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September 08, 2022

**Survey on Computer Software and Information Technology  
Enabled Services Exports: 2021-22**

Today, the Reserve Bank released the [data](#)<sup>1</sup> related to the 2021-22 round of its annual survey on computer software and information technology enabled services exports. The survey<sup>2</sup> collects details on India's exports of software services {computer services and information technology enabled services (ITES)/business process outsourcing (BPO) services} as per type of activity, on-site/off-site nature of services, country of destination and four modes of supply.

For 2021-22 round of the survey, 6,218 software export companies were contacted, of which 2,074 companies, including most of the large companies, responded. The responding companies accounted for 89.4 per cent of the total software services exports<sup>3</sup> during the year ([Table 1](#)).

**Highlights:**

- India's exports of software services (excluding exports through commercial presence) are estimated to have increased by 17.2 per cent to US\$ 156.7 billion during 2021-22 ([Table 2](#)).
- Computer services continued to account for over two-thirds of total software services exports.
- BPO services accounted for nearly 84 per cent of exports of information technology (IT) enabled services ([Table 3](#)).
- Private limited companies accounted for 60 per cent of the total exports of software services whereas exports by public limited companies declined during the year ([Table 4](#)).
- The United States and Canada were the top destination for software exports with 55.5 per cent share, followed by Europe, of which, nearly half was attributed to the United Kingdom ([Table 5](#)).
- The US dollar remained the principal invoicing currency for software exports, followed by the Euro and Pound sterling ([Table 6](#)).

<sup>1</sup> The previous data release in the series, covering 2020-21 survey round, was published on [September 20, 2021](#) on the RBI website.

<sup>2</sup> The survey schedule is given in the [Annex](#).

<sup>3</sup> Exports of relatively small non-responding companies have been estimated as per the methodology published in the article titled '[Survey on Computer Software and Information Technology Enabled Services Exports: 2016-17](#)' on [March 2018](#) issue of the RBI Bulletin.

- The share of off-site mode of exports of software services continued to increase and stood at 88.8 per cent in 2021-22 as compared with 82.8 per cent five years ago ([Table 7](#)).
- In terms of modes of supplying services, the share of Mode-1 (cross-border supply) in India's exports of software services increased further to 80.9 per cent in 2021-22; the share of other three modes of delivery (*viz.*, consumption abroad; commercial presence; and presence of natural persons) declined ([Table 8](#)).
- Total exports of software services, including services delivered by foreign affiliates of Indian companies, increased by 15.9 per cent during 2021-22 and stood at US\$ 171.9 billion; local software business by foreign affiliates stood at US\$ 15.2 billion, with the United States being the major destination ([Tables 8, 9](#) and [10](#)).

**Press Release: 2022-2023/840**

**(Yogesh Dayal)**  
Chief General Manager

**Table 1: Survey Response and Final Estimates for 2021-22 – A Snapshot**

Item	Reported		Final Estimates	
	₹ crore	US\$ billion	₹ crore	US\$ billion
(1)	(2)	(3)	(4)	(5)
<b>1. No. of companies</b>	<b>2,074</b>	<b>2,074</b>	<b>6,218</b>	<b>6,218</b>
<b>2. Total Exports of Software Services</b>	<b>10,43,321</b>	<b>140.1</b>	<b>11,67,404</b>	<b>156.7</b>
2.1 IT services	6,88,444	92.4	7,57,352	101.7
2.2 Software Product Development	28,177	3.8	33,640	4.5
2.3 BPO Services	2,71,743	36.5	3,14,851	42.3
2.4 Engineering Services	54,957	7.4	61,561	8.2
<b>3. Total Exports of Software Services including commercial presence</b>	<b>11,56,650</b>	<b>155.2</b>	<b>12,80,735</b>	<b>171.9</b>
3.1 Mode 1 (cross-border supply)	9,25,719	124.2	10,35,724	139.1
3.2 Mode 2 (consumption abroad)	964	0.1	1,080	0.1
3.3 Mode 3 (commercial presence)	1,13,330	15.2	1,13,330	15.2
3.4 Mode 4 (presence of natural person)	1,16,637	15.7	1,30,601	17.5
<b>Notes:</b>				
1. The sum of components may differ from total due to rounding off.				
2. The amount in US \$ terms is arrived at by using annual average rupee/ dollar exchange rate.				
3. These are also applicable for the remaining tables.				

**Table 2: Software Services Exports from India**

Activity	2020-21			2021-22		
	₹ crore	US\$ billion	Share (%)	₹ crore	US\$ billion	Share (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
<b>A. Computer Services</b>	<b>6,47,908</b>	<b>87.3</b>	<b>65.3</b>	<b>7,90,992</b>	<b>106.2</b>	<b>67.8</b>
<i>of which:</i>						
i) IT services	6,14,678	82.8	61.9	7,57,352	101.7	64.9
ii) Software Product Development	33,230	4.5	3.4	33,640	4.5	2.9
<b>B. IT Enabled Services</b>	<b>3,44,233</b>	<b>46.4</b>	<b>34.7</b>	<b>3,76,412</b>	<b>50.5</b>	<b>32.2</b>
<i>of which:</i>						
i) BPO Services	2,78,507	37.5	28.0	3,14,851	42.3	27.0
ii) Engineering Services	65,726	8.9	6.7	61,561	8.2	5.2
<b>Total Export of Software Services (A+B)</b>	<b>9,92,141</b>	<b>133.7</b>	<b>100.0</b>	<b>11,67,404</b>	<b>156.7</b>	<b>100.0</b>

**Table 3: Industry-wise Distribution of ITES/BPO Services Exports**

Activity	2020-21			2021-22		
	₹ crore	US\$ billion	Share (%)	₹ crore	US\$ billion	Share (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
<b>A. BPO Services</b>	<b>2,78,507</b>	<b>37.5</b>	<b>81.0</b>	<b>3,14,851</b>	<b>42.3</b>	<b>83.6</b>
(i) Business consulting services including public relations services	34,510	4.6	10.0	36,110	4.8	9.5
(ii) Finance and accounting auditing bookkeeping and tax consulting services	43,223	5.8	12.6	47,094	6.3	12.5
(iii) HR administration	1,685	0.2	0.5	2,229	0.3	0.6
(iv) Supply chain and other management services/ logistics	1,139	0.2	0.3	888	0.1	0.2
(v) Medical transcription and document management	5,365	0.7	1.6	5,063	0.7	1.4
(vi) Content development and management and publishing	1,949	0.3	0.6	2,363	0.3	0.6
(v) Other BPO services	1,90,636	25.7	55.4	2,21,104	29.8	58.8
<b>B. Engineering Services</b>	<b>65,726</b>	<b>8.9</b>	<b>19.0</b>	<b>61,561</b>	<b>8.2</b>	<b>16.4</b>
(i) Embedded solutions	10,550	1.4	3.1	10,284	1.4	2.8
(ii) Product design engineering (mechanical electronics excluding software)	29,996	4.0	8.7	5,356	0.7	1.4
(iii) Industrial automation and enterprise asset management	1,702	0.2	0.5	7,895	1.1	2.1
(iv) Other engineering services	23,478	3.3	6.7	38,026	5.0	10.1
<b>Total (A+B)</b>	<b>3,44,233</b>	<b>46.4</b>	<b>100.0</b>	<b>3,76,412</b>	<b>50.5</b>	<b>100.0</b>

**Table 4: Organisation-wise Distribution of Software Services Exports**

Types of Organisations	2020-21			2021-22		
	₹ crore	US\$ billion	Share (%)	₹ crore	US\$ billion	Share (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Private Limited Company	5,25,194	70.8	53.0	6,99,890	93.9	59.9
Public Limited Company	4,44,682	59.9	44.8	4,35,333	58.4	37.3
Others #	22,265	3.0	2.2	32,181	4.4	2.8
<b>Total</b>	<b>9,92,141</b>	<b>133.7</b>	<b>100.0</b>	<b>11,67,404</b>	<b>156.7</b>	<b>100.0</b>
# Others include mostly LLPs/proprietor firms.						

**Table 5: Software Services Exports – Major Destination**

Region	2020-21			2021-22		
	₹ crore	US\$ billion	Share (%)	₹ crore	US\$ billion	Share (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
<b>United States of America &amp; Canada</b>	<b>5,57,187</b>	<b>75.1</b>	<b>56.2</b>	<b>6,47,559</b>	<b>86.9</b>	<b>55.5</b>
<b>Europe</b>	<b>2,98,932</b>	<b>40.3</b>	<b>30.1</b>	<b>3,61,779</b>	<b>48.6</b>	<b>31.0</b>
<i>of which,</i> United Kingdom	1,42,670	19.2	14.4	1,73,593	23.3	14.9
<b>Asia</b>	<b>66,573</b>	<b>9.0</b>	<b>6.7</b>	<b>75,881</b>	<b>10.2</b>	<b>6.5</b>
<i>of which,</i> East Asia	59,429	8.0	6.0	67,009	9.0	5.7
West Asia	6,747	0.9	0.7	8,289	1.1	0.7
South Asia	397	0.1	0.1	584	0.1	0.1
<b>Australia &amp; New Zealand</b>	<b>31,054</b>	<b>4.2</b>	<b>3.1</b>	<b>34,088</b>	<b>4.6</b>	<b>2.9</b>
<b>Other countries</b>	<b>38,395</b>	<b>5.1</b>	<b>3.9</b>	<b>48,097</b>	<b>6.4</b>	<b>4.1</b>
<b>Total</b>	<b>9,92,141</b>	<b>133.7</b>	<b>100.0</b>	<b>11,67,404</b>	<b>156.7</b>	<b>100.0</b>

**Table 6: Software Services Exports - Currency Composition of Invoice**

Currency	2020-21			2021-22		
	₹ crore	US\$ billion	Share (%)	₹ crore	US\$ billion	Share (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
USD	7,14,730	96.3	72.0	8,23,371	110.5	70.5
EUR	92,230	12.4	9.3	1,16,729	15.7	10.0
GBP	65,547	8.8	6.6	74,165	10.0	6.4
INR	54,131	7.3	5.5	79,558	10.7	6.8
AUD	26,364	3.6	2.7	28,493	3.8	2.4
Other Currencies	39,139	5.3	3.9	45,088	6.0	3.9
<b>Total</b>	<b>9,92,141</b>	<b>133.7</b>	<b>100.0</b>	<b>11,67,404</b>	<b>156.7</b>	<b>100.0</b>

**Table 7: Software Services Exports – Type of Services**

Type of Services	2020-21			2021-22		
	₹ crore	US\$ billion	Share (%)	₹ crore	US\$ billion	Share (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
On-site services	1,28,289	17.3	12.9	1,30,601	17.5	11.2
Off-site services	8,63,852	116.4	87.1	10,36,803	139.2	88.8
<b>Total</b>	<b>9,92,141</b>	<b>133.7</b>	<b>100.0</b>	<b>11,67,404</b>	<b>156.7</b>	<b>100.0</b>

**Table 8: Mode-wise Exports of Software Services**

Type of Mode	2020-21			2021-22		
	₹ crore	US\$ billion	Share (%)	₹ crore	US\$ billion	Share (%)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Mode 1 (cross-border supply)	8,62,661	116.2	78.4	10,35,724	139.1	80.9
Mode 2 (consumption abroad)	1,191	0.2	0.1	1,080	0.1	0.1
Mode 3 (commercial presence)	1,08,031	14.6	9.8	1,13,330	15.2	8.8
Mode 4 (presence of natural person)	1,28,289	17.3	11.7	1,30,601	17.5	10.2
<b>Total</b>	<b>11,00,172</b>	<b>148.3</b>	<b>100.0</b>	<b>12,80,735</b>	<b>171.9</b>	<b>100.0</b>

**Table 9: Software Business by Foreign Affiliates of Indian Companies during 2021-22 – Activity Distribution**

(Amount in ₹ crore)

Activity	Locally*	To India	Other Countries
(1)	(2)	(3)	(4)
IT services	21,154	428	1,684
Software product development	481	53	215
BPO services	11,185	836	2,790
Engineering services	3,163	17	268
Other services	77,347	52,579	10,429
<b>Total (₹ crore)</b>	<b>1,13,330</b>	<b>53,913</b>	<b>15,386</b>
<b>Total (US\$ billion)</b>	<b>15.2</b>	<b>7.2</b>	<b>2.1</b>

\*Software business by foreign affiliates of Indian companies "locally" indicates Mode-3 (commercial presence).

**Table 10: Software Business by Foreign Affiliates of Indian Companies during 2021-22 – Country Distribution**

(Amount in ₹ crore)

Country	Share in Total Software business by foreign affiliates (%)	Software business by foreign affiliates		
		Locally	To India	Other Countries
(1)	(2)	(3)	(4)	(5)
United State of America	42.5	49,590	25,333	2,676
United Kingdom	23.5	18,406	22,512	2,017
Germany	5.8	8,396	1,586	691
Canada	5.6	8,870	194	1,068
Singapore	4.5	5,569	1,019	1,580
Netherlands	4.3	5,985	1,462	407
Other Countries	13.8	16,514	1,807	6,947
<b>Total (₹ crore)</b>	<b>100.0</b>	<b>1,13,330</b>	<b>53,913</b>	<b>15,386</b>
<b>Total (US\$ billion)</b>	<b>-</b>	<b>15.2</b>	<b>7.2</b>	<b>2.1</b>