

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 1989

TO BE ANSWERED ON 23.12.2022

HIGH QUALITY STANDARDS IN GOODS AND SERVICE SECTORS

1989. SHRI JAGGESH

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether it is a fact that India needs to become a quality-conscious nation and adopt quality, in goods and services, as an integral part of the process in preparing the foundation for becoming a developed nation;
- (b) whether Government proposes to undertake comprehensive study of world standards and highlight focus areas for India to adopt, including engaging private sector, in making it a quality-conscious country; and
- (c) if so, the steps initiated by Government and details of areas to be focused upon and time-frame for implementing high quality standards at par with international norms in goods and service sectors?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)

(a) : Yes Sir. Bureau of Indian Standards (BIS), the National Standards Body of India, formulates Indian Standards in various sectors. Through its standards, BIS ensures quality consciousness amongst manufacturers, industry, consumers & various government departments. These standards benefit industry of any size and across all sectors by ensuring efficiency in processes and quality of products/services, help in adoption of new technologies, build productivity, reduce costs and enable access to markets. The standards also provide a range of other benefits including facilitating trade, providing investment confidence, fostering innovation and supporting government policies and regulations. These National Standards are developed with the objective of harmonious development of the activities of standardisation, and quality assurance of goods and articles. Till date, 21,890 **Standards** for products, process specification, service sectors, code of practice, methods of test terminology have been published by the BIS.

(b) : As a policy, while developing any Indian Standard, BIS technical committees consider the availability of an International Standard (International Organization for Standardization (ISO)/International Electrotechnical Commission (IEC) on the subject. The committees try to align the standard with the International standards to the extent possible. At times, ISO/IEC standards are not adopted in totality by the concerned technical committee taking into account the country specific concerns on health, safety, environment, national security and prevention of deceptive practices. At present, 87% of the Indian standards are harmonized with ISO/IEC standards for which the International Standards exists.

(c): Government of India has identified twelve Champion Services Sectors (CSS) in the Indian National Strategy for Standardization (INSS) for focused attention so as to realize their full potential. These Champion Services Sectors include:

- (i) Information technology and information Technology Enabled Services (IT & ITeS)
- (ii) Medical Value Travel Services
- (iii) Transport and Logistics Services
- (iv) Tourism and Hospitality Services
- (v) Accounting and Finance Services
- (vi) Audio Visual Services
- (vii) Communication Services
- (viii) Legal Services
- (ix) Construction and Related Engineering Services
- (x) Environmental Services
- (xi) Financial Services and
- (xii) Education Services

Considering this and to give due importance to the services sectors, the Standards Advisory Committee(SAC) of Bureau of Indian Standards created the Services Sector Division Council in the field of services sectors. The Division Council is functional since 2020. The new standards formulated under the different service sector is given at **Annexure**.

The Central Government has also notified several products mandating BIS Standards in view considerations like human health/ safety, protection of environment, public interest etc. During the last 03 years, **197 products** have been notified by the Central Government for compulsory BIS certification

ANNEXURE REFERRED IN REPLY TO PART (c) OF RAJYA SABHA UNSTARRED QUESTION NO. 1989 DUE FOR ANSWER ON 23-12-2022 REGARDING HIGH QUALITY STANDARDS IN GOODS AND SERVICE SECTORS.

Champion Service Sector	Sectional Committee Constituted by SSDC	No. of Indian Standards Published (As on 01.12.2022)
Transport and Logistics Services	SSD 01,Transport and Logistics Services SSD 18,Supply Chain Management	03
Tourism and Hospitality Services	SSD 2, Travel, Tourism & Hospitality Services	21
Medical Value Travel	SSD 16, Medical Value Travel Services and Wellness Services	03
	SSD 5, Health, Sports & Fitness Services	03
Financial Services	SSD 03, Banking and Financial Services	57
Education Services	SSD 4, Higher Educational, Skill Development and related Services SSD 15,School Education and related Services	06
Media and Entertainment Services	SSD 13 ,Media and Entertainment Services	03
Construction & related Engineering Services	SSD 6, Construction & related Engineering Services	-
Environmental Services	SSD 7, Environmental Services	01
	SSD 14, Drinking Water Supply	01
	Services SSD 20 ,Biodiversity	-
Communication Services	SSD 8,Communication Services	-
Legal Services	SSD 17,Legal Services	20
	SSD 9, Business Services	
It & it Enabled Services	SSD 10,IT&IT Enabled Services	13
	SSD 11,Retail,E-commerce&E-payments	-
Accounting& Finance Services	SSD 12, Accounting & Finance	01
- -	SSD 19, Basic Standards on Services Sectional Committee (To formulate horizontal standards on services)	-
Total		132
