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Bureau of Indian Standards

(Service Sector Department)

Agenda

7th Meeting of Information and Communication Services Sectional committee, SSD08

Date: 28 October 2024 Day: Tuesday Time: 1100hr	Venue: Through Webex
Chairman: Shri Rajeev Kumar, Director (Engg), Doordarshan	Member Secretary: Shri Dharamsoth Santhosh, Scientist-D/Joint Director

Meeting Link:

<https://bismanak.webex.com/bismanak/j.php?MTID=ma386ee1a0d5203e775e58d5b4f9de4fb>

Meeting ID: 2519 711 0493

Password: SSD08@123

Item 0 Welcome

- 0.1** Opening Remarks by Member Secretary
- 0.2** Opening Remarks by the Chairperson

Item 1 CONFIRMATION OF THE MINUTES OF THE PREVIOUS MEETING

1.1 The minutes of Sixth meeting of Communication Services Sectional committee, SSD 08 which was held on 09 July 2024 were circulated to all the members vide BIS Portal on 15 July 2024. No comments have been received on the minutes.

*The committee may formally **CONFIRM** the minutes*

Item 2 REVIEW OF SCOPE AND COMPOSITION OF SSD 08.

2.1 The present scope of Information and Communication Services Sectional Committee, SSD 08 is given below:

***Scope:** Standardization in the field of information and communication services provided by professional individuals or organizations to other organizations or common people through physical or electronic means for transfer of information such as internal communication, over the top (OTT) services, collaboration tools, user interface and user interaction services, web based application system services, email services, courier services, cloud based communication services and other related services.*

Excluded:

The communication services as provided by the licensed communication service providers covered under the Indian “Telecommunication Act, 2023” as amended from time to time.

Liaison:

- *IT and IT enabled Services Sectional Committee, SSD 10*
- *Media and Entertainment Services Sectional Committee, SSD 13.*
- *Information System Security and Privacy Sectional Committee, LITD 17*

*The Committee may **REVIEW** on the scope.*

2.2 The composition of SSD 08 along with participation status in the last three Sectional Committee meeting is given at **Annex-A**.

*The Committee may **REVIEW** and **DECIDE** on the Composition.*

2.3 Shri Sarat Singh has suggested to consider co-opting Shri Nirmal Kumar in personal capacity in the Committee composition.

The brief about Shri Nirmal Kumar is given below:

Shri Nirmal Kumar has around 18 years of experience in Operations Management covering various domains and businesses along with strong project management skills. He holds strong operational expertise, managing Service Delivery & P&L responsibility for a customer service process consisting of 2000+ FTE and has successfully created structures, processes and trained people to provide services to offshore clients efficiently and effectively.

*The Committee may **REVIEW** and **DECIDE**.*

2.4 As decided in the last meeting, reminder emails were sent to MeitY, DoT, TRAI & SEPC to provide nominations. In response, no nominations have been received.

*The Committee may **DISCUSS** and **DECIDE**.*

2.5 Panel on Communication Services, SSD 08/P-1

The Composition of panel, SSD 08/P-1 is as follows:

- a) Shri Anupam Kaul – CII (**Convenor**)
- b) Shri Vikram Tiwathia – Cellular Operators Association of India (COAI)
- c) Shri Mahesh Uppal – FICCI
- d) Shri Vivek Ramachandran – DHL Express India Private Limited
- e) Shri Shailesh Gupta – Tata Communications Limited, Pune
- f) Shri Dinesh Chand Sharma
- g) Shri Dharamsoth Santhosh – BIS (**Member Secretary**)

*The Committee may **REVIEW** the composition.*

Item 3 NEW SUBJECTS FOR STANDARDIZATION

During the last meeting, the Committee reviewed and approved the recommendation given by the Panel. Based on the recommendation of the panel, the committee have taken the following decisions:

- a) The Committee decided to adopt ISO 14452:2012 Network services billing — Requirements as Indian Standard and circulate the document as a P-draft document for a period of one month.

Status: The document completed P-draft circulation on 15 August 2024, after completion of end date no comment has been received.

*The Committee may **DECIDE** the next course of action.*

- b) The committee approved the following three subjects for standardization under SSD 08:

- i. **Management Employee communications**
- ii. Public notifications of statutes and Regulatory orders
- iii. Third Party Assurance services in Health care

Out of the three subjects approved by the Committee, the Committee prioritized Management-Employee Communication as the first priority. Furthermore, the Committee created Panel SSD08/P-2 to initiate this standardization work. The following members shown interest to be part of the Panel SSD 08/P-2.

- a) Shri Anupam Kaul
- b) Dr Pramod Joshi
- c) Shri Sarat Singh
- d) Shri Vivek Ramachandran
- e) Shri Shailesh Gupta
- f) Representative from CII.

In the first meeting of the panel, the panel will identify more relevant experts, study the existing guidelines/documents/SOPs and also decide on the timelines for the formulation of the standard. Once, after making considerable progress on the subject, the Committee decided to take up the other two approved subjects.

Item 4 BIS NEW PROCESS REFORMS IN STANDARDS FORMULATION

An Efficiency Index of Sectional Committee has been published on BIS portal for comparative assessment of various Sectional Committees which is based on 6 KPIs currently. These are:

- a) % of Meetings Held
- b) Meetings Attendance % -
- c) Published Standards - Timeframe %
- d) Reviews Completed %
- e) Inactive Members Removed %
- f) Comments on P-drafts %

*The Committee may kindly **NOTE***

Item 5 DATE, TIME AND PLACE FOR NEXT MEETING

Item 6 ANY OTHER BUSINESS

XXXXX

Annex – A

**COMPOSITION OF COMMUNICATION SERVICES SECTIONAL
COMMITTEE, SSD 08 ALONG WITH PARTICIPATION IN LAST
THREE MEETINGS**

4th Meeting: 23 March, 2023

5th Meeting: 27 March 2024

6th Meeting: 09 July 2024

Sl.no	Organization	Name	Attendance Status of the last three meetings			Total
			4 rd	5 th	6 th	
1.	Directorate General Doordarshan, Prasar Bharti, New Delhi	Shri Rajeev Kumar (<i>Chairperson</i>)	P	P	P	3/3
2.	Cellular Operators Association of India, New Delhi	Shri Vikram Tiwathia	P	P	P	3/3
		Shri Kshem Kapoor				
		Ms. Priya				
3.	Confederation of Indian Industry, New Delhi	Dr. Aparna Dhawan	-	-	P	1/1
		Ms. Nidhi Bharve				
4.	DHL Express India Private Limited, Mumbai	Shri. Tapas Jha	A	P	P	2/3
		Shri Vivek Ramachandran				
5.	Indian Institute of Technology Jodhpur, Jodhpur	Prof Arun K. Singh	P	A	A (R)	1/3
6.	Seconded European Standardization Expert for India (SESEI), New Delhi	Shri. Dinesh Chand Sharma	-	P	P	2/2
7.	Tata Communications Limited, Pune	Shri Shailesh Gupta	A	P	P	2/3
8.	<i>IN PERSONAL CAPACITY</i>	Shri. Anupam Kaul	P	P	A (R)	2/3
9.	<i>IN PERSONAL CAPACITY</i>	Shri Sarat Singh	-	-	P	1/1
10.	<i>IN PERSONAL CAPACITY</i>	Dr Pramod K Joshi	-	-	P	1/1