

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY  
RAJYA SABHA  
UNSTARRED QUESTION NO. 1212  
TO BE ANSWERED ON: 10.3.2017

**EMPLOYMENT GENERATION THROUGH CALL CENTRES**

**1212. SHRI PRABHAT JHA:**

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

- (a) whether Central Government had made an announcement to open Call Centres with a view to generate employment in small cities of the country, if so, the details thereof;
- (b) the number of such Call Centres opened across the country so far, the State-wise details thereof; and
- (c) whether any target has been set for the coming years in this regard?

**ANSWER**

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

(a): 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 of 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)

(b) and (c): Under IBPS, till now about 70 companies have entered into a preliminary agreement with Software Technology Parks of India (STPI), the implementing agency of IBPS, to setup BPO/ITES operations for a total of 14,900 seats distributed around 60 locations covering 19 States and 2 UTs. Under NEBPS, till now 10 companies have entered into a preliminary agreement with Software Technology Parks of India (implementing agency of NEBPS) to setup BPO/ITES operations for a total of 1,460 seats distributed across 5 States of NER. The time to commence BPO/ITES operations is six months from the issuance of Inprinciple Approval (IPA), which can be extended by six months with penalty. The State-wise details of seats allocated and commencement of BPO/ITES operations under IBPS & NEBPS are at Annexure. Bidding under IBPS and NEBPS has been conducted in continuous manner by Software Technology Parks of India (implementing agency for IBPS and NEBPS).

The target is to setup 48,300 seats BPO/ITES operations under IBPS and 5,000 seats BPO/ITES operations under NEBPS till 31.03.2019.

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**Annexure****Seats Allocated and Commencement of Operations reported under IBPS**

State	Number of seats for which IPA accepted	Commencement Reported for number of seats	Number of units commenced Operations
Andhra Pradesh	2350	300	2
Bihar	1910		0
Chandigarh	100	100	1
Chhattisgarh	500	--	--
Gujarat	500	--	--
Haryana	300	--	--
Himachal Pradesh	250	100	1
Jammu and Kashmir	350	50	1
Karnataka	300	100	1
Kerala	200	100	1
Madhya Pradesh	100	--	--
Maharashtra	1860	350	3
Odisha	750	100	1
Puducherry U.T.	100	--	--
Punjab	100	--	--
Rajasthan	100	--	--
Tamil Nadu	1900	300	3
Telangana	200	--	--
Uttar Pradesh	2830	350	1
Uttarakhand	100	--	--
West Bengal	100	--	--
<b>Total</b>	<b>14,900</b>	<b>1850</b>	<b>15</b>

**Seats Allocated and Commencement of Operations reported under NEBPS**

State	Number of seats for which IPA accepted	Commencement Reported for number of seats	Number of units commenced Operations
Assam	660	100	1
Manipur	150	100	1
Arunachal Pradesh	50	--	--
Nagaland	400	--	--
Meghalaya	200	--	--
<b>Total</b>	<b>1460</b>	<b>200</b>	<b>2</b>

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