53

**STANDING COMMITTEE ON
INFORMATION TECHNOLOGY
(2017-18)**

SIXTEENTH LOK SABHA

MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY

EXPANSION OF RURAL BPOs AND CHALLENGES FACED BY THEM

FIFTY THIRD REPORT

**LOK SABHA SECRETARIAT
NEW DELHI**

August, 2018/ Shravana, 1940 (Saka)

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Presented to Lok Sabha on 09.08.2018
Laid in Rajya Sabha on 09.08.2018

LOK SABHA SECRETARIAT
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CONTENTS

COMPOSITION OF THE STANDING COMMITTEE ON INFORMATION TECHNOLOGY
(2017-18)

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Lok Sabha

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2. Shri Y.M. Kandpal   -   Director
3. Dr. Sagarika Dash   -   Additional Director
4. Shri Abhishek Sharma   -   Executive Assistant

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Committee constituted w.e.f. 1st September, 2017 *vide* Bulletin Part-II Para No. 5829 dated 26th September, 2017

*Shri Sachin Ramesh Tendulkar, M.P. retired from Rajya Sabha w.e.f. 26-04-2018.

#Nominated to the Committee w.e.f. 27.04.2018 *vide* Bulletin Part-II No.6866 dated 27.04.2018.

(ii)

INTRODUCTION

        I, the Chairperson, Standing Committee on Information Technology (2017-18), having been authorized by the Committee to present the Report on their behalf, present the Fifty-third Report on the subject 'Expansion of Rural BPOs and Challenges faced by them' relating to the Ministry of Electronics and Information Technology.

2.   The Standing Committee on Information Technology (2015-16) selected this subject for detailed examination and report to the Parliament. The examination of the subject remained inconclusive during the terms of the Committee 2015-16 and 2016-17. The Standing Committee on Information Technology (2017-18) re-selected the subject for further examination and to complete the unfinished task.

3.   The Committee were briefed by the representatives of the Ministry of Electronics and Information Technology on the subject on 19.10.2015. The Committee took evidence of the representatives of the Ministry of Electronics and Information Technology on 17.11.2017. The Committee at their sitting held on 8th August, 2018 considered and adopted the Report.

4.   The Committee wish to express their thanks to the representatives of the Ministry of Electronics and Information Technology for appearing before the Committee and furnishing written information/views, which was of great help to the Committee in arriving at conclusions.

5.   The Committee also place on record their appreciation for the invaluable assistance rendered by the officials of Lok Sabha Secretariat attached to the Committee.

6. For   facility   of   reference   and   convenience,   the Observations/Recommendations of the Committee have been printed in bold in Part-II of the Report.

New Delhi;   **Anurag Singh Thakur**
08 August, 2018   **Chairperson**
17 Shravana,1940 (Saka)   **Standing Committee on**
                                                                     Information Technology

Abbreviation

BPO	Business Process Outsourcing
CAPEX	Capital Expenditure
IBPS	India BPO Promotion Scheme
IPA	In Principle Approval
IT	Information Technology
ITeS	Information Technology enabled Services
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
MeitY	Ministry of Electronics and Information Technology
NASSCOM Companies	National Association of Software and Services
NEBPS	North East BPO Promotion Scheme
NER	North East Region
NIELIT Technology	National Institute of Electronics & Information
OPEX	Operational Expenditure
RFP	Request For Proposal
STPI	Software Technology Parks of India
UT	Union Territory
VGF	Viability Gap Funding

<div align="center">**Report**</div>

<div align="center">**Part-I**</div>

I.   **BPO Industry: An Overview**

Business process outsourcing (BPO) is a subset of outsourcing that involves the contracting of the operations and responsibilities of a specific business process to a third-party service provider. Business Processing Outsourcing *(*BPO*)* and Knowledge Processing Outsourcing *(*KPO*)* are the two major components of the outsourcing industry in India*.* BPO-ITeS by definition is set of processes which does not require a physical presence but uses Information Technology to deliver the services.

2.   Regarding different categories of services which come under outsourcing domain, the Ministry have informed that as per Safe Harbour Rules released by Ministry of Finance Information Technology enabled Services (ITeS) refers to the business process outsourcing services provided mainly with the assistance or use of information technology and include services such as back office operations, call centres or contact centre services, data processing and data mining, insurance claim processing, legal databases, creation and maintenance of medical transcription excluding medical advice, translation services, payroll, remote maintenance, revenue accounting, support centres, website services, data search integration and analysis, remote education excluding education content development and clinical database management services excluding clinical trials; but does not include any research and development services whether or not in the nature of contract research and development services.

3.   Knowledge Process Outsourcing (KPO) Services means the business process outsourcing services provided mainly with the assistance or use of information technology requiring application of knowledge and advanced analytical and technical skills such as geographic information system, human resources services, engineering and design services, animation or content development and management, business

analytics, financial analytics and   market research. Legal Process Outsourcing (LPO) refers to exporting of legal services to low-wage markets overseas. An increasing number of companies, large and small, are outsourcing legal work to destinations across the globe.

II.   BPO Industry in India

4.   The Indian BPO-ITeS industry caters to a multitude of industry verticals globally. The major sectors, which the industry caters to include Banking & Financial Services (BFSI), Manufacturing, Telecom, Healthcare, Retail, Utilities, and the Travel & Tourism. As per NASSCOM, the total Indian IT/ITeS exports for the FY 2016-17 is USD 117 billion in which USD 26 billion is from BPOs. For the FY 2017-18, the projected total IT/ITeS export is USD 151.50 billion which includes USD 27.50 billion from BPOs. The sector provides employment to around 11 lakh people.

5.   When the Committee desired to know the total number of BPO entities operating in India & out of these, how many are set up in the urban areas and how many are set up in the rural areas, the Ministry informed that as per NASSCOM, India is the largest BPO base in the world with 3,500 firms. More than 90% firms are located in the metro cities and the remaining are located in rest of the India. Location wise breakup of the firms is not available.

6.   Elaborating on the overview of BPO sector in India, Secretary, Meity, submitted during evidence as under:-

> "India makes a big contribution to world IT-BPO market. India has almost 35% share of world IT-BPO market. Indian IT-BPO sector generates annual revenue to the tune of USD 30 billion. It has an annual growth rate of 7%. Around 85% revenue is generated from large cities and the remaining 15% comes from other areas. Our 2500 IT-BPO companies employing around 11 lakh people provide services to 80 countries around the world. It has an annual growth rate of 6%.....xxxxx."

III.   Revenue and Employment Generation

7.   On the share of Indian BPO industry in the foreign exchange earned by the Indian IT sector, the Ministry submitted that as per NASSCOM, BPO/ITeS accounts for

about 23% (US$ 26 billion) of the foreign exchange earned by the Indian IT-ITES sector in FY 2016-17.

8.   Asked as to how much Revenue has been generated by the Indian BPO industry during the last 5 years, the Ministry furnished the BPO/ITeS Revenues (Domestic + Exports) as under:

Year	USD Bn
FY2012-13	21.5
FY2013-14	23.7
FY2014-15	26.0
FY2015-16	28.0
FY2016-17E	30.1

Source: NASSCOM

9.   When asked about the total employment generated by BPOs in ITeS Sector in India during the last five years, the Ministry furnished the information as under:-

Year	BPO employees (000 Nos)
FY2012-13	945
FY2013-14	989
FY2014-15	1037
FY2015-16	1086
FY2016-17E	1152

Source: NASSCOM

IV.   Schemes for promotion of BPOs

10.   The Ministry of Electronics and Information Technology (MeitY) have launched two   schemes (i) India BPO Promotion Scheme (IBPS) and (ii) North East BPO promotion Scheme (NEBPS) under the Digital India Programme for creation of jobs in BPO/ITeS Sector and secure balanced regional development and for creation of employment opportunities particularly in small cities/towns including rural areas.

11.   The objectives of the schemes are as under:
   • Creation of employment opportunities for the local youth, by promoting the IT/ITeS industry particularly by setting up the BPO/ITeS operations; and
   • Promotion of investment in IT/ITeS sector across the country in order to expand the base of IT industry and secure balanced regional growth.

(i)   North East BPO Promotion Scheme (NEBPS)

12.   The Ministry have informed that the North East BPO Promotion Scheme (NEBPS) has been   initiated   under Digital India Programme, to incentivize BPO/ITeS Operations in North East Region (NER) for creation of employment opportunities for the youths and growth of IT-ITES Industry in January 2015. The scheme provides financial support up to Rs. 1 lakh per seat over a period of three years, in the form of Viability Gap Funding (VGF), with an outlay of Rs. 50 crore (Rupees fifty crore only) to establish 5000 BPO/ITeS seats. The duration of the scheme is up to 31st March 2019, however, the disbursement of VGF would continue beyond this period. The Software Technology Parks of India (STPI), an autonomous society of MeitY, is the designated Nodal Agency for implementation of the scheme.

13.   Based on the feedback received, certain terms & conditions of the scheme have been recently amended/ relaxed in consultation with various stakeholders (including State IT Departments, IT/ITeS industry, and prospective bidders). An abstract of the revised consolidated Administrative Approval of NEBPS covering salient aspects of the scheme such as Eligibility Criteria, Bidding Process, Disbursement and various terms and conditions is attached as *Appendix-I*. The details of the scheme are available at www.meity.gov.in/nebps.

a)   Financial Support under the scheme

14.   50% of actual expenditure incurred on BPO/ ITeS operations including capital and operational expenditure (CAPeX/OPeX) with cap of Rs. 1 lakh/ seat Special Incentives within cap of Rs. 1 lakh/ seat:

- 50% of actual expenditure with cap of ` 6000/employee towards Training support;
- 5% of eligible financial support for promoting local entrepreneur;
- Up to 7.5% of eligible financial support for providing employment to women & differently abled persons; and
- Up to 10% of eligible financial support for providing employment beyond

target.

b) Employment Target

15.   The disbursement of financial support is directly linked with employment generation on pro-rata basis. The unit has to employ 1.5 times number of BPO/ITeS seats, to avail full support under the scheme.

c) Status of NEBPS

16.   The Ministry have informed that after seven rounds of bidding, In-Principle Approval (IPA) have been issued to successful bidders for a total of 1610 seats (810 at Assam, 400 at Nagaland, 200 at Meghalaya,150 at Manipur and 50 at Arunachal Pradesh) to setup 12 units under NEBPS. Out of these units 7 units have reported commencement of operation to STPI with initial employment to 723 persons, details are at *Appendix-II*. RFP for next round of bidding was published by STPI on 17.09.2017 with last date of bid submission as 10.11.2017. Till last date, STPI received 6 bids for a total of 550 seats which is presently under technical & financial evaluation.

(ii) India BPO Promotion Scheme (IBPS)

17.   India BPO Promotion Scheme (IBPS) has been initiated under the Digital India Programme, for promotion of BPO/ITeS operations across the country including small towns and rural areas and creation of employment opportunities, with an outlay of ꠰ 493 crore in December 2015. The scheme provides financial support up to Rs. 1 lakh per seat over a period of three years, in the form of Viability Gap Funding (VGF), to establish 48300 BPO/ITeS seats. The duration of the scheme is up to 31st March 2019, however, the disbursement of VGF would continue beyond this period. The Software Technology Parks of India (STPI), an autonomous society of MeitY, is the designated Nodal Agency for implementation of the scheme.

18.   Under IBPS, 48,300 seats have been planned with distribution across State(s)/ UT(s) based on population percentage as per Census 2011, excluding metro cities

along with their urban agglomeration viz. Bangalore, Chennai, Hyderabad, Kolkata, Mumbai, NCR, Pune and States of North East Region (NER).

19. Based on the feedback received, certain terms & conditions of the scheme have been recently amended/ relaxed in consultation with various stakeholders (including State IT Departments, IT/ITeS industry, and prospective bidders). The key amendments include provision of operational expenditure, outsourcing of operations, 10% advance on commencement, and increase in allotted seats for a State/ UT based on demand. An abstract of the revised consolidated Administrative Approval of IBPS covering salient aspects of the scheme such as Eligibility Criteria, Bidding Process, Disbursement and various terms and conditions is attached as *Appendix-I*. The details of the scheme are available at www.meity.gov.in/ibps and https://ibps.stpi.in/.

a) **Financial Support under the IBPS**

20. 50% of actual expenditure incurred on BPO/ ITeS operations including capital and operational expenditure (CAPeX/OPeX) with cap of Rs. 1 lakh/ seat.

Special Incentives within cap of Rs. 1 lakh/seat:
- 5% of eligible financial support for promoting local entrepreneur;
- Up to 5% of eligible financial support for providing employment to women & differently abled persons;
- Up to 10% of eligible financial support for providing employment beyond target; and
- Up to 5% of eligible financial support for setting up operations other than State capital.

b) **Employment Target**

21. The disbursement of financial support is directly linked with employment generation on pro-rata basis. The unit has to employ 1.5 times number of BPO/ITES seats, to avail full support under the scheme.

c) **Status of IBPS**

22. On the status of IBPS, the Ministry have informed that after four rounds of

bidding of IBPS, In-Principle Approval (IPA) has been issued to successful bidders for a total of 18,160 BPO/ ITeS seats to setup 110 units distributed across 19 States and 2 UTs to setup operations under IBPS. Presently, 69 units have reported commencement of operation to STPI with initial employment to 8427 persons. State-wise details are at *Appendix-III*. RFP for next round of bidding was published by STPI on 17.09.2017 with last date of online bid submission as 04.11.2017. Till last date, STPI has received 68 bids for approximately 16,500 seats which is presently under technical & financial evaluation.

23.   Asked as to what are the factors which were taken into consideration during formulation of India BPO Promotion Scheme (IBPS) and North-East BPO Promotion Scheme (NEBPS), the Ministry informed that a number of factors were taken into consideration while formulating the BPO schemes. Some of the key factors are as under:

(i)   Need for wider dispersal of IT industry, since about 85% revenue of IT industry is being generated from leader cities viz. Bengaluru, Chennai, Delhi-NCR, Hyderabad, Kolkata, Mumbai, and Pune;

(ii)   Increasing BPO operations cost in Leader cities;

(iii)   Availability of talent pool and higher retention rate at Tier-II/III cities and distributed delivery model;

(iv)   Employment opportunities for youths across the States to lower the migration to leader cities;

(v)   To ensure transparency in implementation of the schemes;

(vi)   Reimbursement based disbursement of financial support, directly linked with employment generation;

(vii) Size of the States and special consideration for the NE region.

24.   When the Committee desired to know why there was a delay in formulating/coming out with schemes for expansion of BPOs even though the BPO industry has been growing all through along with IT Enabled Services, the Ministry informed that the location and nature of BPO/ITeS operations mainly depend on client preferences, as the industry is client driven. The BPO industry growth has been

limited to leader cities viz. Bengaluru, Chennai, Delhi-NCR, Hyderabad, Kolkata, Mumbai, and Pune which together contributes for 85% revenue of IT industry. However, BPO operations cost in these Leader cities is increasing. There is availability of talent pool and higher retention rate at Tier-II/III cities and it provides distributed delivery model. There is competition from upcoming countries in BPO segment e.g. Philippines, etc. The Government accorded priority to these considerations, and the BPO schemes were formulated.

25.   Asked as to how many BPOs have so far applied under the IBPS and NEBPS schemes and out of these how many have been provided capital support under these schemes and the total amount of financial support provided to BPOs so far under the two schemes, the Ministry informed that a large number of entities had applied in bids conducted thus far. However, after technical and financial evaluation, till now, In-Principle Approval (IPA) has been issued to 127 companies resulting in setting up of approximately 180 units under IBPS; and in NEBPS, IPA has been issued to 13 companies resulting in setting up of 19 units. Disbursement of financial support under IBPS and NEBPS is reimbursement based post commencement of operation, and directly linked to employment generation by the units.   Till now no funds have been released to the units.

26.   When the Committee desired to know whether the Ministry of Electronics and Information Technology are satisfied with the performance of NEBPS and IBPS schemes wherein the current achievement in terms of establishment of BPO/ITeS seats as against the target till 31st March, 2019 stands at a mere 32% and 38% respectively, the Ministry stated that they have been reviewing the BPO schemes periodically. Based on the feedback and consultations with stakeholders including State IT Departments, prospective bidders, IT/ITeS industry, the schemes have been revised from time to time so as to achieve the objectives of the schemes at the earliest. After the recent amendments to the BPO schemes in August 2017, the response has been encouraging.

27.   Asked as to whether the Ministry are hopeful of achieving the target of setting up of 5000 and 48300 BPO/ITeS seats under the NEBPS and IBPS schemes respectively till 31st March, 2019, the Ministry informed that after the recent amendments to the BPO schemes in August 2017, the response has been encouraging in the round of bids conducted during November 2017. In IBPS response has been received for approximately 17,000 additional seats while in NEBPS response has been received for 550 additional seats.

28.   On the reasons for poor response to the NEBPS and IBPS schemes for promotion of BPO/ITeS, the Ministry informed that the investment in BPO/ITeS sector mainly depends on client preferences, as the industry is client driven. The response for IBPS and NEBPS is encouraging in the recent rounds of bidding conducted after amendments from time to time. Till now, 31732 seats under IBPS and 2060 seats under NEBPS have been allocated to successful bidders, which is 66% and 41% of the targeted seats respectively.

29.   On being asked about the step to improve the response to NEBPS and IBPS schemes for promotion of BPO/ITeS in India, the Ministry informed that various promotional activities are being conducted by MeitY/STPI in coordination with State IT Departments across the country to create awareness among entrepreneurs and IT industry about the offerings of the schemes.

30.   The schemes do not support for expansion of existing BPOs and there is a feeling that the schemes should be revamped to include expansion of existing BPOs. When asked about their views, the Ministry informed that these conditions are as per the terms of approval of the schemes, viz. Scheme should neither allow expansion of operation of BPO Company at the same city nor shifting of operations. Support for expansion of existing BPOs runs contrary to the objective of the scheme viz. to attract new investment in IT-ITeS sector to secure balanced regional growth and expand the base of IT industry. However, the units setup under IBPS and NEBPS can expand their operations at the same locations by participating in next round of

bidding.

V. Status of utilization of Fund allocated under the schemes

31. On the physical and financial achievements under the NEBPS and IBPS schemes since their inception in January 2015 and December 2015 respectively, the Ministry informed that under IBPS, till now, 31732 seats have been allocated to 127 companies, resulting in setting up of 180 units distributed across 90 locations of 20 States & 2 UTs. Out of these, 79 units have reported commencement of operation for a total of 13,780 seats with initial employment to 10,517 persons distributed across approximately 50 locations of 17 States & 2 UTs.

32. Under NEBPS, 2060 seats have been allocated to 13 companies, resulting in setting up of 19 units across 11 locations of 5 NER States. Out of these, 7 units have reported commencement of operation for a total of 900 seats with initial employment to 954 persons. Disbursement of support under IBPS and NEBPS is reimbursement based, post commencement of operation, and directly linked to employment generation by the units. Till now no funds have been released to the units.

33. On the status of utilization of fund under the IBPS and NEBPS schemes since their inception, the Ministry further informed that till now, Rs. 190.51 lakhs has been disbursed to STPI towards administrative expenses.

VI. Expansion of Rural BPOs

34. The location and nature of BPO/ITeS operations mainly depend on client preferences, as the industry is client driven. The availability of infrastructure such as power, bandwidth, roads and air connectivity, availability of trained manpower, accommodation and local transport, and general infrastructure for better quality of life such as health, education and entertainment are some parameters for key consideration by the industry to expand in tier II/III locations.

35.   When asked about the major challenges involved in expansion of BPOs in the rural areas and the how the Government proposes to cope up with issues such as basic infrastructure, power supply, broadband connectivity, etc., the Ministry informed that the scope of scheme covers small towns & cities and rural areas (except leader cities). The scheme is intended for balanced regional growth of IT-ITeS industry across the country. The choice of location is left to the companies based on their techno- commercial considerations. MeitY has consulted all the concerned stakeholders including NASSCOM BPM Council which has representation from large, medium and small BPO companies operating from urban and rural areas. Further, the consultation with prospective bidders who expressed interest to setup BPO/ITeS operations under IBPS at EOI stage were also held to seek their comments/suggestions. The issues raised during the various consultations and action taken are as under:

(i)   Business & Infrastructure support: Subsequently discussed with respective IT Secretary of State Governments and their support was solicited;

(ii)   Security of women employees for odd hours shifts: These issues were raised in consultation meeting with IT Secretary, State Govt.(s) and their support was solicited for successful implementation of the scheme;

(iii)   Incentive for rural operations: Special incentives for units setting up BPO/ITeS operations at locations other than State capital have been included;

(iv)   Incentive for diversity & inclusion: Special incentive for units encouraging employment to women and differently abled persons have been incorporated; and

(v)   Incentive for local entrepreneurs: Special incentives to the units promoting local entrepreneurs (Domicile of respective State/ UT) has been included.

36.   When the Committee desired to know about the positive changes that have been observed in the places where rural BPOs have been established, the Ministry informed that as per NASSCOM, by establishing sustainable operations in small cities and rural areas, BPO/ Business Process Management (BPM) providers stand to gain

in terms of lower cost structures and helps set-up an ecosystem to generate employment opportunities locally. This in turn has a positive impact on the socioeconomic environment. With just two-three months of intensive training and skill development, some BPM providers have been successful in shifting low-end non-voice processes as well as regional language voice based support services to centers in tier III and IV cities. Some of the benefits reported are as under:

- Providing employment and training opportunities for the youth in their own cities, thus motivating them to stay back instead of migrating to metros thus helping in skill development and employability of the manpower;

- Significant reduction in operational costs for companies as compared to operations of centres in metros / tier I cities;

- Providing high quality service to clients at much lower cost as compared to the metros;

- Reduction in attrition rates as employees in smaller cities have high respect and loyalty towards their jobs;

- Enabling increased inclusion of women in workforce; and

- Better living conditions in terms of increase in personal spending capacity, medical infrastructure and benefits.

VII.   Promotion of IT/ITes Sector – Role of Government

37.   Asked as to whether there is any policy of the Government concerning outsourcing and BPOs, the Ministry informed that the Government has approved the National Policy on Information Technology in 2012. MeitY has no separate policy for Outsourcing & BPOs.

38.   On the role of State Governments in the expansion of rural BPOs and whether any Central assistance is available to the States for running schemes on expansion of BPOs, the Ministry stated that State IT Departments are one of the stakeholders of IBPS and NEBPS and member of IBPS Management Committee. Separate login have been provided to the State IT Departments on IBPS Web portal to track progress of units under the scheme in their State, and update offerings of their IT Policies. The scheme provides viability Gap Funding directly to the eligible companies.

39.	On the States which are better equipped in terms of infrastructure and manpower, the Ministry informed that the IBPS has received very encouraging response in some of the States such as Andhra Pradesh, Tamil Nadu, Maharashtra, and Jharkhand.

40.	On being asked as to whether it is possible to develop a National BPO policy which can uniformly be implemented by all the State Governments, the Ministry informed that the endeavour thus far has been to take the BPO movement further and expand its reach to smaller towns across the country.

**VIII.	Skill Development and Training**

41.	When asked about the steps needed to be taken to address the challenges relating to skill development and training, the role of Ministry of Skill Development and Entrepreneurship & how they can be involved in the BPO promotion schemes, the Ministry informed as under:-

> "The ITeS industry in India has grown rapidly in the recent past. As regard the skill development & training, National Institute of Electronics & Information Technology (NIELIT), an autonomous society of MeitY, has launched courses in the Customer care and banking sector to equip the students with the knowledge required to function as professionals in the ITeS-BPO industry. NIELIT Centers are offering ITeS-BPO Customer Care training programme, ITeS-BPO courses for the banking sector also. The Ministry of Skill Development and Entrepreneurship has its own charter of objectives and activities."

42.	The Committee desired to know whether there is any dedicated degree course on Business Process Management being provided by Indian colleges and Universities for bringing BPM ready Graduates to the industry and create career options. To this, the Ministry informed that as per NASSCOM, Indian colleges and universities in the states of Andhra Pradesh, Telangana, Haryana, Maharashtra, Madhya Pradesh, Uttar Pradesh and West Bengal are running BPM Foundation Skills and Qualification Packs (QP), Job standards based programs including Global

Business Foundation Skills (GBFS), Finance & Accounting, Analytics, etc.

43. NASSCOM had a proposal for branding, benchmarking of Indian BPOs and setting up of an ISO standard for BPO and ITeS Companies in the country. When the Committee desired to know updated status of the proposal, the Ministry informed that as per NASSCOM, World ISO Standards body has adopted India's inputs for ISO 30105 as the International standard for the BPM Industry. This was led by Bureau of Indian Standards and following are the broad highlights of the Standard:

- It provides an overarching standard for all aspects of the ITeS-BPO industry from the view of the service provider that performs the outsourced business processes.

- This is applicable for any ITES-BPO service provider delivering services to multiple customers through multiple contracts and in multiple industry verticals;

- It covers the entire outsourcing lifecycle and defines the processes that are considered to be good practices;

- It is an improvement standard that enables capability determination and improvement for service providers performing outsourced business processes. It also serves as a process reference model for service providers;

- It focuses on IT enabled business processes which are outsourced;

- It can be applied to all business process outsourced services, regardless of type, size and the nature of the services delivered;

- Process improvement identified and implemented by using this standard can lead to a clear return on investment for customers and service providers; and

- Implementation of this standard can improve consistency, delivery quality and predictability in delivery of services."

IX. Challenges to the BPO sector

44. The availability of infrastructure such as power, bandwidth, roads and air connectivity, availability of trained manpower, accommodation and local transport, and general infrastructure for better quality of life such as health, education and entertainment are some parameters for key consideration by the industry to expand in tier II/ III locations. The BPO industry has witnessed about 7.1% year to year

growth rate. Recently, the BPO industry is undergoing transformation with incorporation of newer technologies and is re-emerging as BPM operations. Moreover, due to global considerations such as visa restrictions and change in policy by major markets such as USA, UK, and Europe as well as entry of new countries such as Philippines and Vietnam in the BPO arena the Indian BPO industry is facing newer challenges to keep-up its growth.

45.   On the countries which are considered to be the major competitors of India in the BPO sector and what are the parameters on which they pose challenge to the Indian BPO sector, the Committee were apprised that India is the major destination for BPO delivery, including for processes that require strong English speaking skills. While many countries want to learn and emulate the success of India, there has been limited success. The industry has competition from Asian countries such as Philippines, Malaysia, and China; South Africa; East European countries such as Poland and Ireland; and countries in Latin America such as Mexico and Brazil.

46.   The Ministry informed that apart from transport connectivity, issues such as (i) capital intensive; (ii) Availability of un-interrupted Power Supply and Internet connectivity; (iii) Security of women employees for shift operations; and (iv) Lack of business and infrastructure support are prevalent for setting up a BPO in rural areas. In order to address these challenges, IBPS and NEBPS provides financial support for setting up BPO/ITeS operations and the aforesaid issues were discussed with State IT Departments and their support was solicited.

47.   Elaborating on the need to promote Government business to BPOs, Secretary, MeitY submitted during evidence as under:-

> "xxxxx….our new units tell as about one problem that they do not get orders from State Governments or Central Government. If they get Government orders, they can expand very quickly. Recently, Government e-Market 'GEM' has been launched……xxxx….In the next round, BPO services will also be started so that a BPO located in any small city can get orders from Departments of Government of India automatically through 'GEM' portal."

48.   When asked about the existing facilities available to the BPO employees and the reasons for a high attrition rate in the BPO sector & steps are being taken to check the high attrition rate, the Committee were informed as under:-

> "As per NASSCOM, the industry offers welfare measures to its employees which inter-alia include insurance, subsidized food and transportation, recreation, cafeterias, educational benefits to develop the personality and knowledge level of their employees, performance based incentives, flextime policy to provide opportunity to employees to work with flexible work schedules, regular get together and other cultural programs, employee referral scheme, paternity benefits. The somewhat high attrition rate in BPO industry is a characteristic feature of IT industry, as employees hop jobs for better opportunities and improve their job profile. The BPO schemes have attempted to address the issue to some extent."

49.   A large share of BPO employees are women. In this context, the Committee desired to know the steps being taken to ensure safety and security of women. To this the Ministry submitted that the following steps are being taken:-

- Company owned / facilitated transport for women employees working after 8PM and before 6AM. Real time monitoring of cabs/ GPS installed in cabs/ transport vehicles to ensure those vehicles stay within the prescribed routes and raise alarms/ distress calls on deviations;
- Companies provide a security guard if a women employee is coming to work/ leaving from work after 10pm as additional safety;
- Investment in route planning, safety apps etc to ensure the employees know the driver, the designated route, stops, etc with a 24/7 transport centre manning the various vehicles;
- Regular workshops to create awareness about safety aspect of women; and
- Committees on prevention of sexual harassment, e-learning portals to educate on handling sexual harassment, and mechanism to handle instances.

50.   When asked about the awareness campaigns being carried out to ensure grass root penetration of the Schemes and their benefits, the Ministry informed that STPI, the implementing agency for IBPS and NEBPS, has been advised to conduct promotional activities in coordination with State IT Departments to attract investors,

sensitize prospective bidders before the publication of RFP, and adopt Digital Marketing strategy using social media and other platforms to ensure wider publicity for the Schemes.

Part-II
Observations/Recommendations

1.   The Committee note that Business Process Outsourcing (BPO) is a subset of outsourcing that involves the contracting of the operations and responsibilities of a specific business process to a third-party service provider. Business Process Outsourcing (BPO) and Knowledge Processing Outsourcing (KPO) are the two major components of the outsourcing industry in India. BPO-ITeS by definition is set of processes which does not require a physical presence but uses Information Technology to deliver the services. The Indian BPO-ITeS industry caters to a multitude of industry verticals globally. The major sectors which the industry caters to include Banking & Financial Services (BFSI), Manufacturing, Telecom, Healthcare, Retail, Utilities, and Travel & Tourism. As per NASSCOM, the total Indian IT/ITeS exports for the Financial Year 2016-17 is USD 117 billion in which USD 26 billion is from BPOs. For the FY 2017-18, the projected total IT/ITeS exports is USD 151.50 billion which includes USD 27.50 billion from BPOs. As per NASSCOM, India is the largest BPO base in the world with 3,500 firms. More than 90% firms are located in the metro cities and the remaining are located in rest of the India. Even though NASSCOM is keeping an account of the BPO industry and as per their data India is the largest BPO base in the world with 3500 firms, it is worrisome to note that the Ministry of Electronics & Information Technology (Meity) are not maintaining data on location-wise breakup of BPO firms in India and they are relying on the data provided by NASSCOM. The Committee are of the view that formulation of policy for this sector and implementation of schemes would necessarily require that genuine data about the industry is maintained. It is of utmost importance that the Ministry should strive for its own data base to facilitate strategic growth of this potential sector. There is a need to strengthen and consolidate the market-share of India in the global

BPO industry and in order to achieve this objective Meity should maintain data regarding the BPO industry in India.   This will not only give a clear picture of the dimension of growth of this sector but also facilitate timely intervention of Government.

2.   The Committee note that the Ministry of Electronics and Information Technology (Meity) have launched two schemes (i) India BPO Promotion Scheme (IBPS) and (ii) North East BPO promotion Scheme (NEBPS) under the Digital India Programme for creation of jobs in BPO/ITeS Sector and secure balanced   regional   development   and   for   creation   of   employment opportunities particularly in small cities/towns including rural areas. The India BPO Promotion Scheme provides financial support upto 1 lakh per seat over a period of three years, in the form of Viability Gap Funding (VGF) to establish 48300 BPO/ITeS seats.   Similarly, under the North-East BPO Promotion Scheme financial support upto 1 lakh per seat is provided over a period of three years in the form of Viability Gap Funding (VGF), with an outlay of Rs. 50 crore to establish 5000 BPO/ITeS seats. The duration of both the Schemes is upto 31st March, 2019 and Software Technology Parks of India is the nodal agency for implementation of the Scheme.   The Committee further note that even though there was a sound BPO industry which had been growing all through along with IT enabled services, the Ministry never thought of a positive intervention to incentivize this sector so as to tap its rich potential.   It is only recently, the Ministry have introduced these two Schemes. When asked about the delay in such intervention the Ministry have informed that   BPO industry growth has been limited to leader cities viz. Bengaluru, Chennai, Delhi-NCR, Hyderabad, Kolkata, Mumbai, and Pune which together contributes for 85% revenue of IT industry. However, BPO operations cost in these Leader cities is increasing. There is availability of

talent pool and higher retention rate at Tier-II/III cities and it provides distributed delivery model. There is competition from upcoming countries in BPO segment e.g. Philippines, etc. The BPO schemes were formulated by the Government keeping these considerations in mind. The Committee feel that the Ministry should have made a foray into this sector much in advance to identify the difficulties and challenges associated with this sector and encourage this sector parally alongside the growth in ITeS sector. Nonetheless, the Committee appreciate the intent of the Government in formulating the BPO schemes such as wider dispersal of IT industry into Tier II/III cities and creation of employment opportunities for youth in their native place across the States and reduce migration to leader cities etc. and desire that focus should be given to rural, hilly and remote areas for setting up of BPO units and necessary steps should be taken for successful implementation of both the schemes so that they are able to fulfill their intended objectives within the specified time-frame.

3. The Committee note that BPO/ITeS accounts for about 23% (USD 26 billion) of the foreign exchange earned by the Indian IT-ITeS sector in FY 2016-17. The Committee also note that the revenue generated by Indian BPO industry during the last 5 years has increased from USD 21.5 billion in FY 2012-13 to an estimated USD 30.1 billion in FY 2016-17. The employment generated by BPOs during the last 5 years in India has increased from 9,45,000 in 2012-13 to an estimated 11,52,000 in 2016-17. The Committee find that while the employment generated during the last 5 years has increased, this has increased only marginally and does not match the huge potential in this sector for employment generation. The Committee, therefore, recommend that the scope for generation of employment in the sector should be suitably explored and leveraged by the Government to provide the much needed employment opportunities to unemployed youth in

India. Efforts should be made to tap the employment potential of this industry and Committee may be apprised of the extent of employment generated by BPO industry, particularly in the aftermath of the initiation of the above two schemes.

4. The Committee note that though both the schemes were initiated to attract a large number of BPOs, the initial response to NEBPS and IBPS has not been very encouraging. The Ministry have informed that the investment in BPO/ITeS sector depends on client preferences as the industry is client driven. They have been reviewing the BPO schemes periodically based on the feedback and consultations with stakeholders. After the recent amendments to the BPO schemes in August, 2017, the response has been encouraging in the subsequent round of bids conducted during November, 2017. In IBPS scheme, response has been received for approximately 17,000 additional seats while in NEBPS scheme, response has been received for 550 additional seats. The Committee find that after technical and financial evaluation, till now In-Principle Approval (IPA) for 31,732 seats has been issued to 127 companies resulting in setting up of 180 units under IBPS as against a target of 48,300 BPO/ITeS seats till 31st March, 2019 and in NEBPS, IPA for 2060 seats has been issued to 13 companies resulting in setting up of 19 units as against a target of 5000 BPO/ITeS seats till 31st March, 2019. Further, as disbursement of financial support under IBPS and NEBPS is reimbursement based post commencement of operation, and directly linked to employment generation by the units, till now no funds have been released to the units. Till now, under IBPS, 31,732 seats have been allocated against a target of 48,300 by March 2019 & in NEBPS, 2060 seats have been allocated as against a target of 5000 seats by March 2019. With almost 8 months remaining, the achievement in IBPS & NEBPS stands at mere 66% and 41% respectively.

While expressing their displeasure over the poor performance of the schemes, the Committee feel that there is still a lot of ground to be covered. The Committee, therefore, recommend that the hurdles in implementation of the schemes may be addressed and urgent necessary steps may be taken to ensure that the targets in both the schemes are achieved within the specified timeframe.

5. The Committee note that North East BPO Promotion Scheme (NEBPS) had been initiated under Digital India Programme in January 2015 to incentivize BPO/ITeS operations in North East Region (NER). The scheme provides financial support up to Rs. 1 lakh per seat over a period of three years in the form of Viability Gap Funding (VGF) with an outlay of Rs. 50 crore to establish 5000 BPO/ITeS seats. The duration of the scheme is up to 31st March, 2019, however, the disbursement of VGF would continue beyond this period. The Committee further note that after seven rounds of bidding, In-Principle Approval (IPA) was issued to successful bidders for a total of 1610 seats to set up 12 units out of which 7 units reported commencement of operations to STPI with initial employment to 723 persons. After the recent amendments to the BPO schemes in August, 2017, during next round of bids conducted in Nov., 2017 response has been received for about 550 additional seats. Till now, 2060 seats under NEBPS have been allocated to successful bidders which are 41% of the targeted 5000 seats to be allocated by 31st March, 2019. The Committee note with concern that this scheme was initiated in Jan, 2015 to establish 5000 BPO/ITeS seats in about by March, 2019. However, after passage of three years, the achievement so far has been a mere 41%. It remains to be seen whether 59% of the remaining seats can be allocated in the next one year to fulfill the target of 5000 BPO/ITeS seats by March, 2019. The Committee, therefore, exhort the Ministry to take all measures to improve achievement in the scheme within the stipulated time

frame.

6.   The Committee note that India BPO Promotion Scheme (IBPS) had been initiated under Digital India Programme in December, 2015 for promotion of BPO/ITeS operations access the country including small towns and rural areas. The scheme provides financial support up to Rs. 1 lakh per seat over a period of three years in the form of Viability Gap Funding (VGF) to establish 48,300 BPO/ITeS seats. The duration of the scheme is up to 31st March, 2019, however, the disbursement of VGF would continue beyond this period. The Committee further note that after four rounds of bidding, In-Principle Approval (IPA) was issued to successful bidders for a total of 18,160 seats to set up 110 units out of which 69 units reported commencement of operations to STPI with initial employment to 8427 persons. After the recent amendments to the BPO schemes in August, 2017, during next round of bids conducted in November 2017, response has been received for approx. 17,000 additional seats. Till now, 31,732 seats under IBPS have been allocated to successful bidders which is 66% of the targeted 48,300 seats to be allocated by 31st March, 2019. The Committee note with concern that this scheme was initiated in December 2015 to establish 48,300 BPO/ITeS seats in about 3.25 years' time i.e. by March 2019. However, after passage of 2.5 years the achievement so far has been just 66%. The Committee note that with less than one year to go, in order to fulfill its objectives, 34% of the seats have to be allocated under the scheme to fulfill the target of 48,300 BPO/ITeS seats by March, 2019. The Committee urge the Ministry to take the necessary steps to ensure that the entire quota of 48,300 seats is allocated by March, 2019.

7.   The Committee note that on the issue of major challenges involved in expansion of BPOs in the rural areas, Meity has consulted all the concerned

stakeholders including NASSCOM BPM Council which has representation from large, medium and small BPO companies operating from urban and rural areas. Further, the consultation with prospective bidders who expressed interest to setup BPO/ITeS operations under IBPS at EoI stage were also held to seek their comments/suggestions. The major issues which came up during consultations with various stakeholders included need for business and infrastructure support, security for women employees working in odd hour shifts, need for special incentives for setting up rural operations, generating women's employment, providing employment opportunities to differently-abled persons and for promotion of local entrepreneurs. During the Study Visit of the Committee to Guwahati in November, 2015, the Committee had visited a BPO company-Serco and were apprised of the numerous challenges involved in expansion of BPOs in rural areas with particular reference to the North East. The Ministry have tried to address these concerns by raising them in their discussions with State Governments' IT Departments and incorporating provisions for special incentives to units providing employment to women, differently-abled persons, setting up operations at rural locations and units set up by local entrepreneurs having domicile of respective State/UT. While appreciating the Ministry's efforts to address the issues raised by stakeholders during the consultation process, the Committee impress upon the Ministry to devise and incorporate a continuous feedback mechanism into the BPO promotion schemes wherein the existing/emerging concerns of the units are registered and appropriately addressed in an effective manner. There may also be a mechanism of consultation with State Governments on local issues such as incentivizing allotment of land/office space for setting up of BPOs etc.. Such a mechanism would not only make the schemes responsive to the ground realities but also ensure that the intended objectives of the schemes are fully realized.

8.   The Committee are constrained to note that while the Government has approved the National Policy on Information Technology in 2012, the Ministry still has no separate policy for Outsourcing and BPOs. The State IT Departments are amongst the stakeholders of IBPS and NEBPS and members of IBPS Management Committee. Separate login have been provided to the State IT Departments on IBPS Web portal to track progress of units under the scheme in their State, and update offerings of their IT Policies. The scheme provides viability Gap Funding directly to the eligible companies. The Committee further note that IBPS has received very encouraging response in some of the States such as Andhra Pradesh, Tamil Nadu, Maharashtra and Jharkhand. However, presently, there is no National BPO policy which can be uniformly implemented by the State Governments and the endeavour so far has been to take the BPO movement further and expand its reach to smaller towns across the country only through these two schemes. In view of the fact that the Indian BPO/ITeS industry generated an estimated revenue of USD 30.1 billion during 2016-17 with a share of 23% in Indian IT-ITeS exports valued at USD 26 billion and provided employment to 11.52 lakh persons, it is high time that the Government should consider framing a dedicated policy for Outsourcing/BPO sector in coordination with State Governments to chalk out a future roadmap for the sector covering *inter-alia* minimum wages in the Outsourcing/BPO sector in India etc. There needs to be an evaluation whether all the aspects of Outsourcing/BPO sector are adequately addressed within the ambit of National Policy on Information Technology, 2012, or whether there is a need to have a separate National Outsourcing/BPO Policy to cater to specific needs of the sector. The Ministry may also think in the line of issuing general guidelines for BPO sector to States for promotion of BPOs.

9.   The Committee note that even though the ITeS industry in India has grown rapidly in the recent past there has been no comprehensive strategy on skill development and training aspect. Thus, while National Institute of Electronics & Information Technology (NIELIT), an autonomous society of MeitY, has launched courses in the Customer care and banking sector to equip the students with the knowledge required to function as professionals in the ITeS-BPO industry, the Ministry of Skill Development and Entrepreneurship has its own charter of objectives and activities. As per NASSCOM, Indian colleges and universities in the states of Andhra Pradesh, Telangana, Haryana, Maharashtra, Madhya Pradesh, Uttar Pradesh and West Bengal are running BPM Foundation Skills and Qualification Packs (QP), Job standards based programs including Global Business Foundation Skills (GBFS), Finance & Accounting, Analytics, etc. As per NASSCOM, World ISO Standards body has adopted India's inputs for ISO 30105 as the International standard for the BPM Industry. This was led by Bureau of Indian Standards having broad highlights such as provision for an overarching standard for all aspects of ITeS-BPO industry. The Committee feel that there is a need to lay more emphasis on skill and training for the growing Indian IT sector and in turn for the BPO sector. There is a need to have an integrated approach rather than scattered and piecemeal initiatives. The Committee desire that all the existing initiatives for skill development are synergized and made more specialized so as to help this sector expand and meet the needs of the industry.   The Ministry should explore the option of setting up a dedicated university/institution in collaboration with industry associations and/or broaden the scope & mandate of existing institutes eg. NIELIT to cater to the needs of ITeS-BPO industry matching with International Standards to cater to training requirements of all the aspects of outsourcing/BPO industry in India and take initiatives in this direction.

10.   The Committee note that India is a major destination for BPO delivery, including for processes that require strong English speaking skills. While many countries want to learn and emulate the success of India, there has been limited success. The industry has competition from Asian countries such as Philippines, Malaysia, and China; South Africa; East European countries such as Poland and Ireland; and countries in Latin America such as Mexico and

Brazil. Due to global considerations such as visa restrictions and change in policy by major markets such as USA, UK, and Europe as well as entry of new countries such as Philippines and Vietnam in the BPO arena, the Indian BPO industry is facing newer challenges to keep-up its growth. Noting that with 85% of the revenue of IT industry being generated from leader cities viz. Bengaluru, Chennai, Delhi-NCR, Hyderabad, Kolkata, Mumbai, and Pune leading to increasing migration to these cities resulting in escalating BPO operations cost in these cities, the Committee feel that introduction of BPO promotion schemes *i.e.* NEBPS and IBPS would go a long way in addressing these issues by providing a large talent pool, ensuring higher retention rate at Tier-II/III cities and offering a distributed delivery model to check large scale migration to leader cities. At the same time, the Committee note that the scope and ambit of the schemes are very limited which barely covers the target group. The Committee also note that presently, the schemes do not have any provision for support to existing BPOs desirous of expansion and it is felt that the Ministry should relook at revamping the schemes to provide support for expansion of existing BPOs. The Committee recommend that the scope and reach of both the schemes are widened so that Indian BPO/ITeS sector remains internationally competitive for a long time to come and continues to generate the much needed employment opportunities for the youth. There is also a need to study the Outsourcing/BPO policies in other countries which are giving a tough competition to Indian Outsourcing/BPO sector and incorporate the best practices of those countries in the ongoing schemes to make them suitably attuned to the emerging scenario in the global Outsourcing/BPO industry.

11.   The Committee note that the location and nature of BPO/ITeS operations is client driven and mainly depend on client preferences. The availability of infrastructure such as power, bandwidth, roads and air connectivity, availability of trained manpower, accommodation and local transport, and general infrastructure for better quality of life such as health, education and entertainment are some key parameters for consideration by the industry to expand in tier II/III locations. While appreciating that in order to address these challenges, IBPS and NEBPS provides financial support for

setting up BPO/ITeS operations and these issues are discussed with the IT Departments in the States/UTs, the Committee feel that instead of solely relying on overseas markets, due emphasis must be laid on catering to the domestic market and increase the revenue from domestic operations in the overall revenue of Outsourcing/BPO industry in India. The Committee would like to be apprised of the progress made in the proposal of offering BPO/ITeS services through GeM portal and how such an arrangement can help the BPO/ITeS units located in rural and remote areas in procuring Government business.

12. The Committee note that safety and security of women working in odd-hour shifts is amongst the major challenges being faced by the BPO sector in India. Some of the steps taken by BPO companies to ensure women safety at workplace include provision of Company owned/facilitated transport for women employees working after 8PM and before 6AM, real-time monitoring of cabs/GPS installed in cabs/transport vehicles to ensure those vehicles stay within the prescribed routes and alarms/distress calls on deviations, provision of Company provided security guard if a women employee is coming to work/ leaving from work after 10 pm, investment in route planning, safety apps etc. to ensure the employees know the driver, the designated route, stops, etc. with a 24/7 transport centre manning the various vehicles, regular workshops to create awareness about safety aspect of women and constitution of Committees on prevention of sexual harassment, e-learning portals to educate on handling sexual harassment, and mechanism to handle instances. The Committee feel that besides these initiatives option of creating suitable accommodation/hostel for women employees in Outsourcing/BPO sector may also be explored. While encouraging the steps being taken to ensure women safety at BPO workplaces, the Committee recommend that due emphasis must be given to

create a conducive environment at workplace so that women employees do not have to face safety or security related issues at their workplaces in the Outsourcing/BPO sector in India.

13.   The Committee note that great deal of awareness is required to attract investors to avail the facilities under the BPO promotion schemes. The Ministry have advised STPI, the implementing agency for IBPS & NEBPS to conduct promotional activities in coordination with State IT Departments to attract investors, sensitize prospective bidders before the publication of RFP, and adopt Digital Marketing strategy using social media and other platforms to ensure wider publicity for the Schemes. The Committee recommend that adequate publicity must be given to the two schemes to ensure that all the entities desirous of setting up rural BPOs are aware of the facilities offered to them by the Government.

New Delhi;
 08 August, 2018
 17 Shravana,1940 (Saka)

Anurag Singh Thakur
Chairperson
Standing Committee on
Information Technology

Abstract of the revised consolidated Administrative Approval
of NEBPS and IBPS Schemes dated 16th August 2017

The companies willing to set-up BPO/ ITeS operations under the IBPS and NEBPS schemes are invited by STPI through the online bidding process. The whole process is advertised on the print and electronic media. The salient features of this process are given in the following paragraphs.

1. Eligibility Criteria

   1.1. The bidder should be registered in India under the Companies Act, 1956 or the Companies Act 2013 (as amended till date), as applicable;

   1.2. The bidder must be willing to set up BPO/ITeS operations, with a minimum of 50 seats capacity at one location (city/town). However the bidder would be at liberty to quote for a maximum of 1500 seats (5000 seats in IBPS) either (a) at one location (city/town) or (b) at multiple locations (city/town);

   1.3. The bidder must commit to operate for a minimum period of 3 years;

   1.4. The bidder should have achieved a minimum average annual turnover during last 3* financial years, as per total number of seats applied, detailed as follows:

Number of seats/ bidder for NEBPS	Minimum Average Annual Turnover of last 3 FYs (₹ in Crore)
50	1
51-100	2
101-500	5
501-1000	10
1001-1500	15

Number of seats/bidder across States/UTs for IBPS	Minimum Average Annual Turnover of last 3 FYs (₹ in Crore)
50 [Available in HP, J&K, and UK only]	1
100	2
101-500	5
501-1000	15
1001-2000	40
2001-5000	150

To promote newly set up companies/entrepreneur, the average annual turnover criteria is relaxed from last 3 years to 1 completed audited financial year, with a condition that 100% Bank Guarantee is deposited against the disbursements of financial support.

<div align="center">OR</div>

An Entity (registered company, Society, entrepreneur) not able to fulfil above financial eligibility criteria may form consortium with eligible company to participate in the scheme, subject to fulfilling certain terms and conditions. Alternatively, the entities fulfilling the financial eligibility criteria together may form consortium to participate in the scheme, subject to furnishing 100% bank guarantee.

1.5. The bidder must commit itself to employ at least 1.5 times the number of seats (employment target) for period of 3 years; and

1.6. The bidder should have positive net worth as on 31-03-17 or last audited Financial Year, duly certified by a Chartered Accountant.

2. Bidding Process and Evaluation of Bids

2.1. On behalf of the MeitY, STPI will be responsible for bid management and consequential steps;

2.2. In order to ensure dispersal among bidders comparing their scale of operations, Seat Slabs based bidding methodology has been adopted, detailed as under:

Seats Slab (SS) in NEBPS	Number of Seats in a Slab
SS0	50
SS1	51-100
SS2	101-200
SS3	201-400
SS4	401-500
SS5	501-1000
SS6	1001-1500

Seats Slab (SS) in a State in IBPS	Number of Seats in a Slab
SS0 [in HP, J&K, and UK only]	50
SS1	100
SS2	101-200
SS3	201-400
SS4	401-500
SS5	501-1000
SS6	1000+

A separate L1 is determined for each seat-slab.

3. Terms & Conditions relating to Disbursement of financial support/ incentives and procedure thereof

3.1. The Successful bidder (BPO Unit) shall be under obligation to report commencement of BPO/ITES operations within 6 months, from the date of issue of In-Principle Approval (IPA). If the successful bidder is not able to report commencement of BPO/ITES operations within the 6 months from issuance of IPA, it can request to give extension not more than 3 months with penalty of 2% per month (for each completed month) of eligible financial support (on pro-rata basis for both instalments) after expiry of 6 months duration. Failure to do so shall automatically result in cancellation/termination of IPA/Agreement and Bid Security Deposit (BSD)/Earnest Money Deposit (EMD) will be forfeited.

3.2. After the report of commencement of BPO/ITES Operations, STPI should provide the report of commencement of operation after site visit to MeitY within two weeks from the intimation by the BPO unit.

3.3. The BPO Unit can request for release of advance of 10% of approved financial support as per IPA, after verification of COO by STPI, subject to furnishing Bank Guarantee of 10 % of approved financial support as per IPA valid for 3 years from commencement of operation and its verification by STPI.

3.4. The eligible support as per the agreed amount shall be released in 3 yearly installments, subject to fulfillment of all formalities and compliance with various conditions laid down in this scheme and submission of following documents:

3.4.1 Aadhaar number of regular employees recruited/joined the unit after the issuance of In Principle Approval (IPA);

3.4.2 PAN of regular employees recruited/joined the unit after the issuance of In-Principle Approval (IPA);

3.4.3 Provident fund account number and Aadhaar linked Universal Account Number (UAN) for the regular employees recruited/joined the unit after the issuance of In Principle Approval (IPA);

3.4.4 Proof of Employee State Insurance (ESI) contribution for the regular employees eligible under this scheme and recruited/joined the unit after the issuance of IPA;

3.4.5 Proof of State Professional Tax, as applicable;

3.4.6 Certificate of disability issued by a medical authority (Notified by State Govt), if applicable; and

3.4.7 Any other relevant documents.

For consideration in employment target technical and management staff should be at least 85% of total employees while support staff can be up to 15% of total employment provided.

3.5 **Disbursement of VGF:** The successful bidder needs to submit proof of expenditure at the time of claiming VGF. The approved amount of financial support will be disbursed in three yearly instalments.

3.6 **Disbursement of Special Incentives**: The special incentives is to be provided with/after the disbursement of 1st installment of VGF on production of documentary proofs of employment, subject to fulfillment of other terms and conditions.

List of Units accepted In-Principle Approval (IPA) to setup BPO/ITES operations
under North East BPO Promotion Scheme (NEBPS)

State	Unit	Location	Seats	Status
Assam (810)	M/s IKF Technologies Ltd	Guwahati	100	Employment to 68 persons[#]
	M/s Aduro Trading & Associates Pvt Ltd	Jorhat	50	Commenced Operation
	M/s Madhav Mukund Trading Co. Pvt Ltd	Kalibor/ Nowgaon	50	
	M/s Madhav Mukund Trading Co. Pvt Ltd	Guwahati	60	
	M/s. Pecon Software Ltd	Guwahati	350	
	M/s. Thredz Information Tech. Pvt Ltd	Guwahati	50	Employment to 53 persons[#]
	M/s Tatwa Technologies Ltd	Guwahati	150	Employment to 115 persons[#]
Meghalaya (200)	M/s. Vision India Services Pvt Ltd	Shillong	200	
Nagaland (400)	M/s. Infinity Informatics Pvt Ltd	Kohima	400	Employment to 353 persons[#]
Manipur (150)	M/s. UNI Trans Solution Pvt Ltd	Imphal	100	Employment to 78 persons[#]
	M/s. CubeTen Technologies Pvt Ltd	Imphal	50	Employment to 56 persons[#]
Arunachal Pradesh (50)	M/s B4B Solutions Pvt Ltd	Itanagar	50	
		Total	1610	Employment to 723 persons

Note (#): Commenced Operation with initial employment to xxx persons

List of Units accepted In-Principle Approval (IPA) to setup BPO/ ITES operations
under India BPO Promotion Scheme (IBPS)

State	Unit	Location	Seats	Status
Andhra Pradesh	Karvy Data Management Services Ltd	Guntupalli	450	Employment to 941 persons[#]
	Omega Healthcare Management Services Pvt Ltd	Bhimavaram	200	Employment to 158 persons[#]
	Tvarana Software Solutions Pvt Ltd	Rajahmundry	100	Employment to 7 persons[#]
	Chandusoft Technologies Pvt Ltd	Visakhapatnam	100	Employment to 75 persons[#]
	Global Revenue Cycle Management Services Pvt Ltd	Visakhapatnam	500	Employment to 419 persons[#]
	Nekkanti Systems Pvt Ltd	Gajuwaka	100	
	Fluentgrid Ltd	Visakhapatnam	500	
	Sree Tammina Software Pvt Ltd	Visakhapatnam	100	Employment to 105 persons[#]
	Phycare India Services Pvt Ltd	Guntur	300	Employment to 353 persons[#]
	AGS Health Pvt Ltd	Tirupati	100	Employment to 162 persons[#]
	InspirEdge IT Solutions Pvt Ltd	Visakhapatnam	100	
	Rapid Care Transcription Pvt Ltd	Tirupati	100	
	String Information Services Pvt Ltd	Chittoor	100	Employment to 124 persons[#]
	VenusGEO Solutions Pvt Ltd	Tirupati	100	

State	Unit	Location	Seats	Status
	Maple Software Pvt Ltd		200	
Total (2200)	15	8	3050	
Bihar	Maestros Technical Services Pvt Ltd	Patna	100	Employment to 132 persons[#]
	Sunny Star Hotels Pvt Ltd	Patna	100	Employment to 94 persons[#]
	Tatwa Technologies Limited	Patna	110	Employment to 12 persons[#]
	Tata Consultancy Services Limited	Patna	1000	Employment to 15 persons[#]
	Shakti Infotech Pvt Ltd	Patna	100	Employment to 111 persons[#]
	Variety Vyapaar Pvt Ltd	Patna	100	
	A. V. Ispat Pvt Ltd	Patna	100	
	Datatek Software Solutions Pvt Ltd	Patna	100	Employment to 153 persons#
	Vision India Staffing Pvt Ltd	Muzaffarpur	100	Employment to 107 persons[#]
	Vision India Staffing Pvt Ltd	Dal Singh Sarai	100	
Total (4600)	10	3	1910	
Chandigarh	Health Biotech Limited	Chandigarh	100	Employment to 33 persons[#]
Total (100)	1	1	100	
Chhattisgarh	Innowave IT Infrastructures Limited	Raipur	400	
	Milestone Soft Tech Pvt Ltd	Raipur	100	Employment to 25 persons[#]
	Karvy Data Management Services Pvt Ltd	Raipur	200	
Total (1100)	3	1	700	
Gujarat	Regulus Marketing Pvt Ltd	Ahmedabad	500	

State	Unit	Location	Seats	Status
Total (2700)	1	1	500	
Haryana	Eli Research India Pvt Ltd	Panchkula	300	
Total (1000)	1	1	300	
Himachal Pradesh	Health Biotech Limited	Baddi	100	Employment to 18 persons[#]
	Rescueres Lifesciences Limited	Baddi	100	Employment to 11 persons[#]
	Enser Communications Pvt Ltd	Shimla	50	Employment to 5 persons[#]
Total (300)	3	2	250	
Jammu & Kashmir	SunShine Autos Pvt Ltd	Bhaderwah	50	Employment to 44 persons[#]
	Enser Communications Pvt Ltd	Jammu	50	Employment to 4 persons[#]
	iLocus Consulting Pvt Ltd	Sopore	50	Employment to 69 persons[#]
	iKraft Software Pvt Ltd	Srinagar	50	Employment to 42 persons[#]
	Gate Consulting Pvt Ltd	Srinagar	50	Employment to 60 persons[#]
	Unosis IT Solutions Pvt Ltd	Badgam	50	Employment to 26 persons[#]
	ComTech Info Solutions Pvt Ltd	Jammu	50	Employment to 25 persons[#]
	Gate Consulting Pvt Ltd	Srinagar	50	
Total (600)	8	5	400	
Karnataka	Karvy Data Management Services Limited	Mangalore	100	Employment to 235 persons#
	Indecomm Global Services (India) Pvt Ltd	Mysore	100	
	Focus Edumatics Pvt Ltd	Mysore	100	
	Mandamus Info Knowledge	Gulbarga	100	

State	Unit	Location	Seats	Status
	Consultants (Banglore) Pvt Ltd			
Total (2300)	4	3	400	
Kerala	UL Technology Solutions Pvt Ltd	Kozhikode	100	Employment to 50 persons[#]
	Karvy Data Management Services Limited	Palakkad	100	
Total (1500)	2	2	200	
Madhya Pradesh	B. R. Kohli Construction Pvt Ltd	Sagar	100	Employment to 31 persons[#]
Total (3200)	1	1	100	
Maharashtra	Writer Business Services Pvt Ltd	Bhiwandi	100	Employment to 145 persons[#]
	Adoroi Marketing Science Pvt Ltd	Bhiwandi	100	
	Lighthouse Info Systems Pvt Ltd	Nagpur	100	Employment to 34 persons[#]
	Tata Consultancy Services Limited	Nashik	1000	Employment to 7 persons[#]
	Maharani Paints Pvt Ltd	Wardha	100	Employment to 42 persons[#]
	Enser Communications Pvt Ltd	Sangli	100	Employment to 4 persons[#]
	GeBBS Healthcare Solutions Pvt Ltd	Aurangabad	150	Employment to 115 persons[#]
	Atmasuman Buildcon Pvt Ltd	Dhule	100	
	Vamani Overseas Pvt Ltd	Wardha	110	
	GeBBS Healthcare Solutions Pvt Ltd	Aurangabad	650	
	Suma Soft Pvt Ltd	Nashik	110	Employment to 49 persons[#]
Total (3900)	11	7	2620	
Odisha	Nexgen	Bhubaneswar	100	Employment to

State	Unit	Location	Seats	Status
	Renaissance Pvt Ltd			75 persons[#]
	Luminous Infoways Pvt Ltd	Bhubaneswar	100	Employment to 160 persons[#]
	2coms Consulting Pvt Ltd	Bhubaneswar	100	
	Hari Telematics Private Limited	Bhubaneswar	100	Employment to 93 persons[#]
	Lalani Computech Limited	Bhubaneswar	200	Employment to 450 persons[#]
	Tatwa Technologies Limited	Cuttack	150	Employment to 13 persons[#]
	BPO Convergence Pvt Ltd	Bhubaneswar	100	Employment to 171 persons[#]
	RuralShores Business Services Pvt Ltd	Jaleswar	150	Employment to 116 persons[#]
	Silicon Techlab Pvt Ltd	Bhubaneswar	100	Employment to 40 persons[#]
Total (1900)	9	3	1100	
Puducherry	iMarque Solutions Pvt Ltd	Puducherry	100	Employment to 66 persons[#]
Total (100)	1	1	100	
Punjab	Mark Software Systems Pvt Ltd	Mohali	100	Employment to 54 persons[#]
	Geeks Technical Solutions Pvt Ltd	Mohali	100	
Total (1200)	2	1	200	
Rajasthan	Premkunj Construction & Engineering Pvt Ltd	Jaipur	100	Employment to 89 persons[#]
	MattsenKumar Services Pvt Ltd	Jaipur	200	Employment to 150 persons[#]
Total (3000)	2	1	300	
Tamilnadu	Desicrew Solutions Pvt Ltd	Auroville	100	Employment to 78 persons[#]
	TNQ Books And Journals	Coimbatore	100	

State	Unit	Location	Seats	Status
	Focus Edumatics Pvt Ltd	Coimbatore South	100	Employment to 150 persons[#]
	iMarque Solutions Pvt Ltd	Mayiladuthurai	300	Employment to 415 persons[#]
	Oasys Cybernetics Pvt Ltd	Tiruchirappalli	100	Employment to 271 persons[#]
	BoscoSoft Technologies Pvt Ltd	Tirupatture	100	Employment to 53 persons[#]
	AMBC Technologies Pvt Ltd	Madurai	100	Employment to 15 persons[#]
	Amazon Development Centre India Pvt Ltd	Coimbatore	400	Employment to 690 persons[#]
	Rapidcare Transcription Pvt Ltd	Kottukuppam	100	Employment to 16 persons#
	Visionary RCM Infotech (India) Pvt Ltd	Trichy	300	
	Newgen Knowledgeworks Pvt Ltd	Vellore	100	Employment to 140 persons[#]
	Newgen Knowledgeworks Pvt Ltd	Auroville	100	Employment to 10 persons[#]
	Access Healthcare Services Pvt Ltd	Coimbatore	200	
	BKR Hotels and Resorts Pvt Ltd	Mannargudi	100	Employment to 454 persons[#]
	Focus Edumatics Pvt Ltd	Coimbatore	100	Employment to 45 persons[#]
	iMarque Solutions Pvt Ltd	Mayiladuthurai	100	
	Neware Eliya Soft Tech Pvt Ltd	Coimbatore	100	
	Rathinam Arumugam	Coimbatore	100	

State	Unit	Location	Seats	Status
	Research and Educational Foundation Pvt Ltd			
	TNQ Books And Journals Pvt Ltd	Coimbatore	100	Employment to 149 persons[#]
Total (2800)	19	10	2700	
Telangana	ECLAT Health Solutions Pvt Ltd	Karimnagar	200	Employment to 102 persons[#]
Total (1200)	1	1	200	
Uttar Pradesh	Mayur Industries Pvt Ltd	Bareilly	200	Employment to 38 persons[#]
	Ratan Housing Development Limited	Kanpur	300	Employment to 100 persons[#]
	Karvy Data Management Services Limited	Lucknow	350	Employment to 561 persons[#]
	Tatwa Technologies Limited	Lucknow	110	Employment to 22 persons[#]
	Dataman Computer Systems Pvt Ltd	Unnao	100	
	Tata Consultancy Services Limited	Varanasi	1000	Employment to 14 persons[#]
	SevenSeas Shanti Edutech Pvt Ltd	Jhansi	100	
	Vision India Staffing Pvt. Ltd.	Ghazipur	200	
	Sellers Safety Controls Pvt Ltd	Lucknow	150	
	Chandrakala Universal Pvt Ltd	Allahabad	100	
	Harbanshram Bhagwandas Ayurvedic Sansthan Pvt Ltd	Lucknow	120	
	Hariwill Electronics India Pvt Ltd	Lucknow	100	

State	Unit	Location	Seats	Status
Total (8800)	12	8	2830	
Uttarakhand	Asset Infotech Limited	Dehradun	50	Employment to 39 persons[#]
	Grass Roots Research and Creation India Pvt Ltd	Dehradun	50	
Total (400)	2	1	100	
West Bengal	MET Technologies Pvt Ltd	Siliguri	100	
Total (3400)	1	1	100	
Grand Total: 19 States + 2 UT	110 Units	62 locations	18160	Employment to 8427 persons

Note (#): Commenced Operation with initial employment to xxx persons

MINUTES OF THE SECOND SITTING OF THE STANDING COMMITTEE ON INFORMATION TECHNOLOGY (2015-16) HELD ON 19TH OCTOBER, 2015

The Committee sat on Monday, the 19th October, 2015, from 1100 hours to 1310 hours in Committee Room No. '139', First Floor, Parliament House Annexe, New Delhi.

PRESENT

Shri Anurag Singh Thakur – Chairperson

MEMBERS

Lok Sabha

2.   Shri L.K. Advani
3.   Shri Prasun Banerjee
4.   Dr. Sunil Baliram Gaikwad
5.   Shri Hemant Tukaram Godse
6.   Dr. Anupam Hazra
7.   Shri P. Karunakaran
8.   Shri Virender Kashyap
9.   Shri Harinder Singh Khalsa
10.   Shri Keshav Prasad Maurya
11.   Dr. K.C. Patel
12.   Dr. (Smt.) Bhartiben Dhirubhai Shiyal
13.   Shri D.K. Suresh
14.   Shri Ramdas C. Tadas
15.   Smt. R. Vanaroja

Rajya Sabha

16.   Shri Salim Ansari
17.   Shri Vijay Jawaharlal Darda
18.   Shri Santiuse Kujur
19.   Dr. K.V.P. Ramachandra Rao
20.   Mahant Shambhuprasadji Tundiya

Secretariat

1.	Shri J.M. Baisakh	-	Director
2.	Smt. Meenakshi Sharma	-	Additional Director
3.	Dr. Sagarika Dash	-	Deputy Secretary
4.	Shri Shangreiso Zimik	-	Under Secretary

List of Witnesses

Ministry of Communications and Information Technology (Department of Electronics and Information Technology)

Sl. No.	Name	Designation
1.	Shri J. S. Deepak	Secretary
2.	Dr. Ajay Kumar	Additional Secretary
3.	Shri Rajeev Kumar	Joint Secretary
4.	Shri S.S. Garg	Senior Director
5.	Dr. Omkar Rai	Director General, STPI
6.	Shri Devesh Tyagi	Senior Director, STPI

2.   At the outset, the Chairperson welcomed the Members and the representatives of the Department of Electronics and Information Technology to the sitting of the Committee convened to have a briefing on the subject, 'Expansion of Rural BPOs and challenges faced by them'.

3.   The representatives of the Department of Electronics and Information Technology then briefed the Committee on the subject through a power-point presentation highlighting the vision and pillars of Digital India, snapshot of the Indian BPO industry, critical factors in setting up of BPO operations, challenges faced by BPOs in Tier-2/Tier-3/Rural Areas, approaches/strategy for expansion of BPOs beyond Tier-1, salient features of IBPS, State-wise BPO seats distribution and EOI response, consultation with stakeholders, total seats and maximum seats/bidder in each State/Union territory, proposed incentives of IBPS other than capital support, composition of IBPS Management Committee and its timeline, North-East BPO Promotion Scheme (NEBPS) and its status, details of NEPBS seats allotted, ITeS/BPO related incentive given by State Government, etc.

4.   The Members, then, sought clarifications on the subject like measures to improve connectivity for running BPOs, expansion of rural BPOs, challenges from countries like the Philippines, Vietnam, Ireland, Turkey and Mexico, promotion of

start-up companies, expansion of rural BPOs in the North-Eastern Region and hilly areas, deadline for the schemes being implemented, capital and operational costs for setting up of BPOs, conducting study about the functioning of rural BPOs, development of skill for students in collaboration with other Ministry, public access to internet, electronic manufacturing, generation of more employment, etc. to which the Secretary of the Department responded. With regard to certain points, to which the representatives could not provide the requisite information, the Chairperson directed them to submit written replies.

5.   The Chairperson, then, thanked the representatives of the Department for deposing before the Committee.

The witnesses then withdrew

Verbatim proceedings of the sitting have been kept on record.

The Committee, then, adjourned.

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MINUTES OF THE FOURTH SITTING OF THE STANDING COMMITTEE ON INFORMATION TECHNOLOGY (2017-18) HELD ON 17th NOVEMBER, 2017

The Committee sat on Friday, the 17th November, 2017, from 1500 hours to 1630 hours in Committee Room 'C', Ground Floor, Parliament House Annexe, New Delhi.

PRESENT

Shri Anurag Singh Thakur – Chairperson

MEMBERS

Lok Sabha

21.   Shri L.K. Advani
22.   Shri Prasun Banerjee
23.   Shri Hemant Tukaram Godse
24.   Dr. Anupam Hazra
25.   Shri Virender Kashyap
26.   Smt. R. Vanaroja

Rajya Sabha

27.   Shri Santiuse Kujur
28.   Dr. K.V.P. Ramachandra Rao

Secretariat

5.   Shri Y.M. Kandpal   -   Director
6.   Dr. Sagarika Dash   -   Additional Director
7.   Shri Shangreiso Zimik   -   Under Secretary

List of Witnesses

Ministry of Electronics and Information Technology

Sl. No.	Name	Designation
7.	Shri Ajay Prakash Sawhney	Secretary
8.	Shri Ajay Kumar	Additional Secretary
9.	Shri Rajiv Kumar	Joint Secretary
10.	Dr. Omkar Rai	Director General, STPI
11.	Shri Ashok K. Sharma	Scientist-G
12.	Shri Vishwas Shrivastava	Scientist-B
13.	Shri Madurjya Prakash Baruah	Joint Director
14.	Shri Pavitra Aggarwal	Additional Director

2.   At the outset, the Chairperson welcomed the Members and the representatives of the Ministry of Electronics and Information Technology to the sitting of the Committee convened to take oral evidence on the subject, 'Expansion of Rural BPOs and challenges faced by them'.

3.   The representatives of the Ministry of Electronics and Information Technology then gave a power-point presentation highlighting an overview of the Indian BPO industry, revenue of Indian BPO industry, overview of BPO Promotion schemes under the Digital India Programme *viz.* India BPO Promotion Scheme (IBPS) and North East BPO Promotion Scheme (NEBPS), current status of the two BPO Promotion schemes, State-wise performance of IBPS and NEBPS, recent amendments to BPO promotion schemes and the industry response to these amendments, employment generation through BPO promotion schemes and major challenges being faced by BPOs in India.

4.   The Members, then, sought clarifications on the subject like reasons for tepid response to IBPS and NEBPS schemes, recent amendments to the BPO promotion schemes in consultation with the stakeholders and its impact, measures taken for expansion of rural BPOs, critical factors in setting up of BPO

operations, challenges faced by BPOs in Tier-2/Tier-3/Rural Areas, approaches/strategy for expansion of BPOs beyond Tier-1, total seats on offer and bids received for the two schemes in each State/Union territory, challenges from countries in South East Asia such as Philippines, Vietnam etc. to which the Secretary, MeitY responded. The Committee also deliberated on measures for expansion of rural BPOs in the North-Eastern Region and hilly areas, provision for capital and operational costs for setting up of BPOs, skill development for students in collaboration with other Ministry etc. With regard to certain points, to which the representatives could not provide the requisite information, the Chairperson directed them to submit written replies.

5.   The Chairperson, then, thanked the representatives of the Ministry for deposing before the Committee.

The witnesses then withdrew

Verbatim proceedings of the sitting have been kept on record.

The Committee, then, adjourned.

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STANDING COMMITTEE ON INFORMATION TECHNOLOGY
(2017-18)

MINUTES OF THE TWENTY-FIRST SITTING OF THE COMMITTEE

The Committee sat on Wednesday, 8 August, 2018 from 1000 hours to 1020 hours in Committee Room 'E', Parliament House Annexe, New Delhi.

PRESENT

Shri Anurag Singh Thakur – Chairperson

MEMBERS

Lok Sabha

2. Shri Lal Krishna Advani
3. Shri Prasun Banerjee
4. Shri Harish Dwivedi
5. Dr. Sunil Baliram Gaikwad
6. Shri Hemant Tukaram Godse
7. Dr. J. Jayavardhan
8. Shri P. Karunakaran
9. Shri Virender Kashyap
10. Shri Harinder Singh Khalsa
11. Shri Rao Saheb Danve Patil
12. Shri Paresh Rawal
13. Dr. (Smt.) Bharatiben Dhirubhai Shyal
14. Shri D. K. Suresh
15. Shri Ramdas C. Tadas
16. Shri Nagendra Pratap Singh Patel

Rajya Sabha

17. Shri Raj Babbar

Secretariat

1.	Shri R.C. Tiwari	-	Joint Secretary
2.	Shri Y.M. Kandpal	-	Director
3.	Dr. Sagarika Dash	-	Additional Director
4.	Smt. Geeta Parmar	-	Deputy Secretary

2.   At the outset, the Chairperson welcomed the Members to the sitting of the Committee convened to consider and adopt the Draft Report on the subject 'Expansion of Rural BPOs and Challenges faced by them' relating to the Ministry of Electronics and Information Technology and …..xxxxx…...

3.   The Committee, then, took up for consideration the following draft Reports and adopted the same without any modification.

      (i)   Fifty-third Report on 'Expansion of Rural BPOs and Challenges faced by them'; and

      (ii)   …..xxxxx…...…..xxxxx…...…..xxxxx…...…..xxxxx…...…..xxxxx…...

4.   The Committee, then, authorized the Chairperson to finalize the draft Report at Sl. No. (i) in the light of the factual verifications received from Ministry of Electronics and Information Technology and present all the Reports in both the Houses of Parliament.

The Committee, then, adjourned.

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xxxxx - Matter not related to the Report.