

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 1664
TO BE ANSWERED ON: 27.07.2016

BPOs

1664. DR. GOKARAJU GANGA RAJU:

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

- (a) whether the Government is implementing India BPO Promotion Scheme through STPI and is providing Capital Incentive Scheme for new BPO projects across the country;
- (b) if so, the details thereof and the new BPO projects, which have been given financial assistance under Capital Incentive Scheme during each of the last two years and the current year, State-wise including Andhra Pradesh;
- (c) whether in the wake of automation in the IT Sector, BPO industries are going to face job cuts in the coming years; and
- (d) if so, the details thereof and the measures the Government have taken to protect the BPO industry?

ANSWER

MINISTER OF STATE FOR MINISTRY OF ELECTRONICS AND
INFORMATION TECHNOLOGY (SHRI P.P. CHAUDHARY)

(a) and (b): Under Digital India programme, the Government has approved India BPO Promotion Scheme (IBPS) for promotion of BPO/ITES operations across the country, with an outlay of about ₹493 crore with Capital and various Incentive Support of upto ₹1 lakh/seat for employment generation and balanced regional growth of IT/ITES sector across the country. About 48,300 seats have been planned with distribution across State(s)/UT(s) including the State of Andhra Pradesh based on population percentage as per Census 2011, excluding metro cities including their urban agglomeration viz. Bangalore, Chennai, Hyderabad, Kolkata, Mumbai, Delhi-NCR, and Pune and States of North East Region (NER).The state-wise allocation of BPO/ITES seats is at **Annexure**. For selection of companies under IBPS, online bidding, through Request For Proposal (RFP) document was published by implementing agency i.e. Software Technology Parks of India (STPI) on 30.04.2016 with last date of bid submission as 08.07.2016. The details of the scheme are available at www.deity.gov.in/ibps

(c) and (d): The IT-BPO industry continues to be a net hirer. The technology automation has not replaced labor, but improved productivity and provided workers the time to focus on other tasks involving complex decision making and social interactions. Rather, the adoption of

new technology has created jobs, increased productivity, raised earnings, and increased the demand for skilled labor.

Annexure

IBPS BPO Seats Distribution across State(s)/UT(s) based on population % as per Census 2011				
State/UT	Population	Population %	Seats by population %	Seats Rounded-off to nearest hundred
Andhra Pradesh	493,86,799	4.56	2,189	2200
Bihar	1040,99,452	9.61	4,615	4600
Chhattisgarh	255,45,198	2.36	1,132	1100
Goa	14,58,545	0.13	65	100
Gujarat	604,39,692	5.58	2,679	2700
Haryana*	230,44,841	2.13	1,022	1000
Himachal Pradesh	68,64,602	0.63	304	300
Jammu & Kashmir	125,41,302	1.16	556	600
Jharkhand	329,88,134	3.05	1,462	1500
Karnataka*	525,95,898	4.86	2,333	2300
Kerala	334,06,061	3.09	1,481	1500
Madhya Pradesh	726,26,809	6.71	3,219	3200
Maharashtra*	889,10,077	8.21	3,941	3900
Orrisa	419,74,218	3.88	1,861	1900
Punjab	277,43,338	2.56	1,230	1200
Rajasthan	685,48,437	6.33	3,039	3000
Telangana*	274,44,644	2.53	1,214	1200
Tamilnadu*	634,51,020	5.86	2,813	2800
Uttar Pradesh*	1991,69,960	18.39	8,827	8800
Uttarakhand	100,86,292	0.93	447	400
West Bengal*	771,63,579	7.13	3,422	3400
Andaman & Nicobar Island	3,80,581	0.04	17	100
Chandigarh	10,55,450	0.10	47	100
Dadra & Nagar Haveli	3,43,709	0.03	15	100
Daman & Diu	2,42,911	0.02	11	100
Lakshadweep	64,429	0.01	3	100
Puducherry	12,47,953	0.12	55	100
Total	10828,23,931	100.00	48,000	48,300

Note:

- 1. Total 48,000 seats have been distributed based on population percentage among States/UTsas per Census 2011, and then rounded-off to nearest 100.**
- 2. Minimum seats support for a State/UT = 100**
- 3. *Population of all the States of North East Region and Urban Agglomeration Population of certain cities [Bengaluru, Chennai, Delhi-NCR (Gurgaon, Faridabad, Noida), Hyderabad, Kolkata, Mumbai, Pune] is subtracted from the respective State's Population and subsequently from overall population of Country.**

