

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1211**  
TO BE ANSWERED ON: 10.03.2017

**RURAL BPOs**

**1211. SHRI AMAR SHANKAR SABLE:**

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

- (a) whether information technology-based service sector in rural areas, *i.e.* rural BPOs, are not only promoting IT-based infrastructure but are also instrumental in creation new job opportunities in rural areas, if so, the total number of BPOs functioning in the rural areas of the country including Maharashtra; and
- (b) the steps taken by Government to promote BPOs in rural areas and the amount provided as grant of the total cost of establishment of BPOs?

**ANSWER**

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI P. P. CHAUDHARY)

(a): Yes, Sir. The Indian IT-BPM industry provides employment to about 10 lakh persons in BPO sector and continues to be a net hirer. 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 and during the last three years the industry has trained and provided gross employment to about 30,000 people in the rural areas.

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 call centres/BPOs also. Separate data of rural call centres/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. The revised Terms and Conditions for the registration of the OSP were issued vide No.18-2/2008-CS-I Dated: 5<sup>th</sup> August, 2008. These terms and conditions and their amendments are available on DoT website at the link <http://dot.gov.in/relatedlinks/registration-under-other-service-providers-osp-category>.

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 (details are at **Annexure-I**).

(b): 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, 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](http://www.meity.gov.in/ibps), <https://ibps.stpi.in> and [www.meity.gov.in/nebps](http://www.meity.gov.in/nebps)

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**Annexure-I**

<b>Registered OSP Data as on 31-12-2016</b>			
<b>S.No.</b>	<b>Licensed Service Area (LSA)</b>	<b>Total Registered OSP as on 31.12.2016</b>	<b>Area of Jurisdiction</b>
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
	<b>Total</b>	<b>10152</b>	

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