

STRATEGIC ROAD MAP

SERVICES SECTOR DIVISION COUNCIL

0. EXECUTIVE SUMMARY

0.1 The services sector of India remains the engine of growth for Indian economy and contribute more than 50 % of GDP of India. The services sector is not only the dominant sector in India's GDP, but has also attracted significant foreign investment, has contributed significantly to export and has provided large-scale employment. India's services sector covers a wide variety of activities such as trade, hotel and restaurants, transport, storage, communication, IT and IT enabled services, health services, financing, insurance, real estate, business services, community, social and personal services, and services associated with construction. The government of India, Department of Commerce has identified 12 Champion Services Sectors for promoting their development, and realizing their potential and acknowledged standardization in services to be one of the important way ahead in establishing a robust quality ecosystem in the country.

0.2 The Ministry of Commerce and Industry has devised an Indian National Strategy for Standardization (INSS) to address four broad pillars of Quality Ecosystem namely

- a) Standard Development,
- b) Conformity Assessment,
- c) Technical Regulations & SPS measures, and
- d) Awareness & education.

In pursuance of the strategic consideration envisaged in INSS, BIS brought out "Standard National Action Plan (SNAP)" which incorporates set of actions that would enable BIS to fulfil the specified objectives and drive the national standardization work and participation in international standardization.

0.3 One important goal set out by INSS is the development of Service Sector standards. This is a challenging task, but needs to be taken up in real earnest in view of the role of standards in shaping the export competitiveness of various services sectors. It involves developing both horizontal and sector-specific vertical standards in the services sectors, especially the champion services sectors identified by the Government. Standards play an important role and act as common language to communicate with national and international buyers. INSS also flags the limitations of the present system of standard development and emphasizes the urgent need to create fora and processes to articulate and assess the needs for standards in different sectors. This initiative will enhance the competitiveness of India's service sectors through the implementation of focused and monitored Action Plans, thereby promoting GDP growth, creating more jobs and promoting exports to global markets.

0.4 The objective of this road map is to provide a strategy for strengthening the standardization process in the field of services in the country in view of fast changing economic and social scenario. This road map conceptualizes One Nation One Standard and lays stress on the elimination of overlapping and duplication of work in standardization activities. It also gives emphasis on the involvement of stakeholders to increase their contribution in the standardization work in services. This road map would be reviewed at regular intervals to evaluate the progress as well as to formulate new strategies to deal with new challenges.

0.5 India's services trade has been a major driver of its exports over the past two decades. The country has emerged as one of the fastest growing nations in global services trade supported by substantial increase in India's services exports and the trend is likely to continue. This sector has not only attracted significant foreign investment flows but also contributed significantly to exports as well as provided large-scale employment. As per WTO, there are following four modes of delivery of cross border services:

- a) Mode 1 (Cross border trade): from the territory of one Member into the territory of any other Member
- b) Mode 2 (Consumption abroad): in the territory of one Member to the service consumer of any other Member
- c) Mode 3 (Commercial presence): by a service supplier of one Member, through commercial presence, in the territory of any other Member
- d) Mode 4 (Presence of natural persons): by a service supplier of one Member, through the presence of natural persons of a Member in the territory of any other Member

Standardization of services addressing these modes will help in ensuring better export opportunities and enhanced credibility of Indian service providers in the global service market.

0.6 The objectives of this roadmap, besides developing indigenous standards, is also to devise a methodology to examine existing international standards or practices for suitability for adoption as Indian Standards to ease cross border exchange of services in turn helping in credibility, acceptance and growth of Indian service providers and businesses.

0.7 The main objectives and priorities in the work of the Service Sector Division Council (SSDC), are to develop and publish Standards in the field of Services primarily the twelve Champion Services Sectors identified in the Indian National strategy for Standardization, which include

- a) Financial Services,
- b) Education Services,
- c) Transport & Logistics Services,
- d) Medical Value Travel,

- e) IT & IT Enabled Services,
- f) Tourism & Hospitality Services,
- g) Accounting & Finance Services,
- h) Audio Visual Services,
- i) Legal Services,
- j) Environmental Services,
- k) Construction and related engineering services, and
- l) Communication Services.

1 INTRODUCTION

1.1 The Strategic Road Map of the Service Sector Divisional Council (SSDC) has been developed as a document which would reflect national vision of standardization in the field of services and provide a broad standardization roadmap with a five-year perspective.

1.2 The aim is to align the standardization work with expressed business environment needs and trends and to allow sectional committees to prioritize among different projects, to identify the benefits expected from the availability of Indian Standards, and to ensure adequate resources for their development. It covers an up-to-date overview of the Division Council's work that would form the basis for the Sectional Committees working under the Division Council to in turn develop their respective standardization plan and can be shared with all interested stakeholders.

1.3 An Indian Standard embodies the essential principles of national openness and transparency, consensus and technical coherence. These are safeguarded through its development in the sectional committees with representation of concerned stakeholders, supported by a public comment phase.

1.4 This strategic plan covers the following objectives for standardization activities in services including the twelve champion services sectors:

- a) Describes the importance of standardization in the field of services and impact likely to have on specific branches of industry for improvement of services in India.
- b) Focusing the standardization activities in the priority areas of the government.
- c) Enhance the quality of services and the competitiveness of India's service sectors by providing market /society driven standards.
- d) Promoting export, contributing in growth of GDP and creating more employment.
- e) General recommendations for action are given to way forward and proceed to formulate Indian Standards in champion Service Sectors. Other service sectors as needed by the country will be added in future.

2. BUSINESS ENVIRONMENT

2.1 India aspires to become a USD 5 trillion economy by 2024 and it is expected that 60% share i.e. USD 3 trillion will be contributed by the services sector. The Government of India has identified 12 Champion Services Sectors which are to be focused upon for acting as catalysts for growth of services economy of the country. In efforts to strengthen the services sector, standardization in services sector has been identified as one of the goals in the Indian National Strategy for Standardization (INSS) brought out by the Ministry of Commerce and Industry. The Government realizes that role of standards in shaping the export competitiveness of various services sectors is becoming an increasingly important aspect of global trade in services. Presently in India, most of the services sectors are governed by statutory standards or buyer-driven services agreements. In selected areas, the existing service standards match global norms, however, in most cases, the standards need to be raised significantly to be at par with world-class standards.

2.2 The global importance of services is also growing with increasing trade in services sector. Sustainability, smartness and service standardization would be the key aspects that would define the future national standardization work of BIS. Development of standards, directly or indirectly linking with the UN Sustainable Development Goals like climate change, environment, clean and affordable energy, tourism, clean water, sanitation, health and wellbeing are of vital importance to the country.

2.3 BIS, being the national standards body, has been mandated to take forward the initiative for development of service standards and to align with the Government's agenda on giving impetus to services sector, the Standards Advisory Committee (SAC) established the Services Sector Division Council (SSDC) for standardization in services sector keeping in view the national prerogatives and priorities. The scope of the SSDC is:

- a)** To formulate Standards on service sector including Banking and Financial Services, Education Services, Tourism services, Accounting Services, Legal Services, Environmental Services, Communication Services, IT Services, Health related and Social Services, Business Services and Logistics Services and any other related services.
- b)** To coordinate with concerned international technical committees of ISO.

2.4 Based on the above developments by the government, especially formulation of the INSS, a new policy of "One Nation One Standard" has been promulgated with the idea of having a single set of standards for the entire country. It is to ensure that duplication of standards does not occur and wherever standards made by other Standard Developing Organizations (SDOs)/ Regulators are available, they shall be considered while formulating Indian Standard and that all relevant stakeholders become an integral part of this national effort. This will facilitate to not only adopt the best practices already existing/available but also to identify & develop standards for

the areas which are not yet covered by the existing standards/regulations/SOPs developed by the government, industry associations and other stakeholders.

2.5 Standardization work under Sectional Committees of SSDCs aims at strengthening already existing standards/Guidelines/SOPs etc. by formulating standards focusing on gap areas and complimenting the existing framework. Further new areas need to be identified where standard will play an important role in benefiting the industry and consumers and assisting in providing quality of service and quality of experience in all the services sectors. Standardization efforts in the areas where services are being delivered or exchanged in a formal/legal setup wherein the consumer is generally referred to as a client must be mindful of the existing regulatory mechanisms and jurisdictions wherever applicable and explore the possibility of supporting and strengthening the existing structure via addressing the gap areas.

2.6 The following strategy shall be adopted for development of National Standards by Services Sector Division Council (SSDC):

- a) To examine all existing international standards in various services sectors developed by international standardization bodies such as International Organization for Standardization (ISO) etc. for their suitability to adopt them as Indian Standards.
- b) To explore the possibility of adopting standards developed by other Standard Developing Organization (SDOs) as Indian Standards.
- c) To examine all existing Regulations/Standards/SoPs/Guidelines etc. developed by Regulators and other SDOs and identify gap areas which can be addressed through standardization.
- d) To prepare Indian Standards in gap areas identified in the existing mandatory Regulations/Standards/SoPs/Guidelines etc. complimenting and supporting the existing regulatory framework.
- e) To provide a platform to all relevant stakeholders through representation in technical committees for ensuring harmonious standardization efforts.
- f) To ensure that standardization shall, as far as possible, address the needs and expectations arising out of cross border exchange of services keeping in mind the global trends and practices.
- g) To facilitate better coordination, regular stakeholder interactions in the form of seminars/webinars/conferences etc, industry/ field visits, entering into MoUs with relevant academic institutions etc will be taken up.

3. BENEFITS EXPECTED

3.1 With the increased importance and expansion of the services sector, it has become important to ensure consistent delivery of quality services that satisfies customer needs and expectations. Reputation and competitiveness of organizations increasingly depend on their capacity to offer sustainable services, addressing

consumers' needs. There are a number of new and emerging trends such as digitalization, new business models and changing buyer patterns affecting the service sector in how services are being delivered and consumed. In addition, the rise of online and digital services has greatly changed how service providers interact with their customers and created openings for new challenger businesses. Concerns over data security, privacy and online fraud are also increasing as more services have moved digital, online and to mobile apps. In parallel with such growth, the services sector is in vital need of standards for efficient and secure services.

3.2 Standards for services aim at the following potential benefits:

- a) addressing inherent concerns related to services like lack of controls, heterogeneity, consumer exploitation, opacity, poor quality, inefficiency, questionable business practices and other obstacles to good service provision.
- b) mitigating risks and threats emerging out of evolving service trends driven by the need of companies to meet market challenges, such as competition, globalization or customer requirements
- c) bringing similar services with different characteristics and structures on a level playing field
- d) promoting reliability, transparency effectiveness, trust and improved economic efficiency hence helping service providers in demonstrating to customers that they are credible and trust-worthy
- e) establishing good practice, encouraging consistently high service quality, and building consumer confidence and cutting down on the business costs of poor service and reducing customer complaints.
- f) underpinning trust, providing safeguards, enabling compliance with laws and regulations, and offering protection for the customer.
- g) enabling organizations to remove non-value added work through reduction of complexity and excessive redundancy. The organizations employ process standardization to achieve uniformity and transparency of the operations across value chain.
- h) enhancing the quality-oriented culture by engaging employees at every level by promoting importance of customer focus.

4. STAKEHOLDER REPRESENTATION

4.1 SSDC is represented by stakeholders from a diverse and balanced group of relevant organizations including service providers, consumers, scientific and technical organizations, academic and research institutions, government and regulatory bodies etc. The Sectional Committees under SSDC also follow the concept of balanced representation of all relevant stakeholders including involvement of domain area experts.

4.2 The composition of each sectional committee is reviewed every three years by the Division Council based on their participation in the work of the committee. The recommendations of the sectional committees on co-options and withdrawals are

also considered and approved by the Division Council. Each sectional committee works in close coordination with its liaison committees and in line with the relevant ISO technical committees. The list of such committees are given in **Annex 1**.

4.3 The Bureau of Indian Standards shall remain the apex national standards body and in accordance with the mandate of the BIS Act 2016, continue to oversee the harmonious development of standardization activities under its own umbrella as well as through memoranda of understanding with the other Standard Developing Organizations (SDOs). In order to expand the base and enhance the pace of the standards setting activity, it is essential to enhance the capacity and resource base of the existing SDOs and also to encourage the setting up of new SDOs in new and emerging areas and cutting-edge technologies notably digital technologies, sustainable practices, clean energy and smart cities. Such arrangements would ensure that there is no duplication, conflict, or overlap in the standardization activities of multiple agencies.

4.4 Engagement with SDOs would help to develop standards in the emerging areas with pace, adopt the SDO standards as National Standards and ensure market relevance of standards produced that will make sure there are no gaps in the availability of standards to the Indian industry. Standards developed by other SDOs can be adopted/adapted as national standards as and when required. The adoption of the standards can be in toto (or) relevant part (or) modified to suit national requirements and priorities.

4.5 One of the main objectives of this strategy is to further engage with businesses, public authorities, societal stakeholders and other service stakeholders in order to raise awareness about standardization for services and establish a permanent two-way dialogue. The following steps need to be taken for engagement and dialogue with the stakeholders of services:

- a) Increasing awareness among stakeholders regarding potential benefits and benchmark of services, information on the existing standards and the types of standards that can be developed in the area of services and the process of formulation of standards in services
- b) Providing assistance to members such as trainings, workshops etc by BIS for increasing the capacity of sectional committees to address the needs of standardization in service sectors.
- c) Aggregating market intelligence on emerging trends related to services by engaging with sector representatives and other relevant stakeholders and disseminating this information to the relevant committee to better understand and be able to meet evolving market and societal needs.

5 OBJECTIVES OF THE STRATEGIES

In order to accelerate standardization efforts, SSSC was established with following objectives:

- a) Identify the gaps areas for standardization in each of the Champion Service Sector with the help of experts having global exposure in the respective sectors.
- b) Develop service standards, including both cross-cutting horizontal standards and sector-specific vertical standards in all champion sectors.
- c) Identify the standards required for services quality and supporting infrastructure including standards related to skill requirements.
- d) Take on the leadership role in standard setting in areas where India is seen as the world leader like in IT/IteS, traditional systems of medicine, yoga, etc.
- e) Lead in the development of services sector standards and leverage the efforts to take leadership positions in international standardization work.

6 IMPLEMENTATION OF THE STRATEGIC ROAD MAP

The strategic road map of Services Sector Division Council shall be implemented in the next five years and the progress to be monitored periodically in terms of measurable parameter identifiable against each item. Keeping in view the above broad objectives, it is necessary to give emphasis on its implementation strategy that will enable to work out plans, programmes, projects etc with clearly defined tasks, resources and time targets for arriving at the desired benefits. The implementation of this Road Map should address the following points to achieve the targeted benefits.

6.1 *One Nation One Standard*

Services are generally state subjects and are regulated by concerned ministries and government departments who issue guidelines/rules/regulations related to the services falling under their prerogative. Standardization of services under SSDC shall aim at converging all standards related activities in India done via regulators, industry/industry associations and/or other SDOs by adoption of best available standards and practices. This will curtail unnecessary duplication of efforts and reinventing the wheel and ensure promulgation of government policy of 'One Nation One Standard' in turn helping in reducing scope of ambiguity and confusion among service providers and consumers.

6.2 *Harmonization of Standards*

The adoption of standards is theoretically voluntary, but in order to stay relevant in the global market place, the adoption of a standard that is meaningful in all countries fosters voluntary support of one standard as a basic necessity of trade. Harmonization may be defined as standards on the same subject approved by different standardizing bodies, that establish interchangeability of products and services or mutual understanding of test results or information provided according to these standards. It is to be ensured that as far as possible, all available national and international standards are to be examined for adoption as Indian Standards. In cases, where total harmonization is not possible, the aim should be to see that the Indian standard incorporates the requirements of international/regional or other standards without giving rise to any conflict and without compromising the need of the country.

The steps of harmonization may include the following:

- a) Identify the subject (extreme focus on thrust areas)
- b) Identify International standards in the above areas (i.e. ISO, CEN etc)
- c) Identify other regional standards
- d) Identify overseas standards of countries with whom India has large volume of exports

6.3 *Compliance to Code of Good Practice*

India is a member on the WTO and therefore, it is obligatory for all standardizing bodies within the country to abide by the code of good practice for the preparation, adoption and application of standards.

6.4 *New Subjects*

SDDC should identify the broad areas of priority in which standardization work needs to take place, linking this to the trends in business, technologies, innovations, government policies, environmental and social aspects and the market demand and the need for involvement in international/regional standardization.

6.5 *Human Resource Development*

There is a need to progressively increase the rate of generation of high quality skilled human resource at all levels of standardization. For building up the human resource base in relevant areas, the technical committee members be encouraged to undergo specialized trainings being organized by BIS and be provided opportunities in international participation. The officers of BIS involved in standardization may also be encouraged to attend skill enhancement programmes organized by outside organizations in various sectors. Schemes for training towards enhancement in skills should be a continuous process.

6.6 *Review of Standards*

Standards under SDDC shall be reviewed at regular intervals to ensure relevance. Standards due for periodic review shall be identified sufficiently in advance to ensure their currency. In required cases, review may even be taken up before the stipulated period, especially in case of adopted standards to keep in line with international developments.

7 REVIEW OF PLAN

The Strategic Road Map of the Services Sector Division Council shall be approved by the Council. The plan will be reviewed from time to time to evaluate the progress as well to formulate new strategies to deal with new challenges. It shall also be reviewed in every meeting of SDDC which is normally held once in a year. Any changes proposed shall be discussed in the meeting and approval of the Council shall be obtained before incorporation. All stakeholders shall also recommend appropriate

actions required for further progress and to analyze whether new situations call for any strategic revision for treading on new opportunities.

ANNEX 1

Title of Sectional Committee	Scope	Liaison ISO/IEC Committees
Transport Services Sectional Committee, SSD 01	<p>Standardization in field of Transport services by road, sea, air and rail including security, safety of passengers and goods and other related services.</p> <p>Coordination with: ISO/TC 315 – Cold Chain Logistics</p>	ISO/TC 315 – Cold Chain Logistics
Travel Tourism and Hospitality Related Services Sectional Committee, SSD 02	<p>a) Standardization in the area of Travel, Tourism, Hospitality and related services viz. diving services, health tourism, tourist information and reception services at tourist information offices, golf services, beaches, natural protected areas, adventure tourism, yacht harbours, coastal tourism, environmentally friendly accommodation establishment and rural tourism.</p> <p>b) Coordination of work with ISO/TC 228 – ISO technical committee on Tourism and Related Services</p>	ISO/TC 228 – Tourism and Related Services
Banking and Financial Services Sectional Committee, SSD 03	<p>To formulate Indian Standards on banking and other financial services including standards on quality assurance requirements for these services and</p> <p>b) Coordination of work with the following ISO Technical Committees:</p> <ul style="list-style-type: none"> i) ISO/TC 68 on Financial Services, ii) ISO/TC 222 Personal financial planning, 	<p>ISO/TC 68- Financial Services</p> <p>ISO/TC 222- Personal financial planning</p>
Higher Education, Skill Development and Related Services Sectional Committee, SSD 04	<p>Standardization in the field of:</p> <p>a) Services offered by Higher Educational Service providers and Skill Development Service provider including the integration of information, learning, vocational and professional education and training with a view to disseminate its knowledge and promote its application.</p>	ISO/TC 232 – Education and Learning Services

Title of Sectional Committee	Scope	Liaison ISO/IEC Committees
	<p>b) Formal and informal Training Centers.</p> <p>c) Coaching and tuition services provided by individuals/organizations (Services provided for School educations are excluded)</p> <p>d) Accommodation Services</p> <p>e) Health, Safety and Hygiene in Educational Organization.</p> <p>f) Management Systems for Educational organizations, and</p> <p>g) Related services</p> <p>Coordination with:</p> <p>ISO/TC 232 Technical Committee on Education and Learning Services of International Organization for Standardization.</p>	
<p>Health, Fitness & Sports Services Sectional Committee, SSD 05</p>	<p>Standardization in the field of the Health, Fitness and Sports services including:</p> <p>Administration and management of Sports & Fitness Institutes, Recreational Facilities, Gymnasiums, Yoga Centers, Club facilities, Sports bodies, and other related services.</p> <p>b) Services offered by practitioners such as Gym/Club instructors, Personal & Group Exercise Instructors, Sport Trainers, Pilates instructors, Yoga instructors etc.</p> <p>c) Nutrition courses</p>	<p>-</p>
<p>Construction & Related Engineering Services Sectional Committee, SSD 06</p>	<p>Standardization in the field of services provided by Construction and related Engineering service providers with respect to the construction work for buildings and civil engineering, installation and assembly work,</p>	<p>ISO/TC 59 – Buildings and civil engineering works</p>

Title of Sectional Committee	Scope	Liaison ISO/IEC Committees
	Services related to Pre-construction, building completion and finishing work including architectural and engineering services and other related services including maintenance, renovation and restoration.	ISO/TC 205 – Building environment design
Environmental Services Sectional Committee, SSD 07	<p>a) Standardization in the field of various environmental services including sewage services, refuse disposal, sanitation and similar services, reducing emissions, noise abatement services and other environmental services including standardization in areas dealing with provisions of raw material and energy used to produce goods and services using verifiable and relevant criteria to ensure less stress on the environment by products and services.</p> <p>Excluded: Standardization in the field of Biodiversity</p> <p>b) Coordination with:</p> <ul style="list-style-type: none"> i. ISO/TC 224 – Service activities relating to drinking water supply, wastewater and storm water systems ii. ISO/TC 207/SC 2 - Environmental auditing and related environmental investigations iii. ISO/TC 207/SC 5 - Life cycle assessment 	<p>ISO/TC 224 – Service activities relating to drinking water supply, wastewater and storm water systems</p> <p>ISO/TC 207/SC 2 - Environmental auditing and related environmental investigations</p> <p>ISO/TC 207/SC 5 - Life cycle assessment</p>
Communication Services Sectional Committee, SSD 08	Standardization in the field of communication services provided by professional individuals or organizations to other organizations or common people through physical or electronic means for transfer of information through voice, data, text, sound and/or image including Landline/Mobile Phone, Internet/OTT (Over – The –Top) services.	-

Title of Sectional Committee	Scope	Liaison ISO/IEC Committees
Business Services Sectional Committee, SSD 09	<p>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</p> <p>b) Coordination with:</p> <ul style="list-style-type: none"> i. ISO/TC 37/SC 5 – Translation, interpreting and related technology ii. ISO/TC 225 – Market, opinion and social research iii. ISO/TC 286 – Collaborative business relationship management iv. ISO/TC 290 – Online reputation 2 v. ISO/PC 311 – Vulnerable Consumers vi. ISO/TC 314 – Ageing Societies vii. ISO/PC 317 – Consumer protection: privacy by design for consumer goods and services viii. ISO/TC 324 – Sharing Economy (P member) 	<p>ISO/TC 37/SC 5 – Translation, interpreting and related technology</p> <p>ISO/TC 225 – Market, opinion and social research</p> <p>ISO/TC 286 – Collaborative business relationship management</p> <p>ISO/TC 290 – Online reputation</p> <p>ISO/PC 311 – Vulnerable Consumers</p> <p>ISO/TC 314 – Ageing Societies</p> <p>ISO/PC 317 – Consumer protection: privacy by design for consumer goods and services</p> <p>ISO/TC 324 – Sharing Economy</p>
IT& IT enabled Services Sectional Committee, SSD 10	Standardization in the field of Services, Processes, Supporting Frameworks, Management and Governance for the	-

Title of Sectional Committee	Scope	Liaison ISO/IEC Committees
	provisioning of IT and IT Enabled Services in areas such as (but not limited to), contract management, performance management, procurement management, customer satisfaction, contact centre, covering existing and emerging digital and automation technologies.	
Retail, Ecommerce & E payment Services Sectional Committee, SSD 11	<p>a) Standardization in the field of Management of the services offered by retail, e-commerce and e-payment service providers to conduct business over an electronic network.</p> <p>b) Coordination with:</p> <ul style="list-style-type: none"> i. ISO/TC 321, Transaction assurance in E-Commerce ii. ISO/PC 335, Guidelines for organizations to increase consumer understanding of online terms and conditions 	<p>ISO/TC 321 – Transaction assurance in E-Commerce</p> <p>ISO/PC 335 – Guidelines for organizations to increase consumer understanding of online terms and conditions</p>
Accounting and Finance Services Sectional Committee, SSD12	<p>Standardization in the field of accounting and financial services which inter alia includes:</p> <ul style="list-style-type: none"> a) Accounting and Auditing Data which covers the content specification as well as the collection, data mirroring, pre-processing, management and analysis techniques for the identification, communication, receipt, preparation and use of accounting and audit data including forensic audits, non-financial information audits and risk management of data provided. b) Financial Services which includes the security aspects, key infrastructure management, authentication technology, encryption algorithms and classification. c) Service/Operational aspects related to Block chain auditing / Distributed ledger Technology for auditing. d) Coordination with ISO/TC 295 – ISO technical committee on Audit Data Services 	ISO/TC 295 – Audit Data Services

Title of Sectional Committee	Scope	Liaison ISO/IEC Committees
	<p>Note:</p> <p>a) The audit data includes data of different areas including public sector budget, financial report, nonfinancial enterprises, tax and social insurance, for the purpose of government audit, external independent audit, internal audit and other regulators.</p> <p>b) Excluded: Information system security audit and Meta-standards of electronic data interchange.</p>	
<p>Media and Entertainment Services Sectional Committee, SSD 13</p>	<p>Standardization in the field of services provided by Media and Entertainment service providers offering services in the area of television, films, out of home (OOH), over the top (OTT), radio, animation & visual effect (VFX), music, gaming, digital advertising, print media, life events and other related areas.</p> <p>Note: Media and Entertainment Services may include motion picture and video tape production and distribution services, motion picture projection services, radio and television transmission services, sound recording and other related services</p>	-
<p>Public Drinking Water Supply Services Sectional Committee, SSD 14</p>	<p>Standardization of the management concepts for service activities and processes relating to drinking water supply, wastewater and stormwater systems.</p> <p>This structure includes activities necessary to fulfil the objectives of water supply, wastewater and stormwater systems. Water supply for purposes other than drinking water can be included in this management concept structure.</p> <p>Excluded:</p>	-

Title of Sectional Committee	Scope	Liaison ISO/IEC Committees
	<p>Normative target or threshold values for service quality criteria; Normative limits of acceptability for drinking water quality or for wastewater and stormwater discharges to the environment; Product specifications for chemical and biological additives for water and wastewater treatment; Standardization in sludge recovery, recycling, treatment and disposal; Standardization in water reuse; Methods for the measurement of water quality</p>	
<p>School Education and Related Services Sectional Committee, SSD 15</p>	<p>Standardization in the field of:</p> <ul style="list-style-type: none"> a) Services offered by School Education Service providers including accommodation services, canteen services, transport services, etc., b) Coaching and tuition services provided by individuals/ organizations for school education (Services provided for preparing for higher education are excluded), c) Guide Text Books and Teaching Material d) Literacy, and e) Related services 	<p>-</p>
<p>Medical Value Travel Services and Wellness Services Sectional Committees, SSD 16</p>	<p>Standardization of terminology and specification of services offered by various services providers in the field of medical value travel services and wellness services.</p> <p>Note 1: The service providers included in medical value travel are hospitals, clinical trial services, services of medical devices, telemedicine, medical tourism, health medical insurance etc.</p> <p>Note 2: The services offered by fitness and sports service providers are excluded as they are covered under the scope of Health, Fitness & Sports Services Sectional Committee, SSD 05</p>	<p>-</p>

Title of Sectional Committee	Scope	Liaison ISO/IEC Committees
Legal Services Sectional Committee, SSD 17	Standardization of terminology and specification of services offered by various services providers in the field of Legal Services.	-
Supply Chain Management Sectional Committee, SSD 18	Standardization in the field of services related to procurement, storage, flow of goods, inventory management, warehousing, packaging, material handling, transportation and other related services.	-
Basic Standards on Services Sectional Committee, SSD 19	<p>a) Formulation of Basic and Generic Indian Standards on Terminology, Classification, Human Skills, Contracts, Agreement, Delivery Modes, Performance, Measurements, Monitoring, Analytics, Analysis, Security, Customer Expectation and other related aspects of services.</p> <p>b) Coordination with ISO/TC 312 – ISO technical committee on Excellence in Service</p>	ISO/TC 312 – Excellence in Service
Biodiversity Sectional Committee, SSD 20	<p>a) Standardization in the field of protection and restoration of Biodiversity to develop requirements, principles, framework, guidance and supporting tools in a holistic and global approach for all relevant organizations to enhance their contribution to sustainable development.</p> <p>Excluded:</p> <ul style="list-style-type: none"> i. Standardization of test and measurement methods for ecological quality of water, air, soil and marine environment. ii. Standardization activities covered under SSD 07 	ISO/TC 331 – Biodiversity

Title of Sectional Committee	Scope	Liaison ISO/IEC Committees
	b) Coordination with: ISO/TC 331 'Biodiversity'	