

**GOVERNMENT OF INDIA
LABOUR AND EMPLOYMENT
LOK SABHA**

STARRED QUESTION NO:80
ANSWERED ON:28.11.2005
WORKING CONDITION OF EMPLOYEES IN BPO SECTOR
Chandrapan Shri C.K.

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

- (a) whether the Government's attention has been drawn to a survey report published by Shri V.V. Giri National Labour Institute on the working conditions of employees in the Business Processes Outsourcing (BPO) sector in the country;
- (b) if so, the findings of the report and the reaction of the Government thereto;
- (c) whether the Government has any proposal to monitor the working conditions of the employees in BPO sector and ensure implementation of various labour laws in the sector; and
- (d) if so, the details thereof?

Answer

MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO)

(a) to (d): A statement is laid on the Table of the House.

Statement referred to in parts (a) to (d) of Lok Sabha Starred Question No. 80 to be answered on 28.11.2005

(a) Yes, sir.

(b)to(d): V.V. Giri National Labour Institute, an autonomous society under the Ministry of Labour and Employment is mandated to carry out research and training on labour related issues. Its faculty enjoys considerable academic freedom in selecting the theme and the subject matter of research projects. As per this practice, a micro-level study relating to labour in Business Process Outsourcing was conducted by one of the Associate Fellows of the Institute. The study was conducted during 2003. The report of the study was based on the findings of a field survey conducted among 277 customer care agents from 6 call centers in NOIDA(UP). That way the study was based entirely on the responses of call center agents in a limited geographical cluster.

The study evaluates the perceptions of work experience of the call centre agents to throw light on the potentialities and possible problem areas of human relations in order to strengthen the sustainability of the industry in the longer term. It does not represent the view of all the actors in the industry and does not purport to represent the entire BPO sector in the country. Moreover, the views expressed in the report are of the concerned researcher and not of the Institute or of the Ministry of Labour & Employment.

BPOs are covered under the existing labour laws. The State Governments are the "appropriate Government" under the various labour laws and legally vested with powers to deal with violation of labour laws in BPO Sector.