

GOVERNMENT OF RAJASTHAN
Department of Information Technology & Communication

No. F5(434)/DoIT/Tech/10/4748

Dated: 12.12.11

Rajasthan Incentive Scheme for BPO Centres and KPO Centres, 2011

In order to promote expansion of knowledge and high skill based activities like information technology, knowledge and business process outsourcing, and further to generate employment opportunities, the State Government, in public interest, hereby notifies "The Rajasthan Incentive Scheme for Business Process Outsourcing Centres and Knowledge Process Outsourcing Centres, 2011" (hereinafter referred to as "the Scheme"). The Scheme will facilitate investment in establishment of BPO Centres / KPO Centres in the State.

1. OPERATIVE PERIOD-

The Scheme shall come into effect from the date of issuance of this order and shall remain into force up to 31.03.2018.

2. DEFINITIONS- In this Scheme, unless the subject or context otherwise requires-

- (a) "business process outsourcing" (BPO) means the transfer of an organization's entire non-core but critical business process / function to an external centre who uses an IT-based service delivery.
- (b) "business process outsourcing centre" means a centre that provides an IT-based service delivery for BPO.
- (c) "capital investment" means investment in,-
 - (i) New building (the cost incurred on the building required for the project including administrative building);
 - (ii) New furniture;
 - (iii) Hardware, software, training instruments.
- (d) "existing centre" means a business process outsourcing centre engaged in providing training in soft skills or a knowledge process outsourcing centre providing domain expertise.
- (e) "expansion" means increase in operational capacity at the existing centre over the existing capacity.
- (f) "in house employment" means employment under the same organisation.

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- (g) "knowledge process outsourcing" (KPO) means allocation of relatively high-level tasks to an outside organization or a different group (possibly in a different location) within the same organization. KPO is, essentially, high-end business process outsourcing (BPO).
- (h) "knowledge process outsourcing centre" means a centre that provides an IT-based service delivery for KPO.
- (i) "operational cost" means expenses incurred on trainers and trainees for the period of training.
- (j) "screening committee" means Screening Committee as mentioned in Annexure I, appended to the Scheme, for sanction of the benefits under the Scheme.
- (k) "soft skills" means interpersonal / skills such as the ability to communicate well with other people and to work in a team.
- (l) "year" means financial year (i.e. from April 1 to March 31).
- (m) "chairperson" means the Principal Secretary / Secretary /, IT&C designated as chairperson of the screening committee.

3. APPLICABILITY OF THE SCHEME-

The Scheme shall be applicable to a BPO / KPO centre subject to the following conditions:

- (i) That it is a registered organization / institution under the Companies Act, 1956 or the Rajasthan Societies Registration Act, 1958 or is registered as a Trust.
- (ii) That it is active and in operation continuously for the last three completed years on the date of application.
- (iii) That the concerned BPO centre is providing direct employment along with required training on soft skills to at least 100 persons at its centre and the concerned KPO centre is providing direct employment along with required training to at least 50 persons at its centre.

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4. SUBSIDY/ FINANCIAL SUPPORT-

(a) Quantum of subsidy/financial support:

- (i) Capital investment subsidy of 50% of capital cost up to Rs. 20 lakh per eligible BPO / KPO centre for development of training infrastructure / facilities in the State except the areas falling under the Urban Agglomeration limits of Jaipur.
- (ii) Financial support to subsidize the operational cost of training of 50% of such cost of each trainee not exceeding Rs. 10000/- per trainee in case of BPO centre and Rs. 12500 in case of KPO centre. In case of expansion, such financial support will be applicable only in respect of the increased number of trainees over and above the highest number of trainees in the preceding three years.

(b) Capital investment subsidy and financial support will be released in stages:

(1). Towards Infrastructure:

- (i) Capital investment subsidy against the capital investment made for development of training infrastructure/facilities after submission of proposal in Form-A, appended to the Scheme, and before the start of operations of training with such new infrastructure/facilities, on submission of the application in Form – C, appended to the Scheme, after due inspection of the capital goods / equipments by the committee constituted by the Chairperson.

(2). Towards training:

- (i) 75% on successful completion of training by the trainees: on submission of completed application in Form – D, appended to the Scheme after verification of the facts mentioned in the application.
- (ii) 25% on completion of 1 year of in-house employment by selected candidates; on submission of completed application in Form – E, appended to the Scheme, after verification of the

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facts mentioned in the application. Exemption may be considered if any candidate leaves before one year due to reasons for which the BPO / KPO centre is not responsible.

5. AUTHORITY TO SANCTION THE BENEFITS UNDER THE SCHEME-

In order to avail the benefits under the Scheme, the applicant BPO / KPO centre will have to obtain sanction from the Screening Committee.

Majority of the total number of members of the Screening Committee shall constitute the quorum at its meetings.

6. PROCEDURE FOR CLAIM OF SUBSIDY/ FINANCIAL SUPPORT-

- (a) The applicant BPO / KPO centre, for availing of the incentives under the Scheme, shall submit proposal in Form – A, appended to the Scheme, to the Member Secretary of the Screening Committee. Such application shall be accompanied by the following documents:
 - (i) Copy of registration/certificate under the Companies Act, 1956/ the Rajasthan Societies Registration Act, 1958 /registration as a Trust.
 - (ii) Copy of Balance sheet and statement of audited accounts of preceding three years from a registered chartered accountant firm.
 - (iii) Annual Report of last three years.
 - (iv) List of organizations / institutions currently being held / operated under the management.
 - (v) Any other relevant document.
- (b) The applicant shall give an undertaking of commencement of operations within six months from the date of the application.
- (c) The applicant shall give an undertaking that the properties for which capital investment subsidy is claimed will not be sold / leased / transferred during the period of 10 years from the date of sanction of the capital investment subsidy.

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- (d) The applicant shall give an undertaking that adequate space and sufficient equipments required for the training will be provided to each trainee.
- (e) The applicant shall submit details of panel of trainers who have acquired hands-on experience and who are willing to impart training to the unemployed youth so as to make them employable.
- (f) The applicant shall submit the details of the infrastructure in Form-C, appended to the Scheme, regarding:-
 - (i) Number of class rooms / training halls
 - (ii) Area of class rooms/ training halls (in sq. ft.)
 - (iii) Teaching aids
 - (iv) Office equipments
 - (v) List of training programmes for BPO / KPO centre operations
 - (vi) Line diagram / ammonia print / photographs of the institute.
- (g) The Member Secretary of the Screening Committee, after registering the application, shall place the application before the Screening Committee within 45 days of the receipt of the application unless specifically extended for reasons to be recorded in writing.
- (h) In case the Screening Committee approves the entitlement of the applicant for the benefit, the Member Secretary shall issue Entitlement Certificate in Form –B, appended to the Scheme within 15 days of the date of decision taken by the Committee in its meeting unless specifically extended for reasons to be recorded in writing.
- (i) Where the Committee is of the opinion that the applicant is not eligible to avail the benefits of the Scheme, it shall provide an opportunity of being heard to the applicant and shall record the reasons of rejection. The decision of the Committee shall be final. The decision shall be communicated by the Member Secretary to the applicant immediately but not later than 15 days of the date of decision taken by the Committee in its meeting unless specifically extended for reasons to be recorded in writing.

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7. PROCEDURE FOR DISBURSEMENT OF SUBSIDY/ FINANCIAL SUPPORT-

For disbursement of subsidy/financial support, the BPO centre / KPO centre to which an Entitlement Certificate, prescribed under the Scheme, has been issued shall apply for release of capital investment subsidy in Form –C, , for release of first instalment of 75% financial support subsidy in Form –D, for release of remaining instalment of 25% financial support subsidy in Form –E to the Member Secretary of the Screening Committee or the officer authorised by the Chairperson who, after verification of the facts mentioned in the application, shall pass an order for sanction cum disbursement.

8. TERMS AND CONDITIONS-

The benefits under the Scheme shall be subject to the following conditions:

- (i) The applicant availing benefits under the Scheme shall comply with all statutory laws and regulations of the State of Rajasthan applicable to the BPO / KPO centres. Non-compliance may entail cancellation/withdrawal of the benefits under the Scheme.
- (ii) The applicant availing benefits under the Scheme shall be subject to the conditions, procedures, instructions, clarifications or amendments issued, from time to time, under the Scheme.
- (iii) The applicant shall provide guaranteed in-house employment to at least 50% of the successful candidates for a period of at least one year.
- (iv) The duration of training shall not be less than 210 hours spread over at least 30 days.
- (v) The applicant shall have/set up a regular office and staff in the city in which it wishes to organize training programmes.
- (vi) The applicant shall have adequate training facilities
- (vii) Where on scrutiny or inspection by the officers of the Information Department of Information Technology & Communication, it is found that the centre which has availed the benefits under the Scheme is not eligible for such benefits; a reference shall be made by the

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Member Secretary to the Screening Committees. On being satisfied with the genuineness of the reference, the Committee may take appropriate decision including withdrawal of benefits and direct for recovery of the benefits already availed with interest @ 18% per annum.

9. BREACH OF CONDITIONS-

In case of breach of any of the conditions mentioned anywhere in the Scheme, the benefits availed under the Scheme, shall be withdrawn and recovered along with interest @ 18% per annum from the date from which the benefits have been availed.

10. AUTHORITY FOR IMPLEMENTATION/ INTERPRETATION-

The Information Technology & Communication Department shall act as monitoring and implementing Department. Any matter pertaining to interpretation of any clause of the Scheme shall be referred to the Government of Rajasthan in the Information Technology & Communication Department. The decision of the Information Technology & Communication Department in such matters shall be final.

11. RECTIFICATION OF MISTAKE-

With a view to rectify any mistake apparent on the record in computation of amount of subsidy under the Scheme, the authority competent to disburse subsidy may rectify its order and recover the excess amount, if any, along with interest @ 18% per annum from such applicant.

12. REVISION BY THE STATE GOVERNMENT-

- A. The State Government in the Information Technology & Communication Department may suo-motto or otherwise revises an order passed by the Screening Committee, if it is found to be erroneous and prejudicial to the interest of the State, after affording an opportunity of being heard to the beneficiary centre.
- B. No order under sub-clause A shall be passed by the State Government after the expiry of a period of three years after the date by which the benefits under this Scheme are fully availed of.

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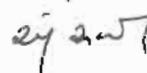
13. REVIEW OR MODIFICATION OF THE SCHEME

The State Government in the Information Technology & Communication Department reserves the right to review or modify the Scheme as and when needed in public interest.

However, Forms appended to the Scheme may be modified, changed, added or deleted by the Information Technology & Communication Department as and when needed for the sake of convenience in implementation of the Scheme.

This bears the approval of FD vide ID-no. 171101325 dated 05.12.2011.

By order



(Sanjay Malhotra)

Secretary to Government
Department of IT & Communication

Copy to:

1. Principal Secretary to H.E. the Governor of Rajasthan, Jaipur
2. Principal Secretary to Chief Minister, Rajasthan, Jaipur
3. Chief Secretary, Rajasthan, Jaipur
4. Additional Chief Secretary, Finance Department, Rajasthan, Jaipur
5. Principal Secretary, Industries Department, Rajasthan, Jaipur
6. Principal Secretary, Planning Department, Rajasthan, Jaipur
7. Commissioner, Industries Department, Rajasthan, Jaipur
8. Commissioner, Bureau of investment Promotion, Rajasthan, Jaipur
9. Special Secretary, Finance (Expenditure) Department, Rajasthan, Jaipur



Additional Director

Form - A

**Proposal for availing incentives under the Rajasthan Incentive Scheme for
BPO centres / KPO centress, 2011**

(All details, except e-mail, to be filled in capital letters)

1. Name of Organization

Address
City District Pin Code
STD Code Phone no. Fax no.
Mobile no. e-mail

2. Name of contact person

Address
City District Pin Code
STD Code Phone no. Fax no.
Mobile no. e-mail

3. Information to be given regarding the existing centre of the applicant

Major trainings organised during preceding three years:

S. No	Year	Name of training	Name of sponsoring authority, if any	Duration in days	Number of enrolled candidates	Number of candidates provided in-house employment and duration	Incentive paid to interns	Total expenses incurred

4. Type of the project (please tick)

New / Expansion (addition of capacity / Expansion)

a. Location of the Institute

- a. Tehsil
- b. Sub-division
- c. District

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b. Details of land area of (Hectares / sq. Meters)

Proposed land:

- a. Government land
- b. RIICO land
- c. Private land (specify land use as per Master Plan of local body)

TOTAL

Land in possession:

- a. Government land
- b. RIICO land
- c. Private land

TOTAL

c. Cost of project under application

- a. Land
- b. Building / Civil works
- c. Plant & Machinery
 - i. P&M
 - ii. Civil work
 - iii. Others
- d. Electricals
- e. Laboratory equipments
- f. Other fixed assets
- g. Other expenses (specify with details)

TOTAL

(attach detailed project report also)

d. Means of Finance

- a. Share capital
- b. Internal accruals
- c. Term loan
- d. Other sources

TOTAL

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- e. Implementation schedule
- f. Whether the assistance availed / to be availed from any other agencies including Government of India / Government of Rajasthan
- g. CA certificate, duly certifying details of capital cost incurred to be incurred (attach)
- h. Details of the training
 - a. Modules of training
 - b. No. of training courses / skills per year
 - c. No. of trainees per course
- i. Other details
 - a. Number of class rooms / training halls
 - b. Area of class rooms / training halls (in sq. ft.)
 - c. Teaching aids (list along with number of each equipment and technical specifications)
 - d. Office equipment (list along with number of each equipment)
 - e. List of training programmes for centre operations
 - f. Line diagram / ammonia print of the centre

5. Information to be given regarding the new centre /expansion

Attach following documents

- a. Copy of registration / certificate under the Companies Act, 1956/ the Rajasthan Societies Registration Act, 1958 /registration as a Trust
- b. Copy of Balance sheet, Income & Expenditure Accounts, Receipt & Payment account of preceding three years verified by registered Chartered Accountant
- c. Annual report of preceding 3 years
- d. List of organizations / institutions currently being held / operated under the management
- e. Blue print of proposed centre
- f. Undertaking to start BPO centre / KPO centre within three months from the date of application.
- g. Action plan with clear time limits
- h. Any other relevant document

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6. Information regarding trainers:

S. No	Name of trainer	Father's name	Date of birth	Qualification	Experience	Address

I / We hereby declare that the information given herein in the application form along with the statements and other papers enclosed are, to the best of our knowledge and belief, true and correct in all particulars. I / We also abide that we shall nominate two members of the State Government. I/We also confirm that the assistance given by the State Government will be utilized for the purpose for which it is given and the utilization certificates in this regard will be sent from time to time. I / We also abide to keep informing to the State Government about the working of the centre and changes in the training modules and courses / skills, if any and shall submit all required information to the State Government as and when required by the government.

I /We have fully understood the provisions of the Rajasthan Incentive Scheme for BPO Centres and KPO Centres, 2011 and agree to comply with the provisions and conditions contained therein. In case of availing excess benefits or non compliance with the provisions / conditions of the scheme, I /We undertake to repay whole of the amount actually availed under the scheme and shall also be liable to pay interest at the rate 18% per annum on such amount from the date of which the benefit was availed for the first time.

Place:

Date:

Signature of applicant for and on
behalf of the applicant BPO centre /
KPO centre

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Form- B

Entitlement Certificate

[under the Rajasthan Incentive Scheme for BPO centre / KPO centres, 2011]

Book No.

S. No.

It is certified that on the recommendation made by the Screening Committee in its meeting dated, M/s. (name of BPO centre / KPO centre) is entitled to avail the following benefits under the Rajasthan Incentive Scheme for BPO centre / KPO centres, 2011:

1.....

2.....

Place:

Date:

(Signature with seal)

Member Secretary,
Screening Committee

CC:

1. M/s

2. Concerned authority

Member Secretary

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Form -C

Application for release of capital investment subsidy

[under the Rajasthan Incentive Scheme for BPO centre and KPO centres,
2011]

(All details, except e-mail, to be filled in capital letters)

1. Name of Organization (as mentioned in the proposal for availing incentives in Form-A)

Address

City.....District..... Pin Code.....

STD Code.....Phone no. Fax no.

Mobile no. e-mail

2. Name of BPO / KPO Centre

Address

City.....District..... Pin Code.....

STD Code.....Phone no. Fax no.

Mobile no. e-mail

Bank name Account no.

3. Name of contact person

Address

City.....District..... Pin Code.....

STD Code.....Phone no. Fax no.

Mobile no. e-mail

4. Information regarding new infrastructure:

Attach following documents

- i. Copy of registration / certificate under the Companies Act, 1956/ the
Rajasthan Societies Registration Act, 1958 /registration as a Trust

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- ii. Copy of Balance sheet, Income & Expenditure Accounts, Receipt & Payment account of preceding three years verified by registered Chartered Accountant
- iii. Annual report of preceding 3 years
- iv. List of organizations / institutions currently being held / operated under the management
- v. Blue print of proposed centre
- vi. Undertaking to start BPO centre / KPO centre within three months from the date of application.
- vii. Action plan with clear time limits
- viii. Any other relevant document

5. Cost of project**6. Covered area:**

- i. Office
- ii. Classroom
- iii. Halls
- iv. Library
- v. Facilities
- vi. Parking

7. Actual expenditure incurred on construction and acquisition of infrastructure:

- a) Building
- b) Office equipment
- c) Teaching aids
- d) Lab equipment
- e) Library
- f) Furniture
- g) Others (Please specify)

8. Number of new constructed class rooms / training halls**9. Enclosures:**

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- Actual Line diagram / ammonia print of the centre verified by authorised architect
- Teaching aids (list along with number of each equipment and technical specifications)
- Office equipments (list along with number of each equipment)
- List of training programmes for centre operations
- List of fixed assets
- Verified Copy of bill of material
- Delivery report
- Installation report
- Payment invoices
- CA certificate, duly certifying details of capital cost incurred
- Inspection report of the Committee after inspection of capital goods / equipment.

10. Enclosures: Attach the following authenticated documents

- Copies of Fee receipts of enrolled trainees
- Summary sheet indicating details of trainees like name, address, age, qualification.

Details of trainees.

S.No.	Name	Date of birth	Qualification	Address

11. Information regarding commencement of operations

S. No	Date of commencement of operations	Name of training	Duration in days	Number of enrolled candidates	Fee subsidy, if any	Number of candidates to be provided in-house employment and duration	Incentive to be paid to interns	Total proposed expenses

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I / We hereby declare that the information given herein in the application form along with the statements and other papers enclosed are, to the best of our knowledge and belief, true and correct in all particulars. I / We also abide that we shall nominate two members of the State Government. I/We also confirm that the assistance given by the State Government will be utilized for the purpose for which it is given and the utilization certificates in this regard will be sent from time to time. I / We also abide to keep informing to the State Government about the working of the centre and changes in the training modules and courses / skills, if any and shall submit all required information to the State Government as and when required by the government.

I /We have fully understood the provisions of the Rajasthan Incentive Scheme for BPO Centres and KPO Centres, 2011 and agree to comply with the provisions and conditions contained therein. In case of availing excess benefits or non compliance with the provisions / conditions of the scheme, I /We undertake to repay whole of the amount actually availed under the scheme and shall also be liable to pay interest at the rate 18% per annum on such amount from the date of which the benefit was availed for the first time.

Place:

Date:

Signature of applicant for and
on behalf of the applicant BPO centre / KPO centre

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Form -D

Application for release of 75% financial support subsidy against completion of course and commitment for minimum 1 year employment to at least 50% of enrolled students

[under the Rajasthan Incentive Scheme for BPO centre and KPO centres, 2011]

(All details, except e-mail, to be filled in capital letters)

1. Name of Organization (as mentioned in the proposal for availing incentives in Form-A)

Address

City.....District..... Pin Code.....

STD Code.....Phone no. Fax no.

Mobile no. e-mail.....

2. Name of BPO / KPO Centre

Address

City.....District..... Pin Code.....

STD Code.....Phone no. Fax no.

Mobile no. e-mail

Bank name Account no.

3. Name of contact person

Address

City.....District..... Pin Code.....

STD Code.....Phone no. Fax no.

Mobile no. e-mail.....

4. Detailed information about training

S. No	Start date	Name of training	Duration in days	End date	Number of enrolled candidates	Fee subsidy, if any

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5. Details of trainees: Attach authenticated documents:

- Copies of fees receipt of enrolled candidates
- Attendance record
- Letter of appointment as in-house interns to at least 50% of enrolled candidates.

S.N	Fees			Trainee				Attendance		
	Receipt No.	Date	Amount	Name	Date of birth	Father's name	Address	Total	Present	Percentage
1	2	3	4	5	6	7	8	9	10	11

I / We hereby declare that the information given herein in the application form along with the statements and other papers enclosed are, to the best of our knowledge and belief, true and correct in all particulars. I / We also abide that we shall nominate two members of the State Governemnt. I/We also confirm that the assistance given by the State Government will be utilized for the purpose for which it is given and the utilization certificates in this regard will be sent from time to time. I / We also abide to keep informing to the State Government about the working of the centre and changes in the training modules and courses / skills, if any and shall submit all required information to the State Governemnt as and when required by the government.

I /We have fully understood the provisions of the Rajasthan Incentive Scheme for BPO Centres and KPO Centres, 2011 and agree to comply with the provisions and conditions contained therein. In case of availing excess benefits or non compliance with the provisions / conditions of the scheme, I /We undertake to repay whole of the amount actually availed under the scheme and shall also be liable to pay interest at the rate 18% per annum on such amount from the date of which the benefit was availed for the first time.

Place:

Date:

Signature of applicant for and on behalf of
the applicant BPO centre / KPO centre

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Form -E

Application for release of last instalment of 25% financial support subsidy against minimum 1 year employment to at least 50% of enrolled students

[under the Rajasthan Incentive Scheme for BPO centre / KPO centres, 2011]

(All details, except e-mail, to be filled in capital letters)

1. Name of Organization (as mentioned in the proposal for availing incentives in Form-A)

Address

City.....District..... Pin Code.....

STD Code.....Phone no. Fax no.

Mobile no. e-mail.....

2. Name of BPO / KPO Centre

Address

City.....District..... Pin Code.....

STD Code.....Phone no. Fax no.

Mobile no. e-mail

Bank name Account no.

3. Name of contact person

Address

City.....District..... Pin Code.....

STD Code.....Phone no. Fax no.

Mobile no. e-mail.....

4. Detailed information about training

S. No	Start date	Name of training	Duration in days	End date	Number of enrolled candidates	Fee subsidy, if any

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5. Detailed information about internship

Details of candidates provided in-house employment			Start date	End date	Duration of internship	Incentive paid to interns
Name	Father's Name	Address				

6. Enclosures: (Attach authenticated documents)

- Copies of fees receipt of enrolled candidates
- Attendance record of training
- Letter of appointment as in-house interns to at least 50% of enrolled candidates.
- Attendance record of interns
- Bank statement clearly indicating payment of incentive to interns.

I / We hereby declare that the information given herein in the application form along with the statements and other papers enclosed are, to the best of our knowledge and belief, true and correct in all particulars. I / We also abide that we shall nominate two members of the State Government. I/We also confirm that the assistance given by the State Government will be utilized for the purpose for which it is given and the utilization certificates in this regard will be sent from time to time. I / We also abide to keep informing to the State Government about the working of the centre and changes in the training modules and courses / skills, if any and shall submit all required information to the State Government as and when required by the government.

I /We have fully understood the provisions of the Rajasthan Incentive Scheme for BPO Centres and KPO Centres, 2011 and agree to comply with the provisions and conditions contained therein. In case of availing excess benefits or non compliance with the provisions / conditions of the scheme, I /We undertake to repay whole of the amount actually availed under the scheme and shall also be liable to pay interest at the rate 18% per annum on such amount from the date of which the benefit was availed for the first time.

Place:

Date:

Signature of applicant for and
on behalf of the applicant BPO centre / KPO centre

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Annexure - I

Screening Committee

1.	Principal Secretary or an officer nominated by him, not below the rank of Secretary	Chairperson
2.	Additional Chief Secretary (Finance) or an officer nominated by him, not below the rank of Secretary	Member
3.	Principal Secretary, Industries or an officer nominated by him, not below the rank of Deputy Secretary	Member
4.	Commissioner, Industries or an officer nominated by him, not below the rank of Joint Director	Member
5.	Commissioner, BIP or an officer nominated by him, not below the rank of Additional Commissioner	Member
6.	Commissioner, IT&C or an officer nominated by him, not below the rank of Director	Member
7.	Additional Director, IT&C	Member Secretary