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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>14<sup>th</sup> Meeting</b>	<b>Friday, 07 June 2024, 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 13<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 11 January 2024, which were circulated vide email dated 19 January 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.*

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

SI No.	Name of the Organization	Representatives	Attendance of the Meetings			Total
			10th	11 <sup>th</sup>	12 <sup>th</sup>	
1.	Confederation of Indian Industry, New Delhi	Ms Swati Thakre	N	N	N	0/3
2.	Consumer Voice, New Delhi	Shri Anand Pandeya	N	N	N	0/3
		Prof. Sri Ram Khanna				
3.	Internet and Mobile Association of India (IAMAI)	Shri Bhanupreet Saini	N	N	N	0/3
4.	PHD Chamber of Commerce and Industry, New Delhi	Ms. Sunita Prajapati	N	N	N	0/3
5.	Pepperfry Private Limited, Mumbai	Ms. Arunima Sharma	N	N	N	0/3
6.	The Institute of Chartered Accountants of India	CA. Dayaniwas Sharma, FCA	N	N	N	0/3
		CA. Umesh Ramnarayan Sharma, FCA				

**2.3** Subsequently, the following members have shown their willingness again to be part of SSD-11 and have sent fresh nominations as given below:

SI No.	Name of the Organization	Earlier Representatives	Fresh nomination
1.	Confederation of Indian Industry, New Delhi	Ms Swati Thakre	Ms Neerja Bhatia , Deputy Director General, CII and Mr Samir Kumar, Director Retail, eCommerce and Media and Entertainment, CII)
2.	Internet and Mobile Association of India (IAMAI)	Shri Bhanupreet Saini	Ms Chitrita Chatterjee
3.	PHD Chamber of Commerce and Industry, New Delhi	Ms. Sunita Prajapati	Ms. Kanika Goswami, Deputy Secretary and Ms. Kajal Sejwal, Executive Officer
4.	The Institute of Chartered Accountants of India	CA. Dayaniwas Sharma, FCA	CA. Dayaniwas Sharma, FCA
		CA. Umesh Ramnarayan Sharma, FCA	CA. Umesh Ramnarayan Sharma, FCA

**2.4** In addition to Item no. 2.3, the following organizations have been invited to attend the meeting, as they have shown interests to contribute in the standardization work of the committee:

<b>SI No.</b>	<b>Name of the Organization</b>	<b>Name of the Representative</b>
<b>1.</b>	Samsung India Electronics Limited	Shri Sharat Chander, Director Public Affairs
		Shri Saurabh Nag, General Manager
<b>2.</b>	Technology Services Industry Association (TSIA) - Indiatech.Org	Shri Ramesh Kailasam, President & CEO
<b>3.</b>	Grant Thornton	-
<b>4.</b>	IKIGAI LAW	Ms Isha Mital, Senior Associate
		Shri Rahil Chatterjee, Senior Associate

The Committee may kindly consider **Co-opting** the organizations given at Item **2.3** and Item **2.4** as members.

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

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

<b>SI No.</b>	<b>Name of the Organization</b>	<b>Representatives</b>	<b>Action taken</b>
1.	Confederation of Indian Industry, New Delhi	Ms Swati Thakre	The composition has been updated and an email regarding the discontinuance of their mail has been sent on <b>25 Jan 2024</b>
2.	Consumer Voice, New Delhi	Shri Anand Pandeya	The composition has been updated and an email regarding the discontinuance of their mail has been sent on <b>25 Jan 2024</b>
		Prof. Sri Ram Khanna	
3.	Internet and Mobile Association of India (IAMAI)	Shri Bhanupreet Saini	The composition has been updated and an email regarding the discontinuance of their mail has been sent on <b>25 Jan 2024</b>
4.	PHD Chamber of Commerce and Industry, New Delhi	Ms. Sunita Prajapati	he composition has been updated and an email regarding the

			discontinuance of their mail has been sent on <b>25 Jan 2024</b>
5.	Pepperfry Private Limited, Mumbai	Ms. Arunima Sharma	he composition has been updated and an email regarding the discontinuance of their mail has been sent on <b>25 Jan 2024</b>
6.	The Institute of Chartered Accountants of India	CA. Dayaniwas Sharma, FCA	he composition has been updated and an email regarding the discontinuance of their mail has been sent on <b>25 Jan 2024</b>
		CA. Umesh Ramnarayan Sharma, FCA	

*The committee may kindly Note.*

**3.1** ToR on ‘Evaluation of Dark Patterns in the Digital World’ for R&D was finalized by the committee in the last meeting which was forwarded to Screening Committee of BIS for approval. The Screening Committee is expected to examine and approve ToR in their next meeting being scheduled shortly.

*The committee may kindly Note.*

#### **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 B** for examination and comments.

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

## ITEM 6 NEW SUBJECTS FOR STANDARD FORMULATION.

6.1 ISO/TC 321 on ‘Transaction Assurance in E-Commerce’ has published the following International standards.

S.No	Title	Summary
1	<b>ISO 32110:2023 Transaction assurance in E-commerce — Vocabulary</b>	This document provides terms and definitions in the field of transaction assurance in e-commerce.
2	<b>ISO 32111:2023 Transaction assurance in E-commerce — Principles and framework</b>	This document specifies the principles and framework for e-commerce transaction assurance, including participants, activities and assurance elements. It does not describe specific e-commerce transaction assurance requirements or methodologies in detail.

A panel may be constituted to study the above standards to recommend suitability and relevance for India for considering adoption as Indian Standards with or without modifications.

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

## 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 C**.

*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 321/9th plenary - confirmation of the draft resolutions	2024-06-01	2024-06-28
DIS	ISO/TC 321	ISO/DIS 32112	2024-04-15	2024-07-08
DIS	ISO/TC 321	ISO/DIS 32122	2024-04-30	2024-07-23
FDIS	ISO/TC 321	ISO/FDIS 32120	2024-05-29	2024-07-24

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

## **7.2 Status of Indian membership**

i) Currently India is a participating member of ISO/TC 321 and also representing as member in 'ISO/TC 321/WG 2: Foundations' with the following members in the ISO Global Directory:

- a) Shri Pawan Kaul
- b) Shri Darpan Chaila

Due to other additional assignments/workload, Shri Darpan Chalia has expressed his inability to devote time for work related to this WG. Accordingly, it is proposed that we may replace Shri Darpan Chalia with Smt Parul Gupta, Member Secretary (SSD 11) as member in ~~this~~ WG 2. Also, Shri Pawan Kaul has resigned from Reliance and we may seek a fresh nomination from Reliance Retail Limited. Other members of the committee may also volunteer to be part of this WG 2.

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

ii) Currently, India is not participating in the standardization activities of ISO/TC 321/WG 3: Online Dispute Resolution and ISO/TC 321/WG 4: Evaluation. It is proposed that the experts of SSD 11 may volunteer to actively participate and contribute in the standardization work of these WGs

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

## **7.3 International Meetings**

The following meeting was attended:

SI. No	Meeting, Date & Venue	Mode (Physical / Virtual/ Hybrid)	Details of Delegates	Important outcome (specific to each delegate)
1.	<b>9th Plenary Meeting</b> of ISO/TC 321 "Transaction assurance in E-Commerce" held on 30 May 2024	Virtual	<p>Smt. Parul Gupta, Member Secretary, SSD-11</p> <p>2. Shri Akshay Kharbanda, Reliance Retail Limited</p> <p>3. Shri Anatha Padmanab, National Quality Head – Staples Private Label Bigbasket</p>	<p>The progress reports of all working groups and SGs are given.</p> <p>2. It was decided to launch a 4-week period CIB to collect interest from TC members and call for new project leader for ISO/PWI 32124 "Transaction Assurance in E-commerce - Guidance for online sales related to live Commerce".</p> <p>3. During the progress report of WG-4, Indian contribution on ISO/TR 32123 Transaction assurance in E-commerce — After-sales services — call for was recognized and appreciated. An invitation was received to Join WG-4, which was agreed by India.</p>

*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:**

Date	Time	Venue	Subject	Department
29-01-25	11:00	Hybrid	TC Meeting	SSD 11 - Service Sector Department
28-10-24	11:00	Hybrid	TC Meeting	SSD 11 - Service Sector Department
29-07-24	11:00	Hybrid	TC Meeting	SSD 11 - Service Sector Department
07-06-24	11:00	Hybrid	TC Meeting	SSD 11 - Service Sector Department

*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
			11th	12th	13 <sup>th</sup>	
1.	Indian Institute of Foreign Trade, New Delhi	Shri O.P. Wali (Chairperson)	Y	Y	Y	3/3
2.	Amazon India, Bengaluru	Ms. Sreejita Dey	Y	Y	Y	3/3
		Ms. Nupur Ahluwalia				
3.	Bharti Enterprises Limited , New Delhi	Shri Himar Arjun Singh	N	Y	N	1/3
4.	Bigbasket, Bangalore	Shri Anantha Padmanab	N	Y	Y	2/3
5.	Ebay, Mumbai	Shri Ashish Gupta	N	Y	N	1/3
6.	Federation of Indian Chambers of Commerce and Industry, New Delhi	Shri Abhishek Bhattacharya	Y (on behalf of Shri Sujith join)	N	Y	2/3
		Ms Priyanka Jain				
7.	Flipkart, Bengaluru	Shri Tafeem Siddiqui	Y (on behalf of Shri Sanjay Singh and Shri Jagadees h Join)	N	N	1/3
8.	Indian Computer Emergency Response Team (CERT-In), New Delhi	Shri Nitish Sharma	N	N	N	0/3
9.	Indian Institute of Foreign Trade, New Delhi	Shri Ashish Gupta	N	N	N	0/3
10.	Local Circles	Shri Sachin Taparia	Y	Y	Y	3/3
11.	Meesho	Ms Prachi Bhuchar	Y	Y	N	2/3



12.	META	Ebaad Nawaz Khan	Y (on behalf of Ms Namrata Singh join)	Y (on behalf of Ms Shimal Kapoor)	Y	3/3
13.	Netmeds, Delhi	Shri Yuvraj Patil	-	Y	Y	2/2
14.	Paytm, Noida	Shri Akshay Jain	N	Y	Y	2/3
15.	Quality Council of India, New Delhi	Shri Rudraneel Chattopadhyay Shri Alok Jain	N	Y	N	1/3
16.	Reliance Industries Limited, Mumbai	Shri Pawan Kaul Shri Akshay Kharbanda	Y	Y	Y	3/3
17.	Services Export Promotion Council, New Delhi	Shri Rajeev Kumar	N	N	N	0/3
18.	Shiprocket, New Delhi	Shri Varun Parihar	Y	Y	Y	3/3
19.	Urban Ladder Home Decor Solutions Private Limited, Bengaluru	Mr Deepak Sharma Mr Ruben Fernandes	Y (on behalf of Shri Rakesh Sharma join)	N	Y	2/3
20.	Zivame	Mr. Devarsh Kotak Ms. Rupali Midha	Y	Y	Y	3/3
21.	Zomato	Ms. Damini Bhalla Ms Jaskiran Bedi	Y	N	Y (on behalf of Shri Omir Kumar join)	2/3

**Annex-C**  
(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 32120	2023-10-20	2024-01-12
CIB	ISO/TC 321	ISO/CD 32122 title change	2024-01-24	2024-02-20
CIB	ISO/TC 321	TC 321/SBP revision v1.2 - January 2024	2024-01-05	2024-02-29
CIB	ISO/TC 321	TC 321/PWI: information disclosure on e-commerce platforms	2024-01-21	2024-03-23
CIB	ISO/TC 321	ISO/TR 32121:call for practices and cases	2024-01-03	2024-03-27
CIB	ISO/TC 321	TC 321/PWI: customer experience	2024-01-24	2024-03-27
CIB	ISO/TC 321	TC 321/SG1 convenorship - Jan 2024	2024-01-07	2024-03-31
CIB	ISO/TC 321	TC 321 - review of liaison officers to other TCs - 2024	2024-01-15	2024-04-08
CIB	ISO/TC 321	ISO/TR 32123:call for contribution	2024-01-30	2024-04-23