



सत्यमेव जयते

Ministry of Electronics and IT (MeitY)
Government of India



USER MANUAL

India BPO Promotion Scheme (IBPS)

BPO Unit Portal Login: <https://ibps.stpi.in/lgn>

Abstract

User Manual for IBPS Portal (<https://ibps.stpi.in>)

Reference

IBPS User Manual V5.0
(<https://ibps.stpi.in/help.php>)
IBPS Portal User Guide

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1.0 ORGANIZATION OF THE MANUAL

The User manual consists of four sections: General Information, System Summary, Getting Started and Using the System. General Information section explains the system in brief and the purpose for which it is intended. System Summary section provides a general overview of the system. The summary outlines the uses of the system's access and system's behaviour in case of any contingencies. Getting Started section explains how to get login it on the browsers. The section presents briefly about the system. Using The system section provides a detailed description of system functions.

2.0 GENERAL INFORMATION

IBPS portal (<https://ibps.stpi.in/>) is for the execution of India BPO Promotion Scheme (IBPS). This document provides step by step guidance for using the online system. This document is intended for the BPO/ITES units operating under IBPS.

3.0 SYSTEM SUMMARY

The System Summary section provides a general overview of the system. The summary outlines system's requirements, user access and system's behaviour in case of any contingencies.

3.1 System Overview

IBPS Portal is a web-based application, which provide BPO/ITES units online access of every information, documents and various forms related to IBPS implementation. Unit can download approvals, apply & upload various forms. It supports browser compatibility, so units can use it on any latest browser i.e. Chrome, Firefox, IE etc.

3.2 System Configuration

IBPS Portal is a web-based application and can be used on any latest web browser like Google Chrome, Mozilla Firefox, and Internet Explorer etc. The application requires an internet connection in order to perform the required activities.

3.3 User Access Levels

Everyone can use portal for generic information about the scheme, but only qualified BPO/ITES units registered with STPI under IBPS are able to login and perform the required activities related to IBPS.

4.0 GETTING STARTED

This section explains how to login into the system.

4.1 Login

Below screenshot shows the login page for the BPO/ITES unit. Use the credential provided in the Registered Email ID.



The screenshot displays the login interface for the Software Technology Parks of India (STPI). The header includes the Government of India emblem, the STPI logo, and the text "Software Technology Parks of India, Ministry of Electronics & Information Technology, Government of India". A "Digital India" logo is also present. A "Home" button is located in the top left, and social media icons for Facebook and Twitter are in the top right. The main heading is "Login". The login form contains the following elements:

- Email as Username:** A text input field with the placeholder "Enter Username" and a red error message "Please Enter Email as username" below it.
- Password:** A text input field with the placeholder "Enter Password" and a red error message "Please Enter Password" below it.
- Verification:** A CAPTCHA question "1 + 45 = ?" with a refresh icon and an empty input field for the answer.
- Login Button:** A blue button labeled "Login".
- Forgot Password?** A link located below the Login button.

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If the BPO/ITES Unit does not have the username & password, the same can be requested at ibps@stpi.in using the registered Email id.

4.2 Change Password

To change the password, navigate to the **CHANGE PASSWORD** tab after logging into the system.

Software Technology Parks of India
Ministry of Electronics & Information Technology
Government of India

HOME Add PF details QPR DOWNLOAD **CHANGE PASSWORD** LOGOUT

Change Password

Old Password :

New Password :

- At least 8 characters.
- At least 1 letter.
- At least 1 Capital.
- At least 1 number.
- Up to 3 consecutive equal characters.

Confirm Password :

[Change Password](#)

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4.3 Forgot Password

In case a BPO/ITES unit forgets its password, the same can be retrieved by clicking on the forget password link and by entering the registered Email and registered PAN No. to receive the password on Email.

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Ministry of Electronics & Information Technology
Government of India

Home **Request Password**

Note : Please Enter Registered email and Registered PAN to request new password.
New password will be email to you registered email id.

Enter Registered Email :

PAN :

[Request Password](#)

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5.0 IBPS SYSTEM

This section provides a detailed description of system functions.

5.1 In Principle Approval (IPA)

Below mentioned figure shows the Home screen available to a BPO/ITES unit after logging into the system. The figure highlights all the activities along with their timeline that the unit need to perform, the detail is available separately for every approved location (if multiple locations approved). Unit has to click on a location to check its respective stage

The screenshot displays the user interface for the Software Technology Parks of India (STPI) portal. At the top, there are logos for the Ministry of Electronics & Information Technology, Government of India, and Digital India. Navigation buttons include HOME, Add PF details, DOWNLOAD, CHANGE PASSWORD, and LOGOUT. The main content area is titled "Test Entity Private Limited (Dehradun)".

State	Location	No. of Seats	VGf Amount	IPA Date	COO Date	Status
Uttarakhand	Dehradun	50	70000	04-01-2018		IPA PENDING

Description	Target timeline/ Submitted By	Signed/ Submitted On	Action	Status
In-Principle Approval (IPA)		04-01-2018	Download IPA Accept IPA Error in IPA	
Master Service Agreement (MSA)	18-01-2018			
Commencement of Operation (CoO)	03-07-2018 OR 03-10-2018 (with penalty of 2%)			
Request for release of VGf1	28-09-2019			
Request for release of VGf2	28-09-2020			
Request for release of VGf3	28-07-2021			

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Once the Option to **Download IPA** appears, download the In-Principle Approval (IPA) from portal.

The screenshot shows the STPI portal interface for 'Test Entity Private Limited (Dehradun)'. The status is 'IPA PENDING'. A callout box with an arrow points to the 'Download IPA' button in the 'Action' column of the 'In-Principle Approval (IPA)' row.

State	Location	No. of Seats	VGf Amount	IPA Date	COO Date	Status
Uttarakhand	Dehradun	50	70000	04-01-2018		IPA PENDING

Description	Target timeline/ Submitted By	Signed/ Submitted On	Action	Status
In-Principle Approval (IPA)		04-01-2018	Download IPA Accept IPA Error in IPA	
Master Service Agreement (MSA)	18-01-2018			
Commencement of Operation (CoO)	03-07-2018 OR 03-10-2018 <i>(with penalty of 2%)</i>			
Request for release of VGf1	28-09-2019			
Request for release of VGf2	28-09-2020			
Request for release of VGf3	28-07-2021			

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Click on “Accept IPA” option if no error in the document.

The screenshot shows the STPI portal interface for 'Test Entity Private Limited (Dehradun)'. The status is 'IPA PENDING'. A callout box with an arrow points to the 'Accept IPA' button in the 'Action' column of the 'In-Principle Approval (IPA)' row.

State	Location	No. of Seats	VGf Amount	IPA Date	COO Date	Status
Uttarakhand	Dehradun	50	70000	04-01-2018		IPA PENDING

Description	Target timeline/ Submitted By	Signed/ Submitted On	Action	Status
In-Principle Approval (IPA)		04-01-2018	Download IPA Accept IPA Error in IPA	
Master Service Agreement (MSA)	18-01-2018			
Commencement of Operation (CoO)	03-07-2018 OR 03-10-2018 <i>(with penalty of 2%)</i>			
Request for release of VGf1	28-09-2019			
Request for release of VGf2	28-09-2020			
Request for release of VGf3	28-07-2021			

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Otherwise, click on “**Error in IPA**” if the IPA document needs any correction. A popup will appear to enter the reason for not accepting the IPA and submit. The request will be reviewed and if required, a rectified IPA copy will be uploaded.

The screenshot displays the STPI portal interface for 'Test Entity Private Limited (Dehradun)'. At the top, there are logos for the Ministry of Electronics and Information Technology, STPI, and Digital India. Below the logos are navigation buttons: HOME, Add PF details, DOWNLOAD, CHANGE PASSWORD, and LOGOUT. The main content area features a table with the following data:

State	Location	No. of Seats	VGf Amount	IPA Date	COO Date	Status
Uttarakhand	Dehradun	50	70000	04-01-2018		IPA PENDING

Description	Target timeline/ Submitted By	Signed/ Submitted On	Action	Status
In-Principle Approval (IPA)		04-01-2018	Download IPA Accept IPA Error in IPA	
Master Service Agreement (MSA)	18-01-2018			
Commencement of Operation (CoO)	03-07-2018 OR 03-10-2018 <i>(with penalty of 2%)</i>			
Request for release of VGf1	28-09-2019			
Request for release of VGf2	28-09-2020			
Request for release of VGf3	28-07-2021			

A callout box with a black arrow pointing to the 'Error in IPA' button contains the text: "IPA not accepted give data and remarks".

At the bottom of the page, there is a footer with the following text: MeitY | Digital India | India.Gov.in | MyGov. Contact Us | STPI State Contacts | Help | Feedback | Terms & Conditions | Privacy Policy | Screen Reader Access | Sitemap. Content owned & maintained by STPI. Last Updated on : 21 June 2018. Copyright STPI. All rights reserved 2018.

5.2 Master Service Agreement (MSA)

Click on **Download MSA** (Master Service Agreement) to download and view the MSA draft. In case of any issues or error in the draft, inform STPI PMU immediately.

The screenshot displays the STPI portal interface for a user named 'Test Entity Private Limited (Dehradun)'. At the top, there are logos for the Ministry of Electronics and Information Technology, Government of India, and Digital India. Below the logos are navigation buttons: HOME, Add PF details, DOWNLOAD, CHANGE PASSWORD, and LOGOUT. The main content area features a table with the following data:

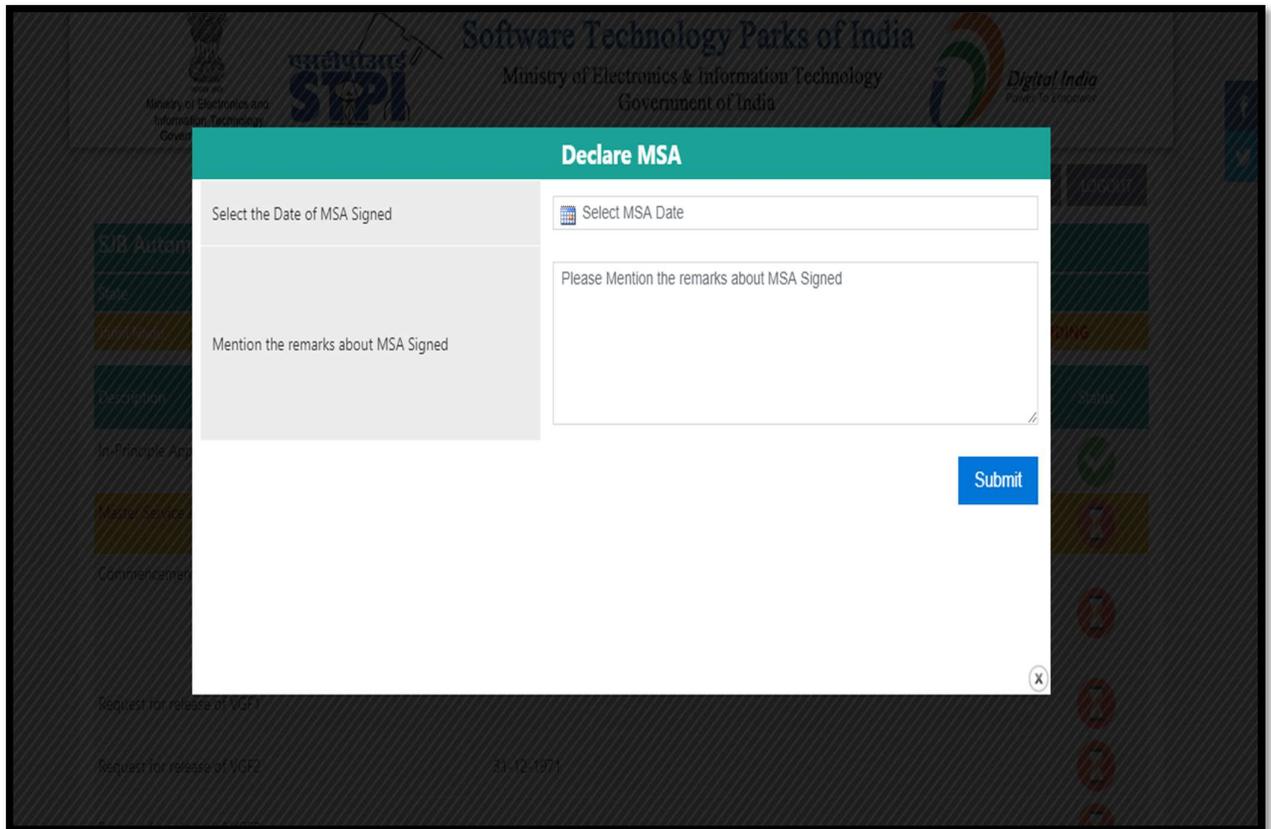
State	Location	No. of Seats	VGF Amount	IPA Date	COO Date	Status
Uttarakhand	Dehradun	50	70000	04-01-2018	To be Declared	MSA PENDING

Description	Target timeline/ Submitted By	Signed/ Submitted On	Action	Status
In-Principle Approval (IPA)		04-01-2018	Download IPA	✓
Master Service Agreement (MSA)	18-01-2018		Intimate MSA signed Download MSA	⌚
Commencement of Operation (CoO)	03-07-2018 OR 03-10-2018 (with penalty of 2%)			⌚
Request for release of VGF1	28-09-2019			⌚
Request for release of VGF2	28-09-2020			⌚
Request for release of VGF3	28-07-2021			⌚

At the bottom of the page, there is a footer with the following text: MeitY | Digital India | India.Gov.in | MyGov. Contact Us | STPI State Contacts | Help | Feedback | Terms & Conditions | Privacy Policy | Screen Reader Access | Sitemap. Content owned & maintained by STPI. Last Updated on : 21 June 2018. Copyright STPI. All rights reserved 2018.

BPO/ITES unit can select a nearby STPI centre as per its preference for signing the MSA (after receiving IPA, BPO Unit should inform STPI PMU through email at ibps@stpi.in about the preferred STPI centre to sign MSA). Visit the selected centre along with two sets of INR 100 Stamp Papers (for each approved location mentioned in IPA), a valid ID proof, authorization letter, copy of IPA and other required documents within the timeframe mentioned in RFP to sign MSA. The MSA will be printed (in duplicate) on the stamp papers at respective STPI centre. BPO Unit has to sign the agreement in front of STPI official and submit all the copies of MSA.

After signing the agreement, login into the portal and enter the date of submission by clicking on “**Enter Details**” in MSA section.



The screenshot displays the 'Declare MSA' form within the Software Technology Parks of India (STPI) portal. The form is titled 'Declare MSA' and is set against a dark background with logos for STPI, Ministry of Electronics & Information Technology, Government of India, and Digital India. The form contains the following elements:

- Select the Date of MSA Signed:** A label for the date selection field.
- Select MSA Date:** A date picker field with a calendar icon.
- Mention the remarks about MSA Signed:** A label for the text area.
- Please Mention the remarks about MSA Signed:** A large text area for entering remarks.
- Submit:** A blue button to submit the form.
- Close:** A small 'x' icon in the bottom right corner of the form.

The Master Service Agreement copy duly signed by STPI will be uploaded in the portal. Unit can navigate to **Download MSA** button to download the signed MSA.

Software Technology Parks of India
Ministry of Electronics & Information Technology
Government of India

HOME Add PF details QPR DOWNLOAD CHANGE PASSWORD LOGOUT

Test Entity Private Limited (Dehradun)

State	Location	No. of Seats	VGF Amount	IPA Date	COO Date	Status
Uttarakhand	Dehradun	50	70000	04-01-2018	To be Declared	COO PENDING

Description	Target timeline/ Submitted By	Signed/ Submitted On	Action	Status
In-Principle Approval (IPA)		04-01-2018	Download IPA	✓
Master Service Agreement (MSA)	16-01-2018	11-01-2018	Download MSA	✓
Commencement of Operation (CoO)	03-07-2018 OR 03-10-2018 (with penalty of 2%)		Report to STPI about CoO	⌚
Request for release of VGF1	28-09-2019			⌚
Request for release of VGF2	28-09-2020			⌚
Request for release of VGF3	28-07-2021			⌚

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5.3 Commencement of Operation (CoO)

5.3.1 Reporting Commencement of Operation (CoO)

BPO/ITES unit has to declare the actual date of Commencement of Operation along with the documentary proof of the same i.e. Rent Agreement/ Lease Deed, actual photographs of the location etc on IBPS portal.

Step 1 – Upload Mandatory Documents

Once MSA is signed and uploaded, CoO Phase will be enabled in the portal and the unit will be able to report following detail to STPI:

Submission of **BPO/ ITES Unit’s Location/Address**: (Building and Area details only).

Submission of **Number of current employees**.

Submission of mandatory supporting documents. Browse all the 5 files to upload and click “**Save**” button shown on the screen.

Mandatory Documents upload Screen

Declare Commencement of Operation (CoO)

⚠ Max File Upload limit is 10 MB for each document.

Complete postal address of BPO/ITES setup :	<input type="text" value="Please Enter the complete postal address of BPO/ITES setup"/>
Area of BPO location : <i>(in sqft)</i>	<input type="text" value="Please Enter the Area of BPO location."/>
Number of current employees : <i>(number only)</i>	<input type="text" value="Please Enter the Number of Employees."/>
Lease Deed/ Rent Agreement : <i>(pdf only)</i>	<input type="button" value="Choose file"/> No file chosen
Photographs of premise : <i>(pdf/zip only)</i>	<input type="button" value="Choose file"/> No file chosen
List of Staff in the Unit : <i>(pdf only)</i>	<input type="button" value="Choose file"/> No file chosen
DOT registration detail : <i>(pdf only)</i>	<input type="button" value="Choose file"/> No file chosen
Undertaking for No additional BPO in the city : <i>(pdf only)</i> Download Undertaking template	<input type="button" value="Choose file"/> No file chosen

+ Upload Optional documents (Good to have) :-

Note: Maximum file upload limit is **10 MB** for each file. If multiple files need to be uploaded for one document, it is recommended to ‘create archive’/compress (Zip) the document/files and upload the same.

Step 2 – Upload Optional Documents

Here are optional/additional documents to be submitted:

Optional Documents Upload Screen

Upload Optional documents (Good to have):-	
Video clip of premise. : (mp4/zip only)	Choose file No file chosen
Memorandum of Association & Article of Association : (pdf only)	Choose file No file chosen
Management structure for the BPO/ITES operation. : (pdf only)	Choose file No file chosen
Director Identification Number (DIN) for the operation. : (pdf only)	Choose file No file chosen
Other Documents. : (zip only)	Choose file No file chosen
<input type="button" value="Save"/>	

- a. After uploading/saving all the documents, click on "**Submit**" button for final Upload/Submission and reporting CoO to STPI.
- b. Once the final submission is done, no changes can be made to the uploaded documents. A successful upload acknowledgement screen will appear after successful submission.

5.3.2 Acceptance of Commencement of Operation (CoO)

CoO date will be accepted after following due verification from STPI:

- I. Screening of the uploaded documents provided by the unit.
- II. Onsite inspection of the reported unit premise by STPI.

Test Entity Private Limited (Lucknow)

State	Location	No. of Seats	VGF Amount	IPA Date	COO Date	Status
Uttar Pradesh	Lucknow	100	75000	25-06-2018	To be Declared	COO DECLARED

Decision	Target Timeline/ Submitted By	Signed/ Submitted On	Action	Status
In-Principle Approval (IPA)		25-06-2018	Download IPA	✓
Master Service Agreement (MSA)	09-07-2018	10-07-2018	Download MSA	✓
Commencement of Operation (COO)	24-12-2018 OR 31-03-2019 (with penalty of 2%)		COO reported to STPI	⚠
Request for release of VGF1				⚠
Request for release of VGF2	31-12-1971			⚠
Request for release of VGF3				⚠

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5.4 PF/Outsourcing Details

Click on the Add PF/Outsourcing details to add PF establishment code and outsourcing company details (if any), as shown in below figure.

PF establishment code of the main bidding/executing entity is to be entered, who is employing the employees in the BPO/ITES unit.

Outsourcing detail should be entered if the unit is availing the option as per IBPS RFP provision.

Test Entity Private Limited (Lucknow)

State	Location	No. of Seats	VGF Amount	IPA Date	COO Date	Status
Uttar Pradesh	Lucknow	100	75000	25-06-2018	12-07-2018	VGF - I PENDING

Description	Target Timeline / Submit By	Signer / Submitted On	Action	Status
In Principle Approval (IPA)		25-06-2018	Download IPA	✓
Master Service Agreement (MSA)	05-07-2018	12-07-2018	Download MSA	✓
Commencement of Operation (COO)	24-12-2018 OR 24-03-2019 (with a priority of 2%)	12-07-2018	Add PF / Outsourcing details	✓
Request for release of VGF-1	11-10-2019		File QPR	🕒
Request for release of VGF-2	11-10-2020			🕒
Request for release of VGF-3	11-08-2021			🕒

a. Unit will get the below screen after clicking on **Add PF/Outsourcing details**.

Add PF Establishment Details
(Test Entity Private Limited)

Added PF Establishment details | Lucknow - Round-6 | Add PF Establishment | Add Outsourcing company details

Location wise PF Establishment code:-	
Location Name	Establishment code
Lucknow	123456

Outsourcing company details :

No Outsourcing company details added yet.

Unit has to add PF establishment code as shown in above figure.

The screenshot displays the STPI portal interface. At the top, there are logos for the Ministry of Electronics and Information Technology, Government of India, and Digital India. A navigation bar contains buttons for HOME, Add PF details, QPR, DOWNLOAD, CHANGE PASSWORD, and LOGOUT. The main heading is 'Add PF Establishment Details (Test Entity Private Limited)'. Below this, there are tabs for 'Added PF Establishment details' and 'Add Outsourcing company details'. A dropdown menu shows 'Lucknow + Round-6'. The form contains the following fields:

Company Name	<input type="text" value="Enter Company Name"/>	Company Address	<input type="text" value="Enter Company Address"/>
PF Establishment Code	<input type="text" value="Enter PF Establishment Code"/>	Company CIN	<input type="text" value="Company CIN"/>
Upload Contract Document	<input type="button" value="Choose file"/> No file chosen	<input type="button" value="Submit"/>	

To add Outsourcing company details, click on **Add Outsourcing company details**. Form as shown above will be enabled to enter the detail.

5.5 Quarterly Progress Report (QPR)

The Quarterly Progress Report (QPR) has to be filed regularly to enable the BPO/ITES unit for claiming Viability Gap Funding (VGF) under IBPS. **QPR may be filed by clicking on QPR button from menu.** The QPR option will be enabled for a location, after acceptance of CoO from STPI.

When BPO Unit click on **file QPR** then BPO/ITES Unit will get the below screen for QPR submission.

The screenshot displays the STPI portal interface for filing a Quarterly Progress Report (QPR). The header includes the STPI logo and the text "Software Technology Parks of India, Ministry of Electronics & Information Technology, Government of India". A navigation menu contains buttons for HOME, Add PF details, QPR, DOWNLOAD, CHANGE PASSWORD, and LOGOUT. The main content area is for "Shakti Infotech Private Limited" and shows the following details:

IPA Date :	22-08-2016	MSA Date :	07-09-2016	COO Date :	12-05-2017
No of Seats :	100	Target Employment :	150	Location :	Patna, Bihar

Below the details is a table showing the QPR submission history:

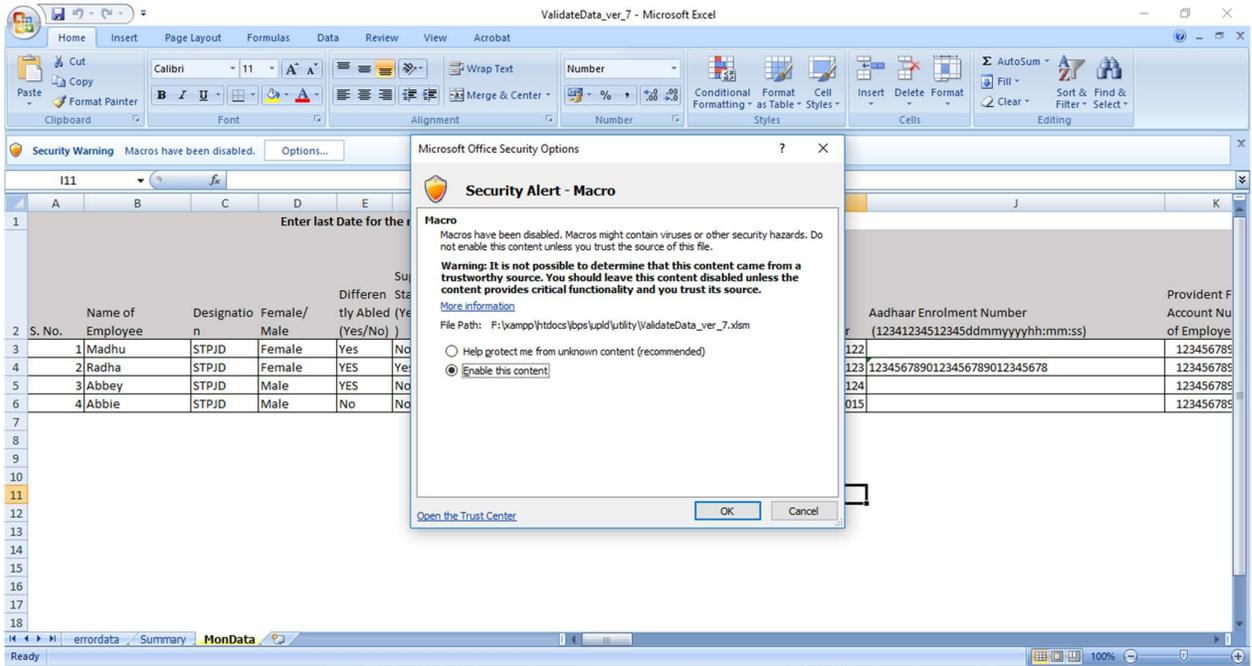
Year	Quarter	Month	Add	Download	Signed MPR (PDF Only)	Date of Upload	Action
2019	Jul-Sep	July	Add	Print	Choose file No file chosen Upload		Monthly Data to be submitted
2019	Apr-Jun	June	Add	Print	Signed MPR File	06-08-2019	Received by STPI
2019	Apr-Jun	May	Add	Print	Signed MPR File	06-08-2019	Received by STPI
2019	Apr-Jun	April	Add	Print	Signed MPR File	06-08-2019	Received by STPI

1. Unit has to click on the **ADD** button (as in above picture) to file QPR.
2. Unit will get the below screen after clicking on **ADD** button.

3. First of all, Unit has to download the Excel (UTILITY)) for Employee details. (As shown in the above picture)
4. After downloading the excel file, Unit needs to fill all the mandatory columns in excel file i.e. (Name of Employee, Designation, Female/Male, differently abled, Support Staff, Date of joining the unit, Last working day, AADHAAR Number/ Enrolment Number, Provident fund account Number etc.) as shown below.

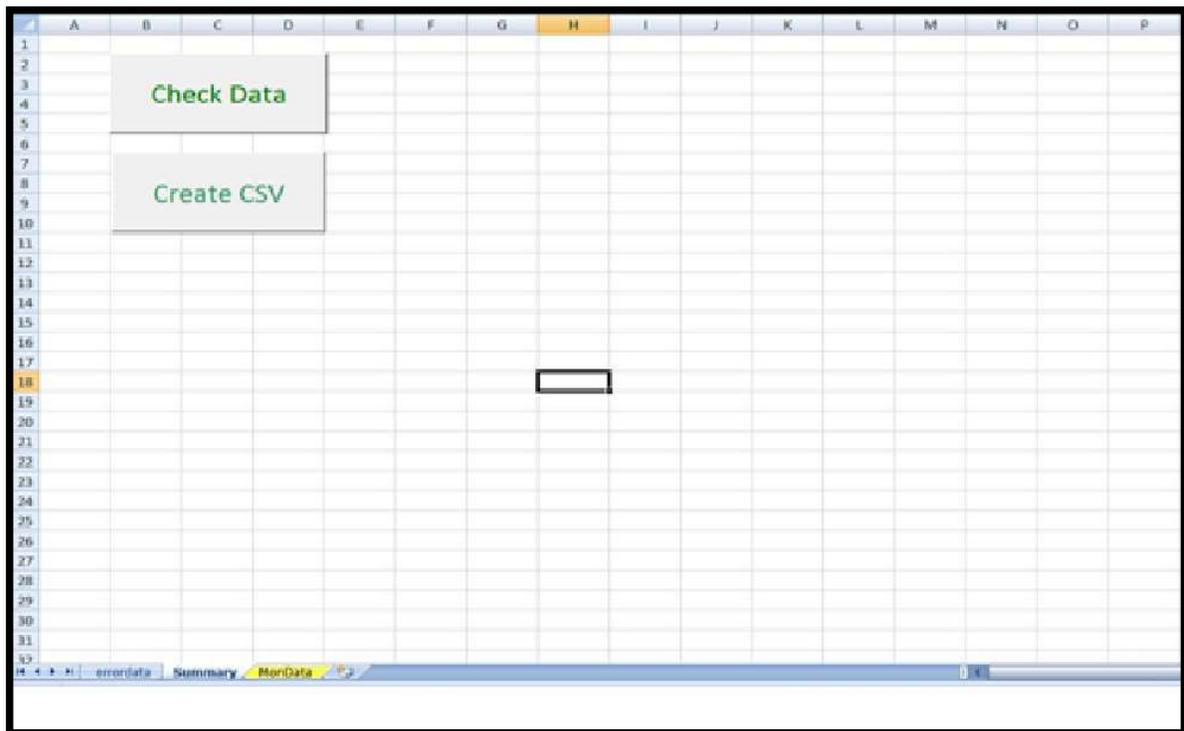
S.No.	Name of Employee	Designation	Female/Male	Differently Abled (Yes/No)	Support Staff (Yes/No)	Date of joining the Unit (dd-mm-yyyy)	Last day of the month or Date till employee worked in the company (dd-mm-yyyy)	AADHAAR Number (12341234512345ddmmpppphhkmm.ss)	Provident Fund Account Number of Employee	State Insurance (ESI) Contribution (in Rs)	State Pension Applicable (in Rs)	PF Contribution (in Rs)	PF Number of Employer	Outsourcee (Yes/No)
1	Madhu	STPJD	Female	Yes	No	20-11-2017	30-11-2017	123456789123	12345678901234	1200.00	500.20	1200.25	123456789	No
2	Radha	STPJD	Female	Yes	Yes	20-11-2017	30-11-2017	123456789123	1234567890123456789012345678	1200.00	550.00	1200.00	123456789	No
3	Abbie	STPJD	Male	Yes	No	20-11-2017	30-11-2017	1234567891234	12345678901236	1200.00	550.00	1200.00	123456789	No
4	Abbie	STPJD	Male	No	No	20-11-2017	30-11-2017	123456789015	12345678901237	1200.00	550.00	1200.00	123456789	yes

5. Enable the macro in excel file

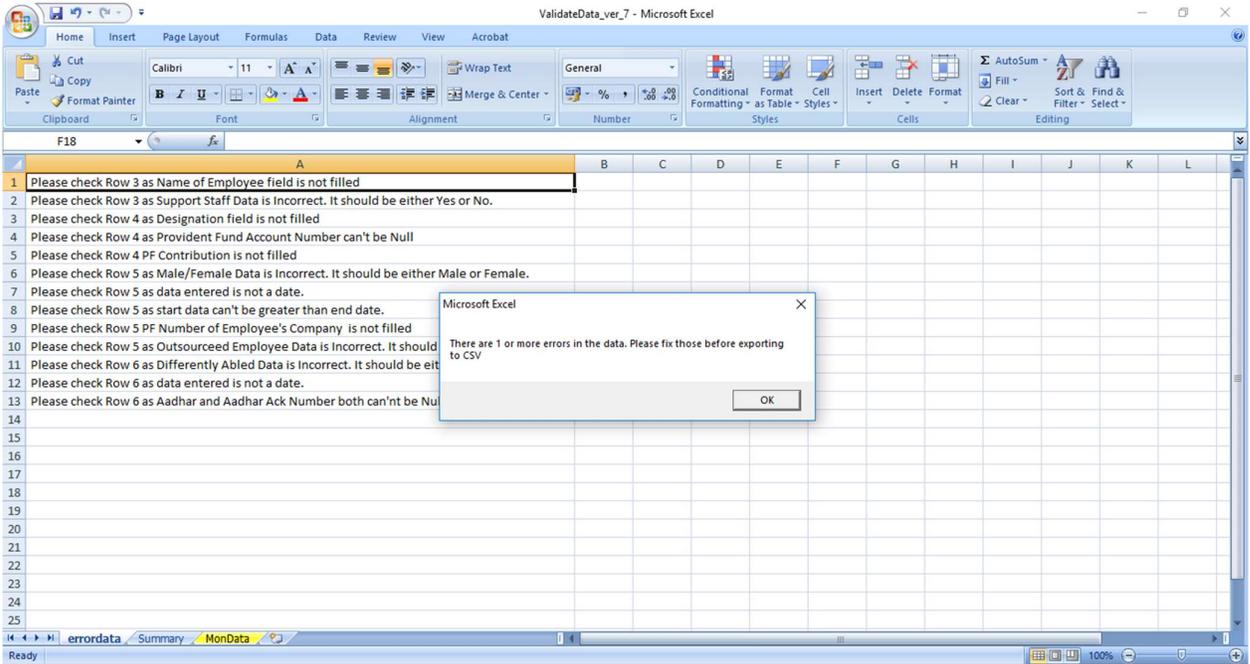


6. Please fill employee details in excel.

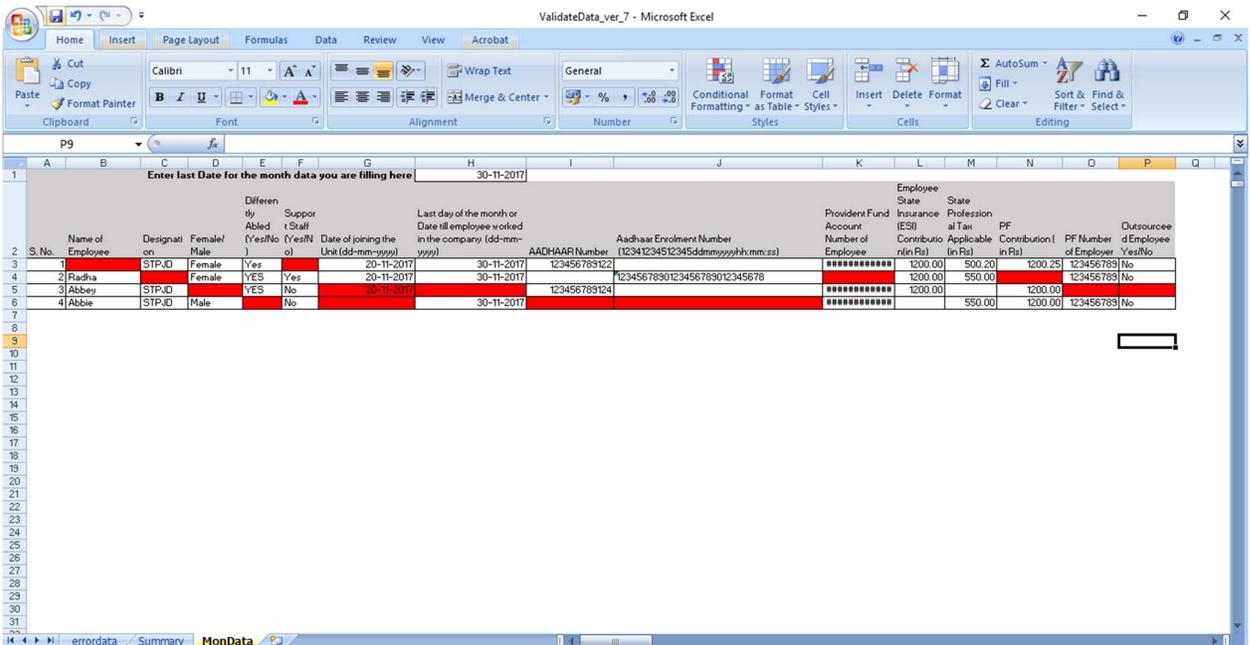
7. After filling the employee details, go for the check data in summary sheet. Then click on check data.



8. If there is any error found in Data sheet then it will reflect error in data sheet.



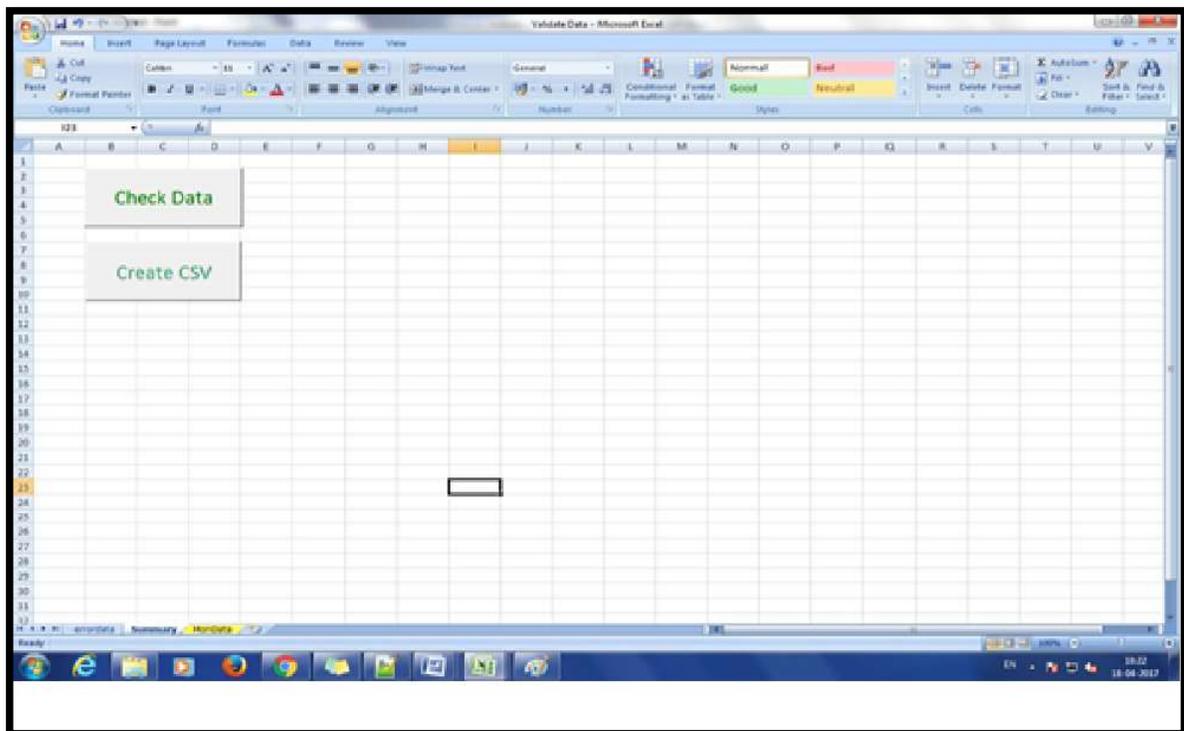
9. Errors will be marked with red colour



10. Once all the details are filled correctly navigate to the summary sheet in excel file.

S. No.	Name of Employee	Designation	Female/Male	Differently Aabled (Yes/No)	Support Staff (Yes/No)	Date of joining the Unit (dd-mm-yyyy)	Last working Day if in this month or Date till which VGF is filed (dd-mm-yyyy)	AADHAAR Number	Provident Fund Account Number	Employee State Insurance (ESI) Contribution	State Professional Tax Applicable
1	ABC1	STP/D	Female	no	No	01-03-2017	01-11-2017	123456789012	12345678901234	1200	550
2	ABC2	STP/D	Female	no	No	01-03-2017	02-11-2017	123456789013	12345678901235	1200	550
3	ABC3	STP/D	Female	no	No	01-03-2017	03-11-2017	123456789014	12345678901236	1200	550
4	ABC4	STP/D	Female	no	No	01-03-2017	04-11-2017	123456789015	12345678901237	1200	550
5	ABC5	STP/D	Female	no	No	01-03-2017	05-11-2017	123456789016	12345678901238	1200	550
6	ABC6	STP/D	Female	no	No	01-03-2017	06-11-2017	123456789017	12345678901239	1200	550
7	ABC7	STP/D	Female	no	No	01-03-2017	07-11-2017	123456789018	12345678901241	1200	550
8	ABC8	STP/D	Female	no	No	01-03-2017	08-11-2017	123456789019	12345678901242	1200	550
9	ABC9	STP/D	Female	no	No	01-03-2017	09-11-2017	123456789020	12345678901243	1200	550
10	ABC10	STP/D	Female	no	No	01-03-2017	10-11-2017	123456789021	12345678901244	1200	550
11	ABC11	STP/D	Female	no	No	01-03-2017	11-11-2017	123456789022	12345678901245	1200	550
12	ABC12	STP/D	Female	no	No	01-03-2017	12-11-2017	123456789023	12345678901246	1200	550
13	ABC13	STP/D	Female	no	No	01-03-2017	13-11-2017	123456789024	12345678901247	1200	550
14	ABC14	STP/D	Female	no	No	01-03-2017	14-11-2017	123456789025	12345678901248	1200	550
15	ABC15	STP/D	Female	no	No	01-03-2017	15-11-2017	123456789026	12345678901249	1200	550
16	ABC16	STP/D	Female	no	No	01-03-2017	16-11-2017	123456789027	12345678901250	1200	550
17	ABC17	STP/D	Female	no	No	01-03-2017	17-11-2017	123456789028	12345678901251	1200	550
18	ABC18	STP/D	Female	no	No	01-03-2017	18-11-2017	123456789029	12345678901252	1200	550
19	ABC19	STP/D	Female	no	No	01-03-2017	19-11-2017	123456789030	12345678901253	1200	550

11. Click on create CSV button. It will create CSV file in the same location as the Excel utility file under the name of “filename.csv”.



12. Without opening the CSV file, unit needs to upload the file onto IBPS portal

S. No.	Name of Employee	Designation	Female/ Male	Differently Aabled	Support Staff	Date of joining the Unit	Last working Day	AAADHAR Number	Provident Fund Account	Employee State Insurance	State Professional Tax
1	1 ABC1	STPVD	Female	no	No	01-03-2017	01-11-2017	123456789012	12345678901234	1200	550
2	2 ABC2	STPVD	Female	no	No	01-03-2017	02-11-2017	123456789013	12345678901235	1200	550
3	3 ABC3	STPVD	Female	no	No	01-03-2017	03-11-2017	123456789014	12345678901236	1200	550
4	4 ABC4	STPVD	Female	no	No	01-03-2017	04-11-2017	123456789015	12345678901237	1200	550
5	5 ABC5	STPVD	Female	no	No	01-03-2017	05-11-2017	123456789016	12345678901238	1200	550
6	6 ABC6	STPVD	Female	no	No	01-03-2017	06-11-2017	123456789017	12345678901239	1200	550
7	7 ABC7	STPVD	Female	no	No	01-03-2017	07-11-2017	123456789018	12345678901241	1200	550
8	8 ABC8	STPVD	Female	no	No	01-03-2017	08-11-2017	123456789019	12345678901242	1200	550
9	9 ABC9	STPVD	Female	no	No	01-03-2017	09-11-2017	123456789020	12345678901243	1200	550
10	10 ABC10	STPVD	Female	no	No	01-03-2017	10-11-2017	123456789021	12345678901244	1200	550
11	11 ABC11	STPVD	Female	no	No	01-03-2017	11-11-2017	123456789022	12345678901245	1200	550
12	12 ABC12	STPVD	Female	no	No	01-03-2017	12-11-2017	123456789023	12345678901246	1200	550
13	13 ABC13	STPVD	Female	no	No	01-03-2017	13-11-2017	123456789024	12345678901247	1200	550
14	14 ABC14	STPVD	Female	no	No	01-03-2017	14-11-2017	123456789025	12345678901248	1200	550
15	15 ABC15	STPVD	Female	no	No	01-03-2017	15-11-2017	123456789026	12345678901249	1200	550
16	16 ABC16	STPVD	Female	no	No	01-03-2017	16-11-2017	123456789027	12345678901250	1200	550
17	17 ABC17	STPVD	Female	no	No	01-03-2017	17-11-2017	123456789028	12345678901251	1200	550
18	18 ABC18	STPVD	Female	no	No	01-03-2017	18-11-2017	123456789029	12345678901252	1200	550
19	19 ABC19	STPVD	Female	no	No	01-03-2017	19-11-2017	123456789030	12345678901253	1200	550

Note: - Please do not edit the format of the CSV file.

Date format for last working day should be in (dd-mm-yyyy).

All the fields except “State Professional Tax Applicable” are mandatory.

The QPR utility has been tested with **Microsoft Excel** software on **Microsoft Windows** platform. It is advised that the same software and platform may be used by the BPO/ITES units for filling QPR data.

13. Unit has to select the month for the quarter and upload the Employee details for the respective month.

14. After upload click on **Save** to see calculated employment.

All the calculated monthly employment will be shown as in the above figure.

Unit can verify the employment. If it finds any discrepancy, the data can be updated in the Excel Utility, CSV file can be re-generated and uploaded.

15. After submitting monthly employment details, Unit need to fill the following information

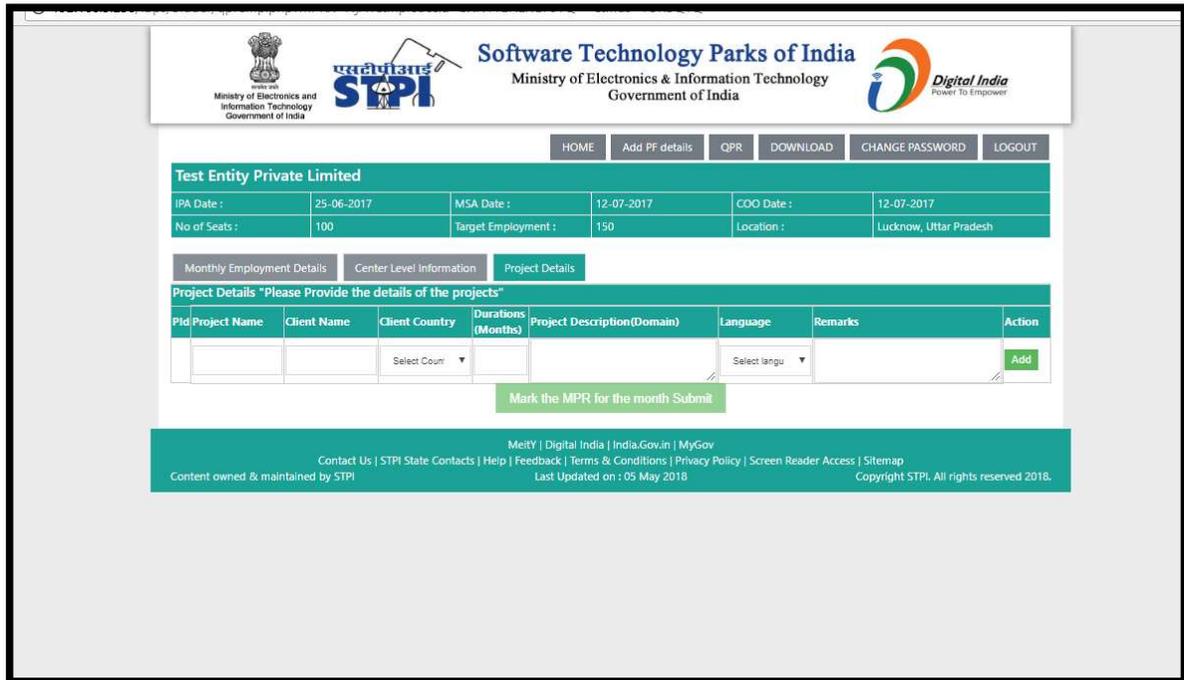
- Area of operation
- Description of activity in the unit
- Revenue (in lakhs) from the unit for the respective month

Below is Current Level Information mandatory to fill

The screenshot shows a web browser window displaying the STPI portal. The page title is 'Test Entity Private Limited'. The header includes the STPI logo and the text 'Software Technology Parks of India, Ministry of Electronics & Information Technology, Government of India'. Below the header, there are navigation links: HOME, Add PF details, QPR, DOWNLOAD, CHANGE PASSWORD, and LOGOUT. The main content area is divided into three tabs: Monthly Employment Details, Center Level Information (selected), and Project Details. Under the 'Center Level Information' tab, there is a section titled 'Center Level Information *Please Provide the high level information of the Center*'. This section contains a table with four columns: Area of Operation, Description of Activity in the unit, Revenue (in Lakhs), and Cumulative Revenue from COO (in Lakhs). The 'Area of Operation' column has a list of categories with checkboxes: Automobile, Aviation, Banking and Financial Services, Retail, Telecommunications, Health Care and Pharmaceutical, Power, Agriculture, Travel and Tourism, Legal, and Any Other. The 'Revenue (in Lakhs)' column has a text input field with the value '0'. The 'Cumulative Revenue from COO (in Lakhs)' column has a text input field with the value '0'. A green 'Save Monthly Details' button is located below the table. At the bottom of the page, there is a footer with contact information and a copyright notice for STPI, dated 2018.

Area of Operation	Description of Activity in the unit	Revenue (in Lakhs)	Cumulative Revenue from COO (in Lakhs)
<input type="checkbox"/> Automobile <input type="checkbox"/> Aviation <input type="checkbox"/> Banking and Financial Services <input type="checkbox"/> Retail <input type="checkbox"/> Telecommunications <input type="checkbox"/> Health Care and Pharmaceutical <input type="checkbox"/> Power <input type="checkbox"/> Agriculture <input type="checkbox"/> Travel and Tourism <input type="checkbox"/> Legal <input type="checkbox"/> Any Other		0	0

16. Unit needs to fill the project details as shown in below image.



If Unit has filled the above detail of respective month, then **Print** button will be enabled to print/download the QPR.



17. Unit has to print/download the QPR (as shown in the above image)
18. Then BPO Unit has to upload the signed and scanned QPR of the respective month.
19. Click on Save to submit.

Submitted QPR needs to be approved by STPI

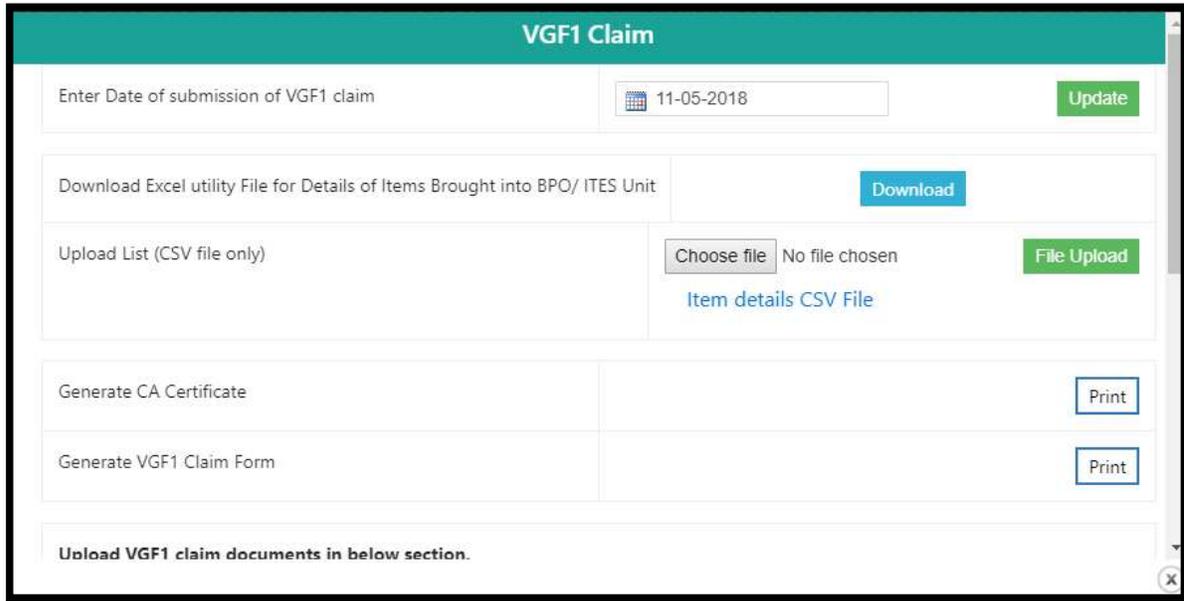
To claim one-time waiver up to three months, (**available from RFP Round 6**), BPO/ITES Unit need to click on **CLAIM ONE TIME WAIVER** and select the effective start date of employment as shown in the below image.

5.6 Viability Gap Fund (First Instalment)-VGF1

QPR has to be filled for the complete period after commencement of operation as per Implementation timelines mentioned in RFP/MSA, for enabling to claim the first instalment of Viability Gap Funding (VGF1).

After clicking on the Submit VGF1 Claim, is required to enter date of submission of VGF1 claim. (As shown in the image below)

1. After selecting the date, BPO Unit has to download CSV format file for details of items procured for the BPO/ITES unit.



2. BPO Unit has to fill the CSV format file for details of items procured for the BPO/ITES unit.

Below is the CSV Format

S. No.	Suppliers Name and Address	Invoice/Bill No.	Invoice/Bill Date (\$\$-mm-yyyy)	Total Invoice Amount (\$\$)	Online Transaction ID/Cheque/DD No.	Online Transaction ID/Cheque/DD No. Date of Payment (\$\$-mm-yyyy)	Online Transaction ID/Cheque/DD No. Amount of Payment (\$\$)	Name of Bank and Branch	Description of items/equipment	Quantity received and accepted	Invoice value accepted (\$\$)	Date of receipt of the items/equipment (\$\$-mm-yyyy)	EP/ITES operations towards capital expenditure (CAPEX) and/or operational expenditure (OPEX)
1	HCL, Noida	Inv001	10-10-2017	3000000	1234567	10-10-2017	10000000	Citibank, New Delhi	SAN Storage 10 Tb	2 Nos.	3000000	10-10-2017	CAPEX
2	HCL, Noida	Inv001	10-10-2017	2000000	1234567	10-10-2017	10000000	Citibank, New Delhi	Diskstorage	10 Nos.	3000000	10-10-2017	OPEX
4	HCL, Noida	Inv002	10-10-2017	3000000	1234567	10-10-2017	10000000	Citibank, New Delhi	Data Communication Equipments	10 Nos.	3000000	10-10-2017	OPEX
5	Dataraft, Bangalore	Inv004	10-10-2017	3000000	1234567	10-10-2017	10000000	Citibank, New Delhi	Structured Cabling	1000 Mtrs	50000	10-10-2017	OPEX
6	IBM India, Mumbai	Inv005	10-10-2017	500000	1234567	10-10-2017	10000000	Citibank, New Delhi	Server Systems	5 Nos.	500000	10-10-2017	CAPEX

3. After filling all the required details, BPO Unit need to click on create CSV and upload the CSV file, on the portal as shown in above image, for details of items procured for the BPO/ITES unit BPO Unit can print:

- a. Format for CA Certificate
- b. Format for claiming VGF

Format for CA Certificate

India BPO Promotion Scheme	31-07-2018
Appendix –B	
CHARTERED ACCOUNTANT CERTIFICATE	
<p>I/We hereby confirm that I/We have examined the item/equipment receipt registers, books of account and the bank statement in respect of the items/equipment mentioned in the Table-1 appended, and each entry of the application of M/s Shakti Infotech Private Limited in respect of Master Service Agreement (MSA) signed on dated 07-09-2016 for location Patna,Bihar is from the date of issue of IPA and hereby certify that:</p>	
<ol style="list-style-type: none"> 1. The following documents/records have been furnished by the applicant and have been examined and verified by me/us, namely material handling registers, original invoice/bill, books of accounts and Bank Statement. 2. Relevant registers have been authenticated under my/our seals, signatures. It has been ensured that the information furnished is true and correct in all respects, no part is false or misleading and no relevant information has been concealed or withheld. 3. The payments have been made by the said M/s Shakti Infotech Private Limited to the suppliers in respect of items/equipment received against the original invoice bill(s) as indicated in the Table-1 annexed hereto. 4. The payments have been made through normal banking channel and have been credited to the accounts of the suppliers. 5. All the items shown in the table are admissible for reimbursement provisions of India BPO Promotion Scheme (IBPS). 	
<p>Neither I/We nor any of our partners is a partner/Director or an employee of the above named entity of its associated concerns. I fully understand that any submission made in this certificate if proved incorrect or false, will render me/us liable to face any penal action or other consequences as may be prescribed in the law or otherwise warranted.</p>	
Signature & Stamp/Seal of the Signatory _____ Name _____ Membership No. _____ Address of Firm _____ Name and Address of the Institution where registered: _____	
Date: _____ Place: _____	

Table-1													
DETAILS OF ITEMS/EQUIPMENT BROUGHT INTO BPO/ITES UNIT													
<small>(Separate for each Unit/MSA)</small>													
Sl.No. (i)	Suppliers Name and Address (ii)	Invoice/Bill No. (iii)	Invoice/Bill Date (iv)	Total invoice/Bill Amount (v)	Online Transaction ID/ Cheque/DD No. of Payment (vi)	Online Transaction ID/ Cheque/DD Date of Payment (vii)	Online Transaction ID/ Cheque/DD Amount of Payment (viii)	Name of Bank and Branch (ix)	Date of receipt of the items/equipment (x)	Description of items/equipment (xi)	Quantity received and accepted (xii)	Invoice value accepted (xiii)	Capex/Opex (xiv)
Note :- For VGF calculation lower of the total expenditure in column (viii) or (xiii) will be consider. All monetary figures should be INR.													
_____ 31-07-2018												2/3	

India BPO Promotion Scheme	31-07-2018
Signature & Stamp/Seal of the Signatory : _____ Name : _____	

Format for Claiming VGF:

India BPO Promotion Scheme		31-07-2018										
Form For Claiming Viability Gap Funding(VGF) towards Capital Support under India BPO Promotion Scheme(IBPS)												
Separate form for each MSA												
Section 1												
Name of the Unit	Shakti Infotech Private Limited	In Principal Approval Number	STPI/HQ/PDC/09/2017-18/035/5									
Address of the BPO/ITES Unit	Shakti Infotech Private Limited, 3rd Floor, Kanodia Bhawan, Kachauri Gali, Near Narayani Kanya School, Patna City. 800008 (Bihar). Patna, Bihar	In Principal Approval Date	22-08-2016									
		Commencement of Operations Date	12-05-2017									
City: Patna Pin: State: Bihar		VGF1 Claim Date:	11-05-2018									
(a) Number of BPO/ITES Seats as per MSA			100									
(b) Employment Target(1.5 times of (a))			150									
(c) Bid Amount per seat			79,000.00									
(d) Total Expenditure on admissible items(Listed in Annexure A) with details of purchase and CA certificate as per Appendix-A and Appendix-B respectively	Rs. 0.00	(e) 50% of Total Expenditure(for which capital support is claimed)(50% of (d))	Rs. 0.00									
(f) Total Capital Support--(c)X(a) or (e) whichever is lower			Rs. 0.00									
Section 2 (Installment Claim Calculation) VGF1												
Average month wise employment from Commencement of Operations Date * (Till VGF1 Claim Date)												
May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018
67.00	67.00	68.00	76.00	111.00	111.00	111.00	111.00	111.00	82.00	111.00	82.00	82
(g) Total Average Monthly Employment $g=(M1+M2..+Mn)/n$			99.167									
(h) Percentage of Employment Target $h=(g)/b$ ($h \geq 0.5$ (to Claim Capital Support) if $h > 1$ then consider factor 1 to calculate capital support)			0.661									
(i) Eligible capital support for First Installment $i=f \times 0.4 \times h$			0.00									
Section 3 (To be filled only in case Special incentive Claimed for Wider Dispersal) Incentive for wider Dispersal within State including Rural Areas												
Is the BPO Located other than State Capital : No												
Wider Dispersal		(k) Special Incentive(% of Eligible Capital Support)	Amount Claimed(k)*(f)%									
Special incentive(5% of eligible capital support) for units setting up BPO/ITES operations at locations other than the State Capital.		0%										
Section 4 (Total Final Calculation)												
Total Amount Claimed (i+k)			0.00									
2% Penalty Period In Case of delay in COO(IN Month)			0.00(2 Months)									
Total Eligible Amount After Penalty			0.00									
Advance Amount			50000.00									
Total Eligible Amount After Deduct Advance Amount			-50,000.00									

India BPO Promotion Scheme		31-07-2018	
Section 4			
S.No	Documents Checklist	Enclosed (Yes/No)	
1	Bank Guarantee Furnished valid for 2 years(5% of (c) X (a))	To be furnished after VGF approved	
2	Details of regular employees recruited/Joined the unit after Commencement of operation(as per Quarterly Progress Report)		
3	Necessary permissions and registrations required as per DoT Guidelines w.r.t BPO Operations		
4	Proof of Provident Fund Account Number of Regular Employees (recruited/ joined the unit after the issuance of IPA)		
5	Proof of Employee State Insurance(ESI) contribution for the regular employees eligible under this scheme and recruited/joined the unit after the issuance of IPA.		
6	Certificate of disability issued by a medical authority(Notified by State Govt.), if applicable		
7	Proof of expenditure incurred on admissible items like invoice in the name of company/authorized person		
8	Proof of ownership of space/lease agreement for at least 3 years.		
9	Quarterly progress report submitted to STPI for each quarter after Commencement of Operation		
10	Any other relevant documents		
Details of Other Documents			
1.			
2.			
<p>Note: Any further documents if deemed required by STPI for clarification will be communicated to the unit while processing the claim.</p>			

India BPO Promotion Scheme	31-07-2018
<u>Undertaking and Declaration</u>	
I/We hereby solemnly undertake/declare that the particulars stated above are true and correct to the best of my/our knowledge and belief. No other application for Capital Support has been made or will be made in future against purchase covered by the application.	
(a) The items/equipment for which the claim has been made are covered under IBPS (as per list of admissible items (Annexure-A) of MSA) and meant for utilization of the BPO/ITES unit and will be utilized only in our unit and we shall not divert or dispose-off the items/equipment procured after commencement of operations at least up to three years.	
(b) The items/equipment for which the claim has been made have been entered into the stock register maintained by the unit.	
(c) Any information, if found to be incorrect, wrong or misleading, will render/us liable to rejection of our claim for capital support without prejudice to any other action that may be taken against us in this behalf.	
(d) All Claims are being made for BPO/ITES Operation set up under IBPS.	
(e) The amount overpaid, if any will be refunded by me/us to the extent of the excess amount paid.	
Signature of Authorized Signatory: _____	
Name in Block Letters: _____	
Designation: _____	
Name of the Applicant: _____	
Unit: _____	
Date and Place: _____	
Instructions:	
1. It is mandatory to completely fill in all fields provided in the form.	
2. In Section 4, row number 1 to 9 fill only either Yes or No.	
3. In Section 4, row no. 10 fill the details of the documents submitted, if any.	
4. All submitted supporting documents should be self-attested.	

4. BPO Unit need to upload the below listed documents to claim the VGF (as shown in the image below): -

- i. Signed Format for CA Certificate.
- ii. Signed Format for Claiming VGF.
- iii. Documents supporting PF remittance.

Note: Only PDF file of above mentioned documents will be accepted.

Upload VGF1 claim documents in below section.

Max File Upload limit is 10 MB for each document. (Upload PDF files only)

Mandatory documents *

1. CA Certificate * (Including Invoice)	Choose file No file chosen
2. VGF claim form *	Choose file No file chosen
3. Documents supporting PF remittance *	Choose file No file chosen No file chosen

[Click here to upload Optional documents](#)

[Save](#) [Submit VGF1 Claim](#)

Choose the respective files required to be uploaded then click on the **SAVE** button and BPO Unit will get the below image

Upload VGF1 claim documents in below section.

Max File Upload limit is 10 MB for each document. (Upload PDF files only)

Mandatory documents *

1. CA Certificate * (Including Invoice)	CA Certificate	Delete
2. VGF claim form *	Claiming VGF	Delete
3. Documents supporting PF remittance *	PF remittance	Delete

[Click here to upload Optional documents](#)

[Save](#) [Submit VGF1 Claim](#)

After uploading all the mandatory documents, BPO Unit can also upload the optional documents. When BPO Unit click on “**click here to upload optional documents**” then the below image will appear

Click here to upload Optional documents

4. ESI Related Documents	<input type="button" value="Choose file"/> No file chosen
5. State Proof Tax	<input type="button" value="Choose file"/> No file chosen
6. Disability Certificate	<input type="button" value="Choose file"/> No file chosen
Other (If you want to upload multiple files. Please make a zip file then upload.)	<input type="button" value="Choose file"/> No file chosen

5. BPO Unit can upload the below listed optional documents: -

- i. ESI Related documents.
- ii. State Prof Tax related documents.
- iii. Disability Certificate.

After uploading all the documents, BPO Unit can submit their request for VGF claim.

REFERENCE

IPA	:	In Principle Approval
MSA	:	Master Service Agreement
CoO	:	Commencement of Operation
QPR	:	Quarterly Progress Report
VGf1	:	Viability Gap Fund (First Instalment)
VGf2	:	Viability Gap Fund (Second Instalment)
SI	:	Special Incentive
BSD	:	Bid Security Deposit
EMD	:	Earnest Money Deposit
PBG	:	Performance Bank Guarantee
FBG	:	Financial Bank Guarantee
BPO Unit	:	Eligible BPO Unit Under IBPS
PMU	:	Project Management Unit