

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

STARRED QUESTION NO:374
ANSWERED ON:10.09.2007
LABOUR LAWS AND BPO CENTRES/CALL CENTRES
Subbarayan Shri K.

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

- (a) whether Business Processes Outsourcing (BPO) Centres and Call Centres fall within the purview of the existing labour legislation;
- (b) if so, whether the Government proposes to make an assessment of the implementation of labour laws in this regard;
- (c) if so, whether the Government proposes to bring in a special labour legislation to regulate the labour activities in BPO Centres and Call Centres; and
- (d) if not, the reasons therefor?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES)

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

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO.374 FOR 10.09.2007 REGARDING `LABOUR LAWS AND BPO CENTRES/CALL CENTRES.`

(a)&(b): Business Process Outsourcing (BPO) units and Call Centres are covered under the existing labour laws. The State Governments are the `appropriate Government` under the various labour laws and are legally vested with powers to deal with violation of labour laws in the BPO Sector. The Central Government has, however, written to the State Governments to implement the labour laws in the BPO Sector.

(c)&(d): No such proposal is under consideration as workers in BPOs & Call Centres are already covered under existing labour laws.