

US bankruptcy brings BPOs to Punjab towns

Sanjay Sharma | TNN

Chandigarh: If you know a bit of English and are a multilingual in place like Barchinda, you may land yourself a job in BPO sector courtesy recovery efforts on loan defaults in the United States. Also, with Rs 10 lakh at your disposal, you may even have a BPO of your own in the small town to recover debts of American banks.

Nineteen places in Punjab and Haryana will soon see BPOs coming up for the purpose, with Reliance Communications and a BPO old hand — Aryans Communications — coming together to offer franchise services at 104 places in the country at the Reliance World outlets in the night. Aryans corporate affairs director Deepak Kapoor told, "Now we are going to places like Bathinda, Barnala, Patiala, Amritsar, Ludhiana, Jalandhar, Panipat, Karnal, Ambala, Kurukshetra and Bhiwani, among others, to start BPO operations for debt recovery of American banks.

This phase has been designed after a three-month-long pilot project in Chandigarh, Ludhiana and Gurgaon, giving good results about such BPO franchisees. "If somebody is just a multilingual with knowledge of English, committed to work without an attitude, he or she may be the best candidate even in smaller towns," he said, adding that one can expect at least 20% annual return on investment.

The franchisee just does not have to bother about the infrastructure as the Reliance World will provide it and Aryans will train employees in language skills, American laws, etiquettes and accent. This Rs 10 lakh investment will take care of initial three months of expenditure. The Aryans will provide contact numbers of defaulters in the US and the BPO franchisee will offer them settlement solutions. As per American laws, one cannot either persuade a customer or hard sell a product.

Sounding optimistic about small towns doing well, he

said any small town in Punjab will at least have 10 good English speaking people to fit the bill. "We have accent trainers in Punjab at town level, so training will be easy," claimed Kapoor.

The national BPO head of Reliance Anil Dhruvshai Ambani group, Sundeep Saksena, sounded upbeat about the project, saying, "Reliance World has 349 outlets across the country, has necessary clearances for 24x7 working, standardization of infrastructure, bandwidth and, on top of it, the name of an international company like Reliance Communications. Cost of operations and infrastructure is at least 10% less than in a situation in which entire set-up is arranged on its own. The technological solution provider to the venture, AYS Solutions (P) LTD co-founder and director, Animesh Mehra said, "Technology for operations is so precise that the Aryans and managers can monitor each computer mouse and block access at a click of a button."

Toyota extends recall of cars to Europe

Double Trouble

6 million units in North America
In Reverse Gear
75,000 vehicles in China
2 million units in Europe may be affected

Major auto recalls in US since '90

'88-89 | Ford recalls 14.3m cars with faulty switches

'94 | GM recalls 4m pickups worldwide because their tailgates could break without warning

1996 | Ford replaces ignition switches in more than 6 million cars

1995 | 11 automakers recall 8.9 million vehicles with defective seat belts of Japanese make

1993 | GM withdraws 4.7 million pickup trucks with side-mounted fuel tanks

Pedal Pain: Floor mats trap accelerator pedals causing sudden, unintended acceleration

Out Of Jam: Co will replace the pedal with a shorter one



The recall and a related sales and production halt in North America of eight models including its best-selling Camry have damaged Toyota's once unshakable record for safety and reliability, says

had not yet determined, how many vehicles in Europe would be recalled, or when, but media and analysts have said 2 million cars may be affected on top of some 6 million now recalled in North America.

Tokyo/Detroit: Toyota Motor Corp is extending to Europe the recall of millions of its most popular cars due to dangerous accelerator pedals, a further blow to the reputation of the world's largest car maker, Toyota said it

g who with are or strictly n and nd 09 in the ed an tment y and been session ndent ra on W the apu bers possa vely sent fore