

BUREAU OF INDIAN STANDARDS

MINUTES

<i>Committee</i>	<i>Meeting No.</i>	<i>Day, Date and Time</i>	<i>Venue</i>
Travel, Tourism and Hospitality Related Services Sectional Committee, SSD 02	19th Meeting	27 June 2024	Virtual Meeting

Chairman: Dr. G. Sundaram, IAS (Retd)

**Member Secretary: Shri Darpan Chalia
Scientist – C, BIS**

ITEM 0 GENERAL

0.1 Welcome Remarks by BIS.

Shri Darpan Chalia, Member Secretary, warmly welcomed the Chairperson and all distinguished members to the 19th meeting of the Travel, Tourism, and Hospitality Related Services Sectional Committee, SSD 02. He briefed the members on the committee's contributions to various working groups of 'ISO/TC 228 - Tourism and Related Services', highlighting their valuable comments and inputs on formulating draft ISO documents. He informed the committee members that the R&D project on cruise tourism has been awarded to Dr. Sherry Abraham of Pondicherry University and that work on this project will commence soon. He also apprised the committee members of the key agenda points and requested their wholehearted participation in the upcoming deliberations.

0.2 Opening Remarks by Dr. G. Sundaram, Chairman, SSD 02.

Dr. G. Sundaram, Chairperson, welcomed all the members in the 19th meeting of the Sectional Committee, SSD 02. He expressed gratitude to the members for dedicating their valuable time and encouraged them to participate actively in the meeting, providing their expertise and inputs for the committee's standardization work. He emphasized the importance of the participation of the Ministry of Tourism and other state tourism departments in the standardization process for the tourism and hospitality sector. He requested all members to participate wholeheartedly and contribute to the work of the committee.

ITEM 1 CONFIRMATION OF THE MINUTES OF THE LAST MEETING

The committee confirmed the minutes of the 18th meeting of the Travel, Tourism, and Hospitality Related Services Sectional Committee, SSD 02 as circulated via email dated 27 March 2024.

ITEM 2 SCOPE & COMPOSITION OF TRAVEL TOURISM AND HOSPITALITY RELATED SERVICES SECTIONAL COMMITTEE, SSD 02 AND ITS SUBCOMMITTEES AND PANELS

2.1 The committee considered the information given at **Item 2.1, 2.2, 2.3, 2.4 and 2.5** of agenda and took the following decisions:

- a) Committee approve the co-option request of Smt. Jyoti Kumar Chandel, Birla Institute of Technology received through BIS portal for inclusion into the Sectional Committee, SSD 02.
- b) Committee requested to following organization to send their updated nomination details:
 - i) National Institute of Water Sports, Goa
 - ii) Tourism & Hospitality Skill Council, New Delhi
- c) Committee requested to members to share the details of the contact person of those organizations from whom the nominations are still awaited and to whom BIS can approach for nomination:

S. No	Organization Name/ Experts	Details to provide by
1.	IESA (Indian, Exhibition, Conference & Events, Services Association)	Shri Sooraj Dhawan
2.	Yatra.com	Shri Ajeet Bajaj
3.	Ease My Trip	
4.	Shri Sanjay Basu	
5.	Shri Ashish Phookan	
6.	Shri Raj Singh	
7.	Smt. Ratna Chadha	

- d) BIS Secretariat to send a reminder to the organizations from where nominations are still awaited.

ITEM 3 BIS NEW PROCESS REFORMS IN STANDARDS FORMULATION

3.1 The committee noted the new process reforms of BIS as given in **Item 3.1** and **Item 3.2** of the agenda.

ITEM 4 TECHNICAL WORK PROGRAMME OF THE COMMITTEE, SSD 02

4.1 The committee noted the information given in **Item 4.1** of the agenda.

ITEM 5 DRAFT DOCUMENT UNDER DEVELOPMENT

5.1 The committee examined the substantial modifications made to the P-draft on "*SSD 02 (21457) - Organization of Exhibitions – Requirement*" and decided to drop the initial P-draft document. In light of the major modifications, the committee decided to circulate the modified document as a P-draft for 15 days to elicit comments/inputs from the members. Further, the committee requested the members to provide their inputs/comments on the document via the BIS portal.

ITEM 6 NEW SUBJECT FOR STANDARDIZATION OF ISO STANDARDS

The committee examined the following underdevelopment standards, which are at DIS stage under ISO/TC 228:

S. No.	Document number	Document Name
1.	ISO/DIS 14785	Tourism and related services — Tourist information services — Requirements and recommendations regarding tourism reception services
2.	ISO/DIS 11956	Adventure tourism — Cyclotourism — Requirements and recommendations
3.	ISO/DIS 18060	Sustainable Tourism - Indicators for organizations in the tourism value chain - Requirements and guidance for use
4.	ISO/DIS 25639-1 (Ed 2)	Exhibitions, Shows, Fairs, and Conventions — Part 1: Vocabulary

The committee noted that BIS has actively participated in the formulation of the aforementioned documents and provided comments for their improvement. On this basis, the committee approved the adoption of these standards as Indian standards after their publication and decided to circulate these documents widely for 60 days to elicit comments and input from stakeholders.

ITEM 7 REVIEW OF PUBLISHED INDIAN STANDARDS

7.1 The Committee noted that Indian Standard "*IS/ISO 13009 - Tourism and Related Services - Requirements and Recommendations for Beach Operation*" reaffirmed the existing version. However, Committee discussed and decided to constitute a working group for the revision of the Indian Standard IS/ISO 13009 consisting of Prof. (Dr.) M. Sajnani, Dr. Anjuna Dhir, and Shri Darpan Chalia. Additionally, the committee decided to allocate ARP to Member Secretary.

ITEM 8 INTERNATIONAL ACTIVITIES

8.1 The committee noted the information given in **Item 8.1, 8.1.1 and 8.1.2** of the agenda and requested the committee members to provide their valuable inputs on the pending ballots.

8.2 The member secretary debriefed the committee regarding the active participation of the Indian delegation in the 19th plenary meeting of ISO/TC 228 and its working group meetings held from 03 – 07 June 2024 in Marseille, France.

8.3 The committee noted the information given in **Item 8.3** of the agenda.

ITEM 9 TERMS OF REFERENCES (ToR) FOR R&D ON NEW SUBJECTS

9.1 The committee noted the information given in **Item 9.1** of the agenda.

ITEM 10 BIS ACTIVITIES ON SOCIAL MEDIA

The committee noted the information given in **Item 10** of the agenda.

ITEM 11 DATE AND PLACE OF NEXT MEETING

The date and place of the next meeting would be decided after the consultation with the Chairperson.

ITEM 12 ANY OTHER BUSINESS

12.1 The committee discussed in detailed on formulation of standard on ‘Sustainable beaches’ and decided to constitute a dedicated panel for this objective. The Committee recommended to Subcommittee on Sustainable Tourism, SSD 02:2 to hold a meeting to determine the composition of the aforementioned panel and outline future course of actions.

Further, the Committee authorized the Chairperson, SSD 02 for the approving the convenorship and composition of Panel on Sustainable Beaches, SSD 02/P3.

12.2 The committee decided to establish a panel to align with the ongoing standardization work at ISO/TC 228/WG03 - Tourist Information and Reception Services. Based on the willingness of members, the committee approved the following composition and convenorship for Panel on Tourist Information and Reception Services, SSD 02/P4:

- i)** Shri Sanjeet, Convenor.
- ii)** Dr. Anjuna Dhir, Responsible Tourism Society of India.
- iii)** Dr. Ravinder Dogra, National Institute of Water Sports, Goa.
- iv)** Dr. Sherry Abraham, Pondicherry University.
- v)** Dr. Anant Sharma, Consumer Action Network Society, Jaipur.

12.3 In the absence of any other business, the meeting ended with a hearty vote of thanks to the Chair and other eminent members present in the meeting.

ANNEX – A

1. Shri Ajeet Bajaj, President, Adventure Tour Operators Association of India, New Delhi.
2. Shri Nirat Bhatt, Hon. Treasurer, Adventure Tour Operators Association of India, New Delhi.
3. Dr. Anjuna Dhir, Executive Director, Responsible tourism Society of India, New Delhi.
4. Smt. Seema Bhatt, Responsible tourism Society of India, New Delhi.
5. Smt. Aradhana Lal, Senior Vice President – Sustainability & ESG, Hotels Association of India, New Delhi.
6. Ms. Richa Rana, Hotels Association of India, New Delhi.
7. Shri Arun Kumar Singh, Deputy Director, Federation of Hotel & Restaurant Associations of India, New Delhi.
8. Dr. Ravinder Dogra, Assistant Professor, National Institute of Water Sports, Goa.
9. Shri Ranjeet Singh, National Institute of Water Sports, Goa.
10. Dr. Anant Sharma, Consumer Actions Network Society, Jaipur.
11. Brig. Krishan Kumar, Indian Mountaineering Foundation.
12. Shri Rajan Bahadur, CEO, Tourism and Hospitality Skills Council, New Delhi.
13. Ms. Meenakshi Sharma, Head – Standards, Tourism and Hospitality Skills Council, New Delhi.
14. Shri Vibhuti Chandwani, Sr. Executive - Standards, Tourism and Hospitality Skills Council, New Delhi.
15. Smt. Priti Pandya, Principal General Secretary, Consumer Confederation of India, Jaipur.
16. Prof. (Dr.) Manohar Sajnani, Dean, Faculty of Hospitality & Tourism, Amity University, Noida.
17. Shri Sanjeet, Pacific Asia Travel Association, New Delhi.
18. Dr. Sherry Abraham, Associate Professor, Department of Tourism Studies, School of Management, Pondicherry University
19. Shri Sooraj Dhawan, President, Indian Exhibition Industry Association, New Delhi.
20. Shri Kulvinder Kohli, Managing Committee Member, Travel Agents Association of India, New Delhi.
21. Shri Rajiv Rai, Administrator, Indian Himalayan Centre for Adventure and Ecotourism, Sikkim.

Regrets:

22. Shri Sanjay Singh, Deputy Director General, Ministry of Tourism.
23. Shri Ashim Sanyal, CEO & Secretary, VOICE.
24. Shri Abhishek Sahdev, Deputy Director, SEPC.