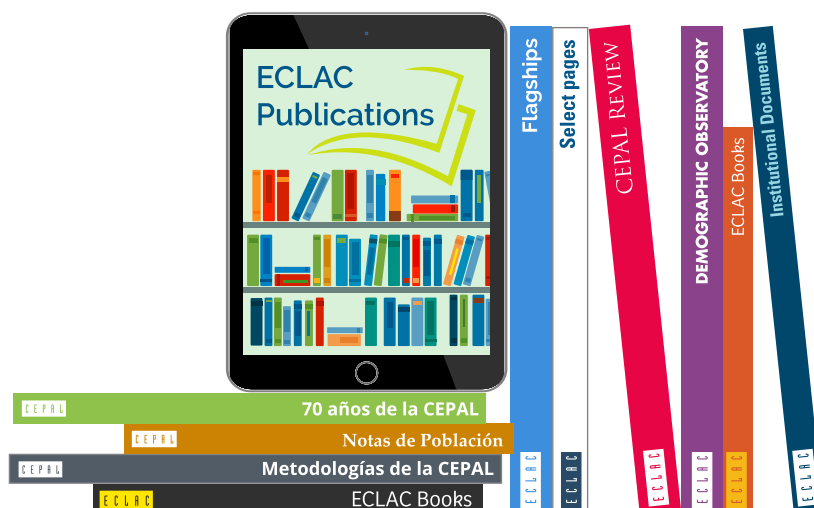


Bilateral modern services trade between India and Latin America and the Caribbean in the context of the COVID-19 pandemic

Prachi Agarwal

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Bilateral modern services trade between India and Latin America and the Caribbean in the context of the COVID-19 pandemic

Prachi Agarwal



COVID-19
RESPONSE

This document was prepared by Prachi Agarwal, consultant in the International Trade Unit of the Division of International Trade and Integration of the Economic Commission for Latin America and the Caribbean (ECLAC). The author is grateful for comments by Nanno Mulder, Chief of the same Unit.

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List of acronyms

ASSOCHAM	Associated Chambers of Commerce of India
BaTiS	Balanced Trade in Services Database
BPM	Business Process Management
BPO	Business Process Outsourcing
CII	Confederation of Indian Industry
CRM	Customer Relations Management
DANE	National Administrative Department of Statistics (Colombia)
DIPP	Department of Industrial Policy and Promotion (India)
DSTRI	Digital Services Trade Restrictions Index
ERP	Enterprise Resource Planning
EXIM	Export-Import
FDI	Foreign Direct Investment
FICCI	Federation of Indian Chambers of Commerce and Industry
FY	Fiscal Year
GFC	Global Financial Crisis
IDB	Inter-American Development Bank
ICT	Information and Communication Technologies
IT	Information Technology
LAC	Latin America and the Caribbean
NASSCOM	National Association of Software and Service Companies (India)
OECD	Organization for Economic Co-operation and Development
RBI	Reserve Bank of India
STEM	Science, Technology, Engineering and Mathematics
STRI	Services Trade Restrictions Index
TCS	Tata Consultancy Services
UNCTAD	United Nations Conference on Trade and Development
WDI	World Development Indicators
WFH	Work-from-home
WFA	Work-from-anywhere
WTO	World Trade Organization

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