

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

UNSTARRED QUESTION NO:3045
ANSWERED ON:13.12.2006
ATROCITIES AGAINST WOMEN IN BPO INDUSTRIES
Nandy Shri Amitava

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

:-

- (a) Whether the atrocities against women in BPO industries are on rise in the country ;
- (b) If so, the details thereof ;
- (c) The number of incidents reported during the last three years ; and
- (d) The steps taken by the Government to ensure safety of women ?

Answer

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

- (a) and (b) : Several media reports appeared about the incident of rape and murder of young woman of about 24 years of age working in a BPO/ call center in Bangalore, in December 2005 by the driver of the pick-up vehicle. In another case, a woman of aged 25 years working in a call center was murdered by her former colleague in July 2006.
- (c) As per National Crime Records Bureau (NCRB) or National Commission for Women, NASSCOM or STPI no separate record of atrocities against women in BPO Centres is maintained.
- (d) The National Commission for Women took the cognizance of the reported incidents and convened a meeting with the representatives of the BPO companies/call centers and concerned police authorities in Delhi/Gurgaon/ Noida. Based on discussions the commission-formulated guidelines ensuring safety of women employees in BPOs companies/call centers. The guidelines have been sent to all BPOs companies in Delhi, Hyderabad, Bangalore,Pune, Mumbai, and Chennai.