

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

UNSTARRED QUESTION NO:1664

ANSWERED ON:27.07.2016

BPOs

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Will the Minister of ELECTRONICS AND 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

(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.