

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 3449
TO BE ANSWERED ON: 31.03.2023

BUSINESS PROCESS OUTSOURCING INDUSTRY

3449. SHRI ABIR RANJAN BISWAS:

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

- (a) number and details of Information Technology (IT) destination centres operational and constructed in last five years, year-wise, State-wise;
- (b) whether it is a fact that India's \$38 billion Business Process Outsourcing industry (BPO) industry is looking to double its presence in the country's towns in the next four years, if so, the details thereof;
- (c) number of BPO units constructed and sanctioned in last five years, year-wise, State-wise; and
- (d) the details of steps taken by Government to safeguard the rights of the people employed in the BPO sector in the country?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a): In order to promote investment across the country, facilitate balanced regional development, generate employment and encourage & support individuals/entities having innovative ideas in IT/IT enabled Services (ITES) sector, a total of 62 centres of Software Technology Parks of India (STPI), an autonomous society of Ministry of Electronics and IT (MeitY) has been set up across the country. The year wise details of STPI Centres established during the last five years is as under:

Year	State	Location
2017	Tripura	Agartala
2018	Goa	Goa
2019	Jharkhand	Deoghar
2020	Madhya Pradesh	Bhopal
2021	Uttar Pradesh	Meerut
2021	Nagaland	Kohima
2022	Karnataka	Davengere

(b): As per National Association of Software and Services Companies (NASSCOM), the BPO industry is expected to grow in coming years and expand its presence in existing and new locations.

(c): Government had launched North East BPO Promotion Scheme (NEBPS) & India BPO Promotion Scheme (IBPS) under Digital India Programme in year 2015 and 2016 respectively to create employment opportunities for the youths of the country by incentivizing setting up of BPO/ITES operation in smaller cities across the country. Under these schemes, 246 BPO/ITES units have been setup in 104 cities/towns of 27 State/UTs across the country. State/UT wise details of units set up under these schemes is placed at Annexure.

(d): In the establishments that lie in the jurisdiction of Central Government, the Central Industrial Relations Machinery (CIRM) is entrusted with the task of maintaining good Industrial relations and protects the interest of workers including on the matters relating to lay off and its prevention. The jurisdiction in the matters with regard to IT and IT- related sectors lie with the respective State Governments.

Annexure

State/UT wise details of units set up under IBPS and NEBPS

State/UT	No. of Units
Andhra Pradesh	46
Arunachal Pradesh	1
Assam	8
Bihar	11
Chandigarh U.T.	1
Chhattisgarh	3
Haryana	2
Himachal Pradesh	4
Jammu and Kashmir U.T.	3
Jharkhand	18
Karnataka	10
Kerala	3
Madhya Pradesh	5
Maharashtra	13
Manipur	5
Meghalaya	2
Nagaland	1
Odisha	21
Puducherry U.T.	1
Punjab	9
Rajasthan	3
Tamil Nadu	48
Telangana	2
Tripura	2
Uttar Pradesh	12
Uttarakhand	6
West Bengal	6
Total	246
