1.0. Introduction:

The earlier decade saw a disorder in the growth and expansion of the Indian market of economy, which was considered with the accompanied by the uprising in the technological face and a fundamental change in the path of Business. Follow the theme “jack of all master of none”, small organization now characterize their way of working in new shape and started to give uplift to their Core Business/ core competencies. Outsourcing the non-core processes in order to give attention on the core ones is how the companies prefer to work nowadays. BPO has become the obvious tactical choice of the companies looking at the detectable profits of cost reduction while improving the quality of service, increasing shareholder value etc. (Shah and Sharma 2006).

The Information technology (IT)-enabled Services (ITES)-Business Process Outsourcing (BPO) industry is measured to be Golden Glow of India’s up growing industry, playing a major role in converting the country from a slow-growth economy to a fast-growth economy which earns foreign exchange surpluses. This is also in talk that the sudden bang in ITES-BPO activities is influential in covering the youth unemployment disaster, which is growing in mass of educated-unemployed in the country. Call centers in India are mostly off the record under ITES–BPO category. Roughly 60–65% of ITES-BPO services fall within. India is fast becoming a major outsourcing hub to the world and by now has a flourishing $ 2.3 billion ITES in the Technology market.
1.1 History:

Birth of the IT industry in India has existed since the early 1980s; the early '90s was the influenced period in which the surfacing of outsourcing is introduced. The UN's International Labor Organization (ILO) said its study of business process outsourcing (BPO) to India, the Philippines, Brazil and Argentina was the first in-depth look at workplaces in the 90-billion-dollar industry [UN Reports-MANILA (AFP)]. The initial adaptor of BPO was some global airlines who began outsourcing their back office work to India and in due course it was followed by IT companies, this come out with new combination of relevant portfolio is ITes-BPO. Some of the earliest players in the Indian outsourcing market were Texas Instruments, American Express, Swissair, British Airways and GE, who started autonomy units in India. Over the years, the industry has built healthy approaches to offer world class IT software and technology-related service.

Outsourcing Services in business i.e. BPO to India started in the 1980s and rapidly hasty in the '90s. In today's Competitive world in one hand information technology has become critical to business; the meaning of outsourcing has undergone a drastic change over the years. Core competencies are being given importance by the Companies and have started outsourcing many of its non-core functions, for which they had no know-how within.

According to (Nasscom), the Indian IT-BPO industry (counting domestic market) calculated an on the whole expansion of 28 per cent (money adjusted), clocking revenues of $52 billion in FY07-08 up from $39.6 billion in FY06-07. 2008 was a year of rebellion for the Indian ITes – BPO sector as it began to re-construct the obstacle posed by economic condition / calculation mainly macroeconomic environment, along with the worldwide expenditure total projected to nearly USD 1.6 trillion, a growth of 5.6 per cent over the previous year. The BPO exports are up by 30 per cent (in US dollars), registering revenues of 4 $10.9 billion (Nasscom 2009). Indian IT-BPO grew by 12 per cent in FY2009 to arrive at USD 71.7 billion in total revenue. Software and services exports i.e., Mainly ITes-BPO services reached USD 47 billion, causative nearly 66 per cent to the overall IT-BPO aggregate revenue. IT-BPO exports also counting hardware services come up to USD 47.3 billion in FY2009 as adjacent to USD 40.9 billion in FY2008, a increase of 16 per cent.
1.2 Need of Research:

Business process outsourcing (BPO) is one of the best ever mounting segments of the Information Technology Enabled Services (ITES) industry. Business process outsourcing (BPO) is distinct as the the group of business processes from inside the organization to an external service source. With the coordination of technology, telecommunication, and skilled manpower and good management (Hardware & Software).

According to the recent NASSCOM - AT Kearney report, 90% of the IT-BPO industry in India is purposive around 7 major cities in India, The first question to understand the social impact that why India is the most chosen locality for business process outsourcing including Mumbai in Maharashtra, and made Mumbai most ideal offshore hub for ITes/BPO?

The goods and services are considerably in lower cost in India compared to US or Europe. Simultaneously the manpower in India (Mumbai being a hub of cosmopolitical population) is low-priced compared to US or any other developed nation. Cheaper office space (Typically, one sq. foot costs less than $1 per month), highly skilled workforce (For example, it is famous for Bangalore city that there are more number of IT engineers than Silicon Valley). On the other hand over a number of years, India has established a trust of cultural, social, and economical in the worldwide perception. This made India a Pioneer of ITes/BPO among the world: Round about 54000 customers around 57 countries in the world are served by Indian ITes- BPO, (http://www.outsource2india.com/).

Mumbai’s Wealth and glamour and the land of opportunities for prospective of providing employment attracts migrants from across the country. The witnessed of drastic change in economics and socio economic is the textile manufacturing hub, who change toggle from manufacturing activities’ to ‘services’. This has resulted into a striking alteration in employment opportunities and job profiles in virtually every sector. Also increased the standard of living of middle class people. ITes-BPO, pays maximum salaries to the minimum graduate employees whereas most qualified engineers, doctors and professionals are un capable to earn so fast and maximum. In earlier at the age of 45-55 is the capability to have car and own resident for an
employee. But today’s ITes-BPO scenario made the employee fully luxuries at the age of 25-35. Of course this vast BPO also increasing GDP position of India also.

But coin has always two sides Head n Tail in other words positive and Negative the Spin side of ITes-BPO faces the multitude of challenges in their hectic schedule of day and night shift job. Pascal says, —It is all of humanity’s problems that stem from man’s inability to sit quietly in a room alone.”

**However, Kamp (1992),** BPO workers occurrence various types of stressors disturbing their efficiency. Tribulations at work place are manly linked with health complaints than any other harm. The BPO services are counted high for attrition. Caused to health disorder are as sleeping disorders, muskuletal, hearing problem, digestion disorders and eye sightedness. Therefore now there is strong need to study the work related health problems and their safety measures of the ITes-BPO in Mumbai.

In 2001 to 2002, the study was conducted to add to the little knowledge available on OSH issues related with ITes-BPO. I,e there is lack of guidelines on professional health & Safety conditions in BPO centers. The OSH standards cover practically all workplaces in the formal sector but the obsession of certain hazards risks & safety in ITes-BPO Centers have need to address.

BPO employees in India, are the world's major contribute to of the outsourcing market, earned around double the wages of same-age workers in other sectors of the nation's economy, according to the recent report the foremost harsh disorder among employees e working in Mumbai (Indian) ITes-BPO is the sleeping disorder, which is main cause to all other problems. This is not only the problem of new joined employees but the senior most mangers are also not escaped from it. The cause is to finish the target at allotted time. Which make them to sit for long working hours? Outsourcing professionals are spending long hours to do traumatic mental work sitting in front of a computer. Even being an essential instrument in every aspect, computer has steered job related diseases. Increase in the number of BPO Professionals working with computer coincides with an increase of work-related health disorders. The pressure of task and hectic schedules are putting the health of outsourcing professionals in danger. If such problems are ignored, it can invite a number of health and occupational health problems and even disability; Computer Related Injuries (CRI), Digestive System Related Problems costly
health problems and lost productivity. Some time one might have to quit his profession. Therefore Alerts for health & Safety has to be worked out. UNITES Pro (Union for Information Technology & Enabled Services Professionals) is on the path of doing well being for ITes-BPO employees.

In adding up to inclination to health problems from suffered by ITes-BPO employees due to maximum use of computer have to compact with work organization. BPO workers face heavy workloads backed by performance targets combined with tight rules and actions, all compulsory via electronic monitoring, and psychosocial factors such as lowliness feelings of not being capable to meet up presentation quotas, anxiety due to continuous electronic monitoring of performance, also night work to overlap with regular working hours. This system makes the guilt in social and domestic life and safety concerns, sexual problems, infertility. Sometimes the depression cases results the quit off from job. This all is because of over pressured day and night work, in materialism of money and Status in little time.

To Come out of from all these major Health issues the safety measures has to be observed by is such employees and their employers. Employees are convinced to go for Health prevention workshop sessions of professional counselors. Educative film shows, to generate knowledge on effects of bad habits. Disorders etc. Make available the healthy work environments, qualitative computer work-stations, avoid the completion of task at eleventh hour, timely breaks, emotional support, assurance of job security etc. Such actions will enable individuals to realize the importance of good health habits and they could beneficial to themselves as well as organization.

“Outsource jobs good, but conditions could be better” video news conference from the ILO’s Geneva headquarters. The researcher’s main purpose is to study the health and other problems faced by ITes-BPO employees, in Mumbai and also the preventing and health safety measures for the employees as well employer and study also give some suggestion for future scope of the study. It has been an effort at simplifying the research as far as feasible. The research tries to covers all the major aspects that need to be known by the society of Mumbai region. As the, the hindubusinessline.com has assurance of continuous survival of BPO sector in long run, this is also accepted by Bharti’s Prashar too that the BPOs Company will surely gain in the long term.