



PHOTOS: SUBRATA KIRTI

To enrich life: Bikram Dasgupta with the model of the attrition-free work habitat, GlobSyn Crystal

Intelligent buildings

Can they help **reduce attrition** in Kolkata's Information Technology hub?

By **Tathagata Bhattacharya**

IT is the backbone of Chief Minister Buddhadeb Bhattacharjee's resurgent Bengal. The rate of growth in Kolkata's Software Technology Park (the fastest growing park in India for three consecutive years) is 72 per cent compared with the national average of 32 per cent.

This growth was often attributed to Kolkata's low attrition rate, low cost of operations and skilled workforce. In 2002, the attrition rate was less than 5 per cent in the IT sector and between 10 and 15 per cent in the IT-enabled services (ITES). But things are now changing.

In the last three years, the number of companies in Kolkata has increased

from 60 to 235. "Attrition rates too have gone up considerably. It is now around 25 per cent in the IT sector and more than 50 per cent in ITES," said Bikram Dasgupta, chairman and CEO, GlobSyn Technologies. A Wipro source put attrition figures at 27 per cent. He said the rate in little known BPOs was higher.

G.D. Gautama, principal secretary, West Bengal IT department, refused to buy Dasgupta's figures, but he conceded that attrition rate was up. "This is bound to happen with companies coming in hordes. We had five major players coming in the last few months alone," he said.

IT in the state accounts for 5.1 per cent of the national IT revenue and

employs 34,000 professionals. The government aspires to have a 15 per cent share in IT exports and 20 per cent share in ITES by 2010. "Around 4 lakh people will be employed in the sector," said Gautama.

D.K. Chaudhuri is the CEO of Skytech Solutions, a United Airlines and TCG Group company headquartered in Kolkata and having offices in Mumbai, Chennai, London, Chicago and New York. "In Skytech, the attrition rate is somewhere between 18 and 20 per cent. People are changing jobs for raises like Rs 10,000," he said, adding that job-hopping won't take them anywhere in the long run.

According to Chaudhuri, Skytech is the only Indian company working to streamline operations in Beijing air-