

Dated: 24th March, 2020

OFFICE MEMORANDUM

Subject: Advisory to State Governments to permit IT/ITES industry to carry out essential functions

In view of the prevailing situation due to COVID 19, the Government of India has issued several advisories regarding management of pandemic. The Department of Telecom has also relaxed provisions of OSP licencing enabling IT/ITES industry employees to work from home. However, in view of the lockdown, certain IT/ITES services are being hampered.

2. This Ministry has received representations/suggestions from various IT/ITES Industry Associations requesting to bring about uniformity across India, through a suitable advisory, with regard to essential functions that are undertaken by the IT-ITES industry amidst the Corona epidemic related restrictions.

3. Some of the State Governments like Andhra Pradesh, Karnataka, Maharashtra and Telangana have notified the essential nature of IT-ITES industry in their policy itself, with suitable enabling provisions in their respective Essential Services Maintenance Acts. The IT-ITES industry provides following key essential services:

- Government Services (tax administration, e-governance, cloud operation, passport services etc.)
- Healthcare and Insurance related processing (prior approval of treatment etc.)
- Provision and support to utilities customers (gas, electricity, mobile network, broadband etc.)
- Maintenance and support of communication infrastructure (cell network support, ISP equipment support etc.)
- Transportation related logistics support (support to trucking, shipping, air cargo services etc., including for getting essential aid/medicines supplied in a pandemic).
- Support to banking services/payment services (KYC/AML support, KYC database updating without which, suspicious transactions might go undetected by the banking system)

Contd...P/2...



- E-commerce services and their warehouses and agents working for delivery of essential items.

4. In order to deal with the crisis situation emerging from the corona pandemic and related lockdown being announced by various State Governments, it is important that the following requests are suitably considered by the State Governments:

- (i) Employees who are certified as 'Mission Critical' and associated with 'Essential Services' by the top management of the Company may be permitted to operate from the company offices on the basis of such certificate issued; and
- (ii) A reasonable time of three days may be given to persons who will operate from home, to enable shifting of necessary equipment, computers etc. from the office to home.
- (iii) E-commerce services (delivery, warehouse operations, shipping logistics), on the basis of evidence like copy of orders, way bills, invoices etc. particularly in respect of essential items.

5. In view of above, State Governments are requested to take measures to ensure uninterrupted IT/ITES services. A copy of advisory issued in this regard by the State Government of Karnataka is also attached for your kind reference.


24/3/2020
(Rajiv Kumar)
Joint Secretary
Tel: 011-24363078

To,

1. All Chief Secretaries
2. Secretary, Ministry of Health and Family Welfare, New Delhi
3. Secretary, Ministry of Commerce and Industry, New Delhi
4. Director General, STPI, New Delhi
5. President, NASSCOM, New Delhi
6. CEO, MAIT, New Delhi
7. ED, Payments Council of India

Copy for information to:

1. OSD to Secretary, MeitY
2. All GCs of MeitY