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It is extremely heartening to see the government's commitment towards Ease of Doing Business, and it's focus towards IT-BPM industry's sustainable future. We are grateful to the IT Minister for this landmark decision; acknowledging the industry's needs in this regard and issuing guidelines towards the simplification of OSP guidelines.

The new guidelines will tremendously reduce the compliance burden of the BPM industry. The registration requirement for OSPs has also been done away with altogether. There are some security related obligations for voice based OSP which appear to be fine. The BPM industry engaged in data-related work have been completely taken out of the ambit of the definition of an OSP.

Access to remote working will give our industry an epic boost and significantly expand access to talent, increase job creation, catapult Indian IT and BPM to the next level of growth and innovation, thereby making India a global tech hub.