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संचार विभाग, केंद्रीय कार्यालय, एस.बी.एस.मार्ग, मुंबई-400001

DEPARTMENT OF COMMUNICATION, Central Office, S.B.S.Marg, Mumbai-400001

फोन/Phone: 91 22 2266 0502 फैक्स/Fax: 91 22 22660358

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**Survey on Computer Software & Information Technology
Enabled Services Exports: 2013-14 –Data Release**

The Reserve Bank of India today released, on its website, *the data* related to the results of the annual survey on Computer Software and Information Technology Enabled Services Exports: 2013-14.

The Survey on Computer Software and Information Technology Enabled Services Exports collects details on export of software services as per the activity, type of services (on-site/off-site) and country of destination along with the four modes of supply as per the Manual on Statistics of International Trade in Services (MSITS). For the 2013-14 survey round, 6,700 IT companies were contacted of which 745 companies, including most of the large companies, responded. The responding companies accounted for around 75 per cent of the total software exports during the year. Exports of the remaining companies (mostly small) were estimated using the related distribution patterns after categorising them in four groups, viz., IT services, BPO services, engineering services and software product development. The survey schedule is enclosed in the [Annex](#).

Main Findings:

- **Software and ITES/BPO services exports:** India's total export of computer services and ITES/BPO services (excluding commercial presence) during 2013-14 was estimated at ₹ 4,322.8 billion (US\$ 71.4 billion), exhibiting 14.1 per cent growth in US \$ terms over the previous year. Exports of 'computer services' and 'ITES/BPO services' accounted for 73.6 per cent and 26.4 per cent, respectively, of the total software services exports. Public limited companies accounted for 63.6 per cent share of the total software services exports during 2013-14 (Table 1, 2 & 3).
- **Country / Currency Distribution:** 'USA & Canada' continued to remain the top destination for software exports and accounted for 62.7 per cent in total export of software services during 2013-14. European countries had 24.4 per cent share, of which UK accounted for 12.6 per cent. US Dollar remained the major invoice currency for software exports with 72.6 per cent share, whereas Pound Sterling and Euro had shares of 9.4 per cent and 7.4 per cent, respectively (Table 4 & 5).
- **On-site / Off-site / Modes of Supply:** The share of export of software service through on-site mode increased in 2013-14. Its contribution in total service exports increased from 15.8 per cent in 2012-13 to 19.8 per cent in 2013-14. The share of software services exports by India through Mode-1 (cross-border supply) and Mode-2 (consumption abroad) decreased whereas that through Mode-3 (commercial presence) and Mode-4 (presence of natural person) increased in 2013-14 (Table 6 & 7).
- **Software exports by Foreign Affiliates of Indian Companies:** Software exports by foreign affiliates stood at ₹689.0 billion (US\$ 11.4 billion) in 2013-14 and total international trade in software services by India, including the services delivered by foreign affiliates, stood at ₹5,011.8 billion (US\$ 82.8 billion) in 2013-14. USA had the major share in total software business by foreign affiliates followed by UK (Table 8 & 9).

Sangeeta Das
 Director

Table 1: Software Services Export From India

Activity	2012-13			2013-14		
	₹ billion	US \$ billion*	Share (%)	₹ billion	US \$ billion*	Share (%)
	(1)	(2)	(3)	(4)	(5)	(6)
A). Computer Services	2,447.8	45.0	71.9	3,181.7	52.6	73.6
Of which: i) IT services	2,256.7	41.5	66.3	2,936.7	48.5	67.9
ii) Software Product Development	191.1	3.5	5.6	245.0	4.0	5.7
B). BPO Services	957.4	17.6	28.1	1,141.1	18.9	26.4
Of which: i) BPO Services	789.6	14.5	23.2	934.1	15.4	21.6
ii) Engineering Services	167.8	3.1	4.9	206.9	3.4	4.8
Total Export of Software Services (A+B)	3,405.2	62.6	100.0	4,322.8	71.4	100.0

Note: Sum of components may differ from total due to rounding off. This is applicable for other tables also.

* Using annual average Rupee/ Dollar exchange rate. This is applicable for all other tables also.

Table 2: Industry-wise Distribution of ITES/BPO Services Exports

Activity	2012-13			2013-14		
	₹ billion	US\$ billion*	Share (%)	₹ billion	US\$ billion*	Share (%)
	(1)	(2)	(3)	(4)	(5)	(6)
BPO Services	789.6	14.51	82.5	934.1	15.44	81.9
Customer interaction services	103.9	1.91	10.9	96.2	1.59	8.4
Finance and Accounting, auditing, book keeping and tax consulting services	93.0	1.71	9.7	127.4	2.11	11.2
HR Administration	8.6	0.16	0.9	7.9	0.13	0.7
Procurements and logistics	4.3	0.08	0.4	3.5	0.06	0.3
Medical transcription	6.5	0.12	0.7	15.2	0.25	1.3
Document Management	4.4	0.08	0.5	10.6	0.18	0.9
Content development and management and publishing	13.4	0.25	1.4	10.3	0.17	0.9
Other BPO service	555.6	10.21	58.0	663.0	10.96	58.1
Engineering Services	167.8	3.08	17.5	206.9	3.42	18.1
Embedded Solutions	39.1	0.72	4.1	60.1	0.99	5.3
Product Design Engineering (mechanical, electronics excluding software)	56.9	1.05	5.9	63.1	1.04	5.5
Industrial automation and enterprise asset management	23.1	0.42	2.4	2.5	0.04	0.2
Other Engineering service	48.7	0.90	5.1	81.2	1.34	7.1
Total	957.4	17.60	100.0	1141.1	18.86	100.0

Table 3: Organisation-wise Distribution of Software Services Exports

Types of Organisation	2012-13			2013-14		
	₹ billion	US\$ billion*	Share (%)	₹ billion	US\$ billion*	Share (%)
	(1)	(2)	(3)	(4)	(5)	(6)
Private Limited Companies	1201.5	22.08	35.3	1555.5	25.71	36.0
Public Limited Companies	2199.6	40.43	64.6	2750.2	45.46	63.6
Others	4.1	0.08	0.1	17.1	0.28	0.4
Total	3405.2	62.59	100.0	4322.8	71.45	100.0

Table 4: Destination of Software Services Exports

Activity	2012-13			2013-14		
	₹ billion	US\$ billion*	Share (%)	₹ billion	US\$ billion*	Share (%)
	(1)	(2)	(3)	(4)	(5)	(6)
USA & Canada	2181.6	40.1	64.1	2712.2	44.8	62.7
Europe	689.6	12.7	20.2	1054.0	17.4	24.4
of which UK	389.8	7.2	11.4	544.0	9.0	12.6
Asia	162.9	3.0	4.8	245.1	4.1	5.7
of which East Asia	61.2	1.1	1.8	157.0	2.6	3.6
West Asia	23.4	0.4	0.7	69.2	1.1	1.6
South Asia	78.3	1.4	2.3	18.8	0.3	0.4
Australia & New Zealand	118.0	2.2	3.5	168.5	2.8	3.9
Other countries	253.1	4.6	7.4	143.1	2.4	3.3
Total	3405.2	62.6	100.0	4322.8	71.4	100.0

Table 5: Currency Composition of Invoice - Software Services Exports

Currency	2012-13			2013-14		
	₹ billion	US\$ billion*	Share (%)	₹ billion	US\$ billion*	Share (%)
	(1)	(2)	(3)	(4)	(5)	(6)
USD	2507.8	46.1	73.6	3138.3	51.9	72.6
GBP	288.6	5.3	8.5	407.6	6.7	9.4
EUR	243.4	4.5	7.1	318.4	5.3	7.4
AUD	143.0	2.6	4.2	128.7	2.1	3.0
INR	61.0	1.1	1.8	107.4	1.8	2.5
Other Currencies	161.3	3.0	4.8	222.4	3.7	5.1
Total	3405.2	62.6	100.0	4322.8	71.4	100.0

Table 6: Software Services Exports - Type of Services-wise

Type of Services	2012-13			2013-14		
	₹ billion	US\$ billion*	Share (%)	₹ billion	US\$ billion*	Share (%)
	(1)	(2)	(3)	(4)	(5)	(6)
On-site Services	539.1	9.9	15.8	857.3	14.2	19.8
Off-site Services	2,866.1	52.7	84.2	3465.5	57.3	80.2
Total	3,405.2	62.6	100.0	4322.8	71.4	100.0

Table 7: Mode-wise Exports of Software Services

Type of Mode	Amount (₹ billion)		Share in Total (per cent)	
	2012-13	2013-14	2012-13	2013-14
	(1)	(2)	(3)	(4)
Mode 1 (cross-border supply)	2,807.5	3,460.5	74.7	69.0
Mode 2 (consumption abroad)	58.6	5.0	1.6	0.1
Mode 3 (commercial presence)	353.8	689.0	9.4	13.7
Mode 4 (presence of natural person)	539.1	857.3	14.3	17.1
Total	3,759.0	5,011.8	100.0	100.0

Table 8: Software Business by foreign affiliates of Indian Companies – Activity Distribution (₹ billion)

Activity	2013-14		
	Locally	To India	Other Countries
	(1)	(2)	(3)
IT services	37.4	2.0	3.0
Software Product Development	0.0	0.0	14.1
BPO Services	7.1	0.1	0.2
Engineering Services	0.1	0.0	0.0
Other services	644.3	274.6	118.9
Total (₹ billion)	689.0	276.7	136.2
Total (US\$ billion*)	11.4	4.6	2.3

Table 9: Software Business by foreign affiliates of Indian Companies - Country Distribution

Country	Share in Total Software business by foreign affiliates (%)	Software business by foreign affiliates		
		Locally	To India	Other Countries
		(1)	(2)	(3)
USA	65.4	436.9	220.1	64.0
United Kingdom	7.9	78.4	0.8	8.3
Canada	4.1	29.4	12.4	3.1
Germany	3.5	24.9	9.4	4.4
Singapore	3.3	18.3	6.8	11.7
Netherlands	3.2	17.3	6.2	12.1
Other Countries	12.5	83.7	21.0	32.7
Total	100.0	689.0	276.7	136.2