

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 894
TO BE ANSWERED ON: 22.12.2017

EMPLOYMENT IN CALL CENTRES

894. SHRI R. K. SINHA:

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

- (a) the number of people getting employment in call centres across the country;
- (b) whether it is a fact that the scheme for creating jobs through call centres in last three years has not been progressing satisfactorily; and
- (a) if so, the reasons therefor and the scheme Government is formulating to address the reasons thereof?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI ALPHONS KANNANTHANAM)

- (a): As per National Association of Software and Services Companies (NASSCOM), Indian BPO industry covering call centres provides employment to about 11 lakh persons.
- (b): No, Sir. The schemes have progressed satisfactorily.
- (c): Does not arise.
