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BUREAU OF INDIAN STANDARDS

Draft Minutes

<i>Committee</i>	<i>Meeting No.</i>	<i>Day, Date, and Time</i>	<i>Venue</i>
Retail, E-Commerce & E-Payment Services Sectional Committee, SSD 11	14th (Fourteenth Meeting)	07 June 2024, 1500 hrs.	Hybrid Meeting

Chairperson - Mr. O.P. Wali, Professor, Head (Research) & Chairman, Indian Institute of Foreign Trade. As Shri O P wali could not make it to the meeting due to unseen circumstances **Ms. Jaskiran Bedi, Zomato, Gurugram was nominated as Chairperson for the 14th meeting.**

Member Secretary – Ms Parul Gupta, Deputy Director, BIS

Participants – The list of Participants who attended the meeting is given in **Annex- 1**

ITEM 0 GENERAL

0.1 Welcome by Member Secretary

At the outset, the Member Secretary welcomed the chairperson, members who were present virtually in the Fourteenth meeting of Retail, E-Commerce & E-Payment Services Sectional Committee, SSD 11.

0.2 Opening remarks by the Chairperson

Ms. Jaskiran Bedi, Chairperson, welcomed the members for the Fourteenth meeting of Retail, E-Commerce & E-Payment Services Sectional Committee, and SSD11 and summarized the importance of the E-commerce in the domestic market.

ITEM 1 CONFIRMATION OF THE MINUTES OF THE LAST MEETING

1.1 As there were no comments received on the minutes of the Thirteenth 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, the committee formally confirmed the minutes.

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

2.1 The Committee noted the composition **Annex A** of the agenda.

2.2 The committee **noted item no 2.3 and 2.4 and** decided to co-opt the following organizations:

SI No	Name of the Organization	Name of the Representative
1.	Technology Services Industry Association (TSIA)- Indiatech	Shri Rameesh Kailasam, President & CEO
		Shri Dhiraj Gyani, Senior Director
2.	Grant Thorton Bharat	Shri Dharmender Jhamb
3.	IKIGAI- LAW	Ms Isha Mital, Senior Associate
		Shri Rahil Chatterjee, Senior Associate

It was decided to reach these organizations once more as they themselves has requested for nomination in SSD 11:

1.	Confederation of Indian Industry, New Delhi	Ms Neerja Bhatia, Deputy Director General
		Mr Samir Kumar, Director Retail
2.	Internet and Mobile Association of India (IAMAI)	Ms Chitrita Chatterjee
3.	PHD Chamber of Commerce and Industry, New Delhi	Ms Kanika Goswami, Deputy Secretary
		Ms Kajal Sejwal, Executive Officer
4.	The Institute of Chartered Accountant of India	CA. Dayaniwas Sharma, FCA
		CA. Umesh Ramnarayan Sharma, FCA
5.	Samsung India Electronics Limited	Shri Sharat Chander. Director Public Affairs
		Shri Saurabh Nag, General Manager

ITEM 3 ISSUES ARISING OUT OF PREVIOUS MEETING

3.1 The committee noted the item no 3.1 of the Agenda.

3.2 The committee noted the item no 3.2 of the Agenda

ITEM 4 BIS NEW PROCESS REFORMS IN STANDARDS FORMULATION

4.1 The Committee noted the **Item 4.1** of the Agenda

ITEM 5 DRAFTS UNDER PREPARATION

5.1 During the meeting, the committee members discussed the Working Draft on “E-commerce- Principles and Guidelines for self-governance”. The current version of this Working Draft is again attached as **Annex B**.

ITEM 6 NEW SUBJECTS FOR STANDARD FORMULATION

6.1 The committee note the **Item 6.1** wherein the following standards were given foe adoption as an Indian Standard with or without modification.

S.No	Title	Summary
1	ISO 32110:2023 Transaction assurance in E-commerce — Vocabulary	This document provides terms and definitions in the field of transaction assurance in e-commerce.
2	ISO 32111:2023 Transaction assurance in E-commerce — Principles and framework	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.

The Committee formulated a Panel for examination of above-mentioned documents for adoption as an Indian Standard with or without modification. The composition of the Panel is given below:

SI No.	Name of the Organization	Name of the representative
1	Reliance Retail Limited, New Delhi	Shri Akshay Kharbanda
2	Amazon India, Bengaluru	Ms. Sreejita Dey
3	Bharti Enterprises Limited , New Delhi	Shri Himar Arjun Singh
4	Bigbasket, Bangalore	Shri Anantha Padmanab
5	Shiprocket, New Delhi	Shri Varun Parihar
6	IKIGAI Law	Ms Isha Mital
7	BIS	Ms Parul Gupta

Further, the Committee decided the first meeting of Panel to be scheduled on **28th June 2024**.

ITEM 7 INTERNATIONAL ACTIVITIES

7.1 Ballots

The committee noted the **Item 7.1** of the Agenda.

7.1.2 Upcoming Ballots

The committee noted the **Item 7.1.2** of the Agenda Further the committee agreed to cast the vote for the upcoming ballots as indicated as per the details given below:

Type	Committee / Working Group	Reference	Start date	End date	Ballot
CIB	ISO/TC 321	TC 321/9th plenary - confirmation of the draft resolutions	2024-06-01	2024-06-28	In favor as the Plenary meeting was attended by the

					Indian Representatives
DIS	ISO/TC 321	ISO/DIS 32112	2024-04-15	2024-07-08	Members were requested to send in their comments latest by 28-06-2024.
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	

7.2 Status of Indian Membership

The committee decided to nominate the following members for different Working Groups of ISO TC 321 to represent India at ISO Level. It was decided that following composition may be sent to the concerned department to register in the ISO Global Directory. It was decided to remove any other representatives from India from Global Directory, if any.

ISO/TC 321/WG 1 – Foundation

- a) Shri Akshay Kharbanda, Reliance Retail Limited, New Delhi
- b) Shri Dhiraj Gyani, Indiatech
- c) Ms Parul Gupta, BIS

ISO/TC 321/WG 2 – Framework

- a) Shri Akshay Kharbanda, Reliance Retail Limited, New Delhi
- b) Ms Parul Gupta, BIS

ISO/TC 321/WG 3 – Online dispute resolution

- a) Shri Sidharth Kapoor, Presolv360, Mumbai
- b) Ms Isha Mittal, IKIGAI LAW
- c) Shri Dharmender Jhamb, Grant Thortan Bharat
- d) Ms Jaskiran Bedi, Zomato, Gurugram
- e) Ms Parul Gupta, BIS

ISO/TC 321/WG 4 – Evaluation

- a) Shri Akshay Kharbanda, Reliance Retail Limited, New Delhi
- b) Shri Varun Parihar, Shiprocket, New Delhi
- c) Shri Dharmender Jhamb, Grant Thortan Bharat
- d) Ms Jaskiran Bedi, Zomato, Gurugram
- e) Ms Parul Gupta, BIS

7.3 International Meetings

The Committee noted the **Item 7.3** in Agenda.

ITEM 10 DATES AND PLACE FOR THR NEXT MEETING

The committee noted the tentative meeting Calendar for the Financial Year 2024-2025 has as 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

ITEM 11 ANY OTHER BUSINESS WITH THE PERMISSION OF CHAIRPERSON

As there was no any other business to be discussed in the meeting, the meeting ended with a vote of thanks to the chairperson and the members.

Annex-1

Attendance of Fourteenth Sectional Committee Meeting of Retail, E-Commerce and E-Payment Services, SSD 11

Sl. No.	Name of the Organization	Representatives	Mode of Joining Virtual/ Physically
1.	Zomato	Ms Jaskiran Bedi <i>(Chairman)</i>	Virtual
2.	Amazon	Ms. Sreejita Dey	Virtual
3.	Bharti Enterprises Limited , New Delhi	Shri Himar Arjun Singh	Virtual
4.	Bigbasket, Bangalore	Shri Anantha Padmanab	Virtual
5.	Federation of Indian Chambers of Commerce and Industry, New Delhi	Shri Pankaj Singh (on behalf of Ms Priyanka Singh committee member)	Virtual
6.	Indian Institute of Foreign Trade, New Delhi	Shri Ashish Gupta	Virtual
7.	Netmeds, Delhi	Shri Yuvraj Patil	Virtual
8.	Netmeds, Delhi	Ms Aprajita Tripathi	Virtual
9.	Presolv360, Mumbai	Mr. Sidharth Kapoor	Virtual
10.	Reliance Retail Limited, New Delhi	Shri Akshay Kharbanda	Virtual
11.	Shiprocket, New Delhi	Shri Varun Parihar	Physical
12.	Urban Ladder Home Decor Solutions Private Limited, Bengaluru	Shri Deepak Sharma	Virtual
13.	Zivame	Shri Devarsh Kotak	Virtual
14.	Zivame	Ms Rupali Midha	Virtual
INVITEES			
15.	Amazon	Shri Shine Joy	Virtual
16.	Indiatech	Shri Dhiraj Gyani	Virtual
17.	Indiatech	Jharna Kamdar	Virtual
18.	IKIGAI LAW	Ms Isha Mital	Virtual
19.	Confederation of Indian Industry (CII)	Shri Javed Ahmad	Virtual
20.	Confederation of Indian Industry (CII)	Shri Samir Kumar	Virtual
21.	Grant Thornton Bharat	Shri Akshat Dwivedi	Virtual
22.	Grant Thornton Bharat	Shri Dharmender Jhamb	Virtual
BIS DIRECTORATE			
23.	Bureau of Indian Standards	Ms Parul Gupta (Member Secretary)	Physical