

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

UNSTARRED QUESTION NO:1140
ANSWERED ON:29.11.2006
COMPREHENSIVE LEGISLATION FOR CALL CENTRES/ BPO
Subbarayan Shri K.

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

:-

- (a) Whether the Government has made any assessment of the number of Call Centres/BPOs operating in the country and the number of workers employed therein ;
- (b) If so, the details thereof ;
- (c) If not, the reasons therefor ;
- (d) Whether the Government proposes to bring a comprehensive central legislation to regulate the operations of the Call Centres/BPOs ;
- (e) If so, the details thereof; and
- (f) The steps taken/being taken by the Government in this regard ?

Answer

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

(a)and (b) : As per Software Technology Parks of India (STPI) there are about 1250 ITES-BPO units registered as EoUs. As per NASSCOM (National Association of Software and Service Companies) there are about 450 call centres / BPOs in the country. As per the estimates of NASSCOM currently, there are about 415,000 as direct employment.

(c) : Does not arise.

(d),(e) and (f) : ITES-BPO sector is delicensed and the operations are governed by a mutual agreement between the parties. Data and information 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.