



RESERVE BANK OF INDIA

Department of Statistics and Information Management

(International Investment Position Division)

Computer Software and Information Technology Enabled Services Exports Survey Schedule

Revised Technical Instructions:

Please read the guidelines/definitions carefully before filling-in the return.

[**Tips while filing the form:** Use [Tab] or [Enter] to navigate through the fields while filing the form.]

1. The company **must use the latest survey schedule** which is in **.xls format** without any macros.
2. The company is required to save the survey schedule in Excel 97-2003 workbook i.e. in **.xls format only**.
3. In order to save the survey schedule in .xls format, follow the below-mentioned steps:
 - a. Go to **Office Button / File → Save As → Save As type**
 - b. Select **“Excel 97-2003 Workbook”** and **Save** the survey schedule in **.xls format**.
4. The company must use the .xls format of the survey schedule provided by RBI and requested not to incorporate any macro in the survey schedule while submitting the same.
5. Please note that survey schedule submitted in any other format (other than .xls format) will be auto rejected by the system.
6. Filled-in the Excel based ITES schedule should be sent by email at surveysoftex@rbi.org.in by **July 31**. Any other attachment should not be forwarded along with the ITES survey schedule.
7. After sending the filled Excel based ITES survey schedule to surveysoftex@rbi.org.in , you will receive an acknowledgement. Ensure that you have received a successful processing acknowledgement. If some error is mentioned in the acknowledgement rather than successful processing statement, then you are required to resubmit the form by rectifying the mentioned error.

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Computer Software and Information Technology Enabled Services Exports

Instructions:

1. Information to be provided in the schedule pertains to the financial year April 2020 to March 2021.

2. The information to be provided under the survey includes all transactions relating to Software and Information Technology (IT) Services Exports irrespective of the amount.

3. The schedule is divided into four parts, A to D. Part A of the survey schedule contain the information about the company's Profile. Part B contain the information about the Exports done during the reference period April 2020 to March 2021 and its decomposition according to currency, country region, uses, mode of supply, etc. Part C captures information on employment as on year end, while Part D gives the information about the exports done by the foreign subsidiaries/ associates of the company during the reference period.

4. For information under **item numbers 5, 6 and 7** under **Part-B**, the amount reported should include billing to subsidiary/associate abroad. However, this should not include the revenues (profit transferred) received from subsidiary/associate abroad.

5. While reporting the export amount in Rupees, figures should be given as per the books of accounts.

6. Under items 5, 6 and 7; the amount should be reported in actual Rupees. In item 5(b), foreign currency figures should be given in actual in respective currency and the corresponding Rupee amount also be in actuals. The amount figures should be given after rounding off to the nearest whole number.

7. Under Part A, item 3, the total of sub-items A, B, C and D should be 100.

8. The total of each of the item 5(b), 5(c), 5(d) and 6 should be equal to 5(a) total.

9. Under Part C, the number of employees should include the employees in all categories.

10. Data should be entered only in cells marked **Yellow**.

Definitions:

Subsidiary: incorporated enterprises where more than 50 percent shares are owned by the direct investor.

Associate: incorporated enterprises where shares owned by the direct investor are between 10 and 50 percent (more than or equal to 10% but less than or equal to 50%).

Countries/ Regional Groups

East Asia :

Brunei, Chinese Taipei, China Peoples Republic, Cambodia, Hong Kong, Indonesia, Japan, Korea North, Korea South, Laos, Macau, Malaysia, Mongolia, Myanmar, Philippines ,.Singapore, Thailand, Taiwan, Vietnam, etc.

West Asia:

Bahrain, Kuwait, Iraq, Israel, Jordan, Lebanon, Muscat, Oman, Palestine, Qatar, Saudi Arabia, Syria, United Arab Emirates UAE, Yemen Republic, etc.

South Asia:

Afghanistan, Bangladesh, Bhutan, Iran, Maldives, Nepal, Pakistan, Sri Lanka.

Latin America:

Argentina, Brazil, Chile, Colombia, Cuba, Equadar, Mexico, Paraguay, Peru, Uruguay, Venezuela, etc.

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Objective of the Survey:

With the opening of the world economies and technological developments taking place at rapid pace; software & IT services exports and BPO activities have gained enormous importance in India's economy. The country does not have an adequate system of recording data on software and IT services exports and BPO activities, essentially for the Government of India (GoI) and other agencies, viz. Reserve Bank of India (RBI), for taking further policy initiatives required for giving necessary thrust to these sectors. Besides, dissemination of certain information on these sectors at aggregate level [under Balance of Payments Statistics (BoPS) and under National Accounts Statistics (NAS), etc.] to the public raises the confidence of the international financial system in the country's economy. This survey is taken up for the fulfillment of the above objectives.



Go to **Part-B** >>

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Provide Survey Year : **April 2020** to **March 2021** (Annual)

(* indicates the Mandatory fields)

The information furnished in the schedule will remain confidential with the Reserve Bank of India.

PART - A: Profile of the Company

1(a). Name and address of the Company

| | |
|--|--|
| Name of the Company* | |
| PAN Number of Company* | |
| <i>(Given by Income Tax Department (10 digits))</i> | |
| CIN Number* | |
| <i>(Allotted by Ministry of Corp. Affairs, Govt. of India (21 digits))</i> | |
| IE Code* | |
| Registered Address* | |
| | |
| | |
| | |
| City | |
| State* | |
| Pin Code* | |

1(b). Contact Details

| | |
|---|-----------------------------|
| i. Name in Full | |
| ii. Designation | |
| iii. Direct Tel. No./ Board No. / Extn no.* | (STD Code) (Ph no.) |
| iv. Mobile no. | (Country Code) (Mobile no.) |
| v. Fax. No. | |
| vi. Email.* | |

2. Whether your Company has **NIL Statement** during the reference period?

(NIL Statement: *If your company has not provided any software services or IT enabled services during the reference period of this survey.*)

Select

Please provide the below details, if your company have any software services or IT enabled services during the reference period of this survey.

3. Business Activity (According to the principal source of Export Revenue)

Please provide approximate percentage share of various business activities, describing your company, **in total business (A+B+C+D)**

| A. IT Services | Percent Share |
|----------------|---------------|
|----------------|---------------|

| | | |
|-------------------------------------|--|----------------------|
| i. | Information technology (IT) consulting and support services | |
| ii. | Maintenance and repair of computers and peripheral equipment | |
| iii. | Data recovery services, provision of advice, and assistance on matters related to the management of computer resources | |
| iv. | Design/ development/ implementation and technical consultancy related to software | |
| v. | Development, production, supply and documentation of customised software, including operating systems made on order for specific users | |
| vi. | IT infrastructure, network management services and training | |
| vii. | Data processing services such as data entry, tabulation, and processing on a timesharing basis; | |
| viii. | Hosting and information technology (IT) infrastructure provisioning/ web-page hosting services | |
| ix. | Computer facilities management | |
| x. | Non-physical exports of packaged software | |
| xi. | Other IT services | |
| | Please specify (Mention the list of the Other IT Services) | |
| TOTAL (IT Services) | | 0.0 |
| | B. ITES/BPO | Percent Share |
| i. | Business consulting services including public relations services | |
| ii. | Finance and Accounting, auditing, book keeping and tax consulting services | |
| iii. | HR Administration | |
| iv. | Supply chain and other management services/ logistics | |
| v. | Legal services (including IP management services) | |
| vi. | Market research and public opinion polling services | |
| vii. | Research and development services | |
| viii. | Animation and gaming | |
| ix. | Medical transcription and document management | |
| x. | Content development and management and publishing | |
| xi. | Pharmaceuticals and biotechnology | |
| xii. | Other IT enabled professional, technical and business services | |
| | Please specify (Mention the list of the Other IT enabled professional, technical and business services) | |
| TOTAL (ITES/BPO) | | 0.0 |
| | C. Engineering Services | Percent Share |
| i. | Embedded Solutions | |
| ii. | Product Design Engineering (mechanical, electronics excluding software) | |
| iii. | Industrial automation and enterprise asset management | |
| iv. | Scientific, architectural and other technical services | |
| v. | Other engineering/ technical services | |
| | Please specify (Mention the list of the Other engineering/ technical services) | |
| Total (Engineering Services) | | 0.0 |
| | D. Software Products | Percent Share |
| i. | Software products | |

| | | |
|----------------------------------|---|------------|
| ii. | Own software products license revenues | |
| iii. | Resale of software | |
| iv. | Offshore Product Development | |
| v. | Any other Software Product related service | |
| | Please specify (Mention the list of the Any other Software Product related service) | |
| Total (Software Products) | | 0.0 |
| E. TOTAL (A + B + C + D) | | 0.0 |

4. Form of Organisation

Please select the organisation type*

Go to *Part-B* >>

<< Go to **Part-A**



Go to **Part-C-D** >>

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Reference Period : **April 2020** to **March 2021** (Annual)

PART - B: Software and IT Exports

5. Information on Software and IT Services Exports

(a) Exports - Major Activities: Total Invoice value in Rupees [**including** billing to subsidiary(s)/associate(s)

| Exports - Major Activity Group | Invoice Value (in Rupees) |
|--|---------------------------|
| i. IT Services | |
| ii. ITES/BPO | |
| iii. Engineering Services | |
| iv. Software Products | |
| Total (i + ii + iii + iv) | 0.0 |
| Of which, Billing to subsidiary(s)/ associate(s) abroad* | |

(b) Exports- Major Currencies: Invoice value in terms of actual currency of invoice and in Rupees [**including** billing to subsidiary(s)/ associate(s) abroad] during the reference period according to major currencies

| Exports - Major Currencies | Invoice Value | |
|--|---------------------------|------------------|
| | Amount in Actual Currency | Amount in Rupees |
| UNITED STATES DOLLAR | | |
| EURO (EUROPEAN UNION) | | |
| POUND STERLING | | |
| JAPANESE YEN | | |
| CANADIAN DOLLAR | | |
| AUSTRALIAN DOLLAR | | |
| INDIAN RUPEE | | |
| Others (<i>converted in Indian rupees</i>) | | |
| Total | | 0.0 |

(c) Exports-Type of Service: Total Invoice value in Rupees [**including** billing to subsidiary(s)/ associate(s) abroad] during the reference period as per type export service

| Exports - Type of Service | Amount (in Rupees) |
|---|--------------------|
| i. On-site services | |
| ii. Off-shore services in non-physical form (i.e., exports through data communication links etc.) | |
| iii. Off-shore services in physical form | |
| Total (i + ii + iii) | 0.0 |

(d) Exports - Major Areas: Total Invoice value in Rupees [**including** billing to subsidiary(s)/ associate(s) abroad] during the reference period to major countries/ regional groups

| Exports - Regional Groups / Countries | Amount (in Rupees) |
|---------------------------------------|--------------------|
| | |

| | | |
|--------------------------------------|--------------------------------|------------|
| i. | United States of America | |
| ii. | Canada | |
| iii. | (a) Germany | |
| | (b) Hungary | |
| | (c) Netherlands | |
| | (d) Switzerland | |
| | (e) United Kingdom | |
| | (z) Other European Countries | |
| iv. | (a) Hong Kong | |
| | (b) Japan | |
| | (c) Singapore | |
| | (z) Other East Asian Countries | |
| v. | West Asia | |
| vi. | South Asia | |
| vii. | Australia | |
| viii. | New Zealand | |
| ix. | Latin America | |
| x. | Other Countries | |
| Total (i + ii ++ ix+ x) | | 0.0 |

6. Exports - Modes of Supply

Total invoice on software and IT services exports as per the Modes of Supply during the reference period

| Exports - Modes of Supply | | Amount (in Rupees) |
|---------------------------|--|--------------------|
| i. | Services provided/ rendered to foreign entities/persons from Indian office (Cross border supply) | |
| ii. | Services provided/ rendered to foreign entities/persons while they are on visit to India | |
| iii. | Onsite services provided by deputing employees abroad | |
| Total | | 0.0 |

7. Exports Proceeds- Receipt, Expenditure and Held Abroad

Information on amount received, spent and held abroad [**including** billing to subsidiary(s)/associate(s) abroad] on account of software and IT exports during the reference period

| Exports Proceeds - Receipt, Expenditure and Held Abroad | | Amount (in Rupees) |
|---|---|--------------------|
| i. | Amount received from abroad during the reference period | |
| ii. | Total amount paid to employees abroad by the Indian company | |
| iii. | Total amount spent on office expenses etc. abroad (excluding amount paid to employees abroad) by the Indian company | |
| iv. | Total amount held abroad at the beginning of the reference period by the Indian company | |
| v. | Change in amount held abroad during the reference period <i>(Increase +, Decrease -)</i> | |

<< Go to **Part-A**

Go to **Part-C-D** >>

<< Go to **Part-B**



Go to **Declaration** >>

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PART - C: Employment Details

8. Information on Number of Employees

| Employment | Indian Citizen | Foreigner (Citizens of | Total |
|--------------------------------------|----------------|------------------------|----------|
| a. Indian Company | | | 0 |
| b. Subsidiary(s)/Associate(s) abroad | | | 0 |
| Total | 0 | 0 | 0 |

PART - D: Subsidiary/ Associate Abroad

9. Information on subsidiary(s)/ associate(s) abroad

If your company owns any subsidiary/associate abroad, please give number of subsidiaries/ associates abroad and provide the following information for each subsidiary(s)/ associate(s) separately.

a. Total Number of Subsidiaries/ Associates Abroad*

b. Details of Subsidiary / Associate Abroad.

| Sr.No. | Subsidiary(s)/ Associate(s) | | Holding by your company (in %) | Period of operation of Subsidiary/ Associate | | Tot |
|--------|-----------------------------|----------------|--------------------------------|--|--------|-----|
| | Name | Country Name | | Year | Months | |
| 1 | | SELECT COUNTRY | | | | |
| 2 | | SELECT COUNTRY | | | | |
| 3 | | SELECT COUNTRY | | | | |
| 4 | | SELECT COUNTRY | | | | |
| 5 | | SELECT COUNTRY | | | | |
| 6 | | SELECT COUNTRY | | | | |
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| 17 | | SELECT COUNTRY | | | | |
| 18 | | SELECT COUNTRY | | | | |

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| 196 | | SELECT COUNTRY | | | | |
| 197 | | SELECT COUNTRY | | | | |
| 198 | | SELECT COUNTRY | | | | |
| 199 | | SELECT COUNTRY | | | | |
| 200 | | SELECT COUNTRY | | | | |

<< Go to *Part-B*

Go to *Declaration* >>

<< Go to **Part-C-D**

Declaration

| Section Number | Validation points for confirmation | Select (Yes/No) |
|--------------------------|--|-----------------|
| Survey_Schedule_Part-A | | |
| 1(a)(b) | All provided values are in proper format, <i>like, CIN, PAN number, email, etc.</i> | Select |
| 2 | If Point.2 is 'NO', then don't fill in point.3, 4, Part-B, Part-C and D | Select |
| 3 | Validaiton of Total of (A+B+C+D) cannot be greater than 100 | Select |
| Survey_Schedule_Part-B | | |
| 5(a).i | Export Invoice amount [5 A (i)] for Business Activity 'IT Services' must tally with percentage share of [Survey_Schedule_Part-A (3) A].. | Select |
| 5(a).ii | Export Invoice amount [5 A (ii)] for Business Activity 'ITES/BPO' must tally with percentage share of [Survey_Schedule_Part-A (3) B]. | Select |
| 5(a).iii | Export Invoice amount [5 A (iii)] for Business Activity 'Engineering Services' must tally with percentage share of [Survey_Schedule_Part-A (3) C]. | Select |
| 5(a).vi | Export Invoice amount [5 A (iv)] for Business Activity 'Software Product' must tally with percentage share of [Survey_Schedule_Part-A (3) D]. | Select |
| 5 (b) | (Billing to subsidiary(s)/ associate(s) abroad) cannot be blank. | Select |
| 5 (b) | Amount in actual currency and amount in ruppes must be provided | Select |
| 5 (b) | Sum of the Export Invoice of major currencies (INR Amount) reported in 5(b) must tally with the Total Export Invoice Amount reported in 5 (a). | Select |
| 5 (c) | Sum of the Export Invoice -Type of Service reported in 5(c) must tally with the Total Export Invoice Amount reported in 5 (a). | Select |
| 5 (d) | Sum of the Export Invoice -Regional groups reported in 5(d) must tally with the Total Export Invoice Amount reported in 5 (a). | Select |
| 6 | Sum of the Export Invoice -Modes of supply reported in (6) must tally with the Total Export Invoice Amount reported in 5 (a). | Select |
| Survey_Schedule_Part-C_D | | |
| 9(a) | Please provide the Total Number of Subsidiaries/Associates abroad. | Select |

I hereby declare that the information given in this return is complete and correct to the best of my knowledge and belief.

- i. Name in Full
- ii. Designation
- iii. Email ID:
- iv. Date:

| | |
|--|--|
| | |
| | |
| | |
| | |

Form is complete, Now you can submit the form on surveysoftex@rbi.org.in

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Reference Period : April 2020 to March 2021 (Annual)

Please complete the survey schedule and mail it to surveysoftex@rbi.org.in

In case of any query or clarification required, kindly contact us on below mentioned details:

Contact Details:

Email: itesquery@rbi.org.in

Mobile: 022 2657 8510

Address:

The Director
International Investment Position Division
Department of Statistics and Information Management
Reserve Bank of India
C-9, 5th floor, Bandra-Kurla Complex, Bandra E
Mumbai - 400 051.