

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 741**  
TO BE ANSWERED ON: 07.02.2018

**USE OF IT TO ENHANCE SERVICES**

**741. SHRIMATI KOTHAPALLI GEETHA:**

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

- (a) whether the Government is taking up several initiatives to use IT to improve the services and asked IT experts to use Government services through the Software Technology Parks of India (STPI) to innovate in this direction and if so, the details thereof; and
- (b) whether the Government has started BPO promotion scheme to encourage small towns for setting up of call centres and if so, the details thereof and the present status thereof?

**ANSWER**

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

(a): Yes, Sir. The Government has taken-up a number of initiatives such as e-Kranti under the Digital India programme to improve the delivery of Government Services using IT. Through these initiatives, including the infrastructure and incubation facilities at the Software Technology Parks of India (STPI) Centres, IT experts are welcome to develop and innovate IT/ ITeS solutions and services.

(b) The Government launched two BPO promotion schemes, namely India BPO Promotion Scheme (IBPS) and North East BPO Promotion Scheme (NEBPS) under the Digital India programme, for creation of employment opportunities and promotion of investment in IT/ITeS sector across the country, particularly in small cities/towns including rural areas. The Schemes, with an outlay of ₹ 493 crore and ₹ 50 crore respectively, aims to incentivize setting up of a total of 48,300 and 5,000 seats BPO/ITeS operations by 31.03.2019. The Schemes provide financial support along with special incentives up to ₹ 1 lakh/seat in the form of Viability Gap Funding (VGF). The Software Technology Parks of India (STPI), an autonomous society of MeitY, is the implementing agency for the Schemes.

Till now, under IBPS, a total of 31,732 seats have been allocated to successful bidders, 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 ~50 locations of 17 States & 2 UTs. While in NEBPS, a total of 2060 seats have been allocated to successful bidders, resulting in setting up of 19 units across 5 NER States. Out of these, total 7 units have reported commencement of operation for a total of 900 seats with initial employment to 954 persons.

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