

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

UNSTARRED QUESTION NO:2108

ANSWERED ON:15.03.2017

BPOs in Rural Areas

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

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

- (a) whether the BPOs in rural areas are not only promoting the IT based infrastructural development but also creating new opportunities of employment in the rural areas, if so, the details thereof;
- (b) the total number of BPOs operational in rural areas of the country including Jharkhand and Rajasthan; and
- (c) the details of steps taken by the Government for promoting BPOs in the rural areas and the amount of funds provided as grant for setting up of rural BPOs?

Answer

(a) and (b) Yes, as per National Association of Software and Services Companies (NASSCOM), the BPO Industry over the last few years have significantly enhanced their presence in non-metro locations including rural areas; many of the new centres are being set-up away in non-metro locations. The Indian IT-BPM industry provides employment to about 10 lakh persons in BPO sector including more than 50% people from non-metro locations and continues to be a net hirer.

As per Department of Telecommunications (DoT), Telecom Enforcement Resource and Monitoring (TERM) Cells register the Other Service Providers (OSPs) throughout the country in their respective jurisdiction which includes BPOs also. Separate data of rural BPOs is not maintained by TERM Cells. The OSP means a company providing Application Services like call centre, tele-banking, tele-medicine, tele-education, tele-

trading, e-commerce, network operation centre and other IT Enabled Services, by using Telecom Resources provided by Authorised Telecom Service Providers.

In Telecom sector, country is divided into 22 License Service Area (LSA) which generally are co-terminus with States, and each LSA has a TERM Cell. As on 31.12.2016, total 10,152 OSPs were registered with various LSA including 123 OSPs in Rajasthan and 26 OSPs in Bihar and Jharkhand (details are at Annexure-I).

(c) Under Digital India programme, the Government has launched two BPO promotion schemes namely India BPO Promotion Scheme (IBPS) and North East BPO Promotion Scheme (NEBPS), for creation of employment opportunities and promotion of investment in IT/ITES sector across the country particularly in small cities/towns including rural areas, by incentivizing setting up of 48,300 and 5,000 seats BPO/ITES operations by 31.03.2019 with an outlay of ₹ 493 crore and ₹ 50 crore respectively.

These schemes provide capital support along with several special incentives like encouraging employment to women and physically disabled persons, promoting local entrepreneurs etc. upto ₹ 1 lakh/seat in the form of Viability Gap Funding (VGF). Further, details of these schemes are available at www.meity.gov.in/ibps, <https://ibps.stpi.in> and www.meity.gov.in/nebps

Annexure-I

Registered OSP Data as on 31-12-2016

S.No. Licensed Service Area (LSA) Total Registered OSP as on 31.12.2016 Area of Jurisdiction

- 1 Andhra Pradesh 1133 Andhra Pradesh, Telangana
- 2 Assam 28 Assam
- 3 Bihar 26 Bihar, Jharkhand
- 4 Delhi 2094 Delhi including Ghaziabad, NOIDA, Faridabad and Gurgaon
- 5 Gujarat 418 Gujarat including UT of Daman & Diu and UT of Dadra & Nagar Haveli
- 6 Haryana 7 Haryana excluding Faridabad & Gurgaon
- 7 Himachal Pradesh 14 Himachal Pradesh
- 8 J&K 19 J&K
- 9 Karnataka 1387 Karnataka
- 10 Kerala 205 Kerala and UT of Lakshdweep
- 11 Kolkata 816 Kolkata
- 12 Madhya Pradesh 128 Madhya Pradesh and Chhattisgarh
- 13 Maharashtra 825 Maharashtra excluding Mumbai
- 14 Mumbai 1304 Mumbai
- 15 North East 8 Meghalaya, Tripura, Mizoram, Arunachal Pradesh, Nagaland, Manipur
- 16 Odisha 37 Odisha
- 17 Punjab 338 Punjab and UT of Chandigarh
- 18 Rajasthan 123 Rajasthan

19 Tamilnadu 1061 Tamilnadu and UT of Pudducherry
20 Uttar Pradesh (East) 90 UP(E)
21 Uttar Pradesh (West) 65 UP(W) (excluding Ghaziabad and Noida city) + Uttarakhand
22 West Bengal 26 West Bengal (excluding Kolkata) + Sikkim + UT of Andaman & Nicobar
Total 10152
