

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 641**  
TO BE ANSWERED ON: 27.06.2019

**EMPLOYMENT CREATION THROUGH CALL CENTRES**

**641. SHRI R. K. SINHA:**

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

- (a) the number of people who have got employment through call centres during the last three years;
- (b) whether it is a fact that there has been no satisfactory progress in the scheme that was made for employment creation through call centres during the above period; and
- (c) if so, the reasons therefore and the steps taken by Government to solve this problem?

**ANSWER**

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

(a): As per National Association of Software and Services Companies (NASSCOM), Indian Business Process Management (BPM) industry (including call centres) employs around 12.38 lakhs persons as of FY 2018-19, adding over 1.5 lakhs employees in last three years.

(b) and (c): No, Sir. In order to create employment opportunities and dispersal of IT/ITES industry in small cities and towns, Government had launched BPO promotion schemes, namely India BPO Promotion Scheme (IBPS) and North East BPO Promotion Scheme (NEBPS). These schemes aim to incentivize setting up of 53,300 seats BPO/ITeS operations in Tier 2/3 cities by providing financial support up to Rs. 1 lakh per seat in the form of viability gap funding. The duration of the scheme was up to 31.03.2019. In order to get more response from industry, various promotional and awareness creation efforts had been taken through print and digital media, road shows and events, interactive sessions in coordination with State IT Departments. Since the inception of these schemes, 287 units have been approved to set up BPO/ITeS operations for a total of 52,972 seats. Out of these, 222 units have started operations for a total of 42,830 seats across 26 States and 2 UTs of the country, providing direct employment to over 27,000 skilled persons as of now.

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