

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 2108
TO BE ANSWERED ON: 15.03.2017

BPOs IN RURAL AREAS

2108. SHRI SUNIL KUMAR SINGH:
SHRI DEVJI M. PATEL:

Will the Minister of Electronics & Information Technology be pleased to state: -

- (a) whether the BPOs in rural areas are not only promoting the IT based infrastructural development but also creating new opportunities of employment in the rural areas, if so, the details thereof;
- (b) the total number of BPOs operational in rural areas of the country including Jharkhand and Rajasthan; and
- (c) the details of steps taken by the Government for promoting BPOs in the rural areas and the amount of funds provided as grant for setting up of rural BPOs?

ANSWER

MINISTER of STATE for ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI P. P. CHAUDHARY)

(a) and (b) Yes, as per National Association of Software and Services Companies (NASSCOM), the BPO Industry over the last few years have significantly enhanced their presence in non-metro locations including rural areas; many of the new centres are being set-up away in non-metro locations. The Indian IT-BPM industry provides employment to about 10 lakh persons in BPO sector including more than 50% people from non-metro locations and continues to be a net hirer.

As per Department of Telecommunications (DoT), Telecom Enforcement Resource and Monitoring (TERM) Cells register the Other Service Providers (OSPs) throughout the country in their respective jurisdiction which includes BPOs also. Separate data of rural BPOs is not maintained by TERM Cells. The OSP means a company providing Application Services like call centre, tele-banking, tele-medicine, tele-education, tele-

trading, e-commerce, network operation centre and other IT Enabled Services, by using Telecom Resources provided by Authorised Telecom Service Providers.

In Telecom sector, country is divided into 22 License Service Area (LSA) which generally are co-terminus with States, and each LSA has a TERM Cell. As on 31.12.2016, total 10,152 OSPs were registered with various LSA including 123 OSPs in Rajasthan and 26 OSPs in Bihar and Jharkhand (details are at *Annexure-I*).

(c) Under Digital India programme, the Government has launched two BPO promotion schemes namely India BPO Promotion Scheme (IBPS) and North East BPO Promotion Scheme (NEBPS), for creation of employment opportunities and promotion of investment in IT/ITES sector across the country particularly in small cities/towns including rural areas, by incentivizing setting up of 48,300 and 5,000 seats BPO/ITES operations by 31.03.2019 with an outlay of ₹ 493 crore and ₹ 50 crore respectively.

These schemes provide capital support along with several special incentives like encouraging employment to women and physically disabled persons, promoting local entrepreneurs etc. upto ₹ 1 lakh/seat in the form of Viability Gap Funding (VGF). Further, details of these schemes are available at www.meity.gov.in/ibps , <https://ibps.stpi.in> and www.meity.gov.in/nebps

Annexure-I

Registered OSP Data as on 31-12-2016			
S.No.	Licensed Service Area (LSA)	Total Registered OSP as on 31.12.2016	Area of Jurisdiction
1	Andhra Pradesh	1133	Andhra Pradesh, Telangana
2	Assam	28	Assam
3	Bihar	26	Bihar, Jharkhand
4	Delhi	2094	Delhi including Ghaziabad, NOIDA, Faridabad and Gurgaon
5	Gujarat	418	Gujarat including UT of Daman & Diu and UT of Dadra & Nagar Haveli
6	Haryana	7	Haryana excluding Faridabad & Gurgaon
7	Himachal Pradesh	14	Himachal Pradesh
8	J&K	19	J&K
9	Karnataka	1387	Karnataka
10	Kerala	205	Kerala and UT of Lakshdweep
11	Kolkata	816	Kolkata
12	Madhya Pradesh	128	Madhya Pradesh and Chhattisgarh
13	Maharashtra	825	Maharashtra excluding Mumbai
14	Mumbai	1304	Mumbai
15	North East	8	Meghalaya, Tripura, Mizoram, Arunachal Pradesh, Nagaland, Manipur
16	Odisha	37	Odisha
17	Punjab	338	Punjab and UT of Chandigarh
18	Rajasthan	123	Rajasthan
19	Tamilnadu	1061	Tamilnadu and UT of Pudducherry
20	Uttar Pradesh (East)	90	UP(E)
21	Uttar Pradesh (West)	65	UP(W) (excluding Ghaziabad and Noida city) + Uttarakhand
22	West Bengal	26	West Bengal (excluding Kolkata) + Sikkim + UT of Andaman & Nicobar
	Total	10152	
