

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:45
ANSWERED ON:22.11.2006
MONITORING ACTIVITIES OF BPOS
Mane Smt. Nivedita;Singh Shri Kirti Vardhan

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

:-

- (a) Whether the alleged theft and sale of credit card information alongwith passport and driving licence details from BPOs have been reported in the country ;
- (b) If so, the details thereof ;
- (c) Whether the Government has undertaken any inquiry on the involvement of BPOs in the theft ;
- (d) If so, its outcome thereof ;
- (e) Whether the Government has any plans to monitor BPOs activities; and
- (f) If so, the steps proposed to be taken by the Government in this regard ?

Answer

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY(DR. SHAKEEL AHMAD)

(a)and(b) : Several media reports have appeared mentioning the names of certain persons who allegedly offered to sell database with credit card, passport and driving license details and other personal information like mobile number. BBC Channel 4 in the UK had also broadcasted a Programme `Dispatches` on security breach in the Indian call centres on 5th October, 2006. The programme focussed on quality of data security in call centres and BPO units in India. Also, no customer or any BPO, IT/ ITES has reported any financial loss.

(c) and(d) : NASSCOM (National Association of Software and Service Companies), a n industry association of IT/ITES companies,citing the media reports,had filed the complaint under Section 66 of the Information Technology Act, 2000 with the Police authorities i n Kolkata and Superintendent of Police, EOU-IX,Central Bureau of Investigation (CBI),New Delhi against the persons whose names appeared either in the BBC broadcast or media reports requesting investigation as per the Criminal Procedure Courts. CBI has mentioned that the complaint does not prima-facie disclose the commission of an offence.

(e)and (f): ITES-BPO sector is de-licensed and the operation are governed by a mutual agreement between the parties. Data security is an international issue and is not unique to anyone country. The Government has initiated the following steps :-

- (i) To amend the Information Technology Act, 2000 to strengthen the regulatory framework pertaining to data protection and privacy of information;
- (ii) To create comprehensive security assurance framework for IT/ITES and BPO operations in the country.
- (iii) NASSCOM had already set up National Registry of employees in IT services industry in the country.