

BUREAU OF INDIAN STANDARDS

MINUTES

<i>Committee</i>	<i>Meeting No.</i>	<i>Day, Date and Time</i>	<i>Venue</i>
Basic Standards on Services Sectional Committee, SSD 19	9th Meeting	Monday, 11 November 2024, 1100 hrs.	Hybrid (Lal C Verman Hall, 9, Bahadur Shah Zafar Marg, Manak Bhawan, BIS HQ, New Delhi)

**Chairperson: Shri Anupam Kaul
(In Personal Capacity)**

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

ITEM 0 GENERAL

0.1 Welcome Remark by BIS.

Shri Darpan Chalia, Member Secretary, warmly welcomed to all the members in the 9th meeting of the Basic Standards on Services Sectional Committee, SSD 19. He expressed his gratitude to the Chairman and members for their active participation and contributions in the Sectional Committee work. He provided a brief overview of the achievements and progress made by the Sectional Committee, highlighting the significant contributions of Indian delegates in developing the standard on "Service excellence — Principles and model for public service organizations." He informed the members about the circulation of the P-Draft document on "*Guidelines for Service Classification*" on 07 November 2024 and requested them to share their comments and inputs. Concluding his remarks, he outlined the agenda for the meeting and invited the Chairperson to deliver the opening remarks.

0.2 Opening Remarks by Shri Anupam Kaul, Chairperson, SSD 19.

Shri Anupam Kaul, Chairperson, warmly welcome to all members of the Sectional Committee, SSD 19 and he expressed his appreciation for the active participation and commitment. He acknowledged and appreciated the progress achieved by the committee so far. He emphasized the importance of member contributions, particularly regarding the document '*Guidelines for Service Classification*,' which is intended to be circulated as a Wide Circulation Draft among stakeholders. 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 8th meeting of the Basic Standards on Services Sectional Committee, SSD 19, as circulated via BIS portal dated 22 May 2024.

ITEM 2 BIS NEW PROCESS REFORMS IN STANDARDS FORMULATION

2.1 The committee noted the information given in **Item 2.1** and **Item 2.2** of the agenda.

ITEM 3 SCOPE & COMPOSITION OF BASIC STANDARDS ON SERVICES SECTIONAL COMMITTEE, SSD 19 AND ITS PANELS AND WORKING GROUPS

3.1 The committee considered the information given in **Item 3.1**, **Item 3.2** and **Item 3.3** of the agenda and following decisions were taken:

- a) Committee reviewed the scope and no changes were suggested.
- b) On the request of Smt. Seema Shukla, Committee decided to change her nomination from personal capacity to a representation of her organization. Further, Committee requested to Smt. Seema Shukla to send her updated credentials and also the details of alternate member from her organization to member secretary.
- c) Committee decided that Dr. K. K Raman would provide an updated nomination from his new organization i.e. Larsen & Toubro Limited (L&T). Further, the member secretary was requested to obtain the updated nomination from KPMG.
- d) Committee decided to withdraw the membership of Shri Jitendra Agrawal from the Sectional Committee, SSD 19, and its panel.
- e) BIS Secretariat to send a reminder to the organizations/experts from where nominations are still awaited.

3.2 Committee approves the conversion of the existing sub-committees into new panels with the same scope and composition as mentioned below:

S. No.	Existing Subcommittees	Converted into Panels
1.	Subcommittee on Services Terminology & Classification, SSD 19:1	Panel on Services Terminology & Classification, SSD 19/P7
2.	Subcommittee on Excellence in Services, SSD 19:2	Panel on Excellence in Services, SSD 19/P8

3.3 Committee reviewed the composition of panels & working group of the Sectional Committee, SSD 19 and decided to co-opt the following members on the basis of their willingness as follow:

S. No.	Panels	Nomination
1.	Panel on Service Monitoring Methods and Tools, SSD 19/P-1	a) Dr. Pralok Gupta, In Personal Capacity. b) Shri Lalit Kumar Mehta, In Personal Capacity

		Further, Prof. Alok Kumar Singh, IIM Nagpur would suggest an expert to be part of the Panel, SSD 19/P1.
2.	Panel on Service – use of ICT, SSD 19/P-4	a) Shri Venkataram Arabolu.

ITEM 4 TECHNICAL WORK PROGRAMME OF THE COMMITTEE, SSD 19

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

ITEM 5 PROPOSAL OF ESTABLISHMENT OF NEW TECHNICAL COMMITTEE ON 'FUNDAMENTALS OF SERVICES' AT ISO

5.1 The committee noted the information given in **Item 5.1** of the agenda.

ITEM 6 NEW SUBJECT FOR STANDARDIZATION OF ISO STANDARDS

The committee examined the underdevelopment standard “ISO/FDIS 11367 - Service excellence — Principles and model for public service organizations”, currently at the FDIS stage under ISO/TC 312. Additionally, the committee noted that BIS has actively participated in the formulation of the aforementioned documents and provided comments/inputs at all the stages for its improvement. On this basis, the committee approved the adoption of this standard as Indian standard at FDIS stage and decided to circulate the document widely for 30 days to elicit comments/input from stakeholders.

ITEM 7 P-DRAFT UNDER CIRCULATION

7.1 The member secretary informed members that “Guidelines for Service Classifications” has been circulated as a P-draft for a period of 15 days, with the last date for submitting comments being 22 November 2024. Further, committee requested all members to provide their **comments/inputs** before the deadline.

ITEM 8 DRAFT DOCUMENT UNDER DEVELOPMENT

8.1 The committee noted the information given in **Item 8.1** of the agenda.

ITEM 9 R&D PROJECTS FOR ESTABLISHMENT OF NEW INDIAN STANDARDS

9.1 The committee noted the information given in **Item 9.1** of the agenda. Additionally, Committee reviewed the existing Terms of Reference (ToR) for R&D on ‘Human Resources in Services’ and concluded that no changes were required on the existing ToR. Further, Committee decided to relaunch the research project on ‘Human Resources in Services’ to get it commissioned.

ITEM 10 INTERNATIONAL ACTIVITIES

10.1 The committee noted the information given in **Item 10.1, 10.1.1** and **10.1.2** of the agenda and requested the committee members to provide their valuable inputs on the pending ballots.

10.2 The committee noted the information given in **Item 10.2** of the agenda.

10.3 The committee noted the information given in **Item 10.3** of the agenda.

10.4 The committee discussed and approved the proposed working groups constituted under the Sectional Committee, SSD 19 (NMC of ISO TC 312) and also experts suggested for inclusion in the respective working groups as outlined below:

S. No	Project Title	Priority	ISO Working Group	NMC Working Groups (Along with their composition)	Experts for ISO working group participation
1.	ISO/WD TS 19387 - Service Excellence — Maturity Model	Medium	ISO/TC 312/WG 01 - Principles, model and measurement	<p>Working Group on Service Excellence — Maturity Model, SSD 19/WG02.</p> <p><u>Composition:</u></p> <p>a) Dr. Pralok Gupta, In Personal Capacity. (<i>Convenor</i>)</p> <p>b) Shri Sanjay Goswami, Scientist – G, DDGW, BIS.</p> <p>c) Dr. K.K Raman, In Personal Capacity.</p> <p>d) Shri Lalit Kumar Mehta, In Personal Capacity.</p>	<p>a) Shri Sanjay Goswami, Scientist -G, DDGW, BIS</p> <p>b) Dr. Pralok Gupta, In Personal Capacity</p>
2.	ISO/WD TS 19390 - Service excellence — Implementation approach for ISO 23592	Medium	ISO/TC 312/WG 02 - Design of excellent services	<p>Working Group on Service excellence — Implementation approach for ISO 23592, SSD 19/WG 03.</p> <p><u>Composition:</u></p>	<p>a) Shri Anupam Kaul, In Personal Capacity.</p> <p>b) Shri Ravi Mahamuni, Principal Scientist, leading design research, TCS.</p>

				<p>a) Shri Venkataram Arabolu, In Personal Capacity. (Convenor)</p> <p>b) Shri Ravi Mahamuni, Principal Scientist, leading design research, TCS.</p> <p>c) Shri Anupam Kaul, In Personal Capacity.</p>	<p>c) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 19.</p>
3.	ISO/FDIS 11367 - Service excellence — Principles and model for public service organizations	Medium	ISO/TC 312/WG 04 - Public Services	<p>The Subcommittee discussed and decided not to constitute a working group for this subject, as it is nearing completion.</p>	<p>a) Shri Anupam Kaul, In Personal Capacity.</p> <p>b) Smt. Deepali Sharma, Additional Director, Ministry of Information and Broadcasting.</p>
4.	ISO/AWI TS 19384 - Service Excellence - Guidelines for application of digital approaches to achieve Service Excellence	Medium	ISO/TC 312/WG 05 - Digital service excellence	<p>Working group on Service Excellence - Guidelines for application of digital approaches, SSD 19/WG 04.</p> <p><u>Composition:</u></p> <p>a) Smt. Deepali Sharma, Additional Director, Ministry of Information and Broadcasting. (Convenor)</p> <p>b) Shri Ravi Mahamuni, Principal Scientist, leading design research, TCS.</p> <p>c) Dr. Pralok Gupta, In Personal Capacity.</p>	<p>a) Dr. Pralok Gupta, In Personal Capacity.</p> <p>b) Smt. Deepali Sharma, Additional Director, Ministry of Information and Broadcasting.</p> <p>c) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 19.</p>

				d) Shri Darpan Chalia, Scientist – C/Member Secretary, SSD 19.	
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ITEM 11 BIS ACTIVITIES ON SOCIAL MEDIA

The committee noted the information given in **Item 11** of the agenda.

ITEM 12 DATE AND PLACE OF NEXT MEETING

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

ITEM 13 ANY OTHER BUSINESS

13.1 The Member Secretary informed the committee that the next meeting of the Sectional Committee, SSD 19, would be planned physically at **IIM, Mumbai**.

13.2 The Member Secretary informed the committee members that an email had been sent on 30 October 2024, regarding the participation of the Indian delegation in the upcoming meetings of ISO/TC 312 and its working groups, scheduled to be held from 10–13 February 2025. He requested the members to send their nominations for participation in these meetings.

13.3 The Committee decided to hold the meeting of **Panel on Service – use of ICT, SSD 19/P-4** under the Convenorship of Dr Pralok Gupta in the mid of December at **Indian Institute of Foreign Trade, New Delhi**.

ANNEX – A

1. Shri Sanjay Goswami, Scientist-F/DDGW, Bureau of Indian Standards.
2. Shri Chandan Bahl, DDG (IR, MSC & SCM), Bureau of Indian Standards.
3. Prof. Alok Kumar Singh, Professor, Indian Institute of Management, Nagpur.
4. Shri Rajesh Maheshwari, Chief Executive Officer, Quality Council of India.
5. Shri Anand Deep Gupta, Joint Director, Quality Council of India.
6. Shri Dillip Kumar Jena, Consumer Co-ordination Council.
7. Shri Dhananjay Kumar, DS (Films-I), Ministry of Information and Broadcasting.
8. Dr. K. K Raman, Partner, KPMG.
9. Dr. Ravi Mahamuni, Principal Scientist, leading design research, TCS.
10. Dr. Manohar Kamath, Hon. Gen. Secretary, Consumer Co-ordination Council.
11. Dr. Sitaram Dixit, Chairman Consumer, Co-ordination Council.
12. Ms. Jacqueline D'Silva Adv, Joint Secretary, Consumer Welfare Association, Mumbai.
13. Shri Jasper Vikas, Assistant Professor, National Law University.
14. Shri Mritunjay Kumar, Deputy Director, FICCI.
15. Shri H. N. Aswath Development Advisor, Ministry of Ports, Shipping and Waterways.
16. Shri Ramji Singh, Deputy Director, Ministry of Ports, Shipping and Waterways.
17. Ms. Saumya Gupta, Deputy Director, Services Export Promotion Council.
18. Shri Anil Kumar Singh, ED Carriage, Railway Board, Ministry of Railways.
19. Shri Vipin Sahni, Executive Director, Confederation of Indian Industry.
20. Shri Harish Nagpal, In Personal Capacity.
21. Shri Venkataram Arabolu, In Personal Capacity.
22. Ms. Seema Shukla, In Personal Capacity.

Physically Attended:

23. Smt. Ramaben R. Mavani, Ex-M.P. (Lok Sabha) President, Consumer Co-ordination Council.
24. Shri Ramjibhai B. Mavani, Ex-M.P. (Lok Sabha) President, Consumer Co-ordination Council.
25. Shri Lalit Kumar Mehta, In Personal Capacity.
26. Dr. Pralok Gupta, In Personal Capacity.
27. Shri Anupam Kaul, In Personal Capacity.

Regret:

28. Shri Ajay Kumar Garg, Professor, IIM Lucknow.
29. Shri Nawab Singh, Deputy Director, Income Tax Department.
30. Shri S. Srinivasan, In Personal Capacity.
31. Smt. Arti Khosla, In Personal Capacity.