



The trend needs to and is shifting to more organized facility management as opposed to the unorganized facility management, which is still dominating the market in India

A mop-up scooter doing the rounds. (Pic Courtesy : PSIPL)

of the hinterlands, the demand for FM service is poised to grow exponentially in times to come. "With rising infrastructure costs in metros, many industries are shifting their operations to tier-II and tier-III cities and huge amount of wealth is being generated in smaller towns. As the business gets expanded, the industries in these cities will have to go for outsourced model for FM services," says Gandhi.

#### THE GROWTH DRIVERS

The FM services industry has been growing at a scorching pace of 25-30 per cent annually since last five years. So which sectors have been driving this impressive growth of FM services? "Increase in average size of Indian office campuses in the past decade, global mandates to MNCs setting up India operations and the extraordinary growth of IT/ITES sector with its 24/7 complexes have contributed to this growth. Almost half of the current facilities management

business in India is generated by the IT and ITeS sectors," says **Naushad Panjwani, Executive Director, Knight Frank**. Other key sectors driving FM growth are food and beverages, corporate offices, banks, insurance and financial services, educational institutions, hospitality, retail, manufacturing and engineering, high-end residential complexes, townships, pharma, healthcare, among others. But the opportunities in the FM business do not end there. There are other sectors which present potential FM business opportunities to be tapped. These future growth drivers for the FM business would be offshore and remote sites, airports, railways, integrated townships, individual residences and residential complexes, etc.

"Real estate companies are now developing integrated townships which come with their need for expertise in power generation, distribution, rainwater harvesting, recycling,



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