



Draft Haryana IT & ITeS Policy 2024



Department of Industries & Commerce,
Government of Haryana

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List of Acronyms

BPO	Business Process Outsourcing
CAPEX	Capital Expenditure
CGST	Central Goods and Services Tax
CM	Chief Minister
CoE	Centre of Excellence
Cr.	Crore
DPIIT	Department for Promotion of Industry and Internal Trade
ECE	Eligible Capital Expenditure
FAR	Floor Area Ratio
FCI	Fixed Capital Investment
FSI	Floor Space Index
GoH	Government of Haryana
Gol	Government of India
HEEP	Haryana Enterprises and Employment Policy
HEPB	Haryana Enterprise Promotion Board
HEPC	Haryana Enterprise Promotion Centre
ICT	Information Communication Technology
IGST	Integrated Goods and Services
Infra	Infrastructure
IoT	Internet of Things
IT	Information Technology
ITC	Input Tax Credit
ITeS	Information Technology Enabled Services
LAN	Local Area Network
NOC	No Objection Certificate
R&D	Research & Development
SGST	State Goods and Services Tax
TCP	Town & Country Planning

1. Preamble

Haryana, with its thriving information technology ecosystem, stands as a beacon of IT excellence in India. With hubs like Gurugram, the state has consistently harnessed its technological prowess to drive innovation and economic growth. With a relentless commitment to furthering IT development and to propel it to the forefront of the digital age, Haryana has embarked on numerous initiatives.

The overall IT industry's contributions are multidimensional and continue to evolve as technology advances. Its innovations and capabilities have transformed industries, empowered individuals, and opened new possibilities for the future. As the digital landscape continues to evolve, the IT/ ITeS industry will play a vital role in shaping a technologically driven and interconnected world. These rapid advancements in information technology have ushered in new opportunities, challenges, and responsibilities that necessitate a nuanced policy approach/ shift.

Haryana's new IT/ ITeS Policy, 2023 defines this paradigm shift and endeavours to provide the necessary momentum to ensure holistic development and maintain Haryana's leadership position in the IT sector. It places a strong emphasis on smart infrastructure, cultivation of skilled workforce, and a creation of a conducive business ecosystem for players in the sector. In recognition of the transformative power of information technology and its growing impact on all aspects of society, this policy aims to chart a strategic roadmap for an effective and inclusive IT/ ITeS sector.

2. Definition

- 2.1 IT:** IT stands for Information Technology, which refers to the use, development and maintenance of computers, software, hardware and other digital technologies to process, store, retrieve, and transmit information/ data. IT includes a wide range of services such as software development, network administration, database management and similar services.
- 2.2 ITeS:** ITeS stands for Information Technology Enabled Services refers to processes and services that uses technology to deliver them like telecom networks or the internet to a wide range of business segments such as Medical Transcription, Legal Database processing, IT, Training, Legal process outsourcing, IPR services, Digital content development/animation, Remote Maintenance, Back-office operations - Accounts/Financial services, Electronic, Education, Medical, and Health consultancy, Bioinformatics, Data Processing and Call Centers, etc.
- 2.3 IT/ Cyber Park:** A cluster of IT/ ITeS units to be developed over a minimum area of 5 to 50 acres as per the norms of Town and Country Planning, Haryana, and or as amended from time to time. The Park developer should ensure basic amenities such as internal roads, power distribution system, communication facilities, storage facilities, etc for smooth functioning and technological infrastructure like optic fiber connectivity/ broadband connectivity, Wi-Fi access, video conferencing facilities etc. The park may include common social infrastructure such as housing facilities, medical and sports facilities, banks, dormitories, recreational activities etc. and other enabling infrastructure such as CoE, incubators, co-working spaces, etc as per Haryana TCP Norms (as amended from time to time).
- 2.4 Existing Enterprise/ Unit:** It means any enterprise/ unit existing and in operation prior to notification of this policy.
- 2.5 New Enterprise/ Unit:** It means an enterprise established and commencing commercial production during the operative period of this policy. The existing enterprise undertaking expansion/ diversification/ modernization during the operative period of this policy shall also be considered as a New Enterprise.
- 2.6 Eligible Startup:** Any entity shall be considered a startup if it meets the latest definition of startups as per the Haryana State Startup Policy 2022 and is registered with Industries and Commerce Department, Haryana.
- 2.7 Fixed Capital Investment (FCI):** The new investment in land, building, plant, machinery, hardware & software made after the notification of this policy and before the commencement of commercial operations and 1 year thereon shall be considered as FCI.
- 2.8 Eligible Capital Expenditure (ECE):** The eligible capital expenditure shall include new investment in building, plant, machinery, hardware & software made after the notification of this policy and before the commencement of commercial operations and 1 year thereon shall be considered as ECE.
- 2.9 Centre of Excellence (CoE):** Center of Excellence is a dedicated unit that focuses on developing and maintaining expertise in a specific area of IT/ITeS. This may include areas such as software

development, data analytics, cybersecurity, cloud computing, or other specialized fields related to IT/ITeS. The primary objective of a CoE is to promote excellence, innovation, research, and development in a particular area of IT/ITeS. This is achieved by bringing together a team of highly skilled and experienced professionals who work together to develop and implement best practices, standards, and processes related to their area of expertise.

- 2.10 Local Employee:** An employee who is a permanent resident of the state of Haryana (having Haryana Bonafide domicile certificate) shall be considered a Local employee for the purpose of this policy.
- 2.11 Category of Blocks:** For promoting the geographical dispersal of industry, the State has been divided into 4 categories of Development Blocks viz. A, B, C and D based on the level of industrialization, level of socio-economic development, locational advantage (connectivity), state of infrastructure development and level of skill development. For this policy, the block category will be considered as defined in Haryana Enterprises and Employment Policy (HEEP), 2020 or as amended in HEEP 2020 from time to time and/or any future Haryana's Flagship Industrial Policy (if and when released).
- 2.12 Ultra-Mega Project:** Iconic Projects having minimum Fixed Capital Investment of INR 6000 Cr. in A Blocks, INR 4,500 Cr. in "B" category blocks, INR 3,000 Cr. in "C" category blocks and INR 1,500 Cr. in "D" category blocks (or as amended in HEEP from time to time) and/or any future Haryana's Flagship Industrial Policy (if and when released).
- 2.13 Mega Project:** Projects having minimum Fixed Capital Investment (FCI) of INR 200 Cr. in B Blocks, FCI of over INR 100 Cr. in C Blocks and FCI of over INR 75 Cr. in D Blocks. The projects undertaking expansion/ diversification and identified services with the same criteria of investment shall also be treated as Mega Project (or as amended in HEEP 2020 from time to time and/or any future Haryana's Flagship Industrial Policy (if and when released)).
- 2.14 Large Enterprises:** Investment in Plant & Machinery more than INR 50 Cr. and turnover greater than INR 250 Cr. (over and above of limit of medium units defined by Gol under the MSMED Act, 2006, or as amended by Gol from time to time).
- 2.15 Medium Enterprise:** Investment in Plant & Machinery or Equipment does not exceed INR 50 Cr. and turnover does not exceed INR 250 Cr. or as amended by Gol under the MSMED Act, 2006 from time to time.
- 2.16 Small Enterprise:** Investment in Plant & Machinery or Equipment does not exceed INR 10 Cr. and turnover does not exceed INR 50 Cr. or as amended by Gol under the MSMED Act, 2006 from time to time.
- 2.17 Micro Enterprise:** Investment in Plant & Machinery or Equipment does not exceed INR 1 Cr. and turnover does not exceed INR 5 Cr. or as amended by Gol under the MSMED Act, 2006 from time to time.
- 2.18 Co-working Space:** A common facility where several workers from distinctive companies share an office space, allowing cost savings through use of common infrastructure.

- 2.19 Net SGST:** Net SGST to be considered for reimbursement means that the eligible unit will be entitled to get reimbursement of SGST amount paid through cash ledger against the output liability of SGST on sale of eligible products. The eligible unit shall first have to utilize all the eligible Input Tax Credit (ITC) including eligible ITC of IGST available in its Credit Ledger, against the SGST output liability, before adjusting the SGST amount through Cash Ledger.
- 2.20 Developer:** Developer means an individual, company, association, firm or a limited liability partnership, designated through a collaboration/development agreement with the owner for making an application for grant of licence and for completion of formalities required on behalf of such owner to develop a colony as per Haryana TCP Norms (as amended from time to time).
- 2.21 Owner:** Owner refers to a person/ entity in whose favour a lease of land has been granted in Haryana for a period of not less than ninety-nine years or the title of ownership is in the name of the person/ entity as per Haryana TCP Norms (as amended from time to time).



Policy Overview

3. Industry Overview

The IT Industry has led the economic transformation of India and put the nation on the global map. The cost-effective IT solutions & services continue to attract international players to invest in India. IT industry accounted for 7.4% of India's GDP in FY22, and it is expected to contribute 10% to India's GDP by FY25. The Indian software product industry is expected to reach USD 100 billion by 2025. The data annotation market in India stood at USD 250 million in FY20, of which the US market contributed 60% to the overall value. The market is expected to reach USD 7 billion by 2030 due to accelerated domestic demand for Artificial Intelligence. The IT industry added 4.45 lakh new employees in FY22, bringing the total employment in the sector to 50 lakh employees. India's technology industry revenue is estimated to be USD 245 Bn in FY 2023-24. Technology exports at USD 194 Bn, are expected to grow at 9.4% in reported currency terms. The growth in this sector has been well supported by an inclusive and progressive policy regime, with the introduction of various national programs such as Digital India, Make in India, Startup India, Skill India and similar schemes. As innovative digital applications permeate sector after sector, India is now prepared for the next phase of growth in its IT revolution.

Haryana has positioned itself as one of India's preferred destinations for the IT Industry. Emerging as a base for the knowledge industry, Haryana is the third-largest exporter of software. Gurugram is often referred to as the BPM capital of the world, boasting over 450 IT/ ITeS units employing 2.5 lakh people. While the vibrant startup ecosystem predominantly flourishes in Gurugram, there's a push to expand its horizons to tier 2 and tier 3 cities. This expansion seeks to boost technological innovation and foster a broader digital transformation, propelling Haryana to even greater heights in the IT/ITeS sector.

4. Vision

“To transform the IT landscape of Haryana and establish it as a leading global hub for IT/ ITeS sector, comprising world-class IT infrastructure infused with high calibre talent, driving innovation thereby leading to sustainable economic development of the State.”

5. Mission

- i. Make Haryana a preferred destination of choice for investments in the IT and ITeS sector.
- ii. Make IT and ITeS sectors as the key enabler of equitable growth to spread prosperity and development across the State.
- iii. Increase the adoption of IT/ ITeS, improve technology adoption and process efficiencies to achieve better delivery of various services to position Haryana as a leader in IT/ ITeS.
- iv. Attract new investments by creating world-class infrastructure and promoting investor facilitation.

6. Objectives

- i. Increase in Haryana’s annual IT service exports from INR 79,000 Cr. to over INR 1,25,000 Cr. in the next 5 years.
- ii. Increase in Haryana’s annual IT turnover from INR 1,50,000 Cr. to over INR 3,00,000 Cr. in the next 5 years.
- iii. Creation of 3,00,000 employment opportunities within the state.
- iv. To promote Research & Development in the IT/ ITeS Sector through CoE’s in the state.
- v. To boost innovation and ensure holistic development of the IT/ ITeS sector across the state.

7. Validity of the Policy

This policy will be valid for a period of 05 years from the date of notification of this policy or the date of any new policy/amendment, introduced by the Government of Haryana, whichever is earlier.

8. Eligibility Criteria for IT/ ITeS Units

- 8.1** The units which are engaged in the IT/ ITeS Sector shall be eligible to avail incentives as enlisted under this policy. The indicative list of such eligible IT/ ITeS services/ products is mentioned in Annexure I and II.
- 8.2** The units which will commence commercial operations post the date of the notification of this policy shall be eligible for availing benefits as enlisted under this policy.
- 8.3** This policy is also applicable to new and existing IT/ ITeS units in Haryana undertaking expansion/ diversification, subject to compliance of the following conditions:

- (a) Units undertaking expansion / diversification anywhere in B, C, and D blocks on land parcels with valid CLU permission under commercial or industrial category or in Government approved Industrial Estates / IMTs; and
 - (b) Units undertaking an expansion/diversification, with an additional investment of at least 50% of FCI as on date of initiating expansion/diversification and commencing production of said expansion/diversification during the operative period of the policy.
 - (c) Units undertaking expansion/ diversification will be eligible for availing incentives only once during the policy period.
- 8.4** Units are not eligible to avail incentives under the same head in this policy if it has been availed/ applied under 'HEEP 2020' or any other flagship policy issued by the Government of Haryana.
- 8.5** The cumulative incentives for IT/ ITeS Unit or Park shall be subject to a ceiling of 100% of Fixed Capital Investment.



Fiscal Incentives

9. Fiscal Incentives

Fiscal incentives under this policy have been formulated with an aim to foster growth in the IT & ITeS sector and develop a favourable industrial ecosystem within the state.

9.1 Incentives for Ultra-Mega Projects

Ultra-Mega Projects shall be offered customized package of incentives by Haryana Enterprise Promotion Board throughout the State.

9.2 Special Package of Incentives

Special Package of incentives for Mega units in B, C and D Category blocks having potential of ancillarisation shall be decided by HEPB over and above standard package of incentives based on Cost Benefit Analysis as per HEEP 2020 (as amended from time to time) and/ or any future Haryana's Flagship Industrial Policy (if and when released).

9.3 Fiscal Incentives to all eligible IT/ ITeS Units (Mega, Large and MSME)

9.3.1 Stamp Duty Reimbursement

50% refund of stamp duty in 'C' & 'D' category blocks and 30% in 'B' category blocks for new enterprise, after commencement of service within 5 years from the date of purchase of land.

9.3.2 Investment Subsidy

There are 2 options for availing the subsidy, out of which, the enterprise will have to choose any one of the following options:

a) Net SGST Reimbursement

50% Net SGST reimbursement for a period of 5 years in B, C, & D Category Blocks from the date of commencement of service.

or

b) Capital Subsidy

10% of the eligible capital expenditure (subject to a ceiling of INR 10 Cr.) will be given to units with an eligible capital expenditure of minimum INR 1 Cr.

9.3.3 Lease/ Rental Reimbursement

A reimbursement @ INR 20 per sq. ft. per month or 25% of the actual rent paid by the IT/ ITeS Units subject to a ceiling of carpet area of 5,000 sq. ft., whichever is less, shall be provided. This incentive shall be granted for a period of 3 years and, will be given for space taken on a lease or rent basis. Units running operations in co-working spaces shall also be eligible to avail this incentive.

9.3.4 R & D Grant

Financial assistance @ 35% of project cost up to INR 1.5 Cr. will be provided to facilitate setting up of R&D Centers/ Laboratories for research and innovation. This financial assistance will only include cost of plant, machinery, and equipment.

R&D centers recognized by the Department of Scientific & Industrial Research (DSIR), Council of Scientific & Industrial Research (CSIR), any other institute of national/ international importance, or as decided by the Steering Committee shall also be eligible to avail this incentive under the policy.

9.3.5 Quality Certification Fee Reimbursement

75% reimbursement of the total expenditure incurred for obtaining certification and logistics charges thereof subject to a maximum of INR 5 lakhs per certification for obtaining ISO/ BIS/ CMMI or any other relevant certifications or as recommended by Steering Committee and INR 10 lakhs per certification for other country specific certifications and would be in addition to the support being provided by Government of India.

9.3.6 Reimbursement on Internet Bandwidth

Reimbursement of Internet bandwidth charges equivalent to @25% of such charges paid. This facility would be provided for a period of 3 years subject to a cumulative ceiling of INR 2.5 lakh per annum.

9.3.7 Employment Generation Subsidy

Employment generation subsidy of INR 48,000 per year per employee (only in case of direct employment on payroll with valid ESI/PF Number and total monthly remuneration of up to INR 40,000) shall be provided for a period of 10 years for recruitment of persons (skilled/semi-skilled/un-skilled) having Bonafide Haryana Resident/Domicile Certificate.

The benefit will also be extended to eligible units having Haryana-based employees when such employees are working from home located within Haryana.

9.3.8 Electricity Duty Reimbursement

75% exemption only for new enterprise for 5 years in 'C' & 'D' category blocks and 50% in 'B' category blocks.

9.3.9 Patent Cost Reimbursement

Financial support by reimbursement of 100% of the actual expenses (including filing fees, consultancy fees, search fees, maintenance fees and Publishing fees) with a maximum of INR 25 lakhs for domestic and international patent registrations.

9.4 Support to Startups

9.4.1 Buying Preference to Startups in Government Procurement

The government shall encourage the participation of startups in the government procurements by the exemption of tender fee, EMD, concession in performance security, turnover, waiving off prior experience, as long as the product meets the desired specifications.

9.4.2 Incubation Support to Startup Champions

Top 15 performing startup entities operating in Haryana will be identified annually based on an evaluation criterion, as decided by the Steering Committee. Such startups will be offered free incubation space in Government owned incubators operational in Haryana, with a maximum of 5 seats per startup for a period of one year, which may be extended up to a maximum period of 3 years on year-to-year basis subject to the performance and requirements of the entity.

9.4.3 Collaboration for Mentorship

The Government shall collaborate with leading industry players and academic institutions to provide mentorship to emerging startups in IT/ ITeS sector.

9.5 Fiscal Incentives for Infrastructure Development

9.5.1 Fiscal support for setting up IT/ ITeS/ Cyber Park

a) Financial Assistance for Infrastructure Development

25% of the total project cost (excluding land) will be given for the development of IT/ ITeS/ Cyber Park, subject to a ceiling of INR 50 Cr., in the 'B', 'C' and 'D' category blocks only for basic and core infrastructure related facilities.

The incentives shall be disbursed as per the following tranches:

Instalment	Criteria	Grant Tranche
First Instalment	50% development of IT Park with requisite amenities as per approved development plan.	25% of Eligible Incentive
Second Instalment	Development of remaining 50% of IT Park with requisite amenities as per approved development plan and, Proof of operation of at least 25% of total permissible area earmarked for setting up units as per approved development plan.	35% of Eligible Incentive

Instalment	Criteria	Grant Tranche
Third Instalment	Proof of operation of at least 75% of total permissible area earmarked for setting up units as per approved development plan.	25% of Eligible Incentive
Last Instalment	Proof of operation of at least 100% of total permissible area earmarked for setting up units as per approved development plan.	15% of Eligible Incentive

b) Stamp Duty Reimbursement

80% Stamp duty reimbursement will be given to the developer of IT/ITeS parks in 'B', 'C', 'D' category blocks after commencement of commercial production/ operations within 5 years from the date of purchase of land.

9.5.2 Fiscal support for setting up the Centre of Excellence (CoE)

The policy aims to establish at least three Centers of Excellence (of which at least one in each 'B', 'C', & 'D' Category Blocks) in collaboration with reputed academic institutions of national importance and/ or industry associations or any other Govt./ Public entity. 50% of the total CoE project cost (excluding land cost) will be borne by the Government of Haryana subject to a maximum of INR 10 Cr.

10. Marketing Development

10.1 Industry Engagement & Outreach

To promote brand Haryana and attract private sector investments, the Government shall organise focused conferences/ business events/ road shows, promotional events at various locations from time to time to facilitate B2B, B2G, G2G interaction and participate in national/ international events, exhibitions, conferences.

10.2 Market Development Assistance

The Government will support eligible units in order to encourage Haryana based IT/ ITeS units/ Startups to showcase and promote their product/ service offerings at various national and international fairs/ exhibitions/ events, etc.

i. International Fairs/ Events/ Exhibitions, etc.

- a. 75% of the cost towards space charges, shipment of exhibits, cost of product literature, display material, stall/ stand construction/ fabrication/ designing charges or maximum up to INR 4 lakh
- b. Airfare by economy class up to INR 1 lakh (maximum 2 persons)

ii. Domestic Fairs/ Events/ Exhibitions, etc.

- a. 75% of the cost towards space charges, shipment of exhibits, cost of product literature, display material, stall/ stand construction/ fabrication/ designing charges or maximum up to INR 3 lakh
- b. Airfare by economy class up to INR 0.5 lakh per person (maximum 2 persons)
- c. Boarding charges up to INR 5000/- per day per person (maximum 2 persons)

11. Human Resource Development

11.1 Reimbursement of Technical Course Fees

Reimbursement of 50% of course fees up to INR 20,000 per employee for a maximum of 10 employees shall be provided to units once during the policy period for supporting Haryana domicile employees on completion of professional courses such as SAP certifications, Oracle ERP, Microsoft Dynamics 365, Project Management, AWS certifications, and other software certifications from OEM certified training centres only.

11.2 Development of Specialized Courses

In consultation with leading industry players, sector skill councils and academic institutions, focused specialised skill development courses will be offered in state skilling institution, Government/ ITI/ Polytechnics of Haryana to ensure skilled ready workforce for the industry.

The State Government shall also encourage skill development and training programmes for youth as per National Skill Development Corporation Guidelines released by Government of India from time to time.

A special training programme will be designed and organized for faculty development to be equipped with the know-how in order to cultivate entrepreneurial intellect.



Regulatory Reforms

12. Simplified Regulatory Regime

In its endeavour to create a conducive business climate for IT/ ITeS industry, the Government of Haryana has implemented some landmark reforms for regulatory simplification. These reforms are aimed at improving the Ease of Doing Business in the State and ensuring a hassle-free experience for the investor.

12.1 Dedicated Single Roof

The Government of Haryana has already established Haryana Enterprise Promotion Centre (HEPC), which provides one-stop-shop clearances to business entities willing to setup their units in the State.

12.2 Self-Certification

The Government of Haryana has allowed Self-certification vide Notification No. 11/12/2018-4Lab dated 03.05.2018 (as amended from time to time), 3rd party verification for Labour related clearances and approvals under 14 acts of the Labour Department in Haryana. Self-certification / 3rd Party verification shall be allowed for the below-mentioned acts of Labour:

- Factories Act, 1948 and Rules framed thereunder.
- Minimum Wages Act, 1948 and Rules framed thereunder.
- Payment of Wages Act, 1936 and Rules framed thereunder.
- Contract Labour (Regulation & Abolition) Act, 1970 and Rules framed thereunder.
- Payment of Bonus Act. 1965 and Rules framed thereunder.
- Payment of Gratuity Act, 1972 and Rules framed thereunder.
- Maternity Benefit Act, 1961 and Rules framed thereunder.
- Child Labour (Prohibition & Regulation) Act, 1980 and Rules framed thereunder.
- Punjab Shops & Commercial Establishments Act, 1958 and Rules framed thereunder.
- The Inter-State Migrant Workmen (RECS) Act, 1979 and Rules framed thereunder.
- The Equal Remuneration Act, 1976 and Rules framed thereunder.
- Motor Transport Workers Act, 1961 and Rules framed thereunder.
- Punjab Industrial Establishments (National & Festival Holidays & Casual and Sick Leave) Act, 1965.
- The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996

12.3 Online single return for various Acts pertaining to the Department of Labour

The Labour Department has implemented the online submission of a unified single return under all labour laws. The Government of Haryana has already implemented online filing of returns for labour compliance using a single application form and has been keeping the labour-related records in electronic form.

12.4 Allowing three shifts and night shifts for Women

IT/ ITES Units will be permitted for 3 shift operations with women allowed to work during night shifts, subject to adherence to necessary norms by the units with respect to the safety and security of women employees. In addition, the Labour Department will implement an auto-renewal system basis self-certification for such permissions (subject to fulfilling necessary regulatory compliance) and encourage faceless and paperless approval.

12.5 Essential Service

The Government will be declaring the IT/ITeS Units (as covered under this policy) as an essential service under Haryana Essential Services Maintenance Act, 1974. The eligibility for such units will be decided by the Steering Committee.

12.6 Steering Committee

A Steering Committee constituting Senior officials of Government of Haryana, Industry Experts/ Associations, or any other special invitee, etc. will be formed for deliberation on policy matters and implementation thereof.

Note: All the eligible IT/ ITeS units shall be given the above regulatory incentives and the ones mentioned in HEEP 2020 (as amended from time to time).

Annexure - I

List of Indicative Services under IT

Information Technology Sector:

- Application software
- Internet Service Provider
- E-mail Service Provider
- World wide web Service Provider
- E-commerce and content development
- Electronic Data Interchange (EDI) Services
- Video conferencing
- V-SAT, ISDN services
- Electronic Data Center activities
- Any other similar services

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Annexure - II

List of Indicative Services under ITeS

ITeS Sectors:

- E-commerce/ digital marketplaces/ online aggregators
- Global Capability Centers (GCCs)
- BPM (Business Process Management)
- Customer Interaction Services, e.g., call/contact centres and email help desks
- Engineering and Design
- Back Office Processing
- Finance and Accounting (provided remotely)
- Insurance Claims Processing (provided remotely)
- HR Services (provided remotely)
- Website Development and Maintenance Services
- Data search, Integration and Analysis of network consulting and Management
- Remote Education
- Animation (provided remotely)
- Gaming
- Market Research (provided remotely)
- Translation, Transcription and Localization (provided remotely)
- Consultancy (provided remotely) for:
 - IT sector ERP - Enterprise Resource Planning (e.g., SAP, Oracle etc.)
 - CRM - Customer Relationship Management
 - MRM- Marketing Resource Management
 - Technical support Business Systems and Processes
- Data Processing
- System Integration and Customization
- System Upgradation Services
- Designing Systems
- Call Centers:
 - Voice- Both inbound and outbound
 - Data- Both inbound and outbound
- Software Extension Development
- IT Facilities Management (including provided remotely)
- Any other similar services