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**Survey on Computer Software and Information Technology Enabled Services Exports: 2022-23**

Today, the Reserve Bank released the [data](#)<sup>1</sup> related to the 2022-23 round of its annual survey on computer software and information technology enabled services (ITES) exports. The survey<sup>2</sup> collects details on India's exports of software services {computer services and ITES/business process outsourcing (BPO) services} as per type of activity, on-site/off-site nature of services, country of destination and modes of supply.

For 2022-23 round of the survey, 7,140 software export companies were contacted, of which 2,191 companies, including most of the large companies, responded. The participating companies together accounted for 89 per cent of total software services exports<sup>3</sup> ([Table 1](#)).

**Highlights:**

- Exports of software services by Indian companies (excluding their sales through overseas commercial presence) increased by 18.4 per cent during 2022-23 to US\$ 185.5 billion ([Table 2](#)).
- Computer services accounted for over two-thirds of total software services exports during the year; BPO services remained the main component of ITES exports ([Tables 2](#) and [3](#)).
- Private limited companies accounted for 56.1 per cent of the total exports of software services during the year though they recorded lower growth of 10.9 per cent when compared with 31.8 per cent rise in software exports by public limited companies ([Table 4](#)).
- Exports to all major regions improved during the year; the United States of America (USA) was the destination of nearly 55 per cent of India's software exports followed by Europe (31 per cent), where the United Kingdom (UK) had a large share ([Table 5](#)).
- The US dollar was the dominant invoicing currency for India's software exports, followed by the Euro, the Rupee and the Pound Sterling ([Table 6](#)).
- The share of off-site mode in total software exports rose to 90.1 per cent during 2022-23 from 88.8 per cent in the previous year and 84.3 per cent five years ago ([Table 7](#)).

<sup>1</sup> The previous data release in the series, covering 2021-22 survey round, was published on [September 08, 2022](#) 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 Reserve Bank of India Bulletin.

- In terms of modes of supplying software services, the share of cross-border supply increased to 83.3 per cent (80.9 per cent in the previous year) at the cost of presence of natural persons and commercial presence modes of delivery ([Table 8](#)).
- Total exports of software services, including services delivered by foreign affiliates of Indian companies, increased by 16.7 per cent during 2022-23 to US\$ 200.6 billion; local software business by such affiliates amounted to US\$ 15.1 billion during the year, with the USA and the UK remaining the major destinations ([Tables 9](#) and [10](#)).

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**Ajit Prasad**  
Director (Communications)

**Table 1: Survey Response and Final Estimates for 2022-23 – A Snapshot**

| Item  | Reported         |              | Final Estimates  |              |
|---|------------------|--------------|------------------|--------------|
|   | ₹ crore          | US\$ billion | ₹ crore          | US\$ billion |
| 1   | 2                | 3            | 4                | 5            |
| 1. No. of companies   | 2,191            | 2,191        | 7,140            | 7,140        |
| <b>2. Total Exports of Software Services</b>  | <b>13,27,557</b> | <b>165.2</b> | <b>14,90,900</b> | <b>185.5</b> |
| 2.1 IT services   | 8,71,983         | 108.5        | 9,62,229         | 119.8        |
| 2.2 Software Product Development  | 35,345           | 4.4          | 41,327           | 5.1          |
| 2.3 BPO Services  | 3,53,596         | 44.0         | 4,11,528         | 51.2         |
| 2.4 Engineering Services  | 66,633           | 8.3          | 75,816           | 9.4          |
| <b>3. Total Exports of Software Services including commercial presence</b>                      | <b>14,47,894</b> | <b>180.2</b> | <b>16,12,083</b> | <b>200.6</b> |
| 3.1 Mode 1 (cross-border supply)  | 11,94,505        | 148.6        | 13,42,333        | 167.0        |
| 3.2 Mode 2 (consumption abroad)   | 1,389            | 0.2          | 1,560            | 0.2          |
| 3.3 Mode 3 (commercial presence)  | 1,21,183         | 15.1         | 1,21,183         | 15.1         |
| 3.4 Mode 4 (presence of natural person)   | 1,30,817         | 16.3         | 1,47,007         | 18.3         |
| <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                                       | 2021-22          |              |              | 2022-23          |              |              |
|--|------------------|--------------|--------------|------------------|--------------|--------------|
|  | ₹ crore          | US\$ billion | Share (%)    | ₹ crore          | US\$ billion | Share (%)    |
| 1  | 2                | 3            | 4            | 5                | 6            | 7            |
| <b>A. Computer Services</b>                    | <b>7,90,992</b>  | <b>106.2</b> | <b>67.8</b>  | <b>10,03,556</b> | <b>124.9</b> | <b>67.3</b>  |
| <i>of which:</i>                               |                  |              |              |                  |              |              |
| i) IT services                                 | 7,57,352         | 101.7        | 64.9         | 9,62,229         | 119.8        | 64.5         |
| ii) Software Product Development               | 33,640           | 4.5          | 2.9          | 41,327           | 5.1          | 2.8          |
| <b>B. IT Enabled Services</b>                  | <b>3,76,412</b>  | <b>50.5</b>  | <b>32.2</b>  | <b>4,87,344</b>  | <b>60.6</b>  | <b>32.7</b>  |
| <i>of which:</i>                               |                  |              |              |                  |              |              |
| i) BPO Services                                | 3,14,851         | 42.3         | 27.0         | 4,11,528         | 51.2         | 27.6         |
| ii) Engineering Services                       | 61,561           | 8.2          | 5.2          | 75,816           | 9.4          | 5.1          |
| <b>Total Export of Software Services (A+B)</b> | <b>11,67,404</b> | <b>156.7</b> | <b>100.0</b> | <b>14,90,900</b> | <b>185.5</b> | <b>100.0</b> |

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

| Activity   | 2021-22         |              |              | 2022-23         |              |              |
|--|-----------------|--------------|--------------|-----------------|--------------|--------------|
|  | ₹ crore         | US\$ billion | Share (%)    | ₹ crore         | US\$ billion | Share (%)    |
| 1  | 2               | 3            | 4            | 5               | 6            | 7            |
| <b>A. BPO Services</b>   | <b>3,14,851</b> | <b>42.3</b>  | <b>83.6</b>  | <b>4,11,528</b> | <b>51.2</b>  | <b>84.4</b>  |
| (i) Business consulting services including public relations services         | 36,110          | 4.8          | 9.5          | 20,773          | 2.6          | 4.3          |
| (ii) Finance and accounting auditing bookkeeping and tax consulting services | 47,094          | 6.3          | 12.5         | 55,637          | 6.9          | 11.4         |
| (iii) HR administration  | 2,229           | 0.3          | 0.6          | 3,049           | 0.4          | 0.6          |
| (iv) Supply chain and other management services/ logistics                   | 888             | 0.1          | 0.2          | 5,612           | 0.7          | 1.1          |
| (v) Medical transcription and document management                            | 5,063           | 0.7          | 1.4          | 5,969           | 0.7          | 1.2          |
| (vi) Content development and management and publishing                       | 2,363           | 0.3          | 0.6          | 2,936           | 0.4          | 0.6          |
| (v) Other BPO services   | 2,21,104        | 29.8         | 58.8         | 3,17,552        | 39.5         | 65.2         |
| <b>B. Engineering Services</b>   | <b>61,561</b>   | <b>8.2</b>   | <b>16.4</b>  | <b>75,816</b>   | <b>9.4</b>   | <b>15.6</b>  |
| (i) Embedded solutions   | 10,284          | 1.4          | 2.8          | 11,712          | 1.5          | 2.4          |
| (ii) Product design engineering (mechanical electronics excluding software)  | 5,356           | 0.7          | 1.4          | 14,482          | 1.8          | 3.0          |
| (iii) Industrial automation and enterprise asset management                  | 7,895           | 1.1          | 2.1          | 1,856           | 0.2          | 0.4          |
| (iv) Other engineering services  | 38,026          | 5.0          | 10.1         | 47,766          | 5.9          | 9.8          |
| <b>Total (A+B)</b>   | <b>3,76,412</b> | <b>50.5</b>  | <b>100.0</b> | <b>4,87,344</b> | <b>60.6</b>  | <b>100.0</b> |

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

| Types of Organisations  | 2021-22          |              |              | 2022-23          |              |              |
|-------------------------|------------------|--------------|--------------|------------------|--------------|--------------|
|                         | ₹ crore          | US\$ billion | Share (%)    | ₹ crore          | US\$ billion | Share (%)    |
| 1                       | 2                | 3            | 4            | 5                | 6            | 7            |
| Private Limited Company | 6,99,890         | 93.9         | 59.9         | 8,36,413         | 104.1        | 56.1         |
| Public Limited Company  | 4,35,333         | 58.4         | 37.3         | 6,18,497         | 77.0         | 41.5         |
| Others <sup>#</sup>     | 32,181           | 4.4          | 2.8          | 35,990           | 4.4          | 2.4          |
| <b>Total</b>            | <b>11,67,404</b> | <b>156.7</b> | <b>100.0</b> | <b>14,90,900</b> | <b>185.5</b> | <b>100.0</b> |

<sup>#</sup> Others include mostly LLPs/proprietor firms.

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

| Region                   | 2021-22          |              |              | 2022-23          |              |              |
|--------------------------|------------------|--------------|--------------|------------------|--------------|--------------|
|                          | ₹ crore          | US\$ billion | Share (%)    | ₹ crore          | US\$ billion | Share (%)    |
| 1                        | 2                | 3            | 4            | 5                | 6            | 7            |
| United States of America | 6,30,166         | 84.6         | 54.0         | 8,15,034         | 101.4        | 54.7         |
| Canada                   | 17,393           | 2.3          | 1.5          | 20,066           | 2.5          | 1.3          |
| Europe                   | 3,61,779         | 48.6         | 31.0         | 4,58,545         | 57.1         | 30.8         |
| <i>of which,</i>         |                  |              |              |                  |              |              |
| United Kingdom           | 1,73,593         | 23.3         | 14.9         | 2,12,801         | 26.5         | 14.3         |
| Asia                     | 75,881           | 10.2         | 6.5          | 97,037           | 12.0         | 6.5          |
| <i>of which,</i>         |                  |              |              |                  |              |              |
| East Asia                | 67,009           | 9.0          | 5.7          | 82,155           | 10.2         | 5.5          |
| West Asia                | 8,289            | 1.1          | 0.7          | 12,373           | 1.5          | 0.8          |
| South Asia               | 583              | 0.1          | 0.1          | 2,509            | 0.3          | 0.2          |
| Australia & New Zealand  | 34,088           | 4.6          | 2.9          | 38,212           | 4.8          | 2.6          |
| Other countries          | 48,097           | 6.4          | 4.1          | 62,006           | 7.7          | 4.1          |
| <b>Total</b>             | <b>11,67,404</b> | <b>156.7</b> | <b>100.0</b> | <b>14,90,900</b> | <b>185.5</b> | <b>100.0</b> |

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

| Currency         | 2021-22          |              |              | 2022-23          |              |              |
|------------------|------------------|--------------|--------------|------------------|--------------|--------------|
|                  | ₹ crore          | US\$ billion | Share (%)    | ₹ crore          | US\$ billion | Share (%)    |
| 1                | 2                | 3            | 4            | 5                | 6            | 7            |
| USD              | 8,23,371         | 110.5        | 70.5         | 10,79,499        | 134.3        | 72.4         |
| EUR              | 1,16,729         | 15.7         | 10.0         | 1,33,681         | 16.6         | 9.0          |
| INR              | 79,558           | 10.7         | 6.8          | 1,05,462         | 13.1         | 7.1          |
| GBP              | 74,165           | 10.0         | 6.4          | 87,685           | 10.9         | 5.9          |
| AUD              | 28,493           | 3.8          | 2.4          | 31,063           | 3.9          | 2.1          |
| Other Currencies | 45,088           | 6.0          | 3.9          | 53,510           | 6.7          | 3.5          |
| <b>Total</b>     | <b>11,67,404</b> | <b>156.7</b> | <b>100.0</b> | <b>14,90,900</b> | <b>185.5</b> | <b>100.0</b> |

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

| Type of Services  | 2021-22          |              |              | 2022-23          |              |              |
|-------------------|------------------|--------------|--------------|------------------|--------------|--------------|
|                   | ₹ crore          | US\$ billion | Share (%)    | ₹ crore          | US\$ billion | Share (%)    |
| 1                 | 2                | 3            | 4            | 5                | 6            | 7            |
| On-site services  | 1,30,601         | 17.5         | 11.2         | 1,47,007         | 18.3         | 9.9          |
| Off-site services | 10,36,803        | 139.2        | 88.8         | 13,43,893        | 167.2        | 90.1         |
| <b>Total</b>      | <b>11,67,404</b> | <b>156.7</b> | <b>100.0</b> | <b>14,90,900</b> | <b>185.5</b> | <b>100.0</b> |

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

| Type of Mode                        | 2021-22          |              |              | 2022-23          |              |              |
|-------------------------------------|------------------|--------------|--------------|------------------|--------------|--------------|
|                                     | ₹ crore          | US\$ billion | Share (%)    | ₹ crore          | US\$ billion | Share (%)    |
| 1                                   | 2                | 3            | 4            | 5                | 6            | 7            |
| Mode 1 (cross-border supply)        | 10,35,724        | 139.1        | 80.9         | 13,42,333        | 167.0        | 83.3         |
| Mode 2 (consumption abroad)         | 1,080            | 0.1          | 0.1          | 1,560            | 0.2          | 0.1          |
| Mode 3 (commercial presence)        | 1,13,330         | 15.2         | 8.8          | 1,21,183         | 15.1         | 7.5          |
| Mode 4 (presence of natural person) | 1,30,601         | 17.5         | 10.2         | 1,47,007         | 18.3         | 9.1          |
| <b>Total</b>                        | <b>12,80,735</b> | <b>171.9</b> | <b>100.0</b> | <b>16,12,083</b> | <b>200.6</b> | <b>100.0</b> |

**Table 9: Software Business by Foreign Affiliates of Indian Companies during 2022-23 – Activity Distribution**

(Amount in ₹ crore)

| Activity                     | Locally*        | To India      | Other Countries |
|------------------------------|-----------------|---------------|-----------------|
| 1                            | 2               | 3             | 4               |
| IT services                  | 28,578          | 4,023         | 2,573           |
| Software product development | 287             | 56            | 135             |
| BPO services                 | 7,829           | 924           | 2,172           |
| Engineering services         | 4,149           | 12            | 520             |
| Other services               | 80,340          | 59,144        | 11,868          |
| <b>Total (₹ crore)</b>       | <b>1,21,183</b> | <b>64,159</b> | <b>17,268</b>   |
| <b>Total (US\$ billion)</b>  | <b>15.1</b>     | <b>8.0</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 2022-23 – 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     | 40.2   | 50,947                                  | 27,942        | 2,512           |
| United Kingdom              | 23.3   | 15,226                                  | 29,969        | 1,945           |
| Germany                     | 6.6  | 10,776                                  | 362           | 2,256           |
| Canada                      | 6.4  | 12,035                                  | 101           | 762             |
| Singapore                   | 4.2  | 6,106                                   | 601           | 1,826           |
| Netherlands                 | 4.9  | 7,970                                   | 188           | 1,768           |
| Other Countries             | 14.4   | 18,123                                  | 4,996         | 6,199           |
| <b>Total (₹ crore)</b>      | <b>100.0</b>   | <b>1,21,183</b>                         | <b>64,159</b> | <b>17,268</b>   |
| <b>Total (US\$ billion)</b> | <b>-</b>   | <b>15.1</b>                             | <b>8.0</b>    | <b>2.1</b>      |