

# Information and communications minister Lyonpo Nandalal Rai talks to BT's Tshering Choden on IT park and its benefits to the Bhutanese economy

## What are the unique features of this IT park that sets it apart?

IT Parks are where the Hitech companies are housed which are innovating technologies, developing IT applications, providing services like maintenance or tech support or providing Voice & Backoffice support (BPO). Thimphu TechPark will be of a size of 50,000 sq ft, it would be housing and leasing built up space to BPO companies in the private sector with all state of art amenities required for the successful operations of BPO companies and Royal Government shall lease 10,000 sq ft at the IT Park for Incubation Centre, Shared Services Centre and Data Centre. Thimphu TechPark will be a green building and shall seek Certification from LEED. 'Assetz Group' joint venture partner of Thimphu TechPark have constructed the First Green IT SEZ in Bangalore in India which is LEED Platinum Certified.

## How will the IT park change ICT in Bhutan?

IT Park will attract reputed international BPO Companies and Bhutan based IT/BPO companies to locate and operate from the IT Park, primarily these companies will be Export Oriented Units. Locating of these Companies will provide employment to Bhutanese and in 50,000 sq ft it is expected to generate employment to over 1000. NASSCOM the IT Association of software services companies in India in a study has reported that for every one employee working directly with IT/BPO Company will generate indirect employment for 4. That is to say there would be direct to indirect employment ratio of 1:4.

## IT and IT enabled services have huge global potentials. How will this IT park compete in the global arena to bring in as much business it can?

IT & IT Enabled Services Sourcing represent a global opportunity of \$1.5 trillion by 2020. Bhutan is aspiring for a micro stake of



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this sourcing opportunity. Bhutan will continuously market and position as an attractive destination for BPO and Data Centres and seek companies to locate BPO (Business Process Outsourcing) operations in Bhutan addressing external markets. This IT Park will attract reputed BPO companies to locate in the IT Park thus contributing to economy and generating employment.

## What are the challenges given the increasing and cheaper human resources and ICT technology in the two growing global powers of India and China?

Bhutan is cost comparable to other countries in the region but some of the challenges especially of telecom connectivity with redundancy on fibre are expected to be completed through Gelephu by next year first quarter ahead of the IT Park completion.

## What different job opportunities will be created?

Different Job opportunities will be emerging in both voice and non-voice viz., addressing verticals in Banking, Financial Services, Insurance, Healthcare, Telecom, HR Administration, Infrastructure Services, Tech Support etc.

## Do you think there will be enough IT professionals who will fill in the blanks?

Each year on an incremental basis graduates with Commerce, Humanities, Sciences, Business administration, Computer Applications, Engineers are available in the job market and with skills development programs which are under implementation we should have the requisite manpower for the Industry. There are many opportunities emerging in the Data processing, Transcription for the Higher Secondary qualified candidates for which again skills development programs are implemented under both categories by MoLHR. Long term curriculum for global skills enhancement is being addressed by Royal University.