

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:1124  
ANSWERED ON:29.11.2006  
TRAINED PEOPLE FOR BPO CENTRES  
Ahir Shri Hansraj Gangaram

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

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- (a) Whether lack of trained people for BPO centres engaged in offering outsourcing services is allegedly posing a threat to the monopoly enjoyed by the country in this sector;
- (b) If so, whether any efforts have been made by the Government to induct trained personnel into BPOs to ensure their success in the country ;
- (c) If so, whether the organisations have shown their reluctance in renewing their contracts ;
- (d) If so, the details thereof; and
- (e) The steps taken/being taken by the Government to sustain the monopoly enjoyed by the country in the outsourcing sector ?

**Answer**

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY(DR. SHAKEEL AHMAD)

- (a) : There is growing concern about shortage of experienced and quality professionals in IT sector.
- (b) : The steps taken by Government in this regard is enclosed in the Annexure. Many of the IT companies have their own training centers in which the employees are provided training to carry out BPO related work. Moreover, the companies are spending more on quality and security which is the actual strength of Indian BPO companies.
- (c) : No, Sir. Software and services exports are estimated to have grown at 32 percent in dollar terms during the year 2005- 06 as compared to the previous year.
- (d) and (e): Do not arise.