

## Webinar

## New OSP Guidelines

*A Game Changer for India's BPO Industry?*

[Register here](#)

London (GMT)

Berlin, Paris (CET)

Mumbai (IST)

Singapore,  
Hong Kong (HKT)

Tokyo (JST)

9.30 am to 11.00 am

10.30 am to 12.00 pm

3.00 pm to 4.30 pm

5.30 pm to 7.00 pm

6.30 pm to 8.00 pm

**18 November 2020**  
Wednesday

BPOs and Call Centres provide employment to millions of youth in India and India earns billions of dollars in foreign exchange in revenue through such operations. The Other Service Provider (OSP) guidelines encapsulate the regulatory framework which enables the operation of BPOs/ITeS in India. The regulatory framework relating to OSP had reached crossroads and was in dire need of an overhaul. The new guidelines, which are a culmination of efforts of TRAI, the industry along with an accommodative and business friendly approach exhibited by the Department of Telecommunications Government of India (DoT), were released by the DoT on 5 November 2020. The revised guidelines seek to significantly transform the regulatory framework for operation of BPO and ITES industries in India.

This webinar, jointly organized by Broadband India Forum (BIF), Association of Competitive Telecom Operators (ACTO) and Khaitan & Co, will bring together esteemed panellists from the telecom and IT industries, ITES industry organizations, and government. The panellists will discuss important changes in the new guidelines, and their implications for BPO, ITES and other outsourcing industries in India.

In this webinar, the panellists will discuss

- Key changes in the new OSP regulatory framework – Old Vs New
- Special dispensations for OSP centres
- How to build your telecom architecture and place IT equipment
- Changes in 'Work From Home' practices

This webinar will be of interest to

- Executive and management teams of BPO, ITES, and outsourcing companies
- General counsels and legal teams of third-party and captive call centres and data centres
- CTOs and network IT teams of OSPs and service providers

Click the 'Register here' link above to register for this webinar.

***On registering, you will receive an email with your unique join link, joining instructions, and calendar invitation.***

In the registration process, you will have an opportunity to send in specific questions you may have for the panellists.

In case of any issues, please email us at [events@khaitanco.com](mailto:events@khaitanco.com).

**Khaitan & Co** has created a **COVID-19 Resource Centre**, which is available to all clients and partners on this [link](#).

On this page, we provide regular updates and daily insights on some of the key issues related to the COVID-19 pandemic that are affecting global businesses and possible solutions for various sectors.

### Panellists:



**Sharad Trivedi**

Deputy Director General,  
Department of Telecommunications  
(*Guest of Honour*)



**T.V. Ramachandran**

President, Broadband India Forum



**S. Chandrasekhar**

Group Director, Government Affairs &  
Public Policy, Microsoft



**Priya Mahajan**

Head of Asia Pacific Public Policy &  
Regulatory Counsel,  
Verizon Communications



**Saurabh Bhatnagar**

President, Association of Competitive  
Telecom Operators (ACTO)



**Vineet Vij**

Group General Counsel, Tech  
Mahindra



**Harsh Walia**

Partner, Technology, Media and  
Telecommunications Practice,  
Khaitan & Co



### Moderator:

**Anish Bhatnagar**

General Counsel, British Telecom