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India's Service Sector
not only outperformed Other Sectors but has also played an imp role in integration with world trade and capital mkt.

- Share in India's GDP 55%.
 - Share in Employment 30%.
 - Share in overall Export 40%.
 - Share in overall FDI 66%.
- Contact-intensive
Eg: Trade, hospitality, etc.
- Non-contact intensive
Eg: Communication, IT etc.



|| Economic Reforms (1991 & Beyond)

↓
Deregulation & reduced government control.

↓
private sector participation

Eg: Banking sector

- Oriental Bank of Commerce
- IndusInd Bank
- UTI Bank (AXIS)
- HDFC etc.

Insurance, Aviation, etc.



|| Urbanization & Lifestyle changes

↓
Increasing demand for transportation, real estate, hospitality sector.



|| IT Boom

Opening of the sectors attract global Investments

↓
rapid development of IT/ ITeS BPOs, Financial Services etc.

Eg: Infosys, TCS, Wipro



|| Demographic Adv.

↓
A large portion of India's population is young, skilled, urbanized

Rising Middle class

greater demand for retail, healthcare, education etc.



|| Structural change in Agriculture and Manufacturing

↓
increase demand for services such as Transportation, storage, warehousing, Trade etc.



|| Proactive govt policies

- ✓ Digital India Program (UPI)
- ✓ Ayushman Bharat
- ✓ Skill India program
- ✓ Startup India Initiative



Issues

Gig Economy

Aviation Sector

Industry 4.0



Gig Economy:



The **gig economy** is characterized by short-term, flexible, freelance or contract based work instead of traditional jobs.

Eg: Platforms like Uber, Swiggy, Zomato, and Urban Company exemplify the rise of gig work in India - THE HINDU



Digital revolution + govt. initiatives. (UPI) ↓ Aeps

If leads to smartphone penetration and cheap internet access.

Rise of E-commerce (with increasing demand)

Flipkart, Amazon etc → Rising income, digital payment, improved infra

COVID-19 → Highlight the relevance of gig worker.



Eg: The Indian gig work force is expected to reach 24 million by 2030, fueled by growth in sectors like food delivery, e-commerce etc.

- Indian Express. (2021)

Benefits:

Flexibility for Workers



Workers can choose assignments based on their schedules.

The Hindu highlighted many college students and homemaker work as part-time delivery ex.

Cost Efficiency for Businesses

56% New jobs.

Companies save on overhead costs like salaries & benefits.

Economic Inclusion

Provide opportunities for semi-skilled and unskilled workers.

Eg: Startups like Ola rely heavily on gig workers to reduce operational expenses. - IE



Eg: Rural Youth in India earn supplemental income through platforms Amazon Delivery.

Challenges:

Absence of Social Security

Eg: India's Code on Social Security (2020) aims to extend coverage to gig workers but implementation slow - IE

Algorithm Dependency



Eg: According to the Hindu Zomato delivery partners protested over reduced incentives.

Eg: Ride-hailing drivers often face pay cuts due to frequent policy change.



Policy reform

Eg: RJ govt. launched a welfare fund specifically for Gig worker - The Hindu

Eg: E-shram portal data base for unorganized workers.

Global

Eg: UK - Uber were classified workers
- California - AB5 laws to ensure gig workers rights.

Road Ahead

[Balanced Approach]

Aviation Sector



The aviation sector is a vital component of India's infrastructure, contributing to economic growth, tourism and regional connectivity.

Eg: According to The Hindu, India is the 3rd largest domestic aviation market globally after the USA and China.



Imp role in infrastructure development.

Eg: The Delhi and Mumbai airport are now among the busiest in Asia - IE

Eg: Green field Airport - Jewar Airport (UP)

Technological Advancement



Paperless boarding & biometric-based system

Eg: Digi Yatra



Profitability

reduce taxes on fuel (TH)

Sustainable Aviation

Fuels (SAF) (Biofuels)

Strict regulation for

Flight duty time regulations

Proactive measures.

Pilot Training (DGCA)
cater the demand.

WHY?

Rising of Middle-class Aspirations

Affordable airfares have made air travel accessible → Indigo & Spicejet

Govt. initiatives - UDAN scheme

to connect smaller cities with affordable flight.

Eg: The Hindu highlighted that over 450 routes and 10 airports have been operationalized.

FDI : 100% is allowed in the aviation sector

High operating cost

Eg: Fuel account for nearly 40% of operational expenses, making it difficult for airlines to stay profitable

- THE HINDU.

Jet Airways' bankruptcy.

High operational cost + High competition

Many airlines operate on thin margins

Eg: IE highlighted Go First's financial crisis due to unpaid dues and engine failure.



Pilot Shortage :

The shortage of skilled pilots leads to operational challenges.

- ✓ overworked and fatigued → Kozhikode crash
- ✓ on-time performance pressure → Mangalore crash
- ✓ Runway overrun & Accident → Mangalore crash



Directorate General of Civil Aviation (DGCA) failed to address safety concerns.

Eg: Non-compliance with ICAO standard
International Civil Aviation Organization



Industry 4.0

4th IR characterized by the integration of advanced technology like IoT (Internet of things), AI, Big data robotics, and automation into Industrial process.



Components

IoT : enables devices to communicate & data

AI : facilitates predicts analytics & automa

Robotics : enhance precision & efficiency

Big Data Analytics : Helps in Decision Making by analyzing vast amount of industrial data

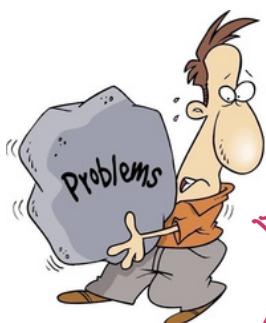
Importance



Economic growth

Eg: Expected to add \$ 1 trillion to India's GDP by 2025, as reported by Indian Express.

Target → \$ Trillion in the next 3y and \$ Trillion by 2030.



- High cost of Technology
- SME struggle to adopt expensive technology

Eg: The Hindu noted that 60% SMEs lack the financial resource for automation.

Skilled Gap

Limited Work force skilled in AI, IoT, and robotics.

Eg: Only 1.5% engineers & 40% MSME workers have digital skill.



Boost to Manufacturing:

Supported by initiatives like Make in India, PLI to position India as a global manufacturing hub.



Application:

→ 78.5 lakh new jobs every year

Automotive Sector

Tata motor
Mahindra

Using AI & IoT for smart manufacturing

Health care Sector

Apollo Hospital, Delhi

AI-Driven Health care Services (TH)

Agriculture Sector

DeHaat
Agri-startup

Precision farming with IoT sensors to monitor Soil and Weather conditions.

Gamified learning

include games like element in teaching and training

Simulations Based Learning

Real life job environment.



SWAYAM

offering 4,000+ online courses

40 Million enrolled

Skill India Digital Hub (SIDH)

752 Online courses.



"All these efforts will make Bharat a Vikshit Bharat by 2047."

- Thank you -

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