

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 910**  
TO BE ANSWERED ON: 07.02.2018

**EMPLOYMENT GENERATION BY BPOs**

**910. SHRI VENKATESH BABU T.G.:**

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

- (a) whether the Government has created huge employment opportunities under its BPO scheme;
- (b) if so, the details thereof and the number of persons so far employed under the scheme and the future plans thereof;
- (c) whether it is proposed to promote BPO operations in small cities and towns; and
- (d) if so, the details thereof?

**ANSWER**

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

(a) and (b): Yes, Sir. 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, 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. Software Technology Parks of India (STPI), an autonomous organization of MeitY is the implementing agency for these 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 operations to STPI for a total of 13,780 seats with initial employment to 10,517 persons. While in NEBPS, a total of 2,060 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. Based on the feedback received from the stakeholders, the schemes are revised from time to time, so as to meet the objectives of these schemes at the earliest.

(c) and (d): The focus of the above BPO schemes is to promote BPO/ITeS operations in smaller cities/towns across the country, and the metro cities with significant level of IT/ITeS activity viz. Bengaluru, Chennai, Hyderabad, Kolkata, Mumbai, NCR and Pune have been excluded from IBPS. Further, there is a provision for Special Incentive for units setting up BPO/ITeS operations at locations other than the State capital.

\*\*\*\*\*

