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Title : Need to ensure security of women working in Call Centres.

SHRI BADIGA RAMAKRISHNA (MACHILIPATNAM): Sir, one more incident of killing of a woman, working in a Call Centre at Bangalore, came to light recently. This is the second incident in a matter of few months. It is being reported in the media day in and day out about women working in Call Centres being harassed. The timings of the duties at Call Centres are unregulated because of the nature of work. Many qualified people are migrating to different cities of the country because of job opportunities available due to outsourcing. On account of the increasing incidents of this nature with ladies, it is creating fear among girls and causing anxiety to the parents to send them to work at other places. With the growth in IT industry, more Call Centres are coming up in different cities where a large number of ladies are being employed. Hence, Call Centre operators should make foolproof arrangements for the security of the women employees working in their respective Centres.

The Union Government as well as the State Government should ensure that the Call Centre operators take all security measures for safety of women employees, particularly during their commutation. It should also be made mandatory to install vehicle tracking system in all vehicles ferrying Call Centre employees, because women are targeted only when they are commuting, and, ID Cards should also be issued to drivers.

I also request the Government of India to examine the possibility of introducing certain clauses, as a part of the IT Act, for providing absolute security to women working in Call Centres, in view of the odd timings of the job.