

**GOVERNMENT OF RAJASTHAN
FINANCE DEPARTMENT
(TAX DIVISION)**

No. F. 12(92)FD/Tax/2016 - 96

Jaipur, Dated: September 10, 2018

ORDER

In compliance to State Cabinet Order No. 128/2018 dated 23.07.2018 and in exercise of the powers conferred under clause 8 of the Rajasthan Investment Promotion Scheme-2014, (hereinafter referred to as "the scheme") and subject to conditions as enumerated in this Order, the State Government hereby orders the following customized package (hereinafter referred to as "the package"), in favour of M/s CRM Services India Ltd. (Teleperformance) (hereinafter referred to as "the enterprise"), for establishment of its third BPO centre at Chatrala Circle, Sitapura Industrial Area, Jaipur, namely :-

1. **Eligibility for the package.-** The enterprise shall be eligible to avail the benefits provided under the package on fulfillment of the following conditions, namely:-
 - (i) The enterprise shall fulfill all the conditions including the conditions of eligibility as provided under the scheme.
 - (ii) The enterprise shall set up its third BPO centre in the State at Chatrala Circle, Sitapura Industrial Area, Jaipur and
 - (a) shall make minimum investment of Rs. 140.63 crore; and
 - (b) shall provide employment to at least 6581 persons.
 - (iii) The enterprise shall commence the commercial operation during the operative period of the scheme.

Note: The expression 'investment' and 'employment' shall have the same meaning as defined in the scheme.

2. Benefits Under The Package:

| S.No. | Nature of benefit | Benefits Under the package |
|-------|-------------------|---|
| 1. | Exemption | 50% exemption from payment of Electricity Duty for 10 years on electrical energy consumed for rendering of services by third BPO centre of the enterprise. Provided that, the exemption shall not be applicable to electrical energy consumed for residential purposes and commercial activities other than the services provided by the enterprise. |
| 2. | Other Benefits | Other benefits under the provisions of the scheme shall be available to the enterprise, subject to fulfillment of eligibility conditions. |

3. Procedure for availing benefits.-

To avail the benefits under the package the enterprise shall submit the applications in the relevant Form(s) as provided under the scheme, mentioning the expression "**Under customized package issued vide order No. F. 12(92)FD/Tax/2016 – 96 dated 10-09-2018**" on the top of the Form. The manner and procedure for availing benefits as provided under the scheme shall apply *mutatis mutandis*.

4. Terms & Conditions.-

The benefits under this package shall be available under the provisions of the scheme provided that the enterprise shall make minimum investment of Rs. 140.63 crore and shall provide employment to at least six thousand five hundred eighty one persons.

5. Applicability of the provisions of Rajasthan Goods and Services Tax Act, 2017 and the scheme.-

- (i) Provisions of the Rajasthan Goods and Services Tax Act, 2017 and rules made there under shall be applicable *mutatis mutandis*.
- (ii) Provisions of the Rajasthan Electricity (Duty) Act, 1962 and rules made there under shall be applicable *mutatis mutandis*.
- (ii) Subject to the provisions of the package, all the provisions of the scheme shall apply *mutatis mutandis*.

6. Redressal of grievances related to implementation of the package.-

Any grievance related to implementation of this order shall only be referred to State Empowered Committee as constituted under section 3 of the Rajasthan Enterprises Single Window Enabling and Clearance Act, 2011 (Act No. 7 of 2011), through its nodal agency. The decision of the said Committee shall be final.


By Order of the Governor,


(Anandhi)

Joint Secretary to the Government

Copy forwarded to the following for information and necessary action:

1. Superintendent, Government Central Press, Jaipur along with a soft copy in CD for publication of this order in part 1(b) of **today's extra ordinary Gazette**. It is requested that 10 copies of this order may be sent to this department and 10 copies along with bill may be sent to Commissioner, Commercial Taxes Department Rajasthan, Jaipur. Please ensure that soft copy in CD is same as hard copy provided to you for publication.
2. Principal Secretary to Hon'ble Chief Minister (Finance Minister).
3. Commissioner, Commercial Taxes Department, Rajasthan, Jaipur.
4. Commissioner, Industries Department, Rajasthan, Jaipur.
5. Commissioner, Bureau of Investment Promotion, Rajasthan, Jaipur
6. PS to Chief Secretary and Chairman, SEC.
7. PS to Additional Chief Secretary, Finance.
8. PS to Additional Chief Secretary, Industries.
9. PS to Secretary, Finance (Revenue).
10. Director, Public Relations, Jaipur.
11. Technical Director, Finance (Computer Cell) Department for uploading the order on website of Finance Department.
12. M/s CRM Services India Ltd. (Teleperformance) through Commissioner, BIP.
13. Guard File.


Joint Secretary to the Government