

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
STARRED QUESTION NO. *217
TO BE ANSWERED ON: 30.11.2016

BPOs IN CITIES AND TOWNS

***217. SHRI ABHISHEK SINGH:**

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

- (a) the schemes launched and steps taken by the Government to promote Business Process Outsourcing (BPO) industry in non-metro cities and towns;
- (b) whether the Government has linked/ proposes to link BPO industry with skill development mission to make skill development more job oriented;
- (c) if so, the details thereof and the action taken in this regard; and
- (d) whether BPOs are granted some benefits/subsidy from the Government for starting centres at remote places and if so, the details thereof?

ANSWER

MINISTER OF ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

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

**STATEMENT REFERRED IN REPLY TO LOK SABHA STARRED QUESTION NO. *217
FOR 30.11.2016 REGARDING BPOs IN CITIES AND TOWNS**

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(a): Government has launched India BPO Promotion Scheme (IBPS) and North East BPO Promotion Scheme (NEBPS) under Digital India Programme to create employment opportunities and promote BPO/ITES operations across the country particularly in small cities and towns, thus securing balanced regional growth. IBPS & NEBPS schemes provide capital support along with special incentives upto Rs. 1 lakh/seat to incentivize BPO/ITES operations of 48,300 and 5,000 BPO/ITES seats with an outlay of Rs. 493 crore and Rs. 50 crore respectively. The details of the scheme are available at www.meity.gov.in/nebps and www.meity.gov.in/ibps

(b) and (c): Job seekers pertaining to BPO Industry are undertaking Skill Development training through National Skill Development Council (NSDC) and Sector Skill Council (SSC IT-ITES). Further, NEBPS provides training reimbursement upto Rs. 6,000/employee as a special incentive to all regular employees (maximum upto 1.5 times the number of approved seats of BPO/ITES operation). The incentives upto Rs. 1 lakh/seat to setup BPO/ITES operations under IBPS & NEBPS includes the purchase of necessary training softwares/tools. Also, National Institute of Electronics & IT (NIELIT), an autonomous society of Ministry of Electronics & IT (MeitY) offers courses in BPO/ITES sector with an objective to generate quality manpower for BPO/ITES industry.

(d): To encourage setting up of BPO/ITES operations in remote places under IBPS, special incentive of 5% of eligible capital support has been provided for locations other than State capital. IBPS also provides special package to units for setting up operations in hilly region (State of Himachal Pradesh, Jammu & Kashmir and Uttarakhand) of the country.
