

ASSIGNMENTS

Diploma in Business Process Outsourcing- Finance and Accounting Program (DBPOFA)

January - June Session 2026

And

July - December Session 2026

(Semester 1)

School of Vocational Education and Training
(SOVET)



Indira Gandhi National Open University
Maidan Garhi, New Delhi -110068

Dear Student,

This booklet contains the assignments for all the Courses of DBPOFA. Before attempting the assignments, please carefully read the instructions given below. Each course has one assignment, which is based on course materials of these courses. **You are also required to write your responses in your own words and hand-writing only and no typed or printed assignments will be accepted.** Further, you may note that in case your assignment response(s) happens to be a copy of assignment response sheet submitted by another student, **your assignment may be summarily rejected and/or your marks may be made null and void.** Therefore, you are strongly advised not to allow any other student to copy it. The last date of submission of assignment is given against each assignment. You are advised not to wait for the last date to submit your assignments. Therefore, you may note that the assignment answer sheets received after the due date will be summarily rejected and no communication will be entertained in this regard.

You have to submit/send your assignment answer sheets to the Coordinator/Programme In charge of your Study Centre/ Programme Centre, as the case may be so as to reach there on or before the due date. In case there is no Study Centre, assignments to be submitted to the Programme Coordinator at SOVET,Block-15 E, New Academic Building, Vivekananda Bhawan, IGNOU, Maidan Garhi, New Delhi- 110 068.

Instructions for Formatting Your Assignments

- On the top of the first page of your Tutor Marked Assignment(TMA) answer sheet,please write the details exactly in the following format:

Enrolment No. _____	Date: _____	
Course Code: _____	Course _____	Title: _____
_____	Name: _____	

Signature: _____

- Please follow the above format strictly to facilitate evaluation and avoid delay.
- Use only full scale size writing paper (but not of very thin variety) for writing your answers.
- Leave 3cm margin on the left, top and bottom of your answer sheet.
- Your answer should be precise and to the point. While solving problems, clearly indicate the question number along with the part being solved. Recheck your work before submitting it.
- The sheets need to be submitted only to the respective Course Coordinators

Answer sheet received after the due date shall not be accepted. We strongly feel that you should retain a copy of your assignment answer sheet duly acknowledged by the office of the Coordinator/ Programme In-charge of your Study Centre/ Programme Study Centre to avoid any unforeseen situation.

Wishing you all good luck!

TUTOR MARKED ASSIGNMENT

Introduction to Finance and Accounting: Business Process Outsourcing

Maximum Marks: 100

Weight age: 30%

Course Code: BPOI – 101/001

Pass Marks: 40%

January 2026 session & July 2026 session

Note: This assignment covers all of **Course 1**. Marks assigned to the questions have been shown in the bracket

Section A

Attempt any 05 questions

- 1) Explain the concept of Outsourcing& its benefits in detail? (10)
- 2) Describe the various stages in an outsourcing project? (10)
- 3) Explain the concept of on shoring and off shoring with the help of example (10)
- 4) Explain types of Industry structure of BPO industry? (10)
- 5) Compare the benefits of outsourcing to a captive setup versus a third party setup. (10)
- 6) Explain the difference between “core and non-critical” and “non-core and non-critical” processes. Give at least one example of each in a business organization. (10)
- 7) What behavioral skills are required to work in BPO industry? (10)
- 8) Differentiate between Voice & Non Voice processes in BPO Industry? (10)

Section B

Attempt all questions

- 1) What is cultural sensitization in USA & UK? (10)
- 2) List and describe the new areas of outsourcing? (20)
- 3) Draw and define the various functions of Procure to pay. (20)

Last Date for Submission of Assignment

For June TEE Exam

31st March

For December TEE Exam

30th September