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Survey on Computer Software and Information Technology-Enabled Services Exports: 2020-21¹

Today, the Reserve Bank released the [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](#).

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 exports² during the year ([Table 1](#)).

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](#)).
- Computer services and ITES contributed 65.3 per cent and 34.7 per cent, respectively, of the total software services exports ([Table 2](#)).
- BPO services were the dominant component of exports of IT enabled services ([Table 3](#)).
- Over half of the exports of software services were made by private limited companies ([Table 4](#)).
- 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](#)).
- 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](#)).
- The share of off-site mode of exports of software services has increased gradually to 87.1

¹ The previous data release in the series, covering 2019-20 survey round, was published on [March 16, 2021](#) on the RBI website.

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](#) issue of the RBI Bulletin.

per cent in 2020-21 from 80.1 per cent five years ago ([Table 7](#)).

- 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](#)).
- 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 and 10](#)).
- 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](#)).

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Ajit Prasad
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: The sum 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
(i) Business consulting services including public relations services	30,646	4.3	10.1	34,510	4.6	10.0
(ii) Finance and Accounting auditing book keeping and tax consulting services	41,867	5.9	13.7	43,223	5.8	12.6
(iii) HR Administration	1,527	0.2	0.5	1,685	0.2	0.5
(iv) Supply chain and other management services/ logistics	1,211	0.2	0.4	1,139	0.2	0.3
(v) Medical transcription and document management	4,172	0.6	1.4	5,365	0.7	1.6
(vi) 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
(i) Embedded Solutions	7,198	1.0	2.4	10,550	1.4	3.1
(ii) Product Design Engineering (mechanical electronics excluding software)	25,350	3.6	8.3	29,996	4.0	8.7
(iii) Industrial automation and enterprise asset management	1,811	0.3	0.6	1,702	0.2	0.5
(iv) 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