

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 3452**  
TO BE ANSWERED ON: 01.04.2022

**GUIDELINES FOR BPOs AND ITeS**

**3452. DR. KANIMOZHI NVN SOMU:**

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

- (a) whether Government has eased the guidelines for Business Process Outsourcing (BPO) and IT enabled Service (ITeS) players in the country;
- (b) if so, the details thereof along with the likely benefits to be rendered to the BPO sector and working professionals by the simplification of these guidelines;
- (c) whether Government has devised suitable safeguards to ensure that relaxations given to the BPOs are exercised in a responsible manner by the industry;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

**ANSWER**

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

(a): Yes, Sir. The Department of Telecommunication (DoT), Ministry of Communications has eased the guidelines for Business Process Outsourcing (BPOs) and IT enabled Service (ITeS) players by issuing the new guidelines for Other Service Providers (OSPs) on 05.11.2020 and revised guidelines for OSPs on 23.06.2021.

(b): Some of the key changes to simplify the OSP guidelines are as under:

- (i) Requirement of registration of OSP centers removed.
- (ii) Requirement of submission of Bank Guarantees removed.
- (iii) Submission of Annual reports/ Periodic compliances not required.
- (iv) Work From Anywhere (WFA) within India allowed.
- (v) Sharing of Internet by OSP centers from centralized location allowed.
- (vi) Interconnectivity between OSP centers of different OSP companies allowed.
- (vii) Distinction between Domestic and International OSPs removed.
- (viii) No restriction for data interconnectivity between any OSP centers.

These changes have reduced the compliance burden for the BPO/ITeS companies in the country and facilitating ease of doing business.

(c) and (d): As per Department of Telecommunications (DoT), the revised guidelines for OSPs is based on self regulation by the OSPs and ensure that there is no toll bypass and infringement on the jurisdiction of authorized Telecom Service Providers (TSPs). However, as per the said guidelines,

the OSPs are required to maintain a copy of Call Detail Record (CDR), Usage Detail Record (UDR), System logs etc. to be furnished and provided to DoT/ Security Agencies, as and when required. Further, in case of complaint of violations, action would be taken by DoT field units in the Licensed Service Areas (LSAs) under the Indian Telegraph Act.

(e): Does not arise.

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