

**GOVERNMENT OF INDIA  
COMMERCE AND INDUSTRY  
LOK SABHA**

UNSTARRED QUESTION NO:6742  
ANSWERED ON:10.05.2005  
SHIFTING OF US BASED CALL CENTRES  
Badiga Shri Ramakrishna

**Will the Minister of COMMERCE AND INDUSTRY be pleased to state:**

- (a) whether the Government is aware that some US based call centres in India are planning to shift their base to some other Asian countries;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the terms and conditions laid while granting them license for operating call centres in the country?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY ( SHRI E.V.K.S. ELANGO VAN)

(a) & (b): A news report published in Hindustan Times on 24.1.2005 mentions about the decision of an individual company, `Sykes Enterprises` to shift its outsourcing business from India to some other undisclosed destination. The main reason for the migration of the business has been reported by the newspaper as a purely financial decision of the company. This news report is in the knowledge of the Government.

(c): The Department of Telecommunications does not grant any license for operating call centers in the country. However, such cases are registered by the Department of Telecommunication under `Other Service Provider` categories. The terms and conditions required for registration are available on the website [www.investindiatelecom.com](http://www.investindiatelecom.com).