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|  | प्रेस प्रकाशनी **PRESS RELEASE** |
| संचार विभाग, केंद्रीय कार्यालय, एस.बी.एस.मार्ग, मुंबई-**400001**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Department of Communication, Central Office, S.B.S.Marg, Mumbai-400001**  फोन**/Phone: 022- 22660502** | **logo**  भारतीय रिज़र्व बैंक  **RESERVE BANK OF INDIA** वेबसाइट : www.rbi.org.in/hindiWebsite : www.rbi.org.in ई-मेल/email**:** [helpdoc@rbi.org.in](mailto:helpdoc@rbi.org.in) |

September 20, 2021

**Survey on Computer Software and Information Technology-Enabled Services Exports: 2020-21[[1]](#footnote-1)**

Today, the Reserve Bank released the [**data**](#Data) related to the 2020-21 round of its annual survey on exports of computer software and information technology enabled services. The survey 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. The survey schedule is given in the [**Annex**](https://rbidocs.rbi.org.in/rdocs/content/pdfs/ITES2021_20092021.pdf).

For 2020-21 round of the survey, 6115 software export companies were contacted, of which 1815 companies responded, which included most of the large companies. The responding companies accounted for 86.5 per cent of the total software services exports[[2]](#footnote-2) during the year **(**[**Table 1**](#Data)**)**.

**Highlights:**

* India’s exports of software services (excluding exports through commercial presence) are estimated at US$ 133.7 billion during 2020-21, registering 4.0 per cent growth over the previous year **(**[**Table 2**](#T2)**).**
* Computer services and ITES contributed 65.3 per cent and 34.7 per cent, respectively, of the total software services exports **(**[**Table 2**](#T2)**).**
* BPO services were the dominant component of exports of IT enabled services **(**[**Table 3**](#T3)**).**
* Over half of the exports of software services were made by private limited companies **(**[**Table 4**](#T4)**).**
* The United States was the major destination for software exports accounting for 54.8 per cent; Europe had 30.1 per cent share, nearly half of which was in the UK **(**[**Table 5**](#T5)**).**
* The US dollar was the principal invoicing currency for software exports with 72.0 per cent share; Euro and Pound sterling together accounted for another 15.9 per cent **(**[**Table 6**](#T6)**).**
* The share of off-site mode of exports of software services has increased gradually to 87.1 per cent in 2020-21 from 80.1 per cent five years ago **(**[**Table 7**](#T7)**).**
* The share of mode-1 (cross-border supply) in India’s exports of software services increased further to 78.4 per cent in 2020-21: this share of mode-1 has been increasing over the years from 38.8 per cent in 2002-03 to 64.6 per cent in 2009-10 and further to 75.1 per cent in 2019-20, at the cost of the other three modes of delivery {*viz.*, mode-2 (consumption abroad); mode-3 (commercial presence); and mode-4 (presence of natural persons)} **(**[**Table 8**](#T8)**).**
* Software exports by foreign affiliates through commercial presence, where the USA is a major destination, stood at US$ 14.6 billion in 2020-21 **(**[**Tables 9**](#T9) **and** [**10**](#T10)**)**.
* Total exports of software services, including services delivered by foreign affiliates of Indian companies, recorded 2.1 per cent growth during 2020-21 and stood at US$ 148.3 billion **(**[**Table 8**](#T8)**).**

**Ajit Prasad**

**Press Release: 2021-2022/893** Director

**Table 1: Survey Response and Final Estimates for 2020-21 – A Snapshot**

(₹ crore)

|  |  |  |
| --- | --- | --- |
| **Item** | **Reported^** | **Final Estimates** |
| **(1)** | **(2)** |
| **1. No. of companies** | **1,815** | **6,115** |
| **2. Total Exports of Software Services** | **858,608** | **992,141** |
| 2.1 IT services | 538,395 | 614,678 |
| 2.2 Software Product Development | 26,958 | 33,230 |
| 2.3 BPO Services | 236,039 | 278,507 |
| 2.4 Engineering Services | 57,216 | 65,726 |
| **3. Total Exports of Software Services**  (including commercial presence) | **966,639** | **1,100,172** |
| 3.1 Mode 1 (cross-border supply) | 746,650 | 862,661 |
| 3.2 Mode 2 (consumption abroad) | 1,029 | 1,191 |
| 3.3 Mode 3 (commercial presence) | 108,031 | 108,031 |
| 3.4 Mode 4 (presence of natural person) | 110,929 | 128,289 |
| ^ Responses by the largest 20 companies ensured industry representation in the survey coverage. | | |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Activity** | **2019-20** | | | **2020-21** | | |
| ₹ **crore** | **US $ billion\*** | **Share (%)** | ₹ **crore** | **US $ billion\*** | **Share (%)** |
| **(1)** | **(2)** | **(3)** | **(4)** | **(5)** | **(6)** |
| **A). Computer Services** | **607,203** | **85.7** | **66.6** | **647,908** | **87.3** | **65.3** |
| Of which: i) IT services | 571,712 | 80.7 | 62.7 | 614,678 | 82.8 | 62.0 |
| ii) Software Product Development | 35,491 | 5.0 | 3.9 | 33,230 | 4.5 | 3.3 |
| **B). IT Enabled Services** | **304,499** | **42.9** | **33.4** | **344,233** | **46.4** | **34.7** |
| Of which: i) BPO Services | 236,172 | 33.3 | 25.9 | 278,507 | 37.5 | 28.1 |
| ii) Engineering Services | 68,327 | 9.6 | 7.5 | 65,726 | 8.9 | 6.6 |
| **Total Export of Software Services (A+B)** | **911,702** | **128.6** | **100.0** | **992,141** | **133.7** | **100.0** |

**Note:** Thesum of components may differ from total due to rounding off.

\* Using annual average Rupee/ Dollar exchange rate.

These footnotes are applicable for all other tables also.

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Activity** | **2019-20** | | | **2020-21** | | |
| ₹  **Crore** | **US $ billion** | **Share (%)** | ₹  **crore** | **US $ billion** | **Share (%)** |
| **(1)** | **(2)** | **(3)** | **(4)** | **(5)** | **(6)** |
| **BPO Services** | **236,172** | **33.3** | **77.6** | **278,507** | **37.5** | **81.0** |
| 1. Business consulting services including public relations services | 30,646 | 4.3 | 10.1 | 34,510 | 4.6 | 10.0 |
| 1. Finance and Accounting auditing book keeping and tax consulting services | 41,867 | 5.9 | 13.7 | 43,223 | 5.8 | 12.6 |
| 1. HR Administration | 1,527 | 0.2 | 0.5 | 1,685 | 0.2 | 0.5 |
| 1. Supply chain and other management services/ logistics | 1,211 | 0.2 | 0.4 | 1,139 | 0.2 | 0.3 |
| 1. Medical transcription and document management | 4,172 | 0.6 | 1.4 | 5,365 | 0.7 | 1.6 |
| 1. Content development and management and publishing | 2,179 | 0.3 | 0.7 | 1,949 | 0.3 | 0.6 |
| (v) Other BPO services | 154,570 | 21.8 | 50.8 | 190,636 | 25.7 | 55.4 |
| **Engineering Services** | **68,327** | **9.6** | **22.4** | **65,726** | **8.9** | **19.0** |
| 1. Embedded Solutions | 7,198 | 1.0 | 2.4 | 10,550 | 1.4 | 3.1 |
| 1. Product Design Engineering (mechanical electronics excluding software) | 25,350 | 3.6 | 8.3 | 29,996 | 4.0 | 8.7 |
| 1. Industrial automation and enterprise asset management | 1,811 | 0.3 | 0.6 | 1,702 | 0.2 | 0.5 |
| 1. Other Engineering services | 33,968 | 4.7 | 11.1 | 23,478 | 3.3 | 6.7 |
| **Total** | **304,499** | **42.9** | **100.0** | **344,233** | **46.4** | **100.0** |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Types of Organisation** | **2019-20** | | | **2020-21** | | |
| ₹ **crore** | **US $ billion\*** | **Share (%)** | ₹ **crore** | **US $ billion\*** | **Share (%)** |
| **(1)** | **(2)** | **(3)** | **(4)** | **(5)** | **(6)** |
| Private Limited Company | 477,264 | 67.3 | 52.3 | 525,194 | 70.8 | 52.9 |
| Public Limited Company | 425,027 | 60.0 | 46.6 | 444,682 | 59.9 | 44.8 |
| Others # | 9,411 | 1.3 | 1.1 | 22,265 | 3.0 | 2.3 |
| **Total** | **911,702** | **128.6** | **100.0** | **992,141** | **133.7** | **100.0** |
| # Others includes mostly LLPs/proprietor firms. | | | | | | |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Region** | **2019-20** | | | **2020-21** | | |
| ₹ **crore** | **US $ billion\*** | **Share (%)** | ₹ **crore** | **US $ billion\*** | **Share (%)** |
| **(1)** | **(2)** | **(3)** | **(4)** | **(5)** | **(6)** |
| **USA & Canada** | **529,334** | **74.7** | **58.1** | **557,187** | **75.1** | **56.2** |
| **Europe** | **251,812** | **35.5** | **27.6** | **298,932** | **40.3** | **30.1** |
| of which, UK | 122,259 | 17.2 | 13.4 | 142,670 | 19.2 | 14.4 |
| **Asia** | **64,183** | **9.1** | **7.0** | **66,573** | **9.0** | **6.7** |
| of which, East Asia | 54,246 | 7.7 | 5.9 | 59,429 | 8.0 | 6.0 |
| West Asia | 7,202 | 1.0 | 0.8 | 6,747 | 0.9 | 0.6 |
| South Asia | 2,735 | 0.4 | 0.3 | 397 | 0.1 | 0.1 |
| **Australia & New Zealand** | **27,625** | **3.9** | **3.0** | **31,054** | **4.2** | **3.1** |
| **Other countries** | **38,748** | **5.4** | **4.3** | **38,395** | **5.1** | **3.9** |
| **Total** | **911,702** | **128.6** | **100.0** | **992,141** | **133.7** | **100.0** |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Currency** | **2019-20** | | | **2020-21** | | |
| ₹  **crore** | **US $ billion\*** | **Share (%)** | ₹  **crore** | **US $ billion\*** | **Share (%)** |
| **(1)** | **(2)** | **(3)** | **(4)** | **(5)** | **(6)** |
| United States Dollar (USD) | 652,730 | 92.1 | 71.6 | 714,730 | 96.3 | 72.0 |
| Euro (EUR) | 85,543 | 12.1 | 9.4 | 92,230 | 12.4 | 9.3 |
| British pound sterling (GBP) | 66,253 | 9.3 | 7.3 | 65,547 | 8.8 | 6.6 |
| Indian Rupee (INR) | 44,037 | 6.2 | 4.8 | 54,131 | 7.3 | 5.5 |
| Australian Dollar (AUD) | 23,685 | 3.3 | 2.6 | 26,364 | 3.6 | 2.7 |
| Other Currencies | 39,454 | 5.6 | 4.3 | 39,139 | 5.3 | 3.9 |
| **Total** | **911,702** | **128.6** | **100.0** | **992,141** | **133.7** | **100.0** |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Type of Services** | **2019-20** | | | **2020-21** | | |
| **₹ crore** | **US $ billion\*** | **Share  (%)** | **₹ crore** | **US $ billion\*** | **Share  (%)** |
| **(1)** | **(2)** | **(3)** | **(4)** | **(5)** | **(6)** |
| On-site services | 138,120 | 19.5 | 15.1 | 128,289 | 17.3 | 12.9 |
| Off-site services | 773,582 | 109.1 | 84.9 | 863,852 | 116.4 | 87.1 |
| **Total** | **911,702** | **128.6** | **100.0** | **992,141** | **133.7** | **100.0** |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Type of Mode** | **2019-20** | | | **2020-21** | | |
| **₹ crore** | **US $ billion\*** | **Share (%)** | **₹ crore** | **US $ billion\*** | **Share (%)** |
| **(1)** | **(2)** | **(3)** | **(4)** | **(5)** | **(6)** |
| Mode 1 (cross-border supply) | 772,967 | 109.0 | 75.1 | 862,661 | 116.2 | 78.4 |
| Mode 2 (consumption abroad) | 616 | 0.1 | 0.1 | 1,191 | 0.2 | 0.1 |
| Mode 3 (commercial presence) | 117,662 | 16.6 | 11.4 | 108,031 | 14.6 | 9.8 |
| Mode 4 (presence of natural person) | 138,120 | 19.5 | 13.4 | 128,289 | 17.3 | 11.7 |
| **Total** | **1,029,365** | **145.2** | **100.0** | **1,100,172** | **148.3** | **100.0** |

**Table 9: Software Business by Foreign Affiliates of Indian Companies during 2020-21 ─ Activity Distribution**

(Amount in ₹ crore)

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **Locally** | **To India** | **Other Countries** |
| **(1)** | **(2)** | **(3)** |
| IT services | 12,641 | 548 | 3,104 |
| Software product development | 448 | 62 | 149 |
| BPO services | 14,756 | 515 | 1,533 |
| Engineering services | 2,534 | 19 | 186 |
| Other services | 77,652 | 31,342 | 13,927 |
| **Total (**₹ **crore)** | **108,031** | **32,486** | **18,899** |
| **Total (US $ billion\*)** | **14.6** | **4.4** | **2.5** |

**Table 10: Software Business by Foreign Affiliates of Indian Companies during 2020-21 ─ 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)** |
| United State of America | 44.9 | 51,341 | 16,811 | 3,462 |
| United Kingdom | 15.2 | 9,039 | 14,208 | 999 |
| Canada | 4.9 | 7,070 | 11 | 808 |
| Netherlands | 4.3 | 5,530 | 22 | 1,329 |
| Germany | 4.2 | 5,981 | 139 | 507 |
| Singapore | 3.9 | 4,681 | 267 | 1,246 |
| Other Countries | 22.6 | 24,389 | 1,028 | 10,548 |
| **Total** | **100.0** | **108,031** | **32,486** | **18,899** |

1. The previous data release in the series, covering 2019-20 survey round, was published on [March 16, 2021](https://www.rbi.org.in/scripts/BS_PressReleaseDisplay.aspx?prid=51278) on the RBI website. [↑](#footnote-ref-1)
2. Exports of relatively small non-responding companies were estimated as per the methodology are published in the article entitled

   ‘Survey on Computer Software and Information Technology Enabled Services Exports: 2016-17’ published in [March 2018](https://rbi.org.in/Scripts/BS_ViewBulletin.aspx?Id=17425) issue of

   the RBI Bulletin. [↑](#footnote-ref-2)