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BUREAU OF INDIAN STANDARDS

# AGENDA

|  |  |  |  |
| --- | --- | --- | --- |
| *Committee* | *Meeting No.* | *Day, Date and Time* | *Venue* |
| **BUSINESS SERVICE SECTIONAL COMMIITTEE, SSD 09** | **14th**  **Meeting** | **Thursday**  **05 December 2024,**  **1500 hrs.** | **Hybrid Meeting** |

|  |  |
| --- | --- |
| **Chairperson: Prof. Rakesh Mohan Joshi**  **Director**  **IIPM, Bangalore** | **Member Secretary: Ms. Parul Gupta**  **Deputy Director BIS, New Delhi** |

**ITEM 0 GENERAL**

**0.1** Welcome address by **Ms. Parul Gupta**, Member Secretary, Business Services Sectional Committee, SSD 09.

**0.2** Opening remarks by **Shri Rakesh Mohan Joshi**, Chairman, Business Services Sectional Committee, SSD 09.

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

* 1. The minutes of the 13 meeting of the Business Services Sectional Committee (SSD 09) was held on **07 August 2024**, which were circulated vide email dated **30 August 2024**. No comments have been received on the Minutes.

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

**ITEM 2 SCOPE, COMPOSITION AND REVIEW OF BUSINESS SERVICES SECTIONAL COMMITTEE (SSD 09)**

* 1. The scope of Business Services Sectional Committee (SSD 09) is as following:

**Scope:**

a) Standardization in the field of business services which may include services provided by individuals/organizations including the service provisions, requirements, competency requirements, evaluation and comparability of service providers and organizations.

b) Coordination with:

* + 1. ISO/TC 37/SC 5 – Translation, interpreting and related technology (O member)
    2. ISO/TC 225 – Market, opinion and social research (O member)
    3. ISO/TC 286 – Collaborative business relationship management (O member)\*
    4. ISO/PC 311 – Vulnerable Consumers (O member)
    5. ISO/TC 314 – Ageing Societies (P member)
    6. ISO/PC 317 – Consumer protection: privacy by design for consumer goods and services (O member)
    7. ISO/TC 324 – Sharing Economy (P member)

\* The membership of ISO/TC 286 has been degraded from P membership to O membership due to missing of one ballot. The secretariat is working on re-obtaining the P membership.

*The committee may kindly NOTE****.***

* 1. The composition of Business Services Sectional Committee (SSD 09) is given in **Annex A** *(Page 5 to 6).*

*The committee may kindly* ***Review the Composition.***

**ITEM 3 ISSUES ARISING OUT OF THE PREVIOUS MEETINGS**

**3.1 “**Review of Stakeholder comments on is 19000:2022” The committee examined and discussed the comments of the stakeholders on the standard (IS 19000:2022). After the deliberations on the comments, the committee took the decisions is attached in **Annex B** *(Page 7 to10)*.

**3.2** Further, the committee decided that the decision of the committee on the comments received on IS 19000:2022 may be communicated to MSCD for further action at their end and minutes may be circulated to the members of SSD 11.

*The committee may kindly* ***Note****.*

**ITEM 4 DRAFTS UNDER PREPARATION**

**4.1** The following drafts are under consideration with the respective Working Group for finalization.

|  |  |  |  |
| --- | --- | --- | --- |
| SI. No. | IS Number | Title | Subcommittee |
|  | ISO/TS 42501:2022 | Sharing economy — General trustworthiness and safety requirements for digital platforms | SSD 09:2 (Sharing Economy) |
|  | ISO/TS 42502:2022 | Sharing economy — Guidance for provider verification on digital platforms |
|  | ISO 25550:2022 | Ageing societies — General requirements and guidelines for an age-inclusive workforce | SSD 09:3(Vulnerable Consumers) |
|  | ISO 25551:2021 | Ageing societies — General requirements and guidelines for carer-inclusive organizations |

*The committee may kindly* ***Note****.*

# ITEM 5 BIS NEW PROCESS REFORMS IN STANDARDS FORMULATION

# Efficiency Index of Sectional Committee has been published on BIS portal for comparative assessment of various Sectional Committees which is based on 6 KPIs currently.

# 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 6 REVIEW AND STATUS OF WORKING GROUPS AND PANELS**

**6.1 Working Group on Sharing Economy (SSD 9:WG1)**

The scope and composition of Working Group on Sharing Economy (SSD 9:WG1) are given in **Annex C** *(page no - 11)* of the Agenda. The last meeting of Working Group was held on 03 December 2024 Agenda of the meeting is placed in **Annex D** *(Page no 12 to 13)* and Minutes of the meeting is under preparation.

*The committee may kindly* ***Note.***

**6.2 Working Group on Vulnerable Groups (SSD 9:WG2)**

The scope and composition Working Group on Vulnerable Groups (SSD 9:WG2) are given in **Annex E** *(page no - 14)*. The upcoming meeting of Working Group is held on 09 December 2024 and the Agenda of the meeting is under preparation.

*The committee may kindly* ***Note.***

**6.3 Panel on Security Services (SSD 09/P-1)**

The composition of Panel on Security Services (SSD 09/P-1) are given in **Annex F** *(page no – 15 to 16)*. We are in the process of finalizing the working draft on “PRIVATE SECURITY AGENCIES — REQUIREMENTS FOR TRAINING AND SERVICE DELIVERY”.

*The committee may kindly* ***Note.***

**ITEM 7 INTERNATIONAL ACTIVITIES**

**7.1 BALLOTS**

India has been substantially contributing in the work of ISO/TC 314 and ISO/TC 324 by way of scrutinizing its documents, sending India’s Vote/comments on ballots circulated at all stages of development of an International Standard and effectively participating in their meetings. The list of ballots since last meeting of SSD 09 is enclosed as **Annex G** *(page no – 17)*.

*The Committee may kindly* ***Note****.*

**7.2 DESIGNATED MEMBERS FOR ISO PROJECTS.**

The Executive Management of BIS had desired to identified designated members for ongoing ISO projects in Working Group’s. Accordingly, the BIS Secretariat had identified the members and sent it for approval. The same has been placed in **Annex H** *(page no – 18)*.

*For Information and* ***Approval****.*

**7.3 MEETINGS**

**7.3.1** BIS has regularly been giving its comments on the above documents through ballots as well as through participation in the meetings ISO/TC 324/TG 3. The list of meetings pertaining to ISO/TC 324/TG 3 since last meeting are enclosed as **Annex I** *(page no – 19 to 20)*.

# The following delegation has been finalized for attending the 12th Plenary meeting of ISO/TC 324 on ‘Sharing Economy’ and its subgroups scheduled from 02 - 04 December 2024.

*The Committee may kindly N****ote****.*

**ITEM 8 R&D PROJECTS FOR ESTABLISHMENT AND REVISION OF INDIAN STANDARDS, SPECIAL PUBLICATIONS AND HANDBOOKS**

The committee has finalized the ToR on “Evaluation on Performance of Partners in Sharing Economy and has sent it to the relevant department**.**

*The Committee may please* ***Deliberate.***

**ITEM 9 DATE AND PLACE FOR THE NEXT MEETING**

Considering the issuance of new guidelines for standardization activities, the system of quarterly meeting has to be followed. The Committee may note the following tentative meeting dates for the financial year 2024-2025:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Sectional Committee** | **1ST Quarter** | **2nd Quarter** | **3rd Quarter** | **4th Quarter** |
|  | Business Services, SSD 09 | 28 June 2024 | 28 August 2024 | 05 December 2024 | 24 February 2025 |

*The committee may* ***Note*** *the next meeting dates.*

**ITEM 10 ANY OTHER BUSINESS**

**Annex-A**

(Item no – 2.2)

**Composition of Business Services Sectional Committee, SSD 09**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name of the Organization** | **Representatives** | **Attendance of the Meetings** | | | **Total** |
| **11th** | **12th** | **13th** |  |
|  | Indian Institute of Plantation Management, Bengaluru | Prof. Rakesh Mohan Joshi  **(Chairperson)** | P | P | P | 3/3 |
|  | Business Correspondent Federation of India (BCFI) | Shri Sunil Kulkarni | P | P | P | 3/3 |
|  | Central Association of Private Security Industry, New Delhi | Shri Kunwar Vikram Singh | A | P | A | 1/3 |
| Shri Mahesh Sharma |
| Shri Vikram Vig |
|  | Central Public Works Department, New Delhi | Shri Anil Kumar Sharma | P | P | P | 3/3 |
|  | Centre of Assessments for Excellence (COAE) | Smt Arti Khosla | P | P | P | 3/3 |
|  | Federation of Indian Chambers of Commerce and Industry, New Delhi | Shri. Pankaj Singh | P | P | P | 3/3 |
| Ms. Priyanka Jain |
|  | Indian Institute of Management, Lucknow | Shri Kriti Bardhan Gupta | P | P | P | 3/3 |
|  | Indian Institute of Technology Delhi, New Delhi | Shri. Sudhir K. Jain | A | P | A | 1/3 |
|  | Institute of Chartered Accountant of India, New Delhi | Shri Dayaniwas Sharma | P | A | A | 1/3 |
| Shri Umesh Ramnarayan Sharma |
|  | Local Circles | Shri Sachin Taparia | A | A | A | 0/3 |
|  | Ministry of Consumer Affairs, Food and Public Distribution, New Delhi | Ms. Nidhi Khare | A | A | A | 0/3 |
|  | Ministry of Corporate Affairs, New Delhi | Dr. Jai Batra | A | P | P | 2/3 |
|  | Paytm, Noida | Shri Akshay Jain | A | A | A | 0/3 |
| Shri Dharmender Jhamb |
|  | Q3edge Consulting Private Limited, Gurugram | Mr. Shri Amit Chauhan | P | A | A | 1/3 |
|  | Reliance Retail Limited, New Delhi | Mr. Akshay Kharbanda | P | P | P | 3/3 |
| Mr. Pradip Jadon |
|  | Services Export Promotion Council, New Delhi | Shri Mayank Sharma | A | A | P | 1/3 |
|  | TATA Strategic Management Group, New Delhi | Ms. Shital Khandeparkar | A | A | A | 0/3 |
|  | Translang Ways Solutions Private Limited, Pune | Ms. Ruchi Vaitee | A | A | A | 0/3 |
|  | Zomato, Gurugram | Ms. Jaskiran Bedi | Newly  co-opt | A | P | 1/3 |
|  | IN PERSONAL CAPACITY | Shri Anupam Kaul | A | A | A | 0/3 |
|  | IN PERSONAL CAPACITY | Dr Raman Agrawalla | A | P | P | 2/3 |
|  | IN PERSONAL CAPACITY | Dr. Surajit Saha | A | A | A | 0/3 |

**Annex B**

**(Last Meeting Decisions of the Committee)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl No.** | **Clause** | **Comment/Suggestion** | **Committee Reply** |
| **1.** | **Clause 6.8 (Editing the review contents)** | ISO 19000: 2022 has Section 6 dealing with Moderation process. This could be conflicting with the provisions there which allows certain moderation subject to terms thereof | **Discussion:**  The committee reviewed Clause 6.8, which explicitly prohibits review administrators from editing consumer reviews. It was noted that review authors are permitted to amend their reviews under specific conditions: before publication if the review is rejected for violating terms and conditions, or after publication, where the author may either request removal and submit a new review, update the existing review with amendments, or edit the live content. All modifications must be clearly marked with a notation detailing the nature of the edit, the date, and the review author's identifying details.  Decision:  There are no conflicts with Clause 6.8, and the procedure for review modifications is clearly outlined. The comment has been addressed and is hereby disposed of. |
| Organisations may also take certification as per Indian Standard IS 19000:2022 - Online Consumer Reviews - Principles and Requirements for their Collection, Moderation and Publication from the Bureau of Indian Standards (BIS) or any agency recognised by BIS for demonstrating compliance to this rule. | No provisions under IS 19000: 2022 related to certification. IS 19000 at places gives an indication that organisations may choose to follow the standard. However, QCO has included compliance with IS 19000: 2022 as a mandatory provision. Registration under QCO and certification under IS 19000:2022 are technically same but trying to impose additional compliance obligations on companies. | **Discussion:**  The committee reviewed Section 16 (1) of the BIS Act 2016, which states that the Central Government may, in the public interest or for the protection of health, safety, environment, prevention of unfair trade practices, or national security, and after consulting the Bureau, publish an order in the Official Gazette to mandate compliance with standards. This includes requiring the use of the Standard Mark under a license or certificate of conformity for certain goods, processes, systems, or services.  It was noted that it is not necessary for each standard to explicitly include a certification clause. The IS 19000:2022 standard is certifiable, and a Quality Control Order (QCO) can be issued under Section 16 of the BIS Act 2016.  Decision:  The comment regarding certification clauses has been addressed, and it is confirmed that IS 19000:2022 is certifiable under the provisions of Section 16 and QCO can be issued. The comment is hereby disposed of. |
| **2.** | Clause 4.4.5 (Third Party Managing Reviews); and  Clause 7.12 (Publication of Reviews Sourced from Another Review Site) | As set out above, independent third parties who collect reviews, but are unconnected with the supply of goods or services, and are not agents of suppliers / sellers either, do not have the practical feasibility to test with accuracy if a product or service being reviewed, was availed of by the reviewer. At times these independent third parties collecting reviews also do not have any association or connection with the suppliers or sellers of goods or services, and may therefore find it practically challenging to communicate the review inputs or provide a mechanism for the suppliers / sellers to challenge the reviews. To that end, it is recommended that for any independent third party permitting users to publish reviews in relation to goods / services supplied by another organization or entity, it should be recommended that they display a notice / policy to consumers/users highlighting the constraints of the independent third party in verifying the reviews published on its website. Such independent third parties should also to the largest extent possible attempt to maintain compliance with the Indian Standard IS 19000:2022 - Online Consumer Reviews Principles and Requirements for their Collection, Moderation and Publication, or any other similar measures to help prevent the publication of fake or false Consumer Reviews online, however, **the BIS standards should not be made mandatory.**  An aggregator of reviews that is merely collating reviews from suppliers / sellers and/or their agents, and shall only be responsible for obligations in relation to the display of reviews, after clearly distinguishing the reviews obtained from other suppliers / sellers and their agents. | **Discussion:**  The committee review the following provisions of the standard:  1. The clause 4.4.5 (Third Party Managing Reviews) states as below:  “Where third party is managing reviews on behalf of supplier/seller, the review administrator should liaise with supplier/seller to discuss the best way to share the relevant and valuable feedback from review author which may assist in improving products/services”  The clause 4.5.1 provides only recommendations and it is not a mandatory requirement.   1. The clause 7.12 (Publication of Reviews Sourced from Another Review Site) states follows:   *“In the event a review administrator publishes reviews from an external site that complies with the requirements of its terms and conditions, it can clearly distinguish reviews coming from other the other review sites”*  The clause address that reviews *from an external site* shall be distinctly identified as originating from that site. Additionally, all review displays requirements, including those for external reviews, must be strictly followed~~.~~  The committee found that both the clauses of the standard address the issue raised. No modification in the standard is needed.  Decision:  The comments have been discussed. It is confirmed that the existing provisions adequately address the issues of third party/external reviews and the comments are therefore considered disposed of. |
| **3.** | 6.7.1: By the Review Author: If requested by the review author, the review administrator shall remove the review. The review administrator, under the terms and conditions, may place a marker where the review was posted with an explanation, for example ‘this review has been removed by the review author’ and include the date and user identifier.  6.7.2: By the Review Administrator: The review administrator shall reject and remove a previously approved and published review, if there is information provided that the review author and content did not meet its terms and conditions. The review administrator, under the terms and conditions, may leave a marker where the review was posted with an explanation, for example ‘this entry did not meet specific review criteria’ and include the date and user identifier. | It is not clear as to how the overall objective of preventing fake reviews online is being achieved by introducing this mandate.  Moreover, showing a message in place of removed reviews can lead to a poor experience for the consumer. Consider a situation where the consumer needs to scroll through a series of messages indicating removed reviews, before he/she can get to the actual reviews. This is likely to impact the consumer’s experience and make it difficult for him/her to effectively make use of available reviews. Suggestion: the requirement to flag removed reviews for consumers should be removed. | **Discussion:**  The committee discussed the removal of reviews as outlined in Clauses 6.7.1 and 6.7.2. The removal process is deemed essential for upholding the integrity, transparency, and authenticity of the review system. Allowing review authors to retract their reviews ensures that feedback remains relevant and accurate. The use of markers to indicate removed reviews is crucial for maintaining transparency and informing users about the review landscape.  **Decision**:  The comment regarding the removal of reviews and the use of markers has been reviewed and addressed. The existing provisions of the standard support the integrity and transparency of the review system. The comment is therefore considered disposed of. |
| **4.** | 4.4.3: The review administrator should contact suppliers of products and services alerting them to any serious safety issues or potential risks highlighted in consumer reviews. | The nature of consumer reviews is such that the accuracy of the content cannot be verified and the subjectivity of experiences of consumers can reflect in the reviews they write. Therefore, it is not ideal to act upon the issues raised in consumer reviews. Instead, it is the e-commerce platforms that are obligated to provide a dedicated grievance redressal mechanism to consumers (under rule 4(4) of the Consumer Protection (e-Commerce) Rules, 2020). The grievance redressal mechanism ensures that after making necessary verification of the complaint raised by the consumer, the seller is notified, as and when required. Therefore, there is no gap is addressing product safety concerns from the perspective of the seller being notified of it. Accordingly, this additional obligation to notify the seller of product safety concerns based on user reviews (whose content cannot be verified) does not seem to add any value to the existing processes.  Suggestion: the requirement to notify sellers in case of safety issues or potential risks highlighted in consumer reviews should be removed. | **Discussion:**  The committee reviewed the recommendation to alert suppliers about potential safety concerns. This practice is essential for promoting a proactive approach to consumer safety. By notifying suppliers of potential risks, timely investigations and corrective actions can be initiated, thereby enhancing safety and boosting consumer trust. This collaborative communication enables suppliers to address issues before they escalate, benefiting both consumers and sellers.  Moreover, the provisions under clause 4.4.3 are recommendations and not a mandatory requirement.  **Decision**:  Given the long-term benefits of this recommendation (not a mandatory requirement) for improving safety and fostering proactive responses, the comment is considered disposed of. |
| **5.** | Clause 3.13: Definition of Review Administrator | ” in the Draft QCO as “suppliers / sellers of goods and services, and agents of such suppliers / sellers of goods and services”, this would entail also modifying the definition of Review Administrator specified in Clause 3.13 of the Standards to the following: “Organization or individual which may be the suppliers/sellers of the products and services being reviewed, or an agent authorized to act on behalf of the supplier/seller.” | **Discussion:**  The committee reviewed the definition of "Review Administrator," noting the accompanying notes:  Note 1: The role may be fulfilled by a third party contracted by suppliers/sellers or by an independent third party.  Note 2: Various processes related to the collection, moderation, and publication of reviews may be carried out by different organizations at different times.  The committee found the definition to be comprehensive and decided that no amendments are necessary.  **Decision:**  As the definition adequately addresses the relevant aspects, the comment is considered disposed of. |

**Annex C**

(Item no – 6.1)

**SCOPE AND COMPOSITION OF SUB-COMMITTEE ON ISO/TC 324 – SHARING ECONOMY (SSD 9:2)**

**SCOPE:** i) Standardization in the field of sharing economy

ii) Coordination with work of ISO/TC 324 – Sharing Economy as Participating member including voting on ISO documents.

**Composition:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl. No** | **Organization** | **Representative** | **Member** | **Email** |
|  | In Personal Capacity | Dr. Raman Aggarwalla, Senior Consultant TCS | Convener | raman.a@tcs.com; |
|  | Local circles | Shri Sachin Taparia | Member | sachin@localcircles.co |
|  | Zomato, Gurugram | Ms. Jaskiran Bedi | Member | jaskiran.bedi@zomato.com |
|  | Reliance Retail Limited, New Delhi | Mr. Akshay Kharbanda | Member | Akshay.Kharbanda@ril.com |

**ANNEX D**

(Item no - 6.1)



**BUREAU OF INDIAN STANDARDS**

**AGENDA**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name of the Committee** | **Number of meeting** | **Date** | **Day** | **Time** | **Venue** |
| Working Group on Sharing Economy, SSD 09:WG1 | 10th Meeting | 03rd December 2024 | Tuesday | 1100 Hrs. | Hybrid Mode |

**Convener**: Shri Sachin Taparia, Founder & Chairman, Local Circles

**Member secretary**: Ms. Parul Gupta, Deputy Director, BIS

# ITEM 0 WELCOME AND OPENING REMARKS

* 1. Opening remarks by the Member Secretary.
  2. Opening remarks by the Convener.

# ITEM 1 SCOPE AND COMPOSITION OF WORKING GROUP ON SHARING ECONOMY, SSD 09:WG1

The scope and composition of Working Group on Sharing Economy, SSD 09:WG1 is given below:

**Scope:**

1. Standardization in the field of Sharing Economy, and
2. Coordination with the work of ISO/TC 324 – Sharing Economy as Participating member including voting on ISO document.

**Composition:**

|  |  |  |
| --- | --- | --- |
| **SI. No.** | **Organization** | **Member** |
|  | Local Circles | Shri Sachin Taparia |
|  | Tata Consultancy Services | Dr. Raman Agrawalla |
|  | Zomato, Gurugram | Ms. Jaskiran Bedi |
|  | Reliance Retail Limited, New Delhi | Shri Akshay Kharbanda |

*The Committee may* ***Note.***

# ITEM 2 FINALIZING OF THE STANDARDS.

# The committee finalizing the following Standards in ISO/TC 324.

|  |  |  |
| --- | --- | --- |
| SI. No. | IS Number | Title |
|  | ISO/TS 42501:2022 | Sharing economy — General trustworthiness and safety requirements for digital platforms |
|  | ISO/TS 42502:2022 | Sharing economy — Guidance for provider verification on digital platforms |

*The committee may* ***Discuss*** *and* ***Decide***.

# ITEM 3 DATE AND PLACE OF NEXT MEETING

# ITEM 4 ANY OTHER BUSINESS

# ANNEX E

# (Item No 6.2)

# SCOPE AND COMPOSITION OF SUB-COMMITTEE ON VULNERABLE GROUPS

# (SSD 9:3)

**SCOPE:**

1. Standardization in the subject of infrastructure and services provided to vulnerable section of the society.
2. Co-ordination with work of ISO/TC 314- Ageing Society

**COMPOSITION:**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Organization Represented** | **Name of Representative** |
|  | In Personal Capacity | Shri Anil Kumar Sharma  Former Special Director General, CPWD  ***(Convener)*** |
|  | Association of Senior Living India, New Delhi | Shri Ankur Gupta  JMD (Ashiana Housing Ltd.)  Ms. Manya Arora  Business Development  (UCC Care Pvt. Ltd.) |
|  | Centre for Accessibility in Built Environment Foundation (CABE Foundation), New Delhi | Shri Subhash Chandra Vashishth, Director  Shri T.D. Dhariyal, Executive Director *(Alt Mem)* |
|  | Help Age India, New Delhi | Shri Rohit Prasad  CEO  Dr Rohit Kumar |
|  | Samarth Life, Gurgaon | Shri Asheesh Gupta  Founder & Chief Care Officer |
|  | In Personal Capacity | Shri Ranjan Bharadwaj  Civil Engineer |

# ANNEX F

# *(Item no 6.3)*

**Panel on Security Services, SSD 09/P-1**

**Composition**

|  |  |  |
| --- | --- | --- |
| **Sl. No** | **Company** | **Name** |
|  | Central Associaton of Private Security Industry, New Delhi | Shri Kunwar Vikram Singh  Chairman  *(Convener)*  Shri Mahesh Sharma(AM) |
|  | Individual expert | Sh. C. Pal Singh, Former IGP |
|  | Individual expert | Capt S.B Tyagi |
|  | ASIS, President, New Delhi | Sh. Harvindra Singh  President |
|  | RRU | Shri Gopal Chaudhary (AM)  Shri Nimesh Dave(PM) |
|  | Confederation of Indian Industry, New Delhi | Sh. Dushyant Singh  Deputy Director |
|  | ASSOCHAM | Sh. Anil Dhawan  VP |
|  | Madhya Pradesh Police | Mr Manish Shankar Sharma (IPS)  ADG |
|  | Cushman & Wakefield | Lt Col. Kumar Vikram Singh  Country Head, Physical Security |
|  | Bennett Coleman & Co Ltd | Col Deepak Dadhwal  GM, Head of Security |
|  | Checkmate Services | Brig Baldev Singh  Sr VP |
|  | Guardwell Pvt ltd | Sh. V.V Katti  President |
|  | A.P. Securitas Private Limited | Sh. Anil Puri  CMD |
|  | Elite Securitas Pvt ltd | Sh. Sudhir Bhasin  MD |
|  | Central Investigation & Security Services Ltd. | Dr. Raj Kumar Tyagi  Sr VP |
|  | Olive Heritage Foundation | Col K.K Singh  Director |
|  | CISF | Ms. Shikha Gupta, IPS  IG (Trg & Rectt), |
|  | PHDCCI | Sh. H P Kumar  Advisor |
|  | In Personal Capacity | Col Rajive Kohli  Consultant |
|  | CSO, Delhivery | Sh. Firoz Zia Hussain |
|  | Director, Sunrise IT Infrasoft pvt Ltd | Capt. B.N Yadav |
|  | Director & VP Terre -Armee | Col. D. R Semwal |
|  | Former CEO, SSSDC | Maj Gen K Majumdar, Individual expert |
|  | Advisor, Outsource & General Affairs Maruti Suzuki India (Gujarat Plant) | Mr. Ishwar Singh Shekhawat |
|  | MD, Checkmate Services Pvt Ltd | Sh. Vikram Mahurkar |
|  | Individual Expert | Major General Sanjay Soi |
|  | Police Modernisation Division, Ministry of Home Affairs  Police Modernisation Division, Ministry of Home Affairs | Ms. Monalisha Dash, Director (PM-I) |
| Ms. Madavi Mohan, Under Secretary PM-I |
| 28. | Individual Expert | Shri Manish Datta |

# ANNEX G

# *(Item no 7.1)*

# LIST OF ISO DOCUMENTS ON WHICH INDIA’S BALLOTS WERE SENT

# SINCE THE LAST MEETING

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Committee / Working Group** | **Reference** | **Comment** |
| WG | ISO/TC 314/WG 6 | ISO 25556 WG Consultation before FDIS | No |
| CIB | ISO/TC 324 | CIB for PWI Guidance for creative skills sharing platform | Yes |
| CD | ISO/TC 314 | ISO/CD 25557 Care for older persons at home and in residential care facilities | Yes |
| FDIS | ISO/TC 314 | ISO/FDIS 25554 Ageing societies — Guidelines for promoting wellbeing in communities | Approved |
| CIB | ISO/TC 314 | Resolution 11 Ballot to reappoint Hiroshi Sato as convenor of WG 4 | Abstain |
| CIB | ISO/TC 314 | Resolution 12/2024 Ballot to reappoint Anne Livingstone as convenor of ISO/TC 314/TG 2 | Yes |
| WDS | ISO/TC 324/WG 1 | ISO/AWI 42503 Sharing economy — Framework for implementation | Yes  No |

# ANNEX H

# *(Item no 7.2)*

**ISO PROJECTS (ISO/TC 324)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SI. No.** | **ISO Committee/ Working Group** | **Project Title** | **Priority** | **Identified Members** |
| 1. | **ISO/TC 324/WG 1**  **(Sharing Economy)** | ISO/AWI 42503 - Sharing economy — Framework for implementation | H | 1. Ms. Jaskiran Bedi, Zomato, Gurugram  2. Shri Akshay Kharbanda, Reliance Retail Limited, New Delhi  3. Smt. Parul Gupta, BIS |
| 2. | **ISO/TC 324/WG 2**  **(Sharing Economy)** | ISO/AWI TR 42507 - Sharing economy – Use cases of sharing economy platforms in public sectors | H | 1. Ms. Jaskiran Bedi, Zomato, Gurugram  2. Shri Akshay Kharbanda, Reliance Retail Limited, New Delhi  3. Smt. Parul Gupta, BIS |
| 3. | **ISO/TC 324/WG 3**  **(Sharing Economy)** | ISO/WD TR 42504 - Sharing economy — Illustrative examples of provider verification on digital platforms | M | 1. Ms. Jaskiran Bedi, Zomato, Gurugram  2. Shri Akshay Kharbanda, Reliance Retail Limited, New Delhi  3. Smt. Parul Gupta, BIS |
| 4. | **ISO/TC 324/WG 4**  **(Sharing Economy)** | ISO/AWI TR 42505 - Sharing economy — Shared manufacturing — Concepts and models | H | 1. Ms. Jaskiran Bedi, Zomato, Gurugram  2. Shri Akshay Kharbanda, Reliance Retail Limited, New Delhi  3. Smt. Parul Gupta, BIS |

# ANNEX I

# *(Item no 7.3.1)*

# LIST OF ISO MEETINGS SINCE THE LAST MEETING

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| **Committee** | **Title** | **Date of Meeting** |  | **Delegates** | **Outcomes** |
| 17th Meeting of ISO/TC 324/TG 3 | "Study of potential new work items" | 29 October 2024 | Virtual | Ms Parul Gupta | Smt Parul Gupta, DD, BIS attended the said meeting through Virtual mode. The meeting of TG-3 held on 29 October 2024 and the discussion of the meeting is given below:  i) Victoria Wang presented on shared accommodations, proposing a broader range of lodging options, including short-term rentals and campgrounds. Tomo from TC587 suggested moving it into the PWI process once consensus is reached.  ii)    Dr. Webb raised concerns about coordination with ISO TC 228 (tourism accommodation) and involvement of national and international accommodation organizations. Victoria clarified that shared accommodation does not necessarily require an on-site host.  iii)   Grace Huang and Huimin presented on ISO/PWI 42508 for creative skills sharing platforms, with a focus on defining boundaries and scope. Dr. Webb suggested cross-checking with the International Standard Classification of Occupations for clarity on "creative skills."  iv)     The group discussed challenges with copyright issues in platforms like Fiverr, where creative skills are classified as freelance services. Further feedback and discussions are planned for next month. |
| 10th Meeting of ISO/TC 324/CAG | "Chair’s advisory group" | 31 October 2024 | Virtual | Smt Parul Gupta | Smt Parul Gupta, DD, BIS attended the said meeting through Virtual mode. |
| 20th Meeting of ISO/TC 324/WG 1 | "Terminology and principles" | 26 November 2024, | Virtual | Shri Akshay Kharbanda  Smt Parul Gupta | Continue discussion on ISO 42503 “Sharing economy – framework for implementation. |
| 3rd Meeting of ISO/TC 324/AHG 2 | "Measurement and assessment of sharing economy" | 21 November 2024 | Virtual | Shri Akshay Kharbanda  Smt Parul Gupta | The committee decided to have a join meeting with TG 3 regarding the Data Collection Methodology and Formulas for measuring Sharing Economy. |