



Instructions to Field Staff

Volume – II

SOCIO-ECONOMIC SURVEY

NSS 74th ROUND
(July 2016 – June 2017)

SCHEDULES OF ENQUIRY

Schedule 0.0LF:	Verification of List Frame Establishments
Schedule 2.35 :	Survey of Services Sector

National Sample Survey Office
Ministry of Statistics and Programme Implementation
Government of India

August 2016

GROUP 1		*
GROUP 2		
CONSTRUCTION		

**GOVERNMENT OF INDIA
NATIONAL SAMPLE SURVEY OFFICE
SOCIO-ECONOMIC SURVEY**

CENTRAL		*
STATE		

**SEVENTY FOURTH ROUND: JULY 2016 – JUNE 2017
SCHEDULE 0.0LF: VERIFICATION OF LIST FRAME
ESTABLISHMENTS**

[1] identification of the establishment					
1. frame code [#]				0	
2. state/ u.t. name [#]					
3. state/u.t. code [#]					
4. serial number of the establishment					

code for item 1: economic census – 1, business register – 2

[#] to be typed in the schedule before taking print out at State level

[2] particulars of the establishment										
1. whether identifiable (yes – 1, no – 2)										
2. for '1' in item 1, whether duplicate ^{\$} (no: 1, yes: within same (EC or BR) frame – 2, between two (EC & BR) frames – 3)										
3. for '2' or '3' in item 2, serial number of the duplicate establishment										
4. for '1' in item 2, name and complete postal address (including PIN) of the establishment (in block letters)										
name										
address										
Town/village										
PIN										
5. for '1' in item 2, type of establishment (single entity/ establishment – 1, headquarter with branches elsewhere – 2, branch office with headquarter located elsewhere – 3)										
6. for '1' or '2' in item 5, whether maintaining audited/auditable accounts for the year 2015-16 (yes – 1, no – 2)										

^{\$} if any establishment has appeared more than once in a particular frame or between two frames, entry in item 2 against first appearance of that establishment will be '1'

[3] for '1' in item 6 of Block 2, details of the establishment										
1. broad activity category code (manufacturing – 1, trade – 2, construction – 3, other services – 4, remaining – 5)										
2. for '2', '3' or '4' in item (1), 3 digit NIC 2008 code										
3. ownership code										

code for item 3: type of ownership: Govt./ PSU – 1, proprietary – 2, partnership – 3, companies – 4, SHG – 5, co-operative society – 6, NPI – 7, others – 9

code for item 2: 3 digit NIC 2008 code

NIC 2008 code	description	NIC 2008 code	description
410	Construction of buildings	551	Short term accommodation activities
421	Construction of road and railways	559	Other accommodation
422	Construction of utility projects	561	Restaurants and mobile food service activities
429	Construction of other civil engineering projects	562	Event catering and other food service activities
431	Demolition and site preparation	563	Beverage serving activities
432	Electrical, plumbing and other construction installation activities	581	Publishing of books, periodicals and other publishing activities
433	Building completion and finishing	582	Software publishing
439	Other specialized construction activities	591	Motion picture, video and television programme activities
451	Sale of motor vehicles	592	Sound recording and music publishing activities
452	Maintenance and repair of motor vehicles	601	Radio broadcasting
453	Sale of motor vehicle parts and accessories	602	Television programming and broadcasting activities
454	Sale, maintenance and repair of motorcycles and related parts and accessories	611	Wired telecommunications activities
461	Wholesale on a fee or contract basis	612	Wireless telecommunications activities
462	Wholesale of agricultural raw materials and live animals	613	Satellite telecommunications activities
463	Wholesale of food, beverages and tobacco	619	Other telecommunications activities
464	Wholesale of household goods	620	Computer programming, consultancy and related activities
465	Wholesale of machinery, equipment and supplies	631	Data processing, hosting and related activities; web portals
466	Other specialized wholesale	639	Other information service activities
469	Non-specialized wholesale trade	641	Monetary intermediation
471	Retail sale in non-specialized stores	642	Activities of holding companies
472	Retail sale of food, beverages and tobacco in specialized stores	643	Trusts, funds and similar financial entities
473	Retail sale of automotive fuel in specialized stores	649	Other financial service activities, except insurance and pension funding activities
474	Retail sale of information and communications equipment in specialized stores	651	Insurance
475	Retail sale of other household equipment in specialized stores	652	Reinsurance
476	Retail sale of cultural and recreation goods in specialized stores	653	Pension funding
477	Retail sale of other goods in specialized stores	661	Activities auxiliary to financial service activities, except insurance and pension funding
478	Retail sale via stalls and markets	662	Activities auxiliary to insurance and pension funding
479	Retail trade not in stores, stalls or markets	663	Fund management activities
491	Transport via railways	681	Real estate activities with own or leased property
492	Other land transport	682	Real estate activities on a fee or contract basis
493	Transport via pipeline	691	Legal activities
501	Sea and coastal water transport	692	Accounting, bookkeeping and auditing activities; tax consultancy
502	Inland water transport	701	Activities of head offices
511	Passenger air transport	702	Management consultancy activities
512	Freight air transport	711	Architectural and engineering activities and related technical consultancy
521	Warehousing and storage	712	Technical testing and analysis
522	Support activities for transportation	721	Research and experimental development on natural sciences and engineering
531	Postal activities	722	Research and experimental development on social sciences and humanities
532	Courier activities	731	Advertising

NIC 2008 code	description	NIC 2008 code	description
732	Market research and public opinion polling	843	Compulsory social security activities
741	Specialized design activities	851	Pre-primary and primary education
742	Photographic activities	852	Secondary education
749	Other professional, scientific and technical activities n.e.c.	853	Higher education
750	Veterinary activities	854	Other education
771	Renting and leasing of motor vehicles	855	Educational support activities
772	Renting and leasing of personal and household goods	861	Hospital activities
773	Renting and leasing of other machinery, equipment and tangible goods	862	Medical and dental practice activities
774	Leasing of intellectual property and similar products, except copyrighted works	869	Other human health activities
781	Activities of employment placement agencies	871	Residential nursing care facilities
782	Temporary employment agency activities	872	Residential care activities for mental retardation, mental health and substance abuse
783	Other human resources provision	873	Residential care activities for the elderly and disabled
791	Travel agency and tour operator activities	879	Other residential care activities
799	Other reservation service and related activities	881	Social work activities without accommodation for the elderly and disabled
801	Private security activities	889	Other social work activities without accommodation
802	Security systems service activities	900	Creative, arts and entertainment activities
803	Investigation activities	910	Libraries, archives, museums and other cultural activities
811	Combined facilities support activities	920	Gambling and betting activities
812	Cleaning activities	931	Sports activities
813	Landscape care and maintenance service activities	932	Other amusement and recreation activities
821	Office administrative and support activities	941	Activities of business, employers and professional membership organizations
822	Activities of call centres	942	Activities of trade unions
823	Organization of conventions and trade shows	949	Activities of other membership organizations
829	Business support service activities n.e.c.	951	Repair of computers and communication equipment
841	Administration of the State and the economic and social policy of the community	952	Repair of personal and household goods
842	Provision of services to the community as a whole	960	Other personal service activities

**GOVERNMENT OF INDIA
NATIONAL SAMPLE SURVEY OFFICE
SOCIO - ECONOMIC SURVEY
SEVENTY-FOURTH ROUND: JULY 2016- JUNE 2017
SCHEDULE 2. 35 : SURVEY OF SERVICES SECTOR**

Block 0: Descriptive identification of the enterprise						
1. name and address of the enterprise:	i. Name:					
	ii. Street name					
	iii. Premises name					
	iv. Village/Town:					
	v. District name:					
	vi. State name:					
	vii. PIN Code :					
2. Detail of contact person/informant:	i. Name & designation:					
	ii. Tele (with STD Code):					
	iii. Mobile					
	iv. FAX No.:					
	v. E-Mail:					

DECLARATION

I hereby declare that information furnished in this return is correct and complete to the best of my knowledge and belief.

(Name and Signature of owner/Authorised Signatory with stamp)

Date:

Place:

Block 1: identification of the enterprise					
item no.	item	code			
1.	State code				
2.	srl. number of the enterprise				
3.	round number	7		4	
4.	schedule number	2	3	5	
5.	Stratum number				
6.	Sub-stratum number				
7.	Sub-sample				
8.	District code				
9.	sample (central-1, state-2)				
10.	sector (rural-1, urban-2)				
11.	FOD sub region				
12.	<i>status of unit (code)*</i>				
13.	whether the unit is covered in ASI 2015-16 (<i>yes-1, no-2</i>)				

Item 12 (Status of unit) codes:

open	1
existing <i>but</i> not having production.....	2
closed irrespective of whether owner/occupier is traceable or not.....	3
selected unit is an establishment (other than headquarter) of a multi-establishment enterprise.....	4
out of coverage.....	5
non-response due to production not yet started.....	6
non-response due to accounting year not closed during the year.....	7
non-response due to other reasons.....	9

Note:

- If code is 4 and 5 in item 12, fill up Blocks 0, 1, 13 to 16 and the Blocks for which information is available.
- For other codes, fill up all the relevant Blocks for which information is available.

Block 13: particulars of field operations													
srl. no.	Items	Field Investigator (FI) / Junior Statistical Officer (JSO)						Field Officer (FO)/ Senior Statistical Officer (SSO)					
(1)	(2)	(3)						(4)					
1	(i) name (block letters)												
	(ii) code												
	date(s) of	D	D	M	M	Y	Y	D	D	M	M	Y	Y
2	(i) survey / inspection												
3	(ii) receipt												
4	(iii) scrutiny												
5	(iv) despatch												
6	number of investigators (FI/JSO) in the team												
7	Signature												

Block 14: remarks by Field Investigator (FI) / Junior Statistical Officer (JSO)													

Block 15: comments by supervisory officer(s)													

Block 16: details of remarks in the Schedule		
1. whether schedule contains remarks:	(i) in Block 14 by the Field Investigator (FI) / Junior Statistical Officer (JSO) (yes-1, no-2)	
	(ii) in Block 15 by the supervisory officer(s) (yes-1, no-2)	
	(iii) anywhere in the Schedule by the Field Investigator (FI) / Junior Statistical Officer (JSO) (yes-1, no-2)	
	(iv) anywhere in the Schedule by the supervisory officer(s) (yes-1, no-2)	

Block 2: Particulars of the enterprise																													
1. type of organisation (code)																													
2. whether registered under any act/authority? (yes: with one authority-1, with more than one authority -2; no-3)																													
3. if entry in item 2 is 1 or 2 , type of registration of the enterprise (code) (at most 3 applicable codes may be recorded in order as they appear in the code list)											(i)																		
											(ii)																		
											(iii)																		
4. if entry in item 3 is 06 or 07 , then CIN/ LLPIN [#]																													
5. if entry in item 3 is 12 , Service Tax Registration Number																													
6. description of activity:																													
7. principal activity during the accounting period (5-digit level of NIC-2008) [if the first 2-digits are 41, 42 or 43 fill up Items 1 to 7, 12 to 15 of this block and fill up only blocks 10.1, 10.2 10.3, 13 to 16]																													
8. whether pursuing mixed activity? (yes – 1, no – 2)																													
9. if entry in item 8 is 1 , principal minor activity during the accounting period (5-digit code as per NIC 2008) [1 st 2 digits of item 7 should not be equal to the 1 st 2 digits of item 9]																													
10. number of units belonging to the enterprise																													
11. whether engaged mainly in non-market production? (yes: NPISH-1, enterprises other than NPISH engaged only in non-market production-2, others engaged in mainly non-market production-3; no-4)																													
12. Accounting period											M	M	Y	Y	to	M	M	Y	Y										
13. number of months operated during the accounting period																													
14. can your unit supply data online? (yes-1, no-2)																													
15. if entry in item 10 >1 , can the enterprise provide information separately for each of the establishments? (yes-1, no-2)																													
Codes for Block 2																													
Item 1: type of organisation: Individual Proprietorship-1, Partnership-2, Limited Liability Partnership-3, Non-Government Company-Public-4, Non- Government Company-Private-5, Co-operative Society-6, Trusts-7, Foreign companies not registered in companies Act-8, Others-9.																													
Item 3: type of registration of the enterprise: Central sales tax – 01, VAT – 02, Shop & Establishment Act – 03, Co-operative Society Act– 04, Labour Act – 05, Companies Act (CA) – 06, Limited Liability Partnership (LLP) Act 2008– 07, Societies Registration Act – 08,Trust Act – 10, Central Excise – 11, Service Tax – 12, Registered with other agencies – 19.																													
#: for CIN all 21 cells will be filled in and for LLPIN only 7 cells will be filled in starting from the leftmost cell.																													

Block 2.1: Particulars of the enterprise having branches outside the State /outside the country			
1. does the enterprise have branches outside India? (<i>yes- 1, no -2</i>)			
if 1 in item 1,	2. number of persons worked in Indian operation		
	3. total number of persons worked in the enterprise (total of number of persons worked in Indian operation and in units outside India)		
4. does the enterprise have branches outside the State/UT where the headquarter is located? (<i>yes- 1, no -2</i>)			
5. number of persons worked in the respective State/UT where the enterprise has branches (for code 2 in item 4, entry will correspond to that particular State/UT where the headquarter of the enterprise is located and for code 1 in item 4, entry will be recorded for each of the State/UT where the enterprise has branches)			
State/UT	census 2011 code	number of establishments	number of persons worked
(1)	(2)	(3)	(4)
Andhra Pradesh	28		
Arunachal Pradesh	12		
Assam	18		
Bihar	10		
Chhattisgarh	22		
Delhi	07		
Goa	30		
Gujarat	24		
Haryana	06		
Himachal Pradesh	02		
Jammu & Kashmir	01		
Jharkhand	20		
Karnataka	29		
Kerala	32		
Madhya Pradesh	23		
Maharashtra	27		
Manipur	14		
Meghalaya	17		
Mizoram	15		
Nagaland	13		
Odisha	21		
Punjab	03		
Rajasthan	08		
Sikkim	11		
Tamil Nadu	33		
Telangana (<i>no code in Census 2011</i>)	36		
Tripura	16		
Uttarakhand	05		
Uttar Pradesh	09		
West Bengal	19		
A & N Islands	35		
Chandigarh	04		
Dadra & Nagar Haveli	26		
Daman & Diu	25		
Lakshadweep	31		
Puducherry	34		
all -India			

[3] land and fixed assets owned and hired (long term lease) as on the last date of the accounting period (Rs. in whole number) [Data for this block will be available from the Balance Sheet]													
sl. no.	type of asset		gross value (Rs.)				depreciation/amortisation (Rs.)				net value (Rs.)		
			opening as on -----	addition during the year (Rs.)		deduction and adjustment during the year	closing as on (col. 3 + col. 4 + col. 5 – col. 6)	upto year beginning	provided during the year	adjustment for sold/ discarded during the year	upto year end (col. 8 + col. 9 – col. 10)	opening as on ----- (col.3 – col. 8)	closing as on..... col.7 – col. 11)
				due to revaluation	actual additions								
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	
1	land												
2	land improvement												
3	build- ing	residential											
4		non residential buildings and other structures											
5	plant and machinery												
6	transport equipment												
7	furniture and fixtures												
8	software and database												
9	information, computer and telecommunications equipment												

cont. to next page

Block 4: working capital and loans <i>[Data for this block will be available from the Balance Sheet]</i>			
sl.no	items	closing (Rs.)	opening (Rs.)
(1)	(2)	(3)	(4)
1	materials, supplies and stores		
2	others		
3	sub-total (item 1 and 2)		
4	semi-finished goods/work in progress		
5	finished goods/stock-in-trade		
6	total inventory (items 3 to 5)		
7	cash in hand & at bank		
8	sundry debtors		
9	other current assets		
10	total current assets (items 6 to 9)		
11	sundry creditors		
12	over draft, cash credit, other short Term loan from banks & other financial institutions		
13	other current liabilities		
14	total current liabilities (items 11 to 13)		
15	working capital (item 10 - item 14)*		
16	outstanding loans(excluding interest but including deposits)**		
*Give reasons in the footnote for negative values and abnormal variation in opening and closing values. **If outstanding loans include interest, a footnote may be given.			

Block 5: employment and labour cost during the accounting period				
<i>[Data for this block will be available from the Employee Register and Profit and Loss Account]</i>				
I. average number of days worked by the enterprise during the accounting period (in whole number of days)				
sl. no	category of staff	total number of man-days worked	average number of persons worked	total wages/salaries (in Rs.) during the accounting period
(1)	(2)	(3)	(4)	(5)
Part A: Details for each category of staff				
1	supervisory & managerial staff	male		
2		female		
3	other employees employed directly	male		
4		female		
5	unpaid family members/proprietor	male		
6		female		
7	others	male		
8		female		
9	total (1 to 8)			
Part B: Some details for all categories of staff combined (items 10 to 13)				
10	bonus (in Rs.)			
11	contribution to Provident fund and other funds (in Rs.)			
12	staff welfare expenses (in Rs.)			
13	total emoluments: total of column 5 of (item 9 + item 10 + item 11 + item 12)			
14	total number of persons working voluntarily without remuneration			
15	other employees employed through contractors (total)			
(i)	Items 7/8 will also include persons undergoing traineeships, apprenticeships, internships or other types of programmes when they are engaged in the production of services in the enterprise.			
(ii)	At srl. no. 14, total number of persons working voluntarily without remuneration in the enterprise will be recorded.			
(iii)	Token payments (not wage/salary payments) made to apprentices/trainees/volunteer workers will be included in item 18 (others) of Block 6: Expenses.			
(iv)	Average number of days worked by the enterprise during the accounting period =total number of days worked considering all the establishments including the Head Quarter <i>divided by</i> total number of establishments including the Head Quarter.			
(v)	The average number of persons worked (column 4) is computed by dividing the total man-days worked in col. 3 by the number of working days reported against item I by the enterprise.			
(vi)	The average number of persons worked will be the nearest higher integer. For example 9.1 will be recorded as 10.			
(vii)	In items 1 to 4, 7 and 8 include those for whom the employee benefit expenses are shown in the P & L accounts.			

Block 6: expenses during the accounting period [Data for this block will be available from Profit and Loss Accounts, notes and different registers/ledgers maintained by the enterprise]				
Sl. no	item description		item code	expenditure (in Rs.)
(1)	(2)		(3)	(4)
1	goods purchased for trading (value of stock-in-trade)			
2				
3				
4				
5				
6				
7		other trading items		
8	total of goods traded (items 1 to 7)			
9	other main items (both goods and services) of input			
10				
11				
12				
13				
14				
15				
16				
17				
18		others		
19	total of input items (items 9 to 18)			
20	minor repair and maintenance	building and other construction		
21		other fixed assets		
22	rental paid for fixed assets including building (other than land)			
23	total of other expenses (item 20 to item 22)			
24	total (item 8+item 19+item 23)			
25	rent/royalty paid for land on lease and similar assets			
26	interest paid			

Block 7: receipts during the accounting period [Data for this block will be available from Profit and Loss Accounts, notes and different registers/ledgers maintained by the enterprise]				
sl. no	item description		item code	receipts (in Rs.)
(1)	(2)		(3)	(4)
1	receipts from sale of traded goods			
2				
3				
4				
5				
6				
7		other trading items		
8	total of goods traded (items 1 to 7)			
9	receipts from other main items (both goods and services) of output			
10				
11				
12				
13				
14				
15				
16				
17				
18	others			
19	total of items of receipts (items 9 to 18)			
20	change-in-stock of semi-finished goods (<i>item 4 of Bl.4 (col. 3-col. 4)</i>)			
21	change-in-stock of finished goods/stock-in-trade (<i>item 5 of Bl.4 (col. 3-col. 4)</i>)			
22	own account fixed capital formation			
23	rental/royalty received for produced assets			
24	total of other receipts (items 20 to 23)			
25	total (item 8+item 19+item 24)			
26	rent/royalty received for non-produced assets			
27	interest received			

Block 8: taxes and subsidies during the accounting period		
sl. no.	item description	value (in Rs.)
(1)	(2)	(3)
1	taxes on products where receipts in Block 7 include these taxes (such as VAT, service tax, excise duty, etc.),	
2	amount paid as taxes on production (license fee, registration, etc.)	
3	amount received as subsidies on product	
4	amount received as subsidies on production	

Block 9: Gross Value Added during the accounting period		
<i>[This Block will be filled in only for the enterprises with code 4 in item 11 of Block 2]</i>		
sl. no.	items	value (Rs.)
(1)	(2)	(3)
1	total Input =(sl. no. 24, col.4 of Block 6-sl. no. 8, col. 4 of Block 6)	
2	total output in basic price=(sl. no. 25, col.4 of Block 7 – sl. no. 1, col.3 of Block 8+ sl. no. 3, col.3 of Block 8- sl. no. 8, col.4 of block 6)	
3	GVA (sl. no. 2-sl. no. 1 of this Block)	

Block 10.1: Expenses during the accounting period in respect of construction sector (for the enterprises with codes 41, 42 or 43 in item 7 of block 2)						
sl. no.	main items consumed	4 digit product code				value (Rs.)
Principal operating expenses						
1	Cement and cement products	1	7	1	0	
2	Iron and steel casting and forging (includes steel bars, angles, frames)	1	7	3	4	
3	Wood and wood products except furniture	1	5	1	1	
4	Glass and glass products (glass panes, etc.)	1	7	2	3	
5	Other non-metallic mineral products excluding cement (such as bricks & tiles)	1	7	2	9	
6	Bitumen	1	5	5	1	
7	Wooden furniture & fixtures	1	5	1	5	
8	Metal furniture	1	7	3	2	
9	Marble/ kota stone/tiles	1	7	2	4	
10	other items consumed					
11	total (items 1 to 10)					
Other operating expenses						
12	cost of energy & water charges					
13	transportation, warehousing, storage charges					
14	service charges (technical fee/consultancy, legal & professional charges, advertisement & publicity, insurance charges, rental charges, auditor charges, security charges, taxes & fees, municipal fees, R&D expenses, etc.)					
15	payment to sub-contractors					
16	total (items 12 to 15)					

Block 10.2: Employment and labour cost during the accounting period in respect of construction sector (for the enterprises with codes 41, 42 or 43 in item 7 of block 2)			
srl. no	category of staff	average number of persons worked	total wages/salaries and allowances (in Rs.) during the accounting period
(1)	(2)	(3)	(4)
1	supervisory & managerial staff		
2	special trade construction workers		
3	labour (employed directly, not contractual)		
4	contractors' profit		
5	bonus		
6	contribution to provident fund and other funds		
7	Staff welfare expenses		
8	total (items 1 to 7)		
9	profit (<i>item 8 of block 10.3 – item 11 of block 10.1– item 16 of block 10.1– item 8 of block 10.2</i>)		

Block 10.3: Receipts during the accounting period in respect of construction sector (for the enterprises with codes 41, 42 or 43 in item 7 of block 2)					
sl. no	main items	4 digit code			value (Rs.)
(1)	(2)	(3)			(4)
1	construction of motorways, railways, airfield runways, bridges, tunnels, telecommunication/transmission lines, industrial facilities, sporting facilities, dams, etc. and construction activity & related services (include framing, concrete pouring, masonry, roofing, drywall, painting and related activities)				
2	sales of real estates (like flats, etc.), rental and leasing				
3	hire charges of machinery				
4	engineering services, architectural services, consulting services, property appraisals, etc.				
5	value of own account fixed capital formation (capitalized expenses)				
6	maintenance charges (such as maintenance of expressways)				
7	other receipts (describe)				
8	total (items 1 to 7)				

Block 11: Particulars of use of Information and Communication technology (ICT) by the enterprise		
sl. no.	main items	(yes-1, no-2)
(1)	(2)	(3)
1	does the enterprise have a web presence as on the date of survey?	
2	does the enterprise have an intranet as on the date of survey?	
3	did the enterprise receive orders for goods or services (that is, make sales) via the Internet during the accounting period?	
4	did the enterprise place orders for goods or services (that is, make purchases) via the Internet during the accounting period?	
<i>for which of the following activities did the enterprise use the Internet during the accounting period?</i>		
5	sending and receiving e-mail	
6	telephoning over the Internet/VoIP, including video conferencing	
7	getting information about goods and services	
8	internet banking	
9	accessing other financial services	
10	providing customer services	
11	internal or external recruitment	
12	staff training	

item no.	explanatory notes for items of Block 11
1	A web presence includes a website, home page or presence on another entity's website (including a related business). It excludes inclusion in an on-line directory of any other webpages where the business does not have control over the content of the page.
2	An intranet refers to an internal communications network using Internet protocols and allowing communication within an organization (and with other authorized persons). It is typically set up behind a firewall to control access.
3	Orders received include orders received via the Internet whether or not payment was made online. They include orders received via websites, specialized Internet marketplaces, extranets, EDI over the Internet, Internet-enabled mobile phones and email. They also include orders received on behalf of other organizations – and orders received by other organizations on behalf of the business. They exclude orders that were cancelled or not completed.
4	Orders placed include orders placed via the Internet whether or not payment was made online. They include orders placed via websites, specialized Internet marketplaces, extranets, EDI over the Internet, Internet-enabled mobile phones and email. They exclude orders that were cancelled or not completed.
6	VoIP refers to Voice over Internet Protocol
8	Includes electronic transactions with a bank for payment, transfers, etc. or for looking up account information.
9	Includes electronic transactions via the Internet for other types of financial services such as purchasing shares (stocks), financial services and insurance.
10	Includes providing online or emailed product catalogues or price lists, product specification or configuration online, after-sales support, and order tracking online.
11	Including providing information about vacancies on an intranet or website, and allowing online applications
12	Includes e-learning applications available on an intranet or from the World Wide Web.

Block 12.3: break-up of value of exports of top 5 services by top 5 partner countries during the accounting period									
service code	service name		Country1	Country2	Country3	Country4	Country5	other countries	total export (Rs.)
(1)	(2)		(3)	(4)	(5)	(6)	(7)	(8)	(9)
		country code						999	
		value (Rs.)							
		country code						999	
		value (Rs.)							
		country code						999	
		value (Rs.)							
		country code						999	
		value (Rs.)							
		country code						999	
		value (Rs.)							

Block 12.4: break-up of value of imports of top 5 services by top 5 partner countries during the accounting period									
service code	service name		Country1	Country2	Country3	Country4	Country5	other countries	total import (Rs.)
(1)	(2)		(3)	(4)	(5)	(6)	(7)	(8)	(9)
		country code						999	
		value (Rs.)							
		country code						999	
		value							
		country code						999	
		value (Rs.)							
		country code						999	
		value (Rs.)							
		country code						999	
		value (Rs.)							