

TERMS OF REFERENCE FOR THE R&D PROJECT

1. Title: Study of operations, best practices and services parameters to establish framework for requirements of services for packers and movers service providers.

2. BACKGROUND

- 2.1** The Packers and Movers industry plays a crucial role in facilitating smooth transitions of goods for individuals and businesses, ensuring the secure handling and transportation during the relocation process. However, in the absence of Indian Standard, majority of the stakeholders are following their own standard operating procedures/guidelines which is leading to inconsistent and non-uniform service quality, potential risks, and challenges for both service providers and consumers.
- 2.2** Considering the importance of subject, Supply Chain Management Sectional Committee, SSD 18, decided to conduct a study on operation, service parameters, and best practices adopted by different by packers and movers service providers so as to establish a comprehensive and cohesive set of standards that promote professionalism, reliability, and transparency throughout the Packers and Movers service sector.
- 2.3** In order to maintain uniformity/consistency in packer and mover services, it is important that evidence based framework is established that sets the benchmark for service excellence and customer satisfaction.

3. OBJECTIVE

To collect and analyse the information and data from primary and secondary sources in regard to the packers and mover operations and services in respect to relocation of the household as well as commercial goods across the country.

4. SCOPE

- 4.1** Undertake study of existing literature which includes published research papers, study conducted by any other organization, Standard Operating Procedures (SoPs)/guidelines, best practices, international standards/standards of NSBs of foreign country, if any.
- 4.2** Comparative analysis of information and data collected on parameters given in para **4.1**.
- 4.3** Identification of the e-logistics service providers w.r.t large, medium and small scale to study the following:
- a) Type/classification of services;
 - b) Statutory and regulatory requirements;

- c) General requirements (such as agreement with e-commerce platform, resources/infrastructure, approvals);
- d) Methodology/processes and requirements for order processing;
- e) Requirements for warehousing and inventory management;
- f) Packaging and labeling requirements;
- g) Requirements and processes involved in shipping and transportation;
- h) Last-mile delivery;
- i) Policies for returns handling and reverse logistics of goods and articles;
- j) Training and competence of personnel;
- k) Roles and responsibilities of persons involved;
- l) Customer communication and tracking;
- m) Integration of technology in operations;
- n) Data security and privacy;
- o) Documentation requirements;
- p) Good practices, use of IT tools and technological advancement to handle services;
- q) Identification and Traceability Requirements;
- r) Documentation;
- s) Safety and Security of goods and personnel involved in providing services;
- t) Provisions for insurance and liability of goods;
- u) Key Performance Indicators (KPIs) for evaluation and improvement in services;
- v) Mechanism for customer feedback on quality of services
- w) Grievance redressal mechanism
- x) Sustainable practices adopted by the service provider

4.4 Conduct visits as per the sampling plan given below:

Type	Number of e-logistics service provider to be visited
Large Scale Service Providers	2
Medium Scale Service Providers	2
Small Scale Service Providers	2
Consumers (for Feedback on quality of services through structured questionnaire).	50

NOTE: Structured Questionnaire may be included via the 'Google Form' apart from the physical visit to the consumers mentioned above for wider consultation.

4.5 Prepare an analytical report covering the details mentioned in para from **4.1** to **4.4**.

5. METHODOLOGY

5.1 The study should follow a structured methodology that includes, but not limited to, the followings:

- a) Review of the literature as mentioned in para **4.1**.
- b) Collection of feedback from service providers and customers through circulation of structured questionnaire.
- c) Conduct visits as mentioned in para **4.4**. After identification of warehouses to be visited, take consent of BIS before proceeding further.
- d) Witness and observe the requirements given in para **4.3** during the visits.
- e) Focused group discussions after the visits to analyze and comparative analysis of the collected information and data.
- f) Prepare a report based on the findings and data collected as per para **4**.

6. DELIVERABLES

An analytical report containing information/data as mentioned in para **4**, along with the evidence containing statements, questionnaire, details of interviews, outcome of consultation with experts and data collected during literature review and visits. Hard as well as soft copy of the report shall be submitted within the timeframe.

7. TIMEFRAME

The time frame of completing the study and submitting the final report is **4 months** from the date of the award of the project.

- a) Interim Report covering the review of the literatures, existing stipulations and visits plan for approval of BIS – **within 1 months** from the date of award of project from BIS.
- b) Report of site visits by **end of 3 months** from the date of award of project from BIS.
- c) Draft project report covering all the aspects of the ToR – **By end of 4 months** from the date of assignment received from BIS.
- d) The researcher taking up the project shall clear all doubts on provisions of research including ToR and BIS guidelines before acceptance.

8. SUPPORT FROM BIS

BIS will provide access to available international standards required for the project as per the requirement identified by the proposer and on request.

9. NODAL PERSON

Mr. Shivam Soni, Scientist B & Member Secretary, SSD 18 may be contacted for more clarification on the R&D project (ssd@bis.gov.in)