

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 1528
TO BE ANSWERED ON: 29.07.2022

PROMOTION OF BPOs

1528. SMT. KANTA KARDAM:

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

- (a) whether initiative has been taken by Government to promote Business Process Outsourcing (BPO) across the country, especially in the State of Uttar Pradesh;
- (b) if so, the details thereof; and
- (c) the steps taken by Government in the Information Technology/Information Technology Enabled Services (IT/ITeS) sector to generate employment opportunities in such States?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a) and (b): Yes, Sir. To create employment opportunities and dispersal of IT/ITES industry in small cities and towns, Government had launched two BPO promotion schemes, namely India BPO Promotion Scheme (IBPS) and North East BPO Promotion Scheme (NEBPS) under Digital India Program. These schemes aim to incentivize setting up of BPO/ITES operations by providing 50% financial support up to Rs. 1 lakh per seat in the form of viability gap funding. The duration of IBPS and NEBPS was upto 31.03.2019 and 31.03.2020 respectively to invite new bids, however disbursement to continue beyond this period as per scheme's timelines. Since the inception of these schemes, 246 units have setup BPO/ITES operations across 27 States/UTs of the country, providing direct employment to 50,934 persons. Out of these, 12 units have setup operations in Uttar Pradesh providing direct employment to 874 persons.

(c): In addition to BPO Promotion Schemes, Government has launched several programs to promote Start-Ups and entrepreneurship such as Next Generation Incubation Scheme (NGIS), Technology Incubation and Development of Entrepreneurs (TIDE 2.0) Scheme and various domain specific Centres of Excellence (CoEs) which also support in generating employment opportunities.
