

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 728
TO BE ANSWERED ON: 03.12.2021

SCHEME FOR TAPPING POTENTIAL OF RURAL BPOs

728. SHRI IRANNA KADADI:

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

- (a) whether Government has come up with any schemes to tap the potential of rural BPOs;
- (b) if so, the details of the employment generated by the scheme, State-wise, including those of Karnataka;
- (c) the number of BPOs functional in the rural areas of the country, State-wise, including Karnataka; and (d) the steps taken by Government to promote BPOs in rural areas and the total percentage of cost for which grant is provided for setting up BPOs?

ANSWER

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

(a): Yes, Sir. To create employment opportunities and dispersal of Information Technology/ Information Technology Enabled Services (IT/ITES) industry in small cities and towns including rural areas, Government had launched two BPO promotion schemes, namely India BPO Promotion Scheme (IBPS) and North East BPO Promotion Scheme (NEBPS).

(b): The BPO/ITES units set up under IBPS and NEBPS have provided direct employment to 45,638 persons as on date. The Unit wise details of employment in the state of Karnataka is provided at Annexure-I.

(c): Since the inception of IBPS and NEBPS, 247 units have started BPO/ITES operations in small towns/cities including rural areas distributed across 27 States/UTs of the country. Out of these, 10 units are in the State of Karnataka. The State wise details of BPO/ITES units and employment generated is provided at Annexure-II.

(d): IBPS and NEBPS aim to incentivize setting up of BPO/ITES operations in small cities/towns including rural areas by providing 50% financial support up to ₹ 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. The disbursements of financial support are directly linked with the objective i.e. employment generation by the units.

Annexure-I**List of BPO/ITES units under IBPS in the State of Karnataka**

| S.No. | Unit | Location | Employment |
|--------------|---|-----------------|-------------------|
| 1 | Redeem Systems Private Limited | Attibele | 7 |
| 2 | Skycliff IT Private Limited | Dharwad | 148 |
| 3 | Eduinfohub BPO Services Private Limited | Gulbarga | 21 |
| 4 | Mandamus Info Knowledge Consultants Private Limited | Gulbarga | 15 |
| 5 | Aissel Technologies Private Limited | Hubli | 53 |
| 6 | NSI Next Wealth IT Services Private Limited | Hubli | 76 |
| 7 | Karvy Data Management Services Limited | Mangalore | 452 |
| 8 | Prasanna Technologies Private Limited | Mangalore | 204 |
| 9 | rProcess Outsourcing Services Private Limited | Mysore | 173 |
| 10 | Data Collection Infotech (India) Private Limited | Tumkur | 137 |
| Total | | | 1286 |

Annexure-II**State-wise units and employment generation under IBPS and NEBPS**

| State/UT | Number of BPO/ITES units | Employment |
|------------------------|---------------------------------|-------------------|
| Andhra Pradesh | 46 | 13089 |
| Arunachal Pradesh | 1 | 40 |
| Assam | 8 | 193 |
| Bihar | 12 | 1355 |
| Chandigarh U.T. | 1 | 15 |
| Chhattisgarh | 3 | 228 |
| Haryana | 2 | 172 |
| Himachal Pradesh | 4 | 187 |
| Jammu and Kashmir U.T. | 3 | 198 |
| Jharkhand | 18 | 2866 |
| Karnataka | 10 | 1286 |
| Kerala | 3 | 739 |
| Madhya Pradesh | 5 | 1000 |
| Maharashtra | 13 | 2332 |
| Manipur | 5 | 191 |
| Meghalaya | 2 | 257 |
| Nagaland | 1 | 130 |
| Odisha | 21 | 2534 |
| Puducherry U.T. | 1 | 58 |
| Punjab | 9 | 5593 |

| | | |
|---------------|------------|--------------|
| Rajasthan | 3 | 621 |
| Tamil Nadu | 48 | 10711 |
| Telangana | 2 | 134 |
| Tripura | 2 | 14 |
| Uttar Pradesh | 12 | 909 |
| Uttarakhand | 6 | 564 |
| West Bengal | 6 | 222 |
| Total | 247 | 45638 |
