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## BUREAU OF INDIAN STANDARDS

### AGENDA

| <i>Committee</i>   | <i>Meeting No.</i>             | <i>Day, Date and Time</i>                           | <i>Venue</i>          |
|--|--------------------------------|---|-----------------------|
| <b>Retail, E-commerce &amp; E-payment Services Sectional Committee, SSD 11</b> | <b>15<sup>th</sup> Meeting</b> | <b>Thursday,<br/>03 October 2024,<br/>15:00 hrs</b> | <b>Hybrid Meeting</b> |

**Chairperson: Prof. O.P. Wali**  
**Head (Research)**  
**IIFT, New Delhi**

**Member Secretary: Ms. Parul Gupta**  
**Deputy Director**  
**BIS, New Delhi**

#### **ITEM 0 GENERAL**

- 0.1** Welcome address by **Ms. Parul Gupta**, Member Secretary, Retail, E-Commerce & E Payment Services Sectional Committee, SSD 11.
- 0.2** Opening remarks by **Prof. O.P. Wali**, Chairman Retail, E-Commerce & E Payment Services Sectional Committee, SSD 11.

#### **ITEM 1 CONFIRMATION OF THE MINUTES OF THE LAST MEETING**

**1.1** The minutes of the 14<sup>th</sup> meeting finalization of the ToR for R&D Activity for Evaluation of Dark Patterns in the Digital World, SSD 11 was held on 07 June 2024, which were circulated vide email dated 24 June 2024. No comments have been received on the minutes.

*The Committee may **CONFIRM** the **MINUTES** as circulated.*

#### **ITEM 2 REVIEW OF COMPOSITION OF RETAIL, E-COMMERCE & E PAYMENT SERVICES SECTIONAL COMMITTEE, SSD 11**

**2.1** The composition and participation status in last three meetings of Sectional Committee meeting are placed at **Annex A**.

*The committee may kindly **review** the composition.*

#### **ITEM 3 ISSUES ARISING OUT OF PREVIOUS MEETING**

**3.1** In the last meeting the committee decided to discontinue the membership of the following members due to non – participation in the committee meetings

The following expert has been invited for attending the meeting.

- a. Samsung

*Committee may kindly co-opt them a member.*

**3.2** Experts for the ongoing projects at ISO levels were designated. The list is attached as **Annex B**.

*The committee may kindly Discuss and approve the same.*

#### **ITEM 4 BIS NEW PROCESS REFORMS IN STANDARDS FORMULATION**

**4.1** Efficiency Index of each Sectional Committee can be seen on BIS Standardization Portal on the basis of the following 6 KPIs:

These are:

- a) Meetings Held (%)
- b) Meetings Attendance (%)
- c) Published Standards – within Timeframe (%)
- d) Reviews Completed (%)
- e) Inactive Members Removed (%)
- f) Comments by committee members on P-drafts (%)

*The committee may kindly Note.*

#### **ITEM 5 DRAFTS UNDER PREPARATION**

**5.1** The committee is in process of finalizing the Working Draft on “E-commerce- Principles and Guidelines for self-governance”. The current version of this Working Draft is attached as **Annex C** for examination and comments.

**5.2** ISO/TC 321 on ‘Transaction Assurance in E-Commerce’ has published the following international standards:

| <b>S. No</b> | <b>Title</b>  | <b>Discussion Status</b>   | <b>Final Discussion</b>  |
|--------------|---|--|--|
| <b>1</b>     | <b>ISO 32110:2023<br/>Transaction<br/>assurance in E-</b> | After the discussion with the panel members, it was decided to add the | The last meeting of the panel was held on 19.09.2024. n the meeting it was |

|   |  |  |  |
|---|--|--|--|
|   | <b>commerce — Vocabulary</b>   | <p>following definitions/changes:</p> <ol style="list-style-type: none"> <li>1. Inventory Based Model:</li> <li>2. Market Based Model:</li> <li>3. Open network:</li> <li>4. Customer Review/ Rating</li> <li>5. Collection <del>agent</del> for goods: Personnel/ Entity for collection of goods</li> <li>6. Individual or organization (3.2.10) authorized to act for on behalf of a buyer (3.2.2) or consignee in respect of service (3.3.7) concerning the receipt of goods (3.3.3)</li> <li>7. <b>Consumer:</b> May be adopted from CEPA</li> <li>8. User/visitor (3.2.18) or registered individual or organization (3.2.10) with the E-Commerce platform that uses services (3.3.7) of an E-Commerce platform (3.1.7)</li> </ol> | <p>decided to seek comments on the definition of consumer. It was decided that in case no comments are there, the definition of ISO document would be taken. No comments have been received. The final document is placed at <b>Annex D.</b></p> |
| 2 | <b>ISO 32111:2023 Transaction assurance in E-commerce — Principles and framework</b> | <p>This ISO Standard will be discussed on next upcoming meeting.</p>   | -  |

*The committee may kindly **Discuss and Decide** on next action.*

## **ITEM 7 INTERNATIONAL ACTIVITIES**

### **7.1 Ballots:**

India has been substantially contributing in the work of ISO/TC 321 by way of scrutinizing its documents, sending India's Vote/comments on ballots circulated at all stages of development of an International Standard and actively participating in the meetings. The

details of vote/comments by India on ISO ballots issued by ISO/TC 321 since last meeting of SSD 11 are given in **Annex E**.

*The committee may kindly NOTE.*

### 7.1.2 Upcoming Ballots

Upcoming Ballots issued by ISO/TC 321 and its Subcommittees are listed below for discussions to cast Indian vote:

| Type | Committee / Working Group | Reference                             | Start date | End date   |
|------|---------------------------|---------------------------------------|------------|------------|
| CIB  | ISO/TC 321                | TC 321/SG2 convenorship - August 2024 | 2024-08-06 | 2024-09-30 |
| DTR  | ISO/TC 321                | ISO/DTR 32123                         | 2024-09-20 | 2024-11-15 |

*The Committee may kindly **Discuss and Provide** comments on the ballots.*

### 7.2 International Meetings

The following upcoming meeting of ISO/TC 321:

| SI. No | Meeting, Date & Venue   | Mode (Physical/ Virtual/ Hybrid) | Details of Delegates | Important outcome (specific to each delegate) |
|--------|---|----------------------------------|----------------------|---|
| 1      | <b>10<sup>th</sup> Plenary Meeting</b> of ISO/TC 321 "Transaction assurance in E-Commerce" held on 14 <sup>th</sup> November 2024 | Virtual                          | -                    | -   |

Please add the schedule and the meeting of the working group.

*The committee may kindly Note.*

### ITEM 8 DATE AND PLACE OF NEXT MEETING

**The tentative dates for the meeting in the FY 24-25 is given below:**

| <b>Technical committee</b>   | <b>1<sup>st</sup> Quarter</b> | <b>2<sup>nd</sup> Quarter</b> | <b>3<sup>rd</sup> Quarter</b> | <b>4<sup>th</sup> Quarter</b> |
|--|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| <b>Retail, E-commerce &amp; E-payment Services Sectional Committee, SSD 11</b> | <b>07-06-24</b>               | <b>30-09-24</b>               | <b>28-10-24</b>               | <b>29-01-2025</b>             |

*The Committee may kindly note.*

**ITEM 9 ANY OTHER BUSINESS**

**ANNEX –A**

**(Item 2.1)**

**COMPOSITION**

| Sl. No. | Name of the Organization  | Representatives                 | Attendance of the Last three meeting |                  |                  | Total |
|---------|---|---------------------------------|--------------------------------------|------------------|------------------|-------|
|         |   |                                 | 12th                                 | 13 <sup>th</sup> | 14 <sup>th</sup> |       |
| 1.      | Indian Institute of Foreign Trade, New Delhi                      | Shri O.P. Wali<br>(Chairperson) | Y                                    | Y                | N                | 2/3   |
| 2.      | Amazon India, Bengaluru   | Ms. Sreejita Dey                | Y                                    | Y                | Y                | 3/3   |
|         |   | Shri Shine Joy                  |                                      |                  |                  |       |
| 3.      | Bharti Enterprises Limited, New Delhi                             | Shri Himar Arjun Singh          | Y                                    | N                | Y                | 1/3   |
| 4.      | Bigbasket, Bangalore  | Shri Anantha Padmanab           | Y                                    | Y                | Y                | 2/3   |
| 5.      | Federation of Indian Chambers of Commerce and Industry, New Delhi | Ms Priyanka Jain                | N                                    | Y                | Y                | 2/3   |
| 6.      | Flipkart, Bengaluru   | Shri Tafeem Siddiqui            | N                                    | N                | N                | 0/3   |
| 7.      | Grant Thornton, New Delhi   | Shri Dharmender Jhamb           | -                                    | -                | Y                | 1/1   |
| 8.      | Ikigai Law, New Delhi   | Ms. Isha Mital                  | -                                    | -                | Y                | 1/1   |
|         |   | Shri Rahil Chatterjee           |                                      |                  |                  |       |
| 9.      | Indian Computer Emergency Response Team (CERT-In), New Delhi      | Shri Nitish Sharma              | N                                    | N                | N                | 0/3   |
| 10.     | Indian Institute of Foreign Trade, New Delhi                      | Shri Ashish Gupta               | N                                    | N                | N                | 0/3   |
| 11.     | Local Circles   | Shri Sachin Taparia             | Y                                    | Y                | N                | 3/3   |
| 12.     | Meesho  | Ms Prachi Bhuchar               | Y                                    | N                | N                | 1/3   |
| 13.     | META  | Ebaad Nawaz Khan                | Y<br>(on behalf of Ms Shimal Kapoor) | Y                | N                | 2/3   |
| 14.     | Netmeds, Delhi  | Shri Yuvraj Patil               | Y                                    | Y                | Y                | 3/3   |
|         |   | Ms Aprajita Tripathi            |                                      |                  |                  |       |
| 15.     | Paytm, Noida  | Shri Akshay Jain                | Y                                    | Y                | N                | 2/3   |

|     |   |                              |   |  |                                      |     |
|-----|---|------------------------------|---|--|--------------------------------------|-----|
| 16. | Presolv360, Mumbai  | Shri Sidharth Kapoor         | - | Y  | Y                                    | 2/2 |
| 17. | Quality Council of India, New Delhi                                 | Shri Rudraneel Chattopadhyay | Y | N  | N                                    | 1/3 |
|     |   | Shri Alok Jain               |   |  |                                      |     |
| 18. | Reliance Industries Limited, Mumbai                                 | Shri Pawan Kaul              | Y | Y  | Y                                    | 3/3 |
|     |   | Shri Akshay Kharbanda        |   |  |                                      |     |
| 19. | Samsung India Electronics Limited, Gurugram                         | Shri Saurabh Nag             | - | -  | N                                    | 0/1 |
|     |   | Shri Sharat Chander          |   |  |                                      |     |
| 20. | Shiprocket, New Delhi   | Shri Varun Parihar           | Y | Y  | Y                                    | 3/3 |
| 21. | Technology Services Industry Association (TSIA) Indiatech, Gurugram | Shri Dhiraj Gyani            | - | -  | Y                                    | 1/1 |
|     |   | Shri Rameesh Kailasam        |   |  |                                      |     |
| 22. | Urban Ladder Home Decor Solutions Private Limited, Bengaluru        | Mr Deepak Sharma             | N | Y  | Y                                    | 2/3 |
|     |   | Mr Ruben Fernandes           |   |  |                                      |     |
| 23. | Zivame  | Mr. Devarsh Kotak            | Y | Y  | Y                                    | 3/3 |
|     |   | Ms. Rupali Midha             |   |  |                                      |     |
| 24. | Zomato  | Ms. Damini Bhalla            | N | Y<br>(on behalf of Shri Omir Kumar join) | Y<br>(Attend meeting as Chairperson) | 2/3 |
|     |   | Ms Jaskiran Bedi             |   |  |                                      |     |

**Annex-E**  
**(Item 7.1)**

**List of Ballots casted since last meeting**

| <b>Type</b> | <b>Committee / Working Group</b> | <b>Reference</b>   | <b>Start date</b> | <b>End date</b> |
|-------------|----------------------------------|--|-------------------|-----------------|
| DIS         | ISO/TC 321                       | ISO/DIS 32112  | 2024-04-15        | 2024-07-08      |
| DIS         | FDIS                             | ISO/FDIS 32120   | 2024-05-29        | 2024-07-24      |
| CIB         | ISO/TC 321                       | TC 321/9th plenary - confirmation of the draft resolutions | 2024-06-01        | 2024-06-28      |
| CIB         | ISO/TC 321                       | TC 321/CAG convenorship - July 2024                        | 2024-07-18        | 2024-09-11      |