

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 361
TO BE ANSWERED ON: 24.07.2024

BUSINESS PROCESS OUTSOURCING INDUSTRY

361. SHRI PRAVEEN PATEL:
DR. SHRIKANT EKNATH SHINDE:
SHRI NARESH GANPAT MHASKE:

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

- (a) whether the Government is aware of the number of Information Technology (IT) destination centres operational and constructed in last five years;
- (b) if so, the details thereof, year and State-wise;
- (c) whether it is a fact that India's \$38 billion Business Process Outsourcing Industry (BPO) is looking to double its presence in the country's towns in the next four years;
- (d) if so, the details thereof;
- (e) whether the Government is aware of the exact number of BPO units constructed and sanctioned in last five years; and
- (f) if so, the details thereof year and State-wise along with the 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 JITIN PRASADA)

(a) to (f): As per NASSCOM, more than 1,580 Global Capability Centres ('GCCs') employing more than 16.6 Lakh people have been set up in India. Availability of vast pool of skilled professionals is considered the main reason behind the growth of GCC ecosystem in India. About 300 (*estimates of JLL*) of these GCCs are situated in Maharashtra and about 200 in Delhi NCR.

6 STPI centres (Aurangabad, Kolhapur, Mumbai, Nagpur, Nashik and Pune), are operational in Maharashtra; and 5 STPI centres (Kanpur, Lucknow, Meerut, Noida and Prayagraj) are operational in Uttar Pradesh. 4 STPI centres viz. Agra, Bareilly, Gorakhpur and Varanasi are being set up in Uttar Pradesh.

3 Electronics Manufacturing Clusters (Aurangabad, Pimpri and Ranjangaon Phase-II) in Maharashtra at cumulative project cost of Rs 316 Crore are being set up. Similarly, one Electronics Manufacturing Cluster is being set up at Greater Noida at project cost of Rs 115 Crore.
