

BUREAU OF INDIAN STANDARDS

MINUTES

<i>Committee</i>	<i>Meeting No.</i>	<i>Day, Date and Time</i>	<i>Venue</i>
Panel on Tourist Information and Reception Services, SSD 02/P4	1st Meeting	Monday, 05 August 2024, 1500 hrs.	Virtual Meeting

**Convenor: Shri Sanjeet
Executive Board Member, PATA**

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

Members Present:

1. Smt. Anjuna Dhir, Executive Director, Responsible Tourism Society of India.
2. Dr. Ravinder Dogra, Assistant Professor, National Institute of Water Sports, Goa.

ITEM 0 GENERAL

0.1 Welcome Remark by BIS.

On behalf of BIS, Shri Darpan Chalia, Member Secretary, warmly welcomed the members present in the 1st meeting of the Panel on Tourist Information and Reception Services, SSD 02/P4. He delivered a brief presentation on the international standardization process and informed the members about the new BIS guidelines for participating in ISO meetings. Additionally, he provided an overview of the underdevelopment documents under working group, ISO/TC 228/WG 03 and encouraged the members to review and prepare inputs for the upcoming ballots. He requested that members submit their inputs/comments on the documents under ISO/TC 228/WG 03.

0.2 Opening Remark by Shri Sanjeet, Convenor, SSD 02/P4.

Shri Sanjeet, Convenor, SSD 02/P4, extended a warm welcome to all the members of Panel on Tourist Information and Reception Services, SSD 02/P4. He requested all the members to actively participate in the development of the underdevelopment documents at ISO.

ITEM 1 SCOPE AND COMPOSITION OF PANEL, SSD 02/P4

- 1.1 The panel recommended the following scope for the panel, SSD 02/P4:

“Standardization in the field of Tourist Information and Reception Services along with examining and providing comments on the ballots and other documents being developed under ISO /TC 228/WG03”.

Additionally, the panel reviewed the composition and decided not to include new members in the panel for the time being.

ITEM 2 DISCUSSION ON THE UPCOMING PROJECT UNDER ISO/TC 228/WG03

2.1 The panel discussed the following documents in detail and decided that members will provide their inputs by 15 September 2024, for discussion in the next meeting of panel, SSD 02/P4:

- a) Tourism and Related Services - Staff Training of Tourist Information Services – Case Studies;
- b) Tourism and Related Services - Tourist Information Services - Guidelines for Mountain Tourism.

2.2 The panel decided to determine the future participation of Indian experts in the working group ISO/TC 228/WG 03 in its next meeting.

ITEM 3 DATE AND PLACE OF NEXT MEETING

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

ITEM 4 ANY OTHER BUSINESS

In the absence of any other business, the meeting ended with a hearty vote of thanks to the convenor and members present in the meeting.