



Confederation of Indian Industry

# INDIA SERVICES CONCLAVE

India: Future of Digital Services to the World

23-24 March 2021 : Virtual Platform



#CII4Services



With more than half a billion internet subscribers, India is one of the largest and fastestgrowing markets for digital consumers, and the rapid growth has been propelled by public and private sector alike. India's lower-income states are bridging the digital divide, and the country has the potential to be a truly connected nation by 2025. Much more growth is possible.

As India's digital transformation unfolds, it could create significant economic value for consumers, businesses, microenterprises, farmers, government, workers, and other stakeholders.

Digital adoption by India's businesses has so far been uneven, but new digital business models could proliferate across most sectors. We find that core digital sectors such as IT and business process management (IT-BPM), digital communication services, and electronics manufacturing could double their GDP level to \$355 billion to \$435 billion by 2025, while newly digitising sectors

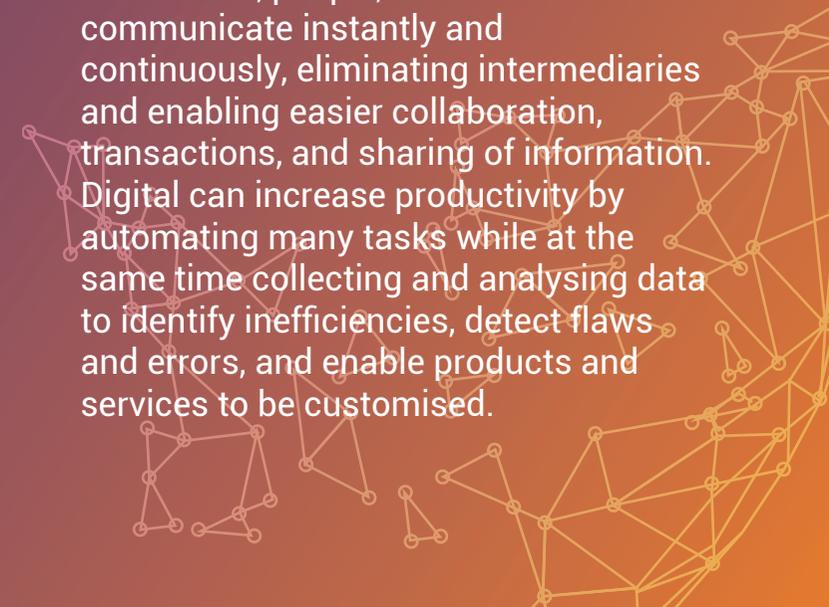
(including agriculture, education, energy, financial services, healthcare, logistics, and retail) as well as digital applications in government services and labour markets could each create \$10 billion to \$150 billion of incremental economic value in the same period.

Some 60 million to 65 million jobs could be created by the productivity surge by 2025, although redeployment will be essential to help the 40 million to 45 million workers whose jobs will likely be displaced or transformed by digital technologies, based on our estimates.

In India's new and emerging digital ecosystems of the future—already visible in areas such as precision agriculture, digital logistics management, and digital healthcare consultations— business will have to find a new way to engage with customers. All Indian stakeholders will need to gear up to capture the opportunities and manage the challenges of being a connected nation.

India's digital leap is well under way, propelled by both public and private-sector actions. By many measures, India is on its way to becoming a digitally advanced nation<sup>1</sup>. Just over 40 percent of the populace has an internet subscription, but India is already home to one of the world's largest and most rapidly growing bases of digital consumers. It is digitising activities at a faster pace than many mature and emerging economies.

Digital technologies and platforms are poised to fundamentally change the way Indian businesses operate internally and how they interact with their customers, suppliers, and competitors. These technologies make it easier for businesses, people, and machines to communicate instantly and continuously, eliminating intermediaries and enabling easier collaboration, transactions, and sharing of information. Digital can increase productivity by automating many tasks while at the same time collecting and analysing data to identify inefficiencies, detect flaws and errors, and enable products and services to be customised.



# ECONOMIC SIGNIFICANCE OF SERVICES SECTOR

An event that provides the necessary platform for stakeholders across the world to converge and embed their ideas to help usher in a new era of economic growth for the post COVID-19 world.

This platform will seek to curate and create an environment conducive to help build a better future and achieve the targets the nation has set for itself.

The services sector's significance in the Indian economy has continued to increase, with the sector now accounting for around 55 per cent of GVA and GVA growth

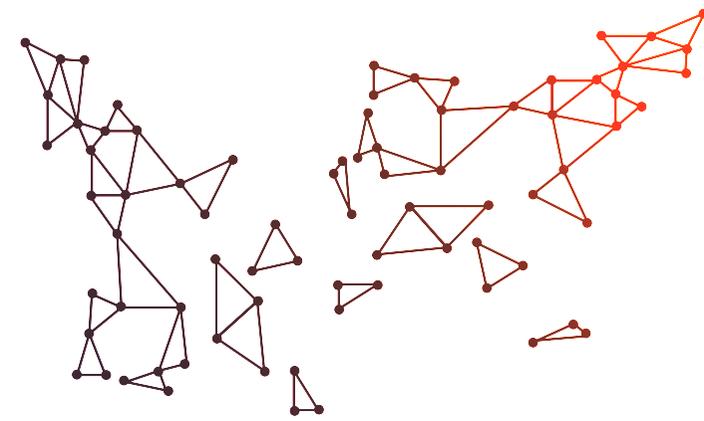
Two-thirds of total FDI inflows into India and about 38 per cent of total exports

The services sector accounts for more than 50 per cent of Gross State Value Added

India ranks 8th in Services contribution to GDP

Share of Services Sector in Gross FDI Equity Inflows into India is 67.4%

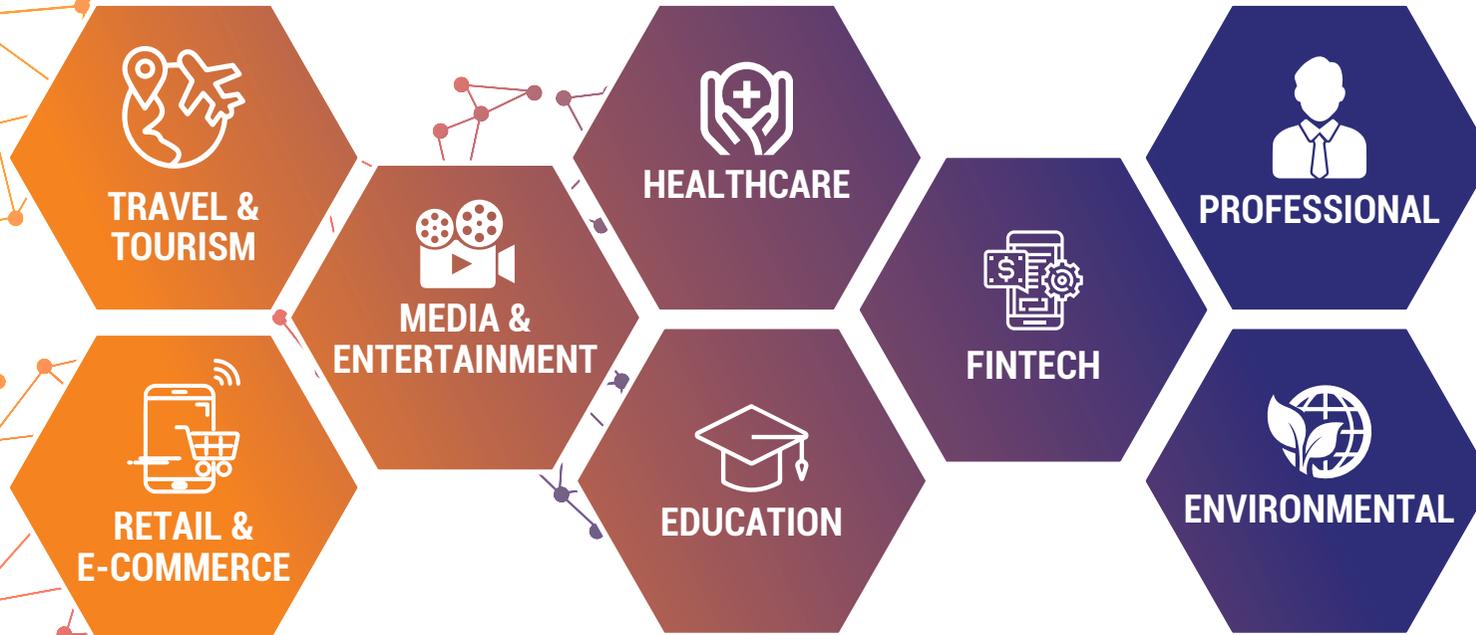
38.6 % India's Export from Services



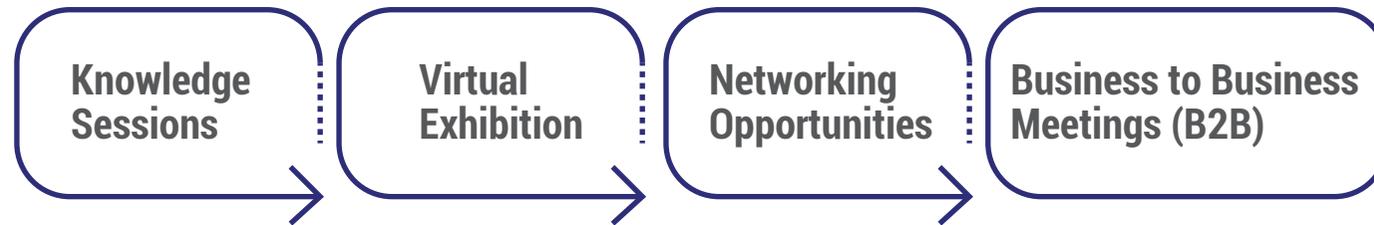
## WHY INDIA SERVICES CONCLAVE?

- 1 Raise the "INDIA SERVICES" share in the global market
- 2 To deliberate on a roadmap for augmenting Services exports
- 3 Draw Investments and promote mutual collaborations
- 4 Contribute towards the overall development of India thus once more step towards "ATMA NIRBHAR BHARAT"

## FOCUS SECTORS



## KEY ELEMENTS



## KEY STAKEHOLDERS





Confederation of Indian Industry

The Confederation of Indian Industry (CII) works to create and sustain an environment conducive to the development of India, partnering industry, Government and civil society, through advisory and consultative processes.

For 125 years, CII has been working on shaping India's development journey and, this year, more than ever before, it will continue to proactively transform Indian industry's engagement in national development.

CII is a non-government, not-for-profit, industry-led and industry-managed organization, with about 9100 members from the private as well as public sectors, including SMEs and MNCs, and an indirect membership of over 300,000 enterprises from 288 national and regional sectoral industry bodies.

CII charts change by working closely with Government on policy issues, interfacing with thought leaders, and enhancing efficiency, competitiveness and business opportunities for industry through a range of specialized services and strategic global linkages. It also provides a platform for consensus-building and networking on key issues.

Extending its agenda beyond business, CII assists industry to identify and execute corporate citizenship programmes. Partnerships with civil society organizations carry forward corporate initiatives for integrated and inclusive development across diverse domains including affirmative action, livelihoods, diversity management, skill development, empowerment of women, and sustainable development, to name a few.

With the Theme for 2020-21 as Building India for a New World: Lives, Livelihood, Growth, CII will work with Government and industry to bring back growth to the economy and mitigate the enormous human cost of the pandemic by protecting jobs and livelihoods.

With 68 offices, including 10 Centres of Excellence, in India, and 8 overseas offices in Australia, Egypt, Germany, Indonesia, Singapore, UAE, UK, and USA, as well as institutional partnerships with 394 counterpart organizations in 133 countries, CII serves as a reference point for Indian industry and the international business community.

**For Partnership opportunities and exhibition space kindly contact**

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