

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

UNSTARRED QUESTION NO:1393
ANSWERED ON:29.07.2015
Communication Skills in IT/ITes Sector
Kher Smt. Kirron

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

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- (a) whether in a survey conducted across organisations including Information Technology (IT)/IT-ITes sectors, a massive gap in communication and problem solving skills of the workforce has been observed;
- (b) whether the Government is taking measures to enhance these skills among the trainees in the IT-ITes sector, if so, the details thereof, if not, the reasons therefor;
- (c) whether the Government has assessed the efficacy of ICT based modules for improving communication and problem solving skills, if so, the details thereof and if not, the reasons therefor; and
- (d) whether the Government plans to implement ICT based modules for the same as a capacity building measure?

Answer

ANSWER

MINISTER FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a): A study conducted by National Skill Development Corporation (NSDC) for 2013-2022 indicates the need for problem solving skills in roles such as product development and delivery, infrastructure management services, and application development services. Similarly, need for communication skills have been highlighted for roles in customer relationship management, knowledge services, supply chain management, testing and quality assurance services, product support and product management.

(b) to (d): 'IT-ITeS Sector Skill Council' is steering skill development in Information Technology / Information Technology enabled Services (IT/ITeS) sector under the NSDC framework. This Council has developed 78 Qualification Packs – National Occupational Standards pertaining to IT-ITeS sector. The Council has conducted approximately 2.5 Lakh assessments on these standards across varied job roles.

In addition, National Institute of Electronics and Information Technology (NIELIT), an autonomous Scientific Society under the Department, is conducting various courses like NIELIT B-Level, ITeS-BPO (Customer Care), ITeS-BPO (Banking), ECC (Expert Computer Course), CCC Plus where a component of communication/soft skill is added.

Further, the recently launched Pradhan Mantri Kaushal Vikas Yojana scheme by Ministry of Skill Development and Entrepreneurship aims to skill trainees in the IT-ITeS sector also.
