

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

UNSTARRED QUESTION NO:3859
ANSWERED ON:12.08.2015
Healthcare BPO Market
Simha Shri Prathap

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

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

- (a) whether India has emerged as the Second largest destination after US in the healthcare Business Process Outsourcing (BPO) market;
- (b) if so, the details thereof including the major factors responsible for driving outsourcing health in India;
- (c) whether the Associated Chambers of Commerce and Industry of India (ASSOCHAM)-Ernst and Young have jointly conducted any study titled "Medical Process Outsourcing India";
- (d) if so, the details and the findings thereof; and
- (e) whether the Government proposes to focus on implementing data privacy laws introducing proper regulations around intellectual property and patent laws and give a boost to education to help bridge the skill gap, in order to fuel growth in MPO sector and if so, the details thereof?

Answer

ANSWER

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

(a): Department of Electronics and Information Technology (DeitY), Ministry of Communications and Information Technology, Government of India does not track data with respect to healthcare vertical within the overall BPO market. Further, National Association of Software and Services Companies (NASSCOM) also do not track any data in this regard.

(b): Does not arise.

(c) and (d): As reported by ASSOCHAM, a study titled ""Medical Process Outsourcing in India" was conducted jointly by them with a global professional services organisation in June 2015. This study by them has recommended a favourable and stable regulatory environment coupled with increased transparency as being critical for growth.

(e): The Information Technology Act, 2000 has adequate provisions to deal with data protection in digital form. Section 43, Section 43A and Section 72A of the Information Technology Act, 2000 provides a legal framework for privacy and Security of data in digital form. Section 43A of the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 mandates that body corporate, who collect personal data or information must provide privacy policy for handling of or dealing in personal information including sensitive personal data or information on their websites. They are also required to implement reasonable security practices and procedures to protect the information.

There is no proposal to introduce Data Privacy provision in the Patents Act, 1970.
