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भारतीय मानक ब्यूरो
BUREAU OF INDIAN STANDARDS

PROCEEDINGS

Name of the Committee	No. of Meeting	Day	Date	Time	Venue
Services Sector Division Council, SSDC	6th	Thursday	09 May 2024	10:30 h to 12:45 h	Bureau of Indian Standards 9, Bahadurshah Zafar Marg, New Delhi - 110002 (Dr Lal C Verman Hall) Hybrid Meeting (Physical and online through CISCO Webex)

Chairman: Professor Bharat Bhasker, IIMA Ahmedabad

Member Secretary: Shri S. K. Kanojia, Scientist - F & Head (SSD)

Members Present: Please see **Annex A** (Page 11-13)

ITEM 0 GENERAL

0.1 Welcome by DDG (Standardization - II)

On behalf of BIS, Shri Sanjay Pant, DDG (Standardization-II) extended a warm welcome to Professor Bharat Bhasker, Chairperson, SSDC, the esteemed members of Services Sector Division Council (SSDC) and the Chairpersons of Sectional Committees present in the sixth meeting of the Council. He highlighted the importance of standardization in the field of services sectors including the Champion Services Sectors identified by the government of India. He shared about ongoing progress and expansion under SSDC since its establishment to meet standardization needs of various services sectors and at present 22 Sectional Committees have been established to meet the demand of the industry and consumers/users as well as other stakeholders. He further shared that one more Sectional Committees on Cold Chain Logistics is being proposed for consideration and approval of the Council. He further added that Annual Plan for Standardization (APS) 2024-25 has been prepared for each Sectional Committee after consultation with the Ministries/Departments and Industry Associations. He added that SNAP 2022-27 has been prepared by BIS after extensive stakeholder consultations and requested the Council to monitor the progress of standardization work mentioned in SNAP document for the desired outcome. He requested



the Chairpersons to keep an eye on the subjects identified in the APS 2024-25 and monitor the progress of work so that standards are formulated within the timelines. He also highlighted the recent initiatives taken by BIS including launch of research projects on subjects identified for standardization with BIS funding, to support formation of evidence based Indian Standards and further requested the members to take up the research projects on already identified areas as well as identify new areas/subjects for research, where needed. He also shared about BIS initiatives to boost standardization efforts including capacity building programmes for newly inducted members/Chairpersons of Sectional Committees being conducted on regular basis at BIS, NITS, Noida. He also informed that BIS has signed MoUs with more than 90 reputed educational institutions of India to collaborate in standardization activities and initiated the activities, such as sensitization of faculty members and students about standardization, inclusion of standardization as topic in the curriculum, creation of standardization clubs in the institutes, their active participation in technical committee meetings, taking up research projects, and jointly organizing Seminars/Webinars/Conferences. He also apprised the Council about series of lectures on important subjects on standardization being delivered by BIS officers for faculty and students of the institutions.

He appreciated the efforts of the Chairpersons of Sectional Committees for providing effective leadership and requested for continued guidance for development of world-class standards in emerging areas in various services sectors.

He wished all success for deliberations to follow.

0.2 Opening Remarks by Chairman, SSSC

Professor Bharat Bhasker, Chairman SSSC extended a hearty welcome to all the members of the Service Sector Division Council, SSSC, Shri Sanjay Pant, Dy Director General (Standardization), BIS and Chairpersons of the Sectional Committees. He shared that SSSC started the standardization activities in 2020 through its first meeting held on 25 February 2020 and created 13 Sectional Committees in various Champion Services Sectors and with the expansion in the activities under SSSC, 9 more Sectional Committees have been created in last 3 years and presently 22 Sectional Committees are functioning and a proposal for creation of one more Sectional Committee on 'Cold Chain Logistics' would be discussed in this meeting. He highlighted the important standards published under various Sectional Committees and appreciated the efforts of experts and potential available in the country to deal with standardization work in services. He appreciated BIS approach to consult Central Government/Departments and Industry Association while preparing the 'Action Plan for Standardization (APS) 2024-25'. He shared with the Council that subjects, taken up for standardization under various Sectional Committees under APS 2024-25, are very important as well as relevant to the service sectors industry and other stakeholders which would definitely help them to further improve the level of quality of services and creating quality ecosystem in services in the country.

Professor Bhasker stated that the Sectional Committees established under SSSC have been functioning actively and congratulated all the Chairpersons, Conveners and members of Sectional Committees, Subcommittees, Panels and Work Groups for their contribution in



standardization activities in Services Sectors. He expressed his satisfaction that 166 Indian Standards had been formulated by the Sectional Committees under SSDC and number of documents are under development at various stages.

The Chairperson expressed his pleasure that Indian participation in international standardization activities has enhanced in past one year and experts are actively participating in international meetings of ISO Technical Committees and providing comments on ISO documents on regular basis. He appreciated and congratulated the Indian experts for taking positions of Convenorship of various Working Groups in ISO Technical Committees. In continuation to this he stated that a proposal from India to set up new ISO Committee on 'Fundamental of Services' recommended by Basic standards on Services, SSD 19, would be discussed in this meeting.

He appreciated the efforts of Chairs and members of Sectional Committees, Panels and Working Groups who have made significant contribution in the standardization work at national level as well as international level.

He requested all the esteemed members of the Council and the Chairs of the Sectional Committees to actively participate in the proceedings of SSDC today and provide suggestions to further improve the standardization activities in services to enable to move forward in more efficient and effective manner

With these words, he requested the Member Secretary to take up the agenda items of the sixth meeting of SSDC.

ITEM 1 CONFIRMATION OF THE PROCEEDINGS OF THE PREVIOUS MEETING

1.1 There being no comments, the Council confirmed the Proceedings of the fifth meeting of SSDC held on 23 August 2023 as circulated vide letter no. SSDC/A-2.5 dated 12 September 2023.

ITEM 2 ACTION TAKEN REPORT

2.1 The Council noted the action taken on the decisions in its fifth meeting held on 23 August 2023 as detailed in Item 2 (Annex A) of the Agenda.

2.2 As no response has been received, the Council decided to send another reminder to the following organizations who have not provided nominations:

- i) National Environmental Engineering Research Institute, Nagpur
- ii) National Association of Realtors (India), Gurgaon
- iii) DTDC Express Ltd
- iv) Indian Association of Tour Operators (IATO)
- v) NABARD, Department of Financial Inclusion and Banking Technology
- vi) Indian Institute of Banking & Finance



The Council decided that in case of no reply to the reminders, BIS would identify new organizations working in the similar area/field and send offer letter to seek nomination.

2.3 As no response has been received, the Council decided to send another reminder to the following organizations to seek their nominations:

- i. Government e-Market (GeM) Place, New Delhi
- ii. Ministry of Ports, Shipping and Waterways, New Delhi
- iii. Ministry of Education, New Delhi
- iv. National Payments Corporation of India, Mumbai
- v. Indian Institute of Technology Delhi
- vi. Services Expert Promotion Council (SEPC)
- vi. Public Financial Management System (PFMS)

ITEM 3 SCOPE AND COMPOSITION OF SERVICES SECTOR DIVISION COUNCIL

3.1 The Council reviewed the present Scope and Composition of Services Sector Division Council as given in Annex B of Agenda along with status of attendance in the last three meetings of SSDC. After the review, the Council confirmed the present scope of SSDC and while deliberating on the composition, the Council decided the following:

- a) AIIMS, New Delhi** – The membership dropped due to non participation in the meetings of SSDC and decided to offer membership to similar organization such as AIIMS, Rishikesh or Maulana Azad Medical College, Delhi.
- b) Consumer Voice** – Fresh nomination from Consumer Voice would be communicated shortly (as informed by Shri M.A.U. Khan) to BIS to update the records of composition of SSDC.
- c) Ministry of Civil Aviation** – Member Secretary to seek fresh nomination from the ministry as nominated members are superannuated.
- d) Ministry of Commerce and Industry, Department of Commerce** - Shri Darpan Jain, JS, has replaced Shri Vipul Bansal, JS, as informed by them.
- e) Ministry of Finance** - Member Secretary to seek fresh nomination from the Ministry of Finance as the nominated alternate member, Shri Anang Rawat (Asstt. CGA) is informed to be transferred.
- f) Ministry of Jal Shakti** – Fresh nominations are required because of transfers of nominated members.
- g) Ministry of Skill Development** – Member Secretary to send another reminder requesting to attend meetings of SSDC and provide fresh nomination in case of change in nominated officials.
- h) Ministry of Tourism** – Member Secretary to seek fresh nomination as the nominated member is presently not associated with the Ministry of Tourism.



i) **NBCC (India) Limited, New Delhi** - Member Secretary to seek fresh nomination as the nominated member is presently not associated with the organization.

j) **NABHHP** – Member Secretary to seek fresh nomination as both the nominated members are presently not associated with the organization.

k) **National Water Mission** – Mr Anuj Kanwal informed the Council that he is representing Department of Water Resources, RD & GR, Ministry of Jal Shakti and holdig the position of Commissioner (CADWM & BWUE) and requested to merge National Water Mission (NWM) with Ministry of Jal Shakti Department of Water Resources, RD & GR as nominations are from the same ministry. The Council decided to merge NWM with Department of Water Resources, RD & GR, Ministry of Jal Shakti.

3.2 The Council noted the change in nomination of the organizations mentioned in Item 3.2 of the Agenda.

ITEM 4 APPOINTMENT OF CHAIRMANSHIP OF SECTIONAL COMMITTEES

The Council deliberated on the proposal regarding appointment/re-appointment of Chairpersons of Sectional Committees as given in Item 4 of the Agenda and the decided the following:

Sectional Committee	Name of Chairperson	Date of Appointment	Decision of SSDC
Transport Services, SSD 01	Prof Geetam Tiwari Chair Professor, CED & TRIPP, IIT Delhi	Appointed for a period of 3 years up to November 2023	The Council reappointed Prof. Geetam Tiwari as Chairperson for a further period of 3 years (<i>upto November 2026</i>)
Environmental Services, SSD 07	Dr Rakesh Kumar (<i>recently superannuated from CSIR - NEERI and would represent in Personal Capacity</i>)	Appointed for a period of 3 years up to February 2026	The Council approved continuing Dr Rakesh Kumar as Chairperson of SSD 07 in Personal Capacity up to Feb 2026
Legal Services, SSD 17	Professor (Dr) Faizan Mustafa In person capacity, Former Vice Chancellor National Academy of Legal Studies and Research (NLSAR) University	Appointed for a period of 3 years up to January 2024	The Council decided to appoint the senior official from National Legal Services Authority (NLSA) as new Chairperson of SSD 17. Professor (Dr) Faizan Mustafa will continue as Chairperson of SSD 17 till acceptance from NLSA is received.



Supply Chain Management Services, SSD 18	Dr Surendra Kumar Ahirwar Joint Secretary, DPIIT, Ministry of Commerce	Appointed for a period of 3 years up to November 2023	<ul style="list-style-type: none"> • The Council decided to offer the position of Chairperson of SSD 18 to the Head of Supply Chain Management Department of CII or any senior official working in the field of Supply Chain Management nominated by CII. • Smt Aparna Dhawan offered to provide the exact details of official of CII working in the area of Supply Chain Management • Dr Surendra Kumar Ahirwar will continue as chairperson of SSD 18, till acceptance from CII in this regard is received.
Basic Standards on Services, SSD 19	Shri Anupam Kaul In Personal Capacity	Appointed for a period of 3 years up to November 2023	The Council reappointed Shri Anupam Kaul as Chairperson of SSD 19 in personal capacity for a further period of 3 years (<i>upto November 2026</i>)

ITEM 5 SCOPE AND COMPOSITION OF SECTIONAL COMMITTEES

5.1 The Council noted the information given in Item 5.1 and Annex C of the Agenda.

5.2 Modification in Scope and Title of Sectional Committees

After the deleberations, the Council decided to approve modified scope of the following Sectional Committees as proposed in Item 5.2 of the Agenda. The details of revised scope approved by the Council are given below:



SI No.	Committee No & Title	Modified Scope/Title
1.	Pre-Construction Services Sectional Committee, SSD 06	Standardization of all the preconstruction services required in a project. It includes all investigations, planning, designing and tendering for construction.
2.	Communication Services Sectional Committee, SSD 08	<p>Modified Title: Information and Communication Services</p> <p>Modified 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.</p> <p>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</p> <p>Liaison: IT and IT enabled Services Sectional Committee, SSD 10 Media and Entertainment Services, SSD 13</p>
3.	Basic Standards on Services Sectional Committee, SSD 19	<p>a) Formulation of basic and generic Indian Standards on terminology, classification, human skills, contracts, agreement, delivery modes, performance, measurements, monitoring, analytics, analysis, security, customer expectation, excellence in services and other related aspects of services.</p> <p>b) To liaison with the work of ISO/TC 312 - Excellence in Service</p>
4.	Post Construction Services Sectional Committee, SSD 22	Standardization in the field of post construction services which covers all the services required in a construction project after completion of construction work that includes but not limited to the services associated with structural auditing and certification, repair and retrofitting, rehabilitation, energy and fire audit, health monitoring, facility management, conservation of heritage structures and related engineering services, demolition of buildings and structures, etc..



5.3 Co-options in Sectional Committees

The Council considered the information given in Item 5.3 (Annex D) of the Agenda and confirmed the co-options.

5.4 Withdrawal of Representation from Sectional Committees

The Council considered the information given in Item 5.4 (Annex E) of the agenda and approved the withdrawal of the memberships as recommended by the respective Sectional Committees.

5.5 Creation of a Search Committee

The Council noted the composition of Search Committee and review the progress of work to identify experts for the Sectional Committees. The Council approved new members identified and recommended by the Search Committee for co-option in the relevant Sectional Committees. The Council decided to continue review of other Sectional Committees by the Search Committee to recommend experts for co-option. The Council further decided to invite the Chairpersons of the relevant Sectional Committees in the upcoming Search Committee meetings.

5.6 Reconstitution of Sectional Committees

The Council decided to reconstitute the Sectional Committees under SSDC after incorporating decision regarding chairpersonships, co-options and withdrawals of membership as taken above.

ITEM 6 CREATION OF NEW SECTIONAL COMMITTEES

6.1 After the deliberations on the proposal given in Item 6 of the Agenda to create new Sectional Committee on Cold Chain Logistics, the Council approved constitution of proposed new committee as per the details given below:

Title of the Committee	Scope of the Committee	Composition of the Committee
Cold Chain Logistics Sectional Committee, SSD 23	Standardization in the field of cold chain logistics services related to procurement, storage and flow of goods; inventory management; physical handling of goods; services aspects related to warehousing, packaging, labelling, transportation and other related services. Coordination – ISO/TC 315 (Cold Chain Logistics)	Please see Annex B (Page no. 14)



The Council decided to offer the Chair of this new Sectional Committee to Dr Manoj Kumar, Director, IIM Mumbai and to include NIFTEM, Sonipat as member in the composition of SSD 23.

6.2 With the creation of new committee on Cold Chain Logistics, the Council decided to exclude coordination of ISO/TC 315 from the scope of Transport Services Sectional Committee, SSD 01 and revised the scope as per the details given below:

Sectional Committee	Modified scope
Transport Services Sectional Committee, SSD 01	Standardization in the field of transport services by road, sea, inland waterways, pipeline, air and rail including security, safety of passengers and goods and other related services. Excluded: The standardization work under SSD 23.

ITEM 7 PROPOSAL OF CONSTITUTION OF NEW TECHNICAL COMMITTEE AT ISO

The Council approved the proposal to constitute new TC on 'Fundamentals of Services' at ISO as recommended by Basic Standards on Services Sectional Committee, SSD 19.

ITEM 8 REVIEW OF ACTIVITIES OF SECTIONAL COMMITTEES

8.1 Standards Formulation

8.1.1 Present Position

The Council noted the information given in Item 8.1.1 of the Agenda.

8.1.2 Progress of Work

The Council noted the information given in Item 8.1.2 (Annex H & Annex I) of the Agenda.

8.2 Harmonization of Indian Standards with ISO Standards

The Council noted the information given in Item 8.2 of the Agenda.

8.3 Important Indian Standards Published/Under Print

The Council noted the information given in Item 8.3 (Annex J) of the Agenda.

8.4 New Subjects for Standardization

The Council considered and approved the new subjects as recommended/taken up by respective Sectional Committees for development of Indian Standards as given in Item 8.4 (Annex K) of the Agenda.



ITEM 9 INTERNATIONAL ACTIVITIES

The Council noted the information given in Item 9.1 to 9.3 (Annex M, Annex N and Annex O) of the Agenda.

ITEM 10 PROCESS REFORMS

The Council noted the information given in Item 10 of the Agenda.

ITEM 11 DATE AND PLACE FOR THE NEXT MEETING

The Council decided to hold its next meeting in November 2024. The exact date and time will be decided in consultation with the Chairperson of SSDC.

ITEM 16 ANY OTHER BUSINESS

Mr Jose Kurian suggested to formulate standard for driving school under transportation sector. The Council decided that Transport Services Scetional Committee, SSD 01 may deliberate and decide on the proposed subject for standardization.

XXXXX



Annex A
(Item 0.3)

Attendance for the Sixth Meeting of Service Sector Divisional Council (SSDC)

Sl. No.	Organization	Representative
Members of SSDC		
1.	IIM Ahmedabad	Prof. Bharat Bhasker (Chairperson)
2.	Associated Chambers of Commerce and Industry of India, New Delhi	Shri T. S. Kathayat
3.		
4.	Bharat Sanchar Nigam Limited, New Delhi	Shri Ashutosh Gupta (Physical)
5.	Confederation of Indian Industry, New Delhi	Dr Aparna Dhawan (Physical)
6.	Cellular Operators Association of India	Shri Vikram Tiwathia
		Shri Kshem Kapoor
7.	Consumer Voice, New Delhi	Shri M.A.U. Khan
8.	Ministry of Commerce and Industry, Department of Commerce, New Delhi	Shri Senthil Nathan S.
		Shri Manohar Sukole
9.	Faculty of Management Studies- University of Delhi, Delhi	Shri Narain
10.	Indian Institute of Planning & Management (IIPM), Bengaluru	Prof. Rakesh Mohan Joshi
11.	Indian Railway Catering And Tourism Corporation Limited, New Delhi	Shri D. S. Niranjana
12.	Life Insurance Corporation of India, New Delhi	Shri Mithilesh Kumar
13.	Ministry of Environment Forest and Climate Change, New Delhi	Ms. Bhawna Singh
		Shri Satyendra Kumar
14.	Ministry of Electronics and Information Technology, New Delhi	Shri O.P. Wali
15.	Ministry of Jal Shakti, Department of Water Resources, RD & GR.	Shri Anuj Kanwal (Physical)
		Shri S Priyadarshi
16.	Ministry of New and Renewable Energy, New Delhi	Shri Hiren Chandra Borah
17.	Ministry of Micro, Small and Medium Enterprises, New Delhi	Shri J. Nagesh
18.	Ministry of Law and Justice, New Delhi	Shri Dhruva Kumar Singh
19.	Ministry of AYUSH, New Delhi	Dr M.A. Qasmi



20.	National Accreditation Board for Testing and Calibration Laboratories	Shri Ajay Kumar Sharma
21.	Reserve Bank of India	Shri Satyabrata Barua
22.	The Institute of Chartered Accountants of India, New Delhi	Shri CA. Hans Raj Chugh (Physical)
Chairperson of Sectional Committees		
23.	Reserve Bank of India	Shri Satyabrata Barua, Chairperson, SSD 03
24.	Centre for Public Health, School of Health Systems Studies, Tata Institute of Social Sciences (TISS), Mumbai	Dr Harshad Thakur, Chairperson, SSD 05
25.	Directorate General Doordarshan, Prasar Bharti, New Delhi	Shri Rajeev Kumar, Chairperson, SSD 08
26.	Indian Institute of Planning & Management (IIPM), Bengaluru	Prof. Rakesh Mohan Joshi, Chairperson, SSD 09
27.	Asian Academy of Film and Television, Noida	Dr Sandeep Marwah, Chairperson, SSD 13
28.	Military Engineer Services	Shri Suneel Kumar Arora, Chairperson, SSD 14 (Physical)
29.	National Institute of Educational Planning and Administration (NIEPA), New Delhi	Smt. Pranati Panda, Chairperson, SSD 15
30.	Ministry of Electronics and Information Technology, New Delhi	Shri O.P. Wali, Chairperson, SSD 11
31.	In Personal Capacity, Dehradun	Dr Vinod Bihari Mathur, Chairperson, SSD 20
32.	In Personal Capacity, New Delhi	Dr K. M. Soni, Chairperson, SSD 21
33.	In Personal Capacity, Thiruvalla	Shri Jose Kurian, Chairperson, SSD 22
Invitees		
34.	In Personal Capacity	Shri Venkataram Arabolu (Attending on the behalf of Chairperson, SSD 19) (Physical)
35.	Ministry of Jal Shakti, Department of Water Resources, RD & GR	Shri Alok Pal Kalsi
BIS Directorate		
36.	Shri Sanjay Pant, Sc G & DDG (Standardization - II)	
37.	Shri S K Kanojia, Sc - F & Head (SSD) (Member Secretary)	
38.	Shri Dharamsoth Santhosh, Sc C/DD	
39.	Smt. Parul Gupta, Dy Director	
40.	Shri Udham Singh, Sc C/DD	



41.	Shri Shivam Soni, Sc C/DD
42.	Smt. Priyanka Singh, Sc B/AD
43.	Shri Kumar Sourabh, Sc B/AD



Annex B
(Item 6.1)

Composition of Cold Chain Logistics Sectional Committee, SSD 23

S.No	Organization
1.	Agri Value Chain Services Private Limited, Chennai
2.	CII Jubilant Bhartia Food and Agriculture, Centre of Excellence, New Delhi
3.	CII
4.	Carrier Transicold India, Mumbai
5.	Central Warehousing Corporation, New Delhi
6.	Cold Care Services Private Limited, Hyderabad
7.	Coldman Logistics Private Limited, Navi Mumbai
8.	FFFAI
9.	Indian Institute of Foreign Trade (IIFT)
10.	Indian Institute of Management Sirmaur, Paonta Sahib
11.	Indicold Private Limited, New Delhi
12.	IIM Ahmedabad
13.	IIM Mumbai
14.	IIM Raipur
15.	IIM Kozhikode
16.	IIP
17.	IIT Madras
18.	IIT Delhi
19.	Logistics Sector Skill Council
20.	National Centre for Cold-Chain Development (NCCD), New Delhi
21.	National Institute of Food Technology Entrepreneurship and Management (NIFTEM), Sonapat
22.	Siemens Healthcare Private Limited, Gurugram
23.	Snowman Logistics Limited, Bengaluru
24.	Transport Corporation of India Limited, Gurugram
25.	United Nations Environment Programme (UNEP), New Delhi
26.	TRAX
27.	XLRI - Xavier School of Management, Jamshedpur