

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	20th Meeting	Friday, 27 September 2024, 1130 hrs.	Virtual

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

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

Member Present: See Annex – A (Page no. 9)

ITEM 0 GENERAL

0.1 Welcome Remark by BIS.

Shri Darpan Chalia, Member Secretary welcomed all the members in the 20th meeting of Sectional Committee, SSD 02 and extended warm wishes on the occasion of World Tourism Day. He emphasized the importance of tourism as a key driver of economic growth, cultural exchange, and sustainable development. He expressed sincere gratitude to the members for their continuous involvement and dedication in the standardization efforts of the Committee, which will positively shape the future of the tourism industry. He provided a brief on the documents under development standards in the National Committee, SSD 02 and in the ISO technical committee, ISO/TC 228 and encouraged members to share valuable suggestions and insights during the meeting.

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

Dr. G. Sundaram, Chairperson, welcomed all the members to the 20th meeting of the Sectional Committee, SSD 02. He extended his best wishes to all the members on the occasion of World Tourism Day. He emphasized how the Indian tourism sector evolving and experiencing growth and emerging as a hot destination for tourist. 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 19th meeting of the Travel, Tourism, and Hospitality Related Services Sectional Committee, SSD 02 as circulated via email dated 22 July 2024.

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

2.1 The committee considered the information given at **Item 2.1 to Item 2.8** of agenda and took the following decisions:

- a) Committee decided to co-opt Shri Jyoti Kumar Chandel, Assistant Professor, Birla Institute of Technology in the Panel on Adventure Tourism, SSD 02/P5.
- b) BIS Secretariat to send a reminder to the following organizations for nominations:
 - i) Atal Bihari Vajpayee Institute of Mountaineering & Allied Sports, Himachal Pradesh
 - ii) Sainik School Society, Arunachal Pradesh.
 - iii) The National Institute of Mountaineering and Adventure Sports, Dirang, Arunachal Pradesh.
 - iv) Himalayan Mountaineering Institute, Darjeeling.
 - v) Department of Tourism, Government of Kerala.
 - vi) Department of Tourism, Government of Rajasthan.
 - vii) Department of Tourism, Government of Gujarat

Further, Brig. K. Kumar took the responsibility to follow up with the aforementioned organization in **Sr. no. i), ii) and iii)** for obtaining nomination in the Sectional Committee.

- c) Committee decided to co-opt the following organizations as per the details given below:

S. No.	Organization	Nominated Members	Sectional Committee/ Panel
1.	Medhavi Skills University	Shri Siddhartha Sankar Banerjee	SSD 02
2.	Compass Tourism	Shri Sanket Shah Dr. Subhash Joshi	Panel on Adventure Tourism, SSD 02/P5

- d) Committee approve the conversion of the existing sub-committees into new panels and accordingly converted panels within the subcommittee into working groups with the same scope and composition as mentioned below:

S. No.	Existing Subcommittees and its working group	Converted into Panels /working group
1.	Subcommittee on Adventure Tourism, SSD 2:1	Panel on Adventure Tourism, SSD 02/P5.
2.	Panel on Diving Services, SSD 02:1/P1.	Working Group on Diving Services, SSD 02/P5/WG01
3.	Subcommittee on Sustainable Tourism, SSD 2:2	Panel on Sustainable Tourism, SSD 02/P6.
4.	Panel on Sustainable Beaches, SSD P3	Working Group on Sustainable Beaches, SSD 02/P6/WG01

5.	Subcommittee on Transportation Services, SSD 2:3	Panel on Transportation Services, SSD 02/P7.
6.	Subcommittee on Accommodation Services, SSD 2:4	Panel on Accommodation Services, SSD 02/P8
7.	Panel on Online accommodation booking platforms- Information for the Customers, SSD 02:4/P1.	Working Group on Online accommodation booking platforms- Information for the Customers, SSD 02/P8/WG01
8.	Subcommittee on Catering Services, SSD 2:5	Panel on Catering Services, SSD 02/P9

- e) Members also requested to send their suggestions for inclusion of experts/organizations in the Committee within three weeks and the Committee decided that all such suggestions may be taken up for approval of the Chairman for inclusion in the Committee.
- f) Committee approve the scope, composition and convenorship of the Panel on Sustainable Beaches, SSD P6/WG01.

ITEM 3 TECHNICAL WORK PROGRAMME OF THE COMMITTEE, SSD 02

3.1 The committee noted the information given in **Item 3.1** of the agenda.

ITEM 4 DRAFT DOCUMENT UNDER DEVELOPMENT

4.1 The committee discussed the information provided in **Item 4.1** and decided that after resolving all the comments on the document on **“Organization of Exhibition – Recommendations and Requirements”** by Panel on MICE sector, SSD 02/P1, it will be recirculated as P – draft within the Sectional Committee for 07 days. In case no comments received on the P – draft document, the committee authorize the Chairperson, SSD 02, to approve the wide circulation (WC) of the document among stakeholders for eliciting comments/inputs for a period of **30 days**.

4.2 The Committee noted the information given in **Item 4.2** of the agenda.

4.3 The committee appraised the progress made by the Panel on Adventure Tourism, SSD 02/P5 for taking the “Hiking and trekking activities” as a subject for the formulation of Indian standard to address Indian context. Further, Committee decided that, after the completion of working draft document by Panel, SSD 02/P5, it will be circulated as P-draft document for **15 days** within the Sectional Committee, SSD 02, with the approval of the Chairperson, SSD 02.

4.4 The Committee noted the information given in **Item 4.4** of the agenda.

ITEM 5 REVIEW OF PUBLISHED INDIAN STANDARDS

5.1 The committee deliberated and decided that the document **“IS/ISO 21101 - Adventure Tourism - Safety Management Systems – Requirements”** will be discussed within the Panel on Adventure Tourism, SSD 02/P5. Additionally, the committee decided to allocate ARP to Member Secretary.

5.2 The Committee noted the information given in **Item 5.2** of the agenda.

ITEM 6 R&D PROJECTS FOR ESTABLISHMENT OF NEW INDIAN STANDARDS

6.1 The Committee noted the information given in **Item 6.1** of the agenda.

6.2 The Committee considered the request of project leader Dr. Sherry Abraham, Associate Professor, Department of tourism at Pondicherry University and decided to extend the period by **02 months** for the completion of the R&D project on Cruise Tourism.

ITEM 7 INTERNATIONAL ACTIVITIES

7.1 The committee noted the information given in **Item 7.1, 7.1.1 and 7.1.2** of the agenda and requested the committee members to provide their valuable inputs on the pending ballots.

7.2 The committee noted the information given in **Item 7.2** of the agenda.

7.3 The committee discussed in detailed on the new subjects taken up by the working group ‘**ISO/TC 228/WG 07 – Adventure Tourism**’ and assigned their priorities based on the level on interest. The working groups have been constituted under the Panel on Adventure Tourism, SSD 02/P5 for the coordination of work taken up by ISO/TC 228/WG07 and experts were suggested by the members for inclusion in the respective working groups as outlined below:

S. No	Project Title	Priority	Scope of WG	Working Groups
1.	Horse and Camel Riding – Requirements and recommendations	High	Standardization in the field of horse and camel riding and, examining and providing comments on the ballots issued on the subject by ISO /TC 228/WG07.	Working Group on Horse and Camel Riding, SSD 02/P5/WG 02: Composition: a) Dr. Anant Sharma, Consumer Action Network Society, Jaipur.
2.	Rafting – Requirements and recommendations	High	Standardization in the field of rafting and, examining and providing comments on the ballots issued on the subject by ISO /TC 228/WG07.	Working Group on Rafting Activity, SSD 02/P5/WG 03: Composition: a) Shri Ajeet Bajaj, ATOAI. b) Shri Vaibhav Kala, ATOAI.

3.	Wildlife observation tourism (including Birdwatching) – Recommendations	High	Standardization in the field of wildlife observation tourism and, examining and providing comments on the ballots issued on the subject by ISO /TC 228/WG07.	<p>Working Group on Wildlife Observation Tourism, SSD 02/P5/WG 04:</p> <p>Composition:</p> <p>a) Shri Suresh Bhardwaj, Forest Dept., Himachal Pradesh. (Suggested by Brig. Krishan Kumar)</p> <p>b) Shri Anirudh Chaoji. (Suggested by Dr. Anjuna Dhir)</p> <p>c) Dr. Satish Sharma, Forest Department, Udaipur.</p>
4.	Air activities – Ballooning, Paragliding and Hang gliding – Requirements and recommendations	High	Standardization in the field of air activities and, examining and providing comments on the ballots issued on the subject by ISO /TC 228/WG07.	<p>Working Group on Air activities, SSD 02/P5/WG 05:</p> <p>Composition:</p> <p>a) Shri Gurpreet Dhindsa. (Shri Nirat Bhatt)</p>
5.	Aerial Adventure Courses– Requirements and recommendations	High	Standardization in the field of aerial adventure activities and, examining and providing comments on the ballots issued on the subject by ISO /TC 228/WG07.	<p>Working Group on Aerial Adventure Activities, SSD 02/P5/WG 06:</p> <p>Composition:</p> <p>a) Shri Nirat Bhatt, ATOAI.</p> <p>b) Shri Pradeep Murthy, ATOAI.</p>
6.	Motorized activities – 4x4 Wheel Drive, Buggy, UTV, Tricycle and Quadricycle – Requirements and recommendations	High	Standardization in the field of motorized activities and, examining and providing comments on the ballots issued on the subject by ISO /TC 228/WG07.	<p>Working Group on Motorized activities, SSD 02/P5/WG 07:</p>

Further, Committee decide requested members to send their suggestions for inclusion of experts/organizations in the aforementioned working groups within **three weeks** and the Committee decided that all such suggestions may be taken up for approval of the Chairperson.

7.4 The Committee noted the information given in **Item 7.4** of the agenda.

7.5 The committee approved the designated experts of sectional committee to represent BIS in the working groups with respect of the projects/draft standards under development at ISO/TC 228 along with the Level of Interest as outlined below:

S. No.	Project Title	Working Group	Level of Interest	Designated Experts
1.	ISO/FDIS 14785 - Tourism and related services —Tourist information services — Requirements and recommendations	WG 03	High	a) Dr. Sherry Abraham, Associate Professor, Department of Tourism Studies, School of management, Pondicherry University.
2.	Tourism and related services - Staff Training of Tourist Information Services-Case studies	WG 03	High	b) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 02.
3.	Tourism and related services- Tourist information services - Guidelines for Mountain Tourism	WG 03	High	
4.	ISO/DIS 11956 - Adventure tourism — Cyclotourism — Requirements and recommendations	WG 07	High	a) Shri Nirat Bhatt, Hon. Treasurer, ATOAI. b) Brig. Krishan Kumar, AVSM (Retd.) Indian Mountaineering Federation c) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 02.
5.	ISO/DIS 18060 – Sustainable Tourism — Indicators for	WG 13	High	a) Dr. Anjuna Dhir, Executive Director, RTSOI.

	organizations in the tourism value chain — Requirements and guidance for use			b) Prof. (Dr.) Manohar Sajnani, Dean Faculty of Hospitality and Tourism, Amity University.
6.	ISO/ AWI 18982 - Tourism and related services — Sustainable tourism — Good Practices for implementing fundamental principles of sustainable tourism in tourism destinations	WG 13	High	c) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 02.
7.	ISO/PWI 18980 - Tourism and related services – Camping tourism – Requirements for campsite facilities and service	WG 15	High	a) Dr. Anshu Singh, HoD, Management, IHM Pusa. b) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 02.
8.	ISO/ FDIS 16520 - Tourism and related services — Restaurants and caterings — Vocabulary	WG 16	High	
9.	ISO/WD 18981 - Tourism and related services — Restaurants — Guidelines for buffet design and services	WG 16	Medium	-
10.	ISO/DIS 9468 - Tourism and related services — Online travel agency (OTA) — Guidelines for online accommodation booking platform services	WG 19	High	-
11.	ISO/WD PAS 24969 - Contingency plan for infection prevention and control (IPC) in exhibition industry	WG 20	Medium	a) Shri Sooraj Dhawan, President, IEIA. b) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 02.
12.	ISO/AWI 18983 – Guidelines for hybrid meeting service.	WG 20	Medium	

13.	ISO/DIS 25639-1 – Exhibitions, shows, fairs and conventions — Part 1: Vocabulary.	WG 20	High	
14.	ISO/WD 20525 - Tourism and related services — Semantics applied to tourism destinations	WG 21	High	a) Dr. Anjuna Dhir, Executive Director, RTSOI.

ITEM 8 BIS ACTIVITIES ON SOCIAL MEDIA

The committee noted the information given in **Item 8** of the agenda.

ITEM 9 DATE AND PLACE OF NEXT MEETING

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

ITEM 10 ANY OTHER BUSINESS

10.1 Member Secretary informed the committee members that following the wide circulation of the document “Organization of Exhibitions Recommendations and Requirements” a seminar would be planned to gather feedbacks on the document, enabling participants to share their perspectives and suggestions. He further requested that members suggest names of potential speakers for the seminar.

10.2 Member Secretary informed the Committee that the next meeting will be planned to be held in person at the institute with which BIS has an MoU.

Annex – A

Member Present:

1. Shri Abhishek Sahdev, Deputy Director, Services Export Promotion Council.
2. Smt. Aradhana Lal, Senior Vice President, Sustainability and ESG, Hotels Association of India.
3. Ms. Richa Rana, Hotels Association of India.
4. Shri Arun Kumar Singh, Director, FHRAI.
5. Shri Ashim Sanyal, Chief Operating Officer & Secretary, VOICE.
6. Cdr. Rajendra Nigam, Department of Tourism, Govt. of Madhya Pradesh.
7. D. Sumithra, Department of Tourism Studies, School of Management, Pondicherry University.
8. Dr. Rachel Jessie, Department of Tourism Studies, School of Management, Pondicherry University.
9. Dr. Anjuna Dhir, Member, RTSOI.
10. Smt. Seema Bhatt, President, RTSOI.
11. Dr. Anant Sharma, Consumer Action and Network Society.
12. Brig. Krishan Kumar, Indian Mountaineering Federations.
13. Smt. Meenakshi Sharma, Head – Standards, Tourism & Hospitality Skill Council.
14. Ms. Nidhi Sharma, Executive Director, Indian Exhibition Industry Association.
15. Shri Sooraj Dhawan, President, Indian Exhibition Industry Association.
16. Shri Nirat Bhatt, Hon. Treasurer, ATOAI.
17. Smt. Priti Pandya, Principal General Secretary, Consumer Confederation of India.
18. Shri Rajdeep Kumar, Consultant, BIS.

Regret:

19. Prof. (Dr.) Manohar Sajani, Dean Faculty of Hospitality and Tourism, Amity University, Noida.
20. Shri Dalip Gupta, General Secretary, Association of Domestic Tour Operators of India.
21. Shri Aashish Gupta, Consulting CEO, Federation of Association of Indian Tourism and Hospitality.
22. Shri Bhupinder Singh Taneja, Indian Tourist Transport Association.
23. Shri Sanjeet, Executive Board Member, Pacific Asia Travel Association India Chapter.
24. Dr. Sherry Abraham, Associate Professor, Department of Tourism Studies, School of Management, Pondicherry University.
25. Ms. Jyoti Mayal, President, Travel Agents Association of India.
26. Shri Amrit Mann, Indian Tourist Transport Association.
27. Smt. Manisha Saxena, Director General, Ministry of Tourism.
28. Dr. Pawan Gupta, National Institute of Water Sports Goa.
29. Shri Satvir Singh, Director (Studies), National Council for Hotel Management and Catering Technology.
30. Col. Anshuman Bhadauria, Principal, Nehru Institute of Mountaineering.
31. Shri Binu Kuriakose, Chief Executive Officer, Keala Adventure Tourism Promotion Society.