

Director General, ILO, Mr. Gilbert F. Houngbo Visits One of Largest Global Capability Centres (GCC) in Gurugram

India's GCCs Leading Strategic Enterprise Transformation

GCCs Emerge as Centres of Excellence and Innovation Hubs

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During his ongoing visit to New Delhi, a delegation of ILO, headed by Director General, ILO, Mr. Gilbert F. Houngbo, visited the HSBC Global Capability Centre (GCC) today in Gurugram. The visit was organized by Ministry of Labour & Employment and Confederation of Indian Industry (CII). Ms. Sumita Dawra, Secretary, Ministry of Labour & Employment, Ms. Michiko Miyamoto, Country Director, ILO Mr. Arindam Bagchi, Ambassador and Permanent Representative of India to the United Nations in Geneva and other senior officials also participated.



Secretary, MoL&E, Ms. Sumita Dawra, underscored the contribution of GCCs and growing prominence of India as a key pillar of global digital economy. She highlighted that India is home to over 1,700 GCCs,

employing 1.9 million professionals and generating \$64.6 billion in revenue as of 2024. Key GCC hubs are located in Bengaluru, Hyderabad, Pune, Chennai, Mumbai, and the National Capital Region (NCR). The sector is projected to expand to \$105 billion by 2030, with around 2,400 GCCs employing over 2.8 million people, solidifying India's role as a global hub for enterprise operations and innovation.



DG, ILO, Mr. Gilbert F. Hougbo, mentioned that India is becoming more competitive owing to its large and diverse talent pool that it can tap into for innovation and business development. He observed that growing proliferation of GCCs across upcoming sectors like AI, cybersecurity, cloud computing, semiconductors, etc., is a new trend.

With 40% of digital transformation projects in GCCs, India is now a center for high-value technology-driven solutions. GCCs emerging from different geographies viz, Germany, UK, Japan, Nordic countries, is another significant development observed in recent years, it was further informed.

A significant shift towards diversification of operations, with evolution towards higher value services, is seen, as GCCs in India transition from data processing to knowledge processing over the years.

With availability of talented pool of young professionals, India is emerging as an innovation hub. Hybrid work models, diversity, and upskilling in AI, cybersecurity, and blockchain and industry-academia partnerships are creating future-ready professionals. Emergence of GCCs in India has contributed positively to economic growth, job creation, technology transfer and skill development, among others benefits for local economy.

It was also discussed that a case study on India's growth story as a GCC hub, while promoting business growth along with ensuring social protection and regulatory compliances, would be developed in partnership with ILO and showcased at various international forums.

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