOWARDS HEALTH DRINKS PRODUCTS (WITH SPECIAL REFERENCE TO COIMBATORE CITY) <i>S. HARIKARAN</i>	37
9.	DATA MINING PRACTICES: A STUDY PAPER <i>B. AYSHWARYA</i>	41
10.	ASSESSING THE ORTHOPEDICALLY HANDICAPPED CUSTOMERS' (OHC) ACCEPTANCE OF MOBILE BANKING ADOPTION THROUGH EXTENDED TECHNOLOGY ACCEPTANCE MODEL <i>UTHARAJA. K & VINOD KUMAR. G</i>	44
11.	A FINANCIAL ANALYSIS OF INDIAN AND FOREIGN STEEL INDUSTRIES: A COMPARISON <i>M. BENEDICT & DR. M. SINDHUJA</i>	48
12.	TRENDS OF FDI IN INDIA <i>DR. M. K. PANDEY & ANUMEHA PRIYADARSHNI</i>	52
13.	CURRENT e-CRM PRACTICES IN INDIAN PRIVATE SECTOR BANKS AND THE NEED FOR STRATEGIC APPROACH <i>WASEEM JOHN & SUHAIL JAVAID</i>	55
14.	SECURITY ISSUES IN e-COMMERCE <i>DR. SARITA MUNDRA, DR. SADHANA ZANZARI & ER. SURABHI MUNDRA</i>	60
15.	STUDY ON INVESTOR'S PERCEPTIONS TOWARDS ONLINE TRADING WITH REFERENCE TO MAYILADUTHURAI TOWN <i>DR. C. BALAJI</i>	64
16.	IMPACT OF DEBT CAPITAL ON OUTREACH AND EFFICIENCY OF MICROFINANCE INSTITUTIONS: A SURVEY OF SOME SELECTED MFIs IN TANZANIA <i>HARUNI MAPESA</i>	69
17.	RURAL CONSUMER ATTITUDE TOWARDS ONLINE SHOPPING: AN EMPIRICAL STUDY OF RURAL INDIA <i>MALLIKA A SHETTY</i>	74
18.	MICRO INSURANCE: A PRODUCT COMPARISON OF LIC & SBI LIFE INSURANCE <i>LIMNA .M</i>	79
19.	AN INTERDISCIPLINARY APPROACH TO EMPLOYABILITY IN INDIA <i>HARI G KRISHNA</i>	82
20.	AN OPINION-STUDY ABOUT 5-S PRACTICES TOWARDS IMPROVING QUALITY & SAFETY AND MAINTAINING SIMPLIFIED WORK ENVIRONMENT <i>K. BHAVANI SELVI</i>	87
	REQUEST FOR FEEDBACK & DISCLAIMER	91

CHIEF PATRON

PROF. K. K. AGGARWAL

Chairman, Malaviya National Institute of Technology, Jaipur
(An institute of National Importance & fully funded by Ministry of Human Resource Development, Government of India)
Chancellor, K. R. Mangalam University, Gurgaon
Chancellor, Lingaya's University, Faridabad
Founder Vice-Chancellor (1998-2008), Guru Gobind Singh Indraprastha University, Delhi
Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

FOUNDER PATRON

LATE SH. RAM BHAJAN AGGARWAL

Former State Minister for Home & Tourism, Government of Haryana
Former Vice-President, Dadri Education Society, Charkhi Dadri
Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

AMITA

Faculty, Government M. S., Mohali

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

PROF. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

CO-EDITOR

DR. BHAVET

Faculty, Shree Ram Institute of Business & Management, Urjani

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

University School of Management Studies, Guru Gobind Singh I. P. University, Delhi

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

DR. SAMBHAVNA

Faculty, I.I.T.M., Delhi

DR. MOHENDER KUMAR GUPTA

Associate Professor, P. J. L. N. Government College, Faridabad

DR. SHIVAKUMAR DEENE

Asst. Professor, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

ASSOCIATE EDITORS

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PROF. A. SURYANARAYANA

Department of Business Management, Osmania University, Hyderabad

DR. SAMBHAV GARG

Faculty, Shree Ram Institute of Business & Management, Urjani

PROF. V. SELVAM

SSL, VIT University, Vellore

DR. PARDEEP AHLAWAT

Associate Professor, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

DR. S. TABASSUM SULTANA

Associate Professor, Department of Business Management, Matrusri Institute of P.G. Studies, Hyderabad

SURJEET SINGH

Asst. Professor, Department of Computer Science, G. M. N. (P.G.) College, Ambala Cantt.

TECHNICAL ADVISOR

AMITA

Faculty, Government M. S., Mohali

FINANCIAL ADVISORS

DICKIN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the areas of Computer Science & Applications; Commerce; Business; Finance; Marketing; Human Resource Management; General Management; Banking; Economics; Tourism Administration & Management; Education; Law; Library & Information Science; Defence & Strategic Studies; Electronic Science; Corporate Governance; Industrial Relations; and emerging paradigms in allied subjects like Accounting; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Rural Economics; Co-operation; Demography; Development Planning; Development Studies; Applied Economics; Development Economics; Business Economics; Monetary Policy; Public Policy Economics; Real Estate; Regional Economics; Political Science; Continuing Education; Labour Welfare; Philosophy; Psychology; Sociology; Tax Accounting; Advertising & Promotion Management; Management Information Systems (MIS); Business Law; Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labour Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; International Relations; Human Rights & Duties; Public Administration; Population Studies; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism & Hospitality; Transportation Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic; Web Design and emerging paradigms in allied subjects.

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript anytime** in **M.S. Word format** after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. infoijrcm@gmail.com or online by clicking the link **online submission** as given on our website ([FOR ONLINE SUBMISSION, CLICK HERE](#)).

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1. **COVERING LETTER FOR SUBMISSION:**

DATED: _____

THE EDITOR
IJRCM

Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF.

(e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)

DEAR SIR/MADAM

Please find my submission of manuscript entitled ' _____ ' for possible publication in your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it under review for publication elsewhere.

I affirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s).

Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of the journal & you are free to publish our contribution in any of your journals.

NAME OF CORRESPONDING AUTHOR:

Designation:
Affiliation with full address, contact numbers & Pin Code:
Residential address with Pin Code:
Mobile Number (s):
Landline Number (s):
E-mail Address:
Alternate E-mail Address:

NOTES:

- a) The whole manuscript is required to be in **ONE MS WORD FILE** only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript.
- b) The sender is required to mention the following in the **SUBJECT COLUMN** of the mail:
New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)
- c) There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript.
- d) The total size of the file containing the manuscript is required to be below **500 KB**.
- e) Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.
- f) The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.

2. **MANUSCRIPT TITLE:** The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

3. **AUTHOR NAME (S) & AFFILIATIONS:** The author (s) **full name, designation, affiliation (s), address, mobile/landline numbers, and email/alternate email address** should be in italic & 11-point Calibri Font. It must be centered underneath the title.

4. **ABSTRACT:** Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

5. **KEYWORDS:** Abstract must be followed by a list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.
6. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER**. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
7. **HEADINGS:** All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
8. **SUB-HEADINGS:** All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
9. **MAIN TEXT:** The main text should follow the following sequence:

INTRODUCTION**REVIEW OF LITERATURE****NEED/IMPORTANCE OF THE STUDY****STATEMENT OF THE PROBLEM****OBJECTIVES****HYPOTHESES****RESEARCH METHODOLOGY****RESULTS & DISCUSSION****FINDINGS****RECOMMENDATIONS/SUGGESTIONS****CONCLUSIONS****SCOPE FOR FURTHER RESEARCH****ACKNOWLEDGMENTS****REFERENCES****APPENDIX/ANNEXURE**

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed **5000 WORDS**.

10. **FIGURES & TABLES:** These should be simple, crystal clear, centered, separately numbered & self explained, and **titles must be above the table/figure. Sources of data should be mentioned below the table/figure.** It should be ensured that the tables/figures are referred to from the main text.
11. **EQUATIONS:** These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
12. **REFERENCES:** The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per the following:
 - All works cited in the text (including sources for tables and figures) should be listed alphabetically.
 - Use (ed.) for one editor, and (ed.s) for multiple editors.
 - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
 - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
 - The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
 - For titles in a language other than English, provide an English translation in parentheses.
 - The location of endnotes within the text should be indicated by superscript numbers.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:**BOOKS**

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–22 June.

UNPUBLISHED DISSERTATIONS AND THESES

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITES

- Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

CAPACITY BUILDING THROUGH INFORMATION TECHNOLOGY INITIATIVE IN ENVIRONMENTAL CONCERN OF UTTARAKHAND ENVIRONMENT PROTECTION AND POLLUTION CONTROL BOARD (UEPPCB)

AMIT DUMKA
DY. MANAGER (EXTENSION & TRAINING)
GOVERNMENT MEDICAL COLLEGE
HALDWANI

DR. AJAY GAIROLA
ASSOCIATE PROFESSOR
DEPARTMENT OF CIVIL ENGINEERING
IIT
ROORKEE

ABSTRACT

Uttarakhand, a newly formed state of Union of India has raised several issues of environmental concern due to rapid increase in population and caused industrial development. The environment includes water, Air, Land and inters relationship which exists among and between water, air and land and human beings, other living creatures, plants, micro-organism and properties. In amendment to the Indian constitution makes provisions for protecting and improving the environment. The state policy in which enjoins the state to make endeavour for protection and improvement of the environment, safe guarding for the forest and wild life of the country. Yet another amendment which stipulates that, it shall be the duty of every citizen of India to protect and improve the natural environment including forest, lakes, rivers and wild life and to have compassion for leaving creative. After the Stockholm conference on human environment in June 1972 it was considered appropriate it have uniform laws all over the country for broad environmental problem endangering the health and safety of people as well as flora and fauna. To ensure the sustained compliance of such laws is a great challenge. The present paper discusses the capacity building of Uttarakhand Environment Protection & Pollution Control Board (UEPPCB) by implementing Online Consent Management System to ensure transparent and efficient and monitoring of environmental laws and waste management rules enforcement.

KEYWORDS

E-Governance in Environment Management, Environmental benefits of e-governance, online consent management, Offline consent Management, eXtended Green Node (XGN).

INTRODUCTION

Uttarakhand Environment Protection and Pollution Control Board is an autonomous regulatory body under the EP Act – 1986. It is mandatory to implement specific provision of the acts and the rules made thereof. In exercise of its power the board under the acts has certain roles and functions to perform.

Among the various, the regulatory and monitoring of the industries, is an important role and function of the Board. This involves scrutinizing a large numbers of applications received from the industry desirous for seeking permission from the board for establishing and operating an industrial unit within the geographical boundary of the state. It is mandatory that the decision for consenting or rejecting be taken within a stipulated period of time. This decision making requires time bound coordinated inputs from different levels of officials. Under various constraints the response time in taking the decision would normally spill over the mandatory time schedule. It was felt that primarily this is responsible to refrain the whole system in effectively regulating and monitoring the expected eco-friendly development. This led to explore the possibilities of developing system facilitation for the governance of environmental concerns. This paper illustrates a unique comparison between the traditional mechanism of processing the application of industries and IT-enabled processing. This paper has shown useful conclusion highlighting environment benefits of e-governance.

METHODOLOGY

The mechanism involved in processing the application has been illustrated in this section.

- **TYPE OF CONSENTS:** The industry approached the UEPPCB broadly for three types of consents:-
 - NoC : To establish the unit.
 - COP : To operate the unit.
 - COR : Renewal to continue the operations.
 NoC and COP are then sub-categorized for Expansion and Modernization as
 - NoC-Exp : To establish the Expansion/Modernization.
 - COP-Exp : To start the operation of expansion/modernization.
- **FILING OF APPLICATIONS FOR CONSENT:** On the basis of consent type form should be obtained from board or downloaded from board's website and duly filled application form should be submitted to the Board.
- **SCRUTINY:** Scrutiny is done as per the statutory norms laid down in the respective acts/notifications. Criteria are based on:-
 - Location of industry.
 - Site suitability
 - Project Cost.
 - Manufacturing Process.
 - Product and Raw material used.
 - Water and Air pollution control measures and its adequacy.
 - Air and water quality through various parameters.
- **DECISION MAKING:** It involves the physical inspection of the site, where primary data provided in application form is monitored/inspected and supplemented by secondary data generated through analysis report of the parameters of drawn samples. The final decision on grant/reject is arrived at through a number of steps including the evaluation of project report/compliance of the issued consents etc.
- **MONITORING PLAN:** Monitoring should be done as per the schedule provided based on the colour categorization (Schedule V):

Red Category (17)	:	every 90 days.
Red Category (54)	:	every 120 days.
Orange category	:	every 180 days.

Green Category

: once in a year.

Monitoring enables the Board to review the quality of pollutants (emissions and effluent) generated by the unit.

DEVELOPMENT OF ALGORITHM**• CONSENT MANAGEMENT****TRADITIONAL (OFFLINE) SYSTEM**

- Industry has to collect the consent application form from Board's office or download from Board's website. There are three types of form for seeking consent:-
 - NOC Form: For those units who want's to establish a new unit or expansion/modernization/change of product mix in the existing unit.
 - Form I (Air) and Form I (Water) form: For those units who wants to start operations for newly established unit or for expansion/modernization/change of product mix in unit and also for continuing the operations of the unit.
- Along with the duly filled application form, the supporting documents as annexed and demand draft of the prescribed fee be submitted to the Board's office in three sets. The bunch of documents may vary from 300-1800 pages depends on type of project/unit. Requires 5-10 days to file the application at Regional Office and the process is completely physical/human interaction based.
- Then in an indexed file as per the type of consent, the submitted documents are put up to the Regional officer (RO). The case is then referred to the technical staff at RO for scrutiny and Inspection. The process is time taking as depends on number of application in current movement and number of tables/desks for movement. Completely human interaction based and some errors results in dumping of file, which may be due to scarcity of time, multitasking nature of job profile of the staff.
- Technical staff then scrutinizes application, in case if some additional information is required then query is raised to the applicant, else inspection of the unit is planned to verify the information provided by the applicant and to check whether unit/applicant has implemented proper measures for emission and effluents.
- For NoC/CTE, during inspection the site suitability; adequacy of water pollution control measures and air pollution control measures are verified. Whereas, for CCA's (COP/COR) along with above samples are drawn as per requirement. Along with samples, the compliance of earlier issued consent is also inspected.
- Inspection Report along with analysis report is put up to the decision making authority through Regional Officer (as per the delegation of power). If all the parameters of analysis report are under the permissible limits and all parameters of inspection report are complying with the norms laid in the acts, consent with conditions is issued to the applicant.

IT ENABLED (ONLINE) SYSTEM

- Uttarakhand - the Adobe of the gods, the home of Himalayas and truly a paradise on earth, allures everyone from everywhere. The fresh air, the pure water, the chilling snow, the adverting mountains, the scenic beauty, the small villages, the simpler people and a tougher life-style is what that distinguishes Uttarakhand from rest of the world.
- In this context Board had an important role in facilitating and nurturing the eco-friendly industrial development to harmonize the natural ethnicity and economic growth of the state. A key initiative has been taken up by the board to bring SMART governance (i.e. Self-Monitoring, Analysis, and Reporting Technology) by implementing IT enabled consent management system through the Ganga-XGN (Developed by the NIC, Gujarat).
- Virtual office on the web has been introduced through the Online Consent Management System named Ganga-XGN.
- Industry/Applicant has to register on the website to get username and password.
- Applicant has to update the Industry master data viz. Industry profile, Product and Raw material, Air/Water/Hazardous waste related information.
- Duly filled up application form's (which can be collected from Regional Office or download application form from Board's website) scanned copy and supporting documents in PDF format are then uploaded and by clicking a button online application is submitted to the Board.
- Application will be accepted only when all the required documents are uploaded. Once the application is accepted, a SMS will be sent to the applicant to for entering the fee details.
- Time for processing the application will be calculated after the physical acceptance of the demand draft along with system generated Forwarding Letter and FORM-D/I/1.
- Online processing sheets will be generated based on the logics provided for the consent and indicates type of consent and its status along with date wise chronology of the steps taken.
- When final consent will be granted applicant be informed through a SMS and after appropriate formalities consent order will be sent to industry/applicant.
- The system was adopted in UEPPCB on July 06, 20009. It was made mandatory to submit the application through this system from the date.
- By December 31, 2009 400 applications were accepted through this system and on 230 applications decision was taken.

FLOW CHART

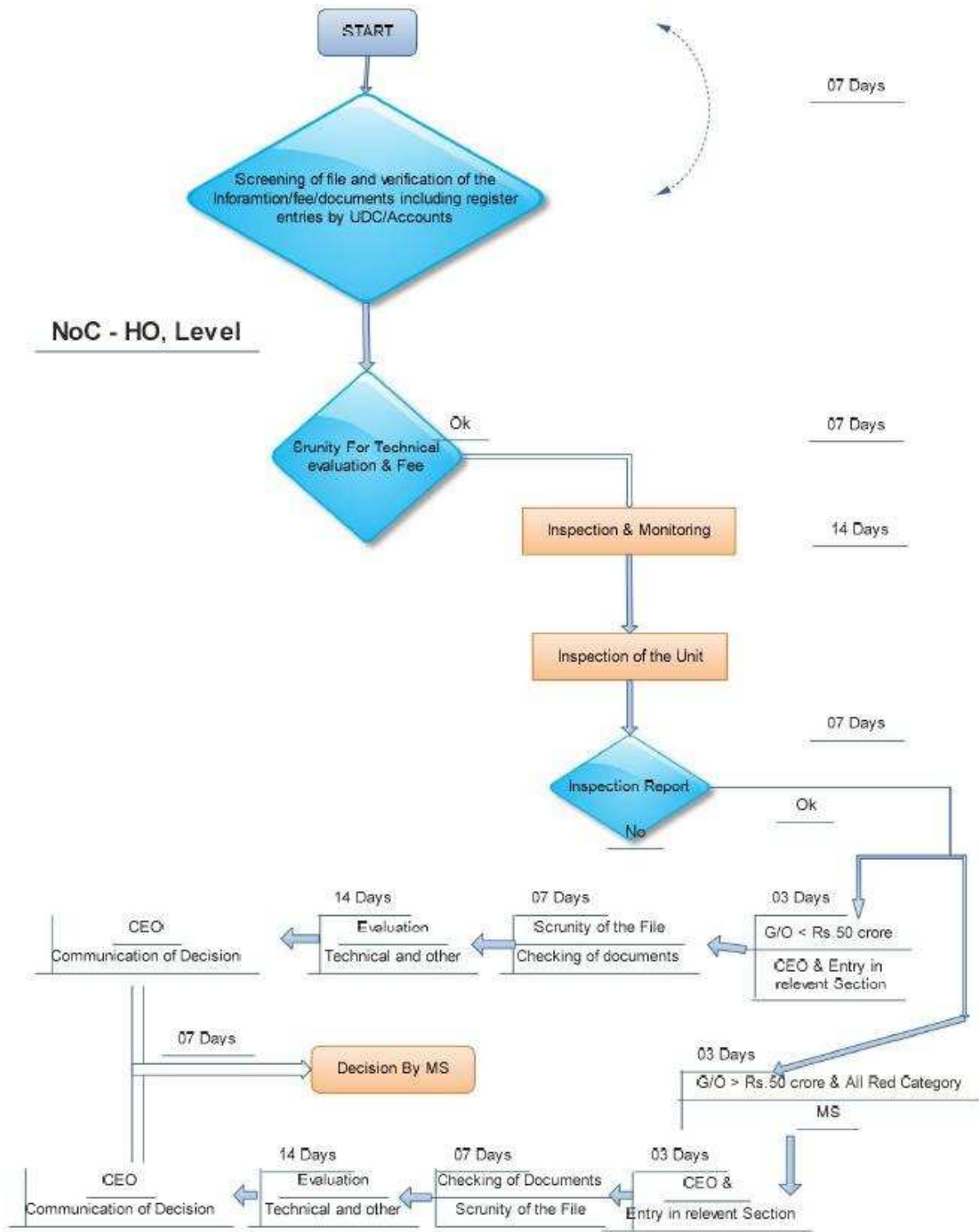


Figure 1:- Procedure for NoC Decision Making at Head Office

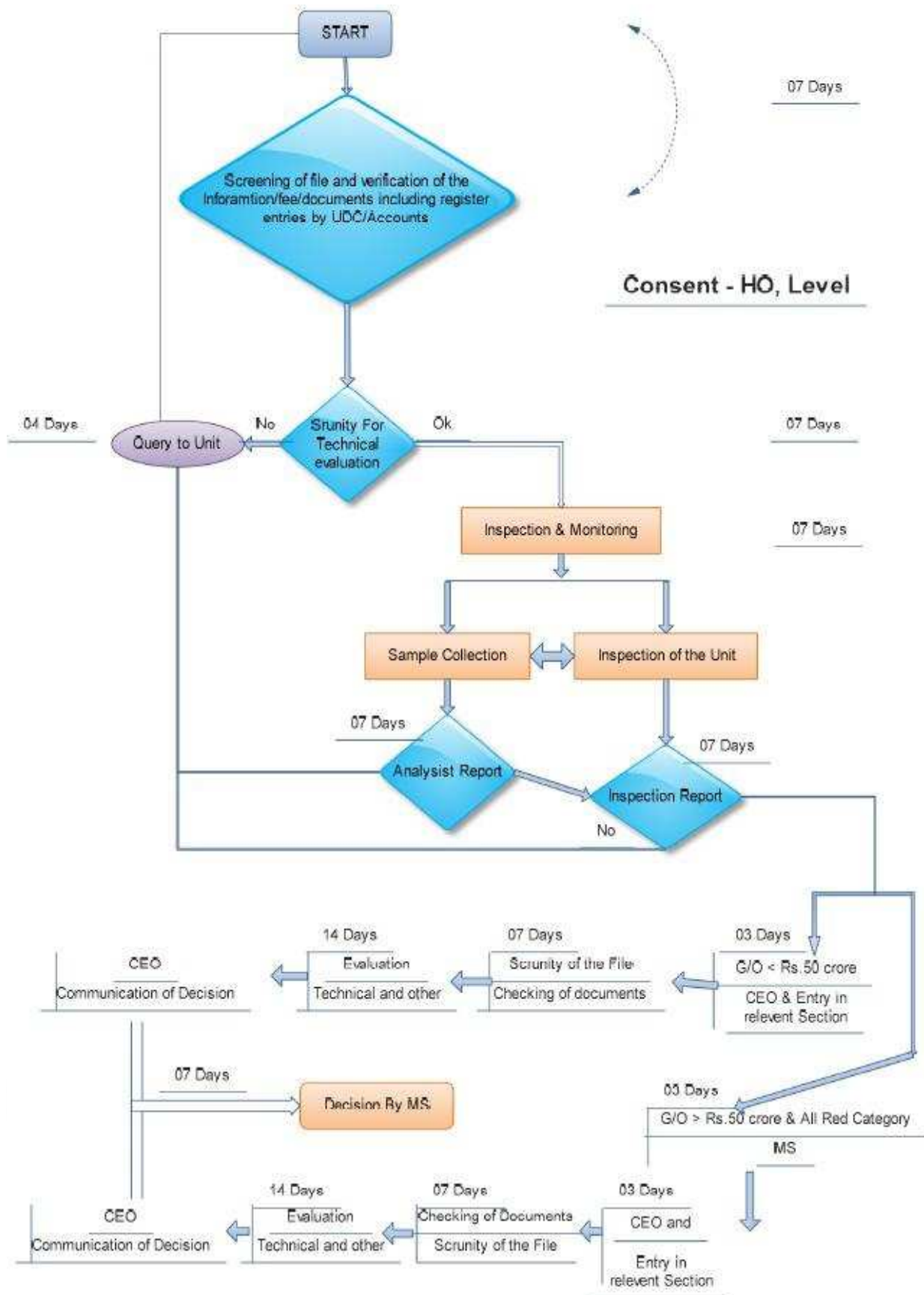


Figure 2:- Procedure for COP/COR decision making at Head Office.

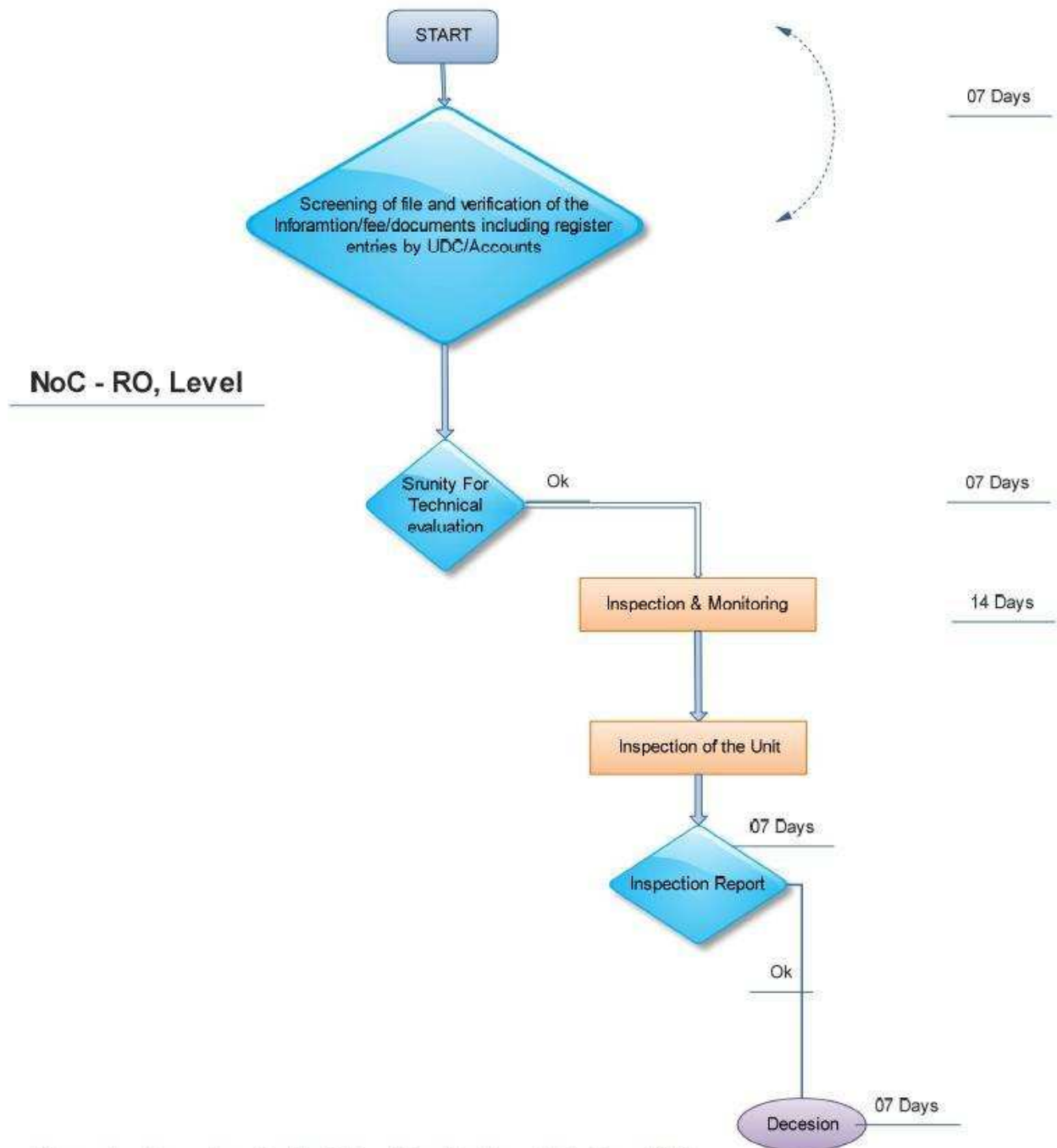


Figure 3:- Procedure for NoC Decision Making at Regional Office

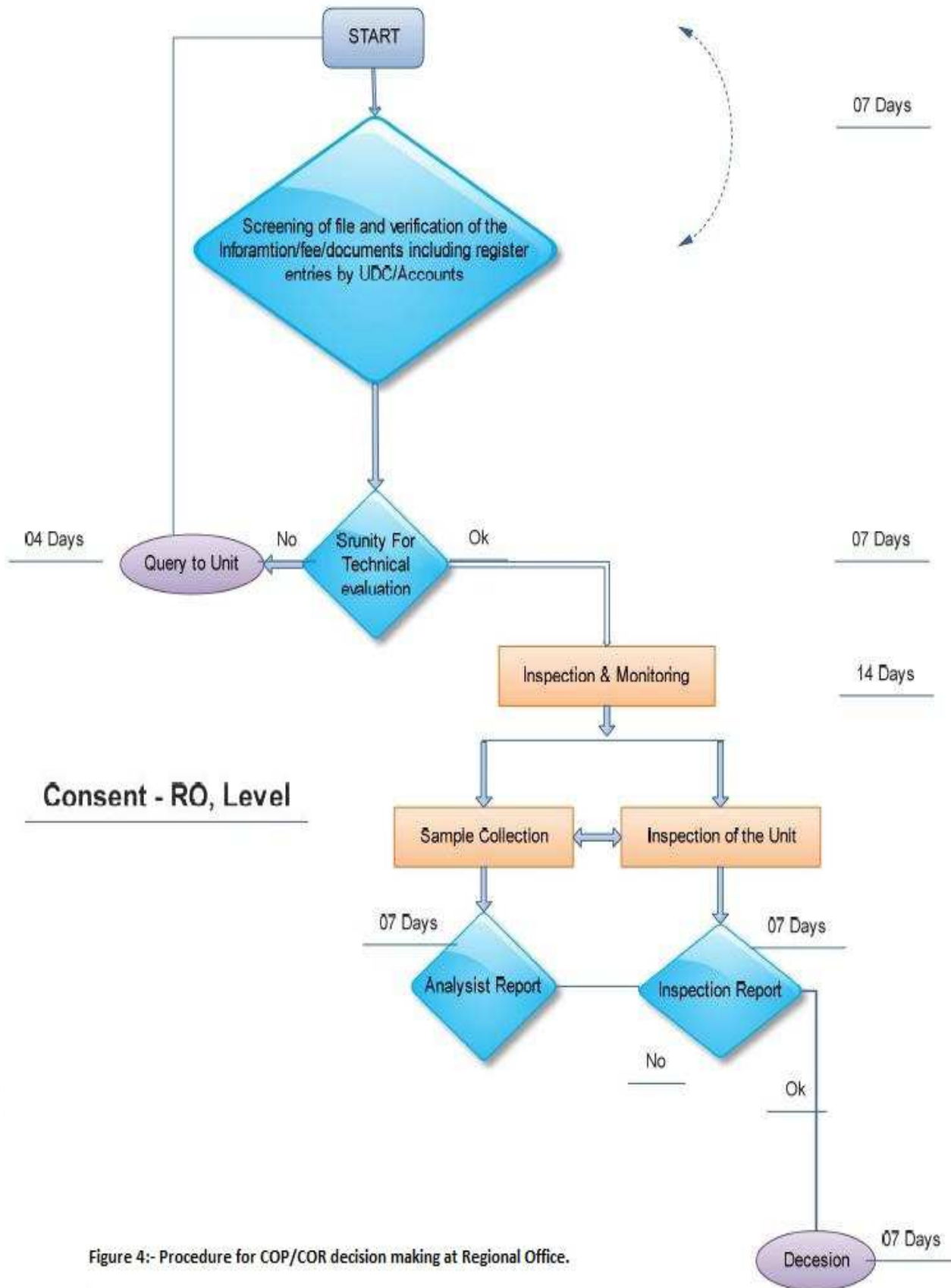


Figure 4:- Procedure for COP/COR decision making at Regional Office.

COMPARISON BETWEEN OFFLINE AND ONLINE SYSTEM

Sr.No	Particulars	Off-Line System	On-Line system
1	Total Applications for submission	3000	3000
2	No. pages per application for submission	300 – 1800 (in triplet) 70% are Of 300 and 30% 1800 pages.	0
3	Average Number of pages with Application	450	0
4	Average Number of pages for Office use	30	15
5	Total consumed pages*	1440000	30000
6	Total Trees fell down Per Annum [#]	173	4
7	Released CO2 in Air (in Pounds per year)	2544	59
*	Total consumed pages = (3+4) X 1		
#	1 tree = 8333 Nos of Sheets (A4 Sheets)	8333	

CONCLUSION

- Standardization for transparent and efficient disposal of consents.
- Applicants along with the Board officials are the custodian of the file. Human interaction has been reduced.
- A Transparent e-Movement from all levels. Loss of information/documents, miss-managed file management will be reduced to zero.
- Strengthening the Monitoring role of the Board.
- Monitoring of Technical Parameters related to Air/Water/Hazardous Pollution.
- Reviews of previous inspection and Samples.
- Timely Alerts for Renewals/Expiry of Consents / NoC & Payment Dues.
- It is in alignment with RTI act..
- Future scope: Since Online Consent Management System's database at Board contains primary data related to the Industry viz. location, products, quantity and quality of effluents and emissions etc. which needs to be integrated with GIS based remote sensing database so as to provide dynamic and time related properties/parameters. It will help in analysing the environmental parameters and its local as well as neighbour impacts on environment.

ACKNOWLEDGEMENTS

The Leadership and advice from time to time to develop the customized on-line software by Dr.R.Mahajan, SIO, NIC-Gujarat; Mr. Harish M. Advani, TD, NIC-Gujarat; Mr.O.P.Gupta, NIC-Gujarat; Dr. D. R. Shukla, SIO, NIC-Dehradun, Mr. Sanjay Gupta TD, NIC-Dehradun, has played a very instrumental role. This has helped greatly in capacity building of UEPPCB. The support by NIC, Dehradun and BSNL Dehradun in creative the required infrastructure in highly acknowledged.

REFERENCES

1. The Air (Prevention and Control of Pollution) Act 1981, amended 1987 - No.14 of 1981, [29/3/1981]
2. The Environment (Protection) Act, 1986, amended 1991 - No.29 of 1986, [23/5/1986]
3. The Water (Prevention and Control of Pollution) Act, 1974, amended 1988 - No.6 of 1974, [23/3/1974]

WEBSITES

4. <http://www.conservatree.com/learn/EnviroIssues/TreeStats.shtml>
5. <http://www.recycling-revolution.com/recycling-facts.html>

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, IT & Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mail infoijrcm@gmail.com for further improvements in the interest of research.

If you have any queries please feel free to contact us on our E-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-
Co-ordinator

DISCLAIMER

The information and opinions presented in the Journal reflect the views of the authors and not of the Journal or its Editorial Board or the Publishers/Editors. Publication does not constitute endorsement by the journal. Neither the Journal nor its publishers/Editors/Editorial Board nor anyone else involved in creating, producing or delivering the journal or the materials contained therein, assumes any liability or responsibility for the accuracy, completeness, or usefulness of any information provided in the journal, nor shall they be liable for any direct, indirect, incidental, special, consequential or punitive damages arising out of the use of information/material contained in the journal. The journal, nor its publishers/Editors/Editorial Board, nor any other party involved in the preparation of material contained in the journal represents or warrants that the information contained herein is in every respect accurate or complete, and they are not responsible for any errors or omissions or for the results obtained from the use of such material. Readers are encouraged to confirm the information contained herein with other sources. The responsibility of the contents and the opinions expressed in this journal is exclusively of the author (s) concerned.

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

