



QUALIFICATION FILE

Domestic Data Entry Operator

- Short Term Training (STT) Long Term Training (LTT) Apprenticeship
 Upskilling Dual/Flexi Qualification For ToT
 For ToA

- General Multi-skill (MS) Cross Sectoral (CS) BPM OEM

NCrF/NSQF Level: 3

Submitted By: Namrata Kapur

IT-ITeS Sector Skills Council NASSCOM (SSC NASSCOM)

Plot No. – 7, 8, 9 & 10

Sector – 126, Noida, Uttar Pradesh - 201303

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Section 1: Basic Details

1.	Qualification Name	Domestic Data Entry Operator	
2.	Sector/s	IT/ITeS	
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of the previous qualification: 2021/ITES/ITSSC/04832 & Version 2	Qualification Name of the previous version: Domestic Data Entry Operator
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>	Domestic Data Entry Operator	
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-03-IT-01568-2023-V1.1-NASSCOM & Version 3	6. NCrF/NSQF Level: 3
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate	
8.	Brief Description of the Qualification	This unit is responsible for performing data entry work using a personal computer and software, entering, updating, researching, verifying and/or retrieving data into/from various systems, and ensuring the accuracy and confidentiality of information recorded.	
9.	Eligibility Criteria for Entry for a Student/Trainee/Learner/Employee	Entry Qualification & Relevant Experience: *Relevant Experience: Data Entry The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications. Grade 10 OR 8th Grade Pass with 2-year relevant experience* OR Previous Relevant qualification of NSQF level 2 with 1 years of relevant experience*	

		Min Age: 14 Years																						
10.	Credits Assigned to this Qualification, Subject to Assessment (<i>as per National Credit Framework (NCrF)</i>)	15 Credits	11. Common Cost Norm Category (I/II/III) (<i>wherever applicable</i>): II																					
12.	Any Licensing Requirements for Undertaking Training on This Qualification (<i>wherever applicable</i>)	NA																						
13.	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	<input checked="" type="checkbox"/> Offline Only <input checked="" type="checkbox"/> Online Only <input type="checkbox"/> Blended																						
		<table border="1"> <thead> <tr> <th>Training Delivery Mode</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT (Mandatory) Hours</th> <th>OJT (Recommended) Hours</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>118</td> <td>272</td> <td>60</td> <td>-</td> <td>450</td> </tr> <tr> <td>Online</td> <td>118</td> <td>272</td> <td>60</td> <td>-</td> <td>450</td> </tr> </tbody> </table>					Training Delivery Mode	Theory (Hours)	Practical (Hours)	OJT (Mandatory) Hours	OJT (Recommended) Hours	Total (Hours)	Classroom (offline)	118	272	60	-	450	Online	118	272	60	-	450
Training Delivery Mode	Theory (Hours)	Practical (Hours)	OJT (Mandatory) Hours	OJT (Recommended) Hours	Total (Hours)																			
Classroom (offline)	118	272	60	-	450																			
Online	118	272	60	-	450																			
		<i>(Refer Blended Learning Annexure for details)</i>																						
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO- 2015/4132.0402																						
15.	Progression Path After Attaining the Qualification, wherever applicable (<i>Please show Professional and Academic progression</i>)	This entry should refer to one or more of the following: Professional progression: access to related qualification(s) at the next NSQF level: Senior Data entry operator Academic progression: access to related qualification(s) at the next NSQF level: Domestic Biometric Data Operator																						
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																						
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																						
18.	Is the Job Amenable to Persons with Disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: Visual, Hearing or Speech impairment, Locomotor Disability																						

19.	How will participation of women be encouraged?	The Program is gender neutral although to increase women's participation, organizations are keeping aside a few seats to encourage female candidates.	
20.	Are Greening/Environment Sustainability Aspects covered (<i>Specify the NOS/Module which Covers it</i>)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
21.	Is Qualification suitable to be offered in Schools/Colleges	Schools: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
22.	Name and Contact Details Submitting / Awarding Body SPOC (<i>In case of CS or MS, provide details of both Lead AB & Supporting ABs</i>)	Name: Namrata Kapur Email: Namrata@nasscom.in Contact No.: 0120-4990111 Website: https://nasscom.in	
23.	Final Approval Date by NSQC: 30 December 2021	24. Validity Duration: 3 Years	25. Next Review Date: 30 December 2024

Section 2: Module Summary

NOS/s of Qualification

(In Exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/Module level. For Further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job training **Man.**-Mandatory Training **Rec.**-Recommended **Proj.**- Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Undertake data entry services	SSC/N3022 & V2	Core	3	11	94:00	236:00	00:00	00:00	330:00	88	212	-	-	300	85%
2.	Employability Skill (60 Hours)	DGT/VSQ/N0102 & V1	Non-Core	4	02	24:00	36:00	00:00	00:00	60:00	20	30	-	-	50	15%
3.	OJT	-	-	-	02	00:00	00:00	60:00	00:00	60:00	-	-	-	-	-	-
Duration (in Hours) / Total Marks					15	118:00	272:00	60:00	00:00	450:00	108	242	-	-	350	100%

Assessment - Minimum Qualifying Percentage

Minimum Pass Percentage – Aggregate at qualification level: 50 % (Every Trainee should score a specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Minimum 10th Standard, preferred Diploma in Computer Science/ Technology</p> <p>Industry Experience: Minimum 2 years of relevant experience in data entry domain</p> <p>Training Experience: Minimum 1 year of full-time training experience preferred in data entry process</p> <p>Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2601, V2.0" Minimum accepted score is 80% aggregate</p> <p>Additional Certification: Certification in relevant data entry software competencies: MS Office, Adobe, Acrobat.</p>
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	<p>Educational Qualification: Minimum 10th Standard, preferred Diploma in Computer Science/ Technology</p> <p>Industry Experience: Minimum 2 years of relevant experience in data entry domain</p> <p>Training Experience: Minimum 1 year of full-time training experience preferred in data entry process</p> <p>Certification: "Trainer" mapped to the Qualification Pack "MEP/Q2602, V2.0" Minimum accepted score is 80% aggregate</p> <p>Additional Certification: Certification in relevant data entry software competencies: MS Office, Adobe, Acrobat.</p>
3.	Tools and Equipment Required for the Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Educational Qualification: Graduate in any discipline Industry Experience: 2 years of experience that involves data entry domain Training Experience: 1 year Certification: N/A
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines), (wherever applicable)	Educational Qualification: Graduate in any discipline Industry Experience: 2 years of experience that involves data entry domain Training Experience: 1 year Certification: N/A
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Educational Qualification: Graduate in any discipline Industry Experience: 2 years of experience that involves data entry domain Training Experience: 1 year Certification: N/A
4.	Assessment Mode (Specify the assessment mode)	Can be either in the classroom or online
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

Section 5: Evidence of the Need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap study (not older than 2 years) (Yes/No): NA
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): NA
3.	Government/Industry initiatives/requirement (Yes/No): NA
4.	Number of industry validations provided: 22
5.	Estimated number of people to be trained and employed: NA
6.	Evidence of Concurrence/Consultation with Line/State Departments: NA If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrF/NSQF level justification based on NCrF/NSQF descriptors <i>(Mandatory)</i>	Evidence of Level
2.	Annexure: List of tools and equipment relevant for NOS <i>(Mandatory, except in case of online course)</i>	Tools and Equipment (lab set-up)
3.	Annexure: Detailed Assessment criteria <i>(Mandatory)</i>	Performance Criteria Details
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Assessment Strategy
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is Blended Learning)</i>	NA
6.	Annexure: Multiple Entry Exit Details <i>(Mandatory, in case qualification has multiple entry-exit)</i>	NA
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	NA
8.	Supporting Document: Model Curriculum <i>(Mandatory-Public View)</i>	MC_SSC/Q2212_Domestic Data Entry Operator_V3.0
9.	Supporting Document: Career Progression <i>(Mandatory-Public View)</i>	NA

10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	BPM Occupation Map
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	Assessment Strategy
12.	Any Other document you wish to submit:	NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process knowledge	<ul style="list-style-type: none"> • Explain data entry services and the policies applicable. • Inspect the data being entered from multiple sources to check authenticity and remove errors. • Categorize and examine the essential steps required to verify, analyse data. • Examine common errors and plan to mitigate the same. • Estimate a suitable timeline for completing a data entry process. • Illustrate proper ways of upskilling data entry process through use of advanced software. • Demonstrate application of various IT components including browsers and various operating systems. • Illustrate proper ways of maintaining confidentiality of storing security and back up files for future use. • Demonstrate application of various solutions for different types of incidents/service requests. • Demonstrate effective work planning principles using time and resources effectively. • Describe how to maintain a healthy, safe, and secure environment at workplace. 	<p>Individuals at this job work in familiar, predictable, routine situations to provide daily work reports and work on daily hour bases.</p> <p>They transcribe selected data into a computer and scan source documents in accordance with specific program instructions as a process and perform the service request accurately as per organizational processes and policies under guidance.</p>	3

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional and Technical Skills/ Expertise/ Professional Knowledge	<ul style="list-style-type: none"> • Relevant legislation, standards, policies, and procedures followed in the company • How to engage with both internal and external specialists for support to perform the desired task • Data entry procedures, tools, and techniques • Potential helpdesk customers and their typical requirements • Role and importance of the data entry operator in supporting business operations • The adequacy of existing helpdesk feedback systems and suggest improvements • Basic understanding of computer and its terminology • Different software needed for report writing including MS office suit or Open-source software • Basic and advance PC workstation configuration, maintenance, networking as well as trouble shooting • The operation and use of a standard alphanumeric keyboard • How to compile simple reports from data entered and ability to make comparisons between them through use of various database management software • How to make error free data entry with the help of software devices • Typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions • Typical response times and service times for problem mitigation • The importance of documenting, classifying, prioritizing service requests, crowd management and others • Maintain a knowledgebase of the known problems, helpdesk system, policies, etc. 	<p>This job requires the individual to have basic factual knowledge of various technology trends. Individual should have knowledge of the field of Customer Relationship Management. This would help him to record and perform the service request accurately as per organizational processes and policies.</p>	3

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<ul style="list-style-type: none"> • Document call logs, reports, task lists, and schedules with co-workers • Read about the software and the documents, products, and services with reference to the organization • Keep abreast with the latest knowledge by reading newspaper, pamphlets, and product information sheets • Read comments, suggestions, and responses to frequently asked questions (FAQs) posted on the helpdesk portal • Discuss task lists, schedules, and workloads with co-workers • Question customers appropriately to understand the nature of the problem and make a diagnosis • Give clear instructions to customers and perform the task and inform about the progress • Avoid using jargon, slang or acronyms when communicating with a customer, unless it is required • Follow rule-based decision-making processes to identify anomalies in data and refer it to the supervisor • Configure data and disseminate relevant information to others • Use information technology effectively to input and/or extract data accurately • Apply balance judgments to different situations in a detailed and constructive way 	<p>Individual at this job needs to undertake data entry services.</p> <p>They must be able to recall and demonstrate practical skills which are routine and repetitive in nature.</p> <p>Individual needs to transcribe selected data into a computer and scan source documents in accordance with specific program instructions referring to appropriate rules and tools in accordance with the organizational guidelines under supervision.</p>	3
Broad Learning Outcomes/Core Skill	<ul style="list-style-type: none"> • Work effectively, independently, and collaboratively in a team environment • Carry out rule-based transactions in line with customer-specific guidelines/procedures and service level agreements • Apply problem-solving approaches in different situations 	<p>The individual should possess excellent written language & communication skills, with the required clarity to be able to obtain sufficient information from the customer /client to understand the need and assist the customer in providing right information to be entered.</p> <p>Basic arithmetic principles are essential to record and</p>	3

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
		<p>perform the service request accurately as per organizational processes and policies. This will help him/her to accurately enter & compare the data and provide the customer with a reasonable estimate of service times for the problems.</p> <p>The core & generic job skills that an individual should have, will help him/her understand & manage assigned works in the context of the social environment of the customer.</p>	
Responsibility	<ul style="list-style-type: none"> Collection of customer information within estimated timeframe Problems related to networking/connectivity/operating system/software installation/ configuration of computer/ hardware data entry Errors related to database management, database access management, service request delay, etc. Interact with appropriate people like line manager/supervisor/ subject matter experts 	<p>Individuals are responsible to provide daily work reports and work on daily hour bases under supervision. The individual is responsible for electronic entry of data from the client side to the office site or vice-versa.</p> <p>These tasks will require supervision where the individual must work and learn.</p> <p>Since the individual is working under supervision, this QF is justified to be pegged at Level 3.</p>	3

Annexure: Tools and Equipment (lab set-up)

Batch Size:

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	PC/Laptop with internet	With Wifi (2MBPS Dedicated)	1 Unit per Trainee
2	Relevant Software: Data Entry Tools/ software	MS Office, Adobe, Acrobat	1 Unit per Trainee
3	Microphone/Voice System	For lecture & class activities	1 Unit for Trainer

4	White Board		1 Unit for Trainer
5	White Board Maker		1 Unit for Trainer
6	Projector		1 Unit

Annexure: Industry Validations Summary

Provide summary information of all the industry validation in table.

S. No	Organisation Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1							
2							
3							

Annexure: Training & Employment Details

Training & Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employed Opportunities	Estimated Training #	Estimated Employed Opportunities	Estimated Training #	Estimated Employed Opportunities
2023-24	-	-	-	-	-	-
2024-25	-	-	-	-	-	-
2025-26	-	-	-	-	-	-

#The Estimated Data is an average for each state.

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates			Women			People with disability		
		Trained	Assessed	Certified	Trained	Assessed	Certified	Trained	Assessed	Certified
	2022-23	-	-	-	-	-	-	-	-	-

Content availability for the previous version of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Language in which content is available:

Annexure: Detailed Assessment Criteria

Detailed Assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
SSC/N3022: Undertake data entry services	PC1. obtain sufficient information from the customer /client to understand the need and perform initial task	-	31.25	-	-
	PC2. assist the customer in providing sufficient information to be entered and collate the same	-	31.25	-	-
	PC3. provide the customer with a reasonable estimate time of entering data	-	12.5	-	-
	PC4. prioritize service requests according to organizational guidelines	-	6.25	-	-
	PC5. refer the problem to the technical support team if it cannot be resolved by the operator	-	6.25	-	-
	PC6. monitor the problem and keep the customer informed about progress or any delays in the process	-	12.5	-	-
	PC7. record and perform the service request accurately as per organizational processes and policies	-	6.25	-	-
	PC8. transcribe, enter, and verify data from a variety of source material including financial, personnel, police and other records and correct any errors with the source	-	25	-	-
	PC9. receive source documents from various departments, public, agencies, etc. and verify accuracy of material, prior to input	-	6.25	-	-
	PC10. transcribe selected data into a computer and scan source documents in accordance with specific program instructions and compare the same	13	49.5	-	-

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC11. obtain help or advice from supervisor if the problem is outside his/her area of competence or experience	-	12.5	-	-
	PC12. determine the cause of error message while entering data and make corrections	12.5	-	-	-
	PC13. maintain files of source documents or other information relative to data entered	12.5	-	-	-
	PC14. perform various related functions to maintain computer and other hardware	25	-	-	-
	PC15. assist in (or perform) the filing and storage of security and back up data files	25	-	-	-
	PC16. perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)	-	12.5	-	-
	Total Marks	88	212	-	-
DGT/VSQ/N0102 Employability Skills (60 Hrs)	Introduction to Employability Skills	1	1	-	-
	Constitutional values - Citizenship	1	1	-	-
	Becoming a Professional in the 21st Century	2	4	-	-
	Basic English Skills	2	3	-	-
	Career Development & Goal Setting	1	2	-	-
	Communication Skills	2	2	-	-
	Diversity & Inclusion	1	2	-	-
	Financial and Legal Literacy	2	3		
	Essential Digital Skills	3	4		
	Entrepreneurship	2	3		
	Customer Service	1	2		
	Getting Ready for Apprenticeship & Jobs	2	3		
	Total Marks	20	30	-	-
Grand Total Marks		108	242		

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Assessment System Overview

A uniform assessment of job candidates per industry standards facilitates the industry's progress by filtering employable individuals while simultaneously providing candidates with an analysis of personal strengths and weaknesses.

Assessment Criteria

The Sector Skill Council will create criteria for assessment for each Qualification Pack. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC. The assessment for the theory part will be based on a knowledge bank of questions created by the SSC. Assessment will be conducted for all compulsory NOS and where applicable, on the selected elective/option NOS/set of NOS.

Guidelines for Assessment			
Testing Environment	Tasks and Functions	Productivity	Teamwork
<ul style="list-style-type: none"> Carry out assessments under realistic work pressures found in the normal industry workplace (or simulated workplace). Ensure that the range of materials, equipment, and tools that learners use are current and of the type routinely found in the normal industry workplace (or simulated workplace) environments. 	<ul style="list-style-type: none"> Assess that all tasks and functions are completed in a way, and to a timescale that is acceptable in the normal industry workplace. Assign workplace (or simulated workplace) responsibilities that enable learners to meet the requirements of the NOS. 	<ul style="list-style-type: none"> Productivity levels must be checked to ensure that it reflects those that are found in the work situation being replicated. 	<ul style="list-style-type: none"> Provide situations that allow learners to interact with the range of personnel and contractors found in the normal industry workplace (or simulated workplace).

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process is obtained when a competent body determines that an individual has achieved learning outcomes to given standards.
Qualification File	A Qualification File is a template designed to capture necessary information about a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities based on their main economic function, product, service, or technology.

Annexure: Market Research & Gap Analysis

Sector wise occupational analysis lends weight to the need of the qualification prescribed. The research documents pertaining to this sub-sector are attached as per sl. Nos 2 and 6 respectively (Occupational Analysis report for the sub-sector” and “Talent Demand Supply Analysis Report”).

Overview of the occupational demand, that includes ‘Domestic Data Entry Operator’, is available in the talent demand supply document. NASSCOM’s Strategic Review, 2020 articulates 2.40 lakh as new hires for the IT-BPM industry. Through training providers’, the requirement was estimated as 100,000 for FY 19-20.