Bureau of Indian Standards

Report
Annual Convention with MoU Partner Institutions on Management Systems

Venue & Date: Residency Tower, Puducherry, 24 & 25 April 2025

1. Introduction:

The Bureau of Indian Standards (BIS) successfully organized the Annual Convention for the Stakeholders and Faculties of the Management Systems Discipline of MoU Partner Institutes on 24 and 25 April 2025 at the Residency Tower, Puducherry. The event witnessed participation of 30 delegates representing 15 MoU partner institutes.

The convention was inaugurated by **Shri Pramod Kumar Tiwari (IAS), Director General BIS**; accompanied by **Shri Rajeev Sharma,** Deputy Director General (Standardization) and **Shri Praveen Khanna**, Deputy Director General (Southern Region). The primary objective of the convention was to strengthen collaboration between BIS and MoU Partner Institutes by enhancing academia's engagement in the national and international standardization landscape.

I. Day 1 (24 April 2025) – Sessions and Activities:

The convention commenced with traditional Lighting of Lamp ceremony followed by rendering of Manak Geet.

2. Welcome Address:

Shri Rajeev Sharma, Deputy Director General (Standardization) welcomed all the delegates and emphasized the growing role of academic institutions in India's standardization ecosystem. In his welcome address, Shri Rajeev Sharma set the tone of the convention by underlining that through these annual conventions, BIS is planning and deepening collaboration with academic institutions, which will further help us in the execution of this partnership for our joint effort.

In order to become the third-largest global economy and achieving Viksit Bharat, he stressed the need to strengthen standards that address gaps in Skills, Scale, and Speed. Drawing an analogy with the non-functioning of traffic signals, he illustrated the importance of standards in maintaining systematic order and preventing chaos.

He also highlighted that to attain the vision of our honouable Prime Minister and DG: BIS, we need to take this collaborative effort to a level where everyone works together and contribute to Reform, Perform, and Transform. Highlighting the role of standards in global trade, he urged partner institutions to nominate best Indian experts to make our voices heard and to protect our national interest while setting international standards.

Urging for action-oriented dialogue, he invited partner institutes to reflect on their progress and contribute meaningfully to the deliberations.

3. **Inaugural Address:**

The inaugural Address was given by **Shri Pramod Kumar Tiwari (IAS), Director General BIS**. In his inaugural address, Shri Pramod Kumar Tiwari reflected on the inspiring journey of collaboration with MoU partner institutes, which began three years ago with a single institute and has now grown to nearly 100. He described the initiative as a national mission aimed at instilling a culture of quality and standardization within the academic frameworkConsidering that the Services Sector is major contributor to Indian economy, he stressed upon the requirement to develop synergies with academic institutions in the domain of standardization, which will help us to achieve the vision of our honourable Prime Minister to make Indian standards as global standards.

3.1. MoU framework and leveraging synergy with academic institutions to build quality ecosystem in India:

Shri Tiwari encouraged stakeholders to make greater use of the MoU framework by embedding Indian Standards into the teaching-learning ecosystem, organizing workshops and industrial exposure visits, and motivating students to engage with real-world industry challenges. He emphasized to stop adopting international standards and start developing indigenous standards using the country's academic and technical expertise.

3.2. Integrating Standards into Education and Building Indigenous Expertise:

Underscoring the role of empirical wisdom in addition to theory, he encouraged the inclusion of standards education in management programs to prepare students for real-world careers and contribution in national development. He also highlighted that the collaboration with academic institutions that started with establishing Chairs of Standardization at the top-notch institutions of this country and appointing nodal faculties, a need was felt that this collaboration need to go deeper and further, and thereby, BIS has started organising the Annual conventions with partner institutions to involve other faculty members of partner institutions in the standard ecosystem of this country.

3.3. Deepening Engagement and BIS's Commitment:

Concluding his remarks, he reaffirmed BIS's unwavering commitment to fostering innovation and strengthening this academic partnership to equip India for global competitiveness. He also encouraged the partner institutions to share their constructive ideas and assured BIS's full support in implementing collaborative initiatives.

4. Technical sessions

4.1 Standardization in Services Sectors

Shri S.K. Kanojia, Head of the Service Sector Department at BIS, delivered a detailed presentation on the standardization initiatives undertaken by the department, particularly in relation to the twelve *Champion Service Sectors* identified by the Government of India. Emphasizing that the services sector contributes over 55% to the country's GDP, he reiterated the critical role of standards in enhancing the efficiency, quality, and global competitiveness of service offerings.

He highlighted key published Indian standards relevant to various service domains and provided an overview of ongoing projects being handled by national mirror committees and corresponding ISO technical committees. Shri Kanojia also presented the *Annual Action Plan 2025–26* of the Service Sector Department and encouraged experts from MoU partner institutions to actively engage in technical committee meetings and contribute to the development of both national and international standards.

The session underlined the growing success in integrating academic experts from MoU institutes into the standardization process, thereby strengthening the inclusivity and depth of technical committee work.

To facilitate meaningful participation, he outlined several avenues for contribution, including:

- Drafting working documents on emerging topics,
- Reviewing and commenting on Preliminary (P-drafts) and Wide Circulation (WC) drafts,

- Providing feedback on ISO draft documents,
- Participating in international ISO technical committee meetings as Indian experts,
- Undertaking BIS-sponsored R&D projects, and
- Preparing reference handbooks on standards for use by the stakeholders.

He also shared that numerous R&D projects have already been awarded to partner institutions, reflecting their increasing involvement and growing impact in shaping India's standards ecosystem.

4.2 Standardization in the field of Management Systems:

The Technical session progressed with a presentation by **Smt. Nitasha Doger**, Head of the Management Systems Department (MSD) at BIS. Ms. Doger outlined the exemplary work being carried out at MSD delineating the ongoing national and international projects where experts from MoU partner institutions contribute to put forward India's perspective in the formulation of standards. Some of the notable work of MSD include preparing 'Guidelines for safe working environment during Covid-19 pandemic (MSD 12), publication of indigenous Indian standards published by MSD such as 'IS 15700: 2018: Quality Management Systems — Requirements for Service Quality by Public Service Organizations' and 'IS 16677: 2017: Quality Management- Customer Satisfaction-Requirements for Complaint Handling in Organization'

The presentation highlighted the fruitful collaboration with MoU institutes, emphasizing how this partnership has facilitated the inclusion of competent experts in multiple committees, thereby enhancing the robustness and inclusivity of the standardization process.

Smt. Doger underscored that the management system standards help organisations in building competitive edge, and are essential for their business sustainability, customer satisfaction, compliance with regulations, stakeholder management and promote a culture of continual improvement. The participants were also briefed about the Annual Program of Standards (APS) 2025-26 in the Management Systems and Services Sector.

5. Workshop on Select Standards from MSD and SSD

The second half of Day 1 of the workshop featured an engaging workshop focused on two key standards each from the Management Systems Department (MSD) and the Service Sector Department (SSD). Participants were presented with a set of questionnaires related to the following standards, followed by interactive discussions on their responses:

1. IS/ISO 9001 – Quality Management System
2. IS/ISO 31000 – Risk Management
3. IS/ISO 21001 – Management System for Educational Organizations (EOMS)
4. IS 17482:2020 – Drinking Water Supply Management System

The workshop encouraged participants to apply their understanding of these standards in practical scenarios. The dynamic and participative discussions helped clarify core concepts, fostered peer-to-peer learning, and strengthened participants' confidence in interpreting standards relevant to management system and services.

Based on the foundational knowledge gained after attending the two presentations prior to the quiz session, they submitted their responses, reinforcing their learning through immediate application.

6. Demonstration of Digital Solutions

A live demonstration of the digital solutions built by BIS was given by Sh. Dharamsoth Santhosh, Sc. D, BIS to familiarise the representatives of MoU Partner Institutions with the latest digital initiatives undertaken by BIS to facilitate on-boarding the academic institutions in Standard formulation activities and other areas of engagement. He showcased several key features, including:

- The **Academic Dashboard** of BIS
- The process and other provisions for submitting **New Work Item Proposals (NWIP)**
- Process to **join BIS Sectional Committees**
- Overviews of the **Know Your Standards portal** and
- the **BIS Care App**

The initiatives were well-received, with participants commending BIS for its forward-thinking and inclusive approach in leveraging technology to strengthen the standards ecosystem. The Bureau of Indian Standards was unanimously praised for its proactive efforts in driving these initiatives forward.

6. Group Exercise:

An interactive group exercise was conducted to explore and identify potential subjects for future standardization within the domains of Management Systems and Services Sector. Participants collaboratively brainstormed subject areas of their expertise and shown interest to be considered for membership in the Technical Committees of the MSD and SSD of BIS.

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Additionally, participants were invited to share their individual areas of expertise and interest, with a view to being considered for membership in the **Technical Committees** under the MSD and SSD divisions of BIS. This exercise aimed to align academic strengths with ongoing standardization efforts and to foster deeper, subject-specific engagement in the standards development process.

II. Day 2 (25 April 2025) - Taking the MoU Forward and Identifying Future Standardization Areas - Presentation by the participants

The second day of the convention began with a renewed emphasis on strengthening collaboration between BIS and academic institutions, particularly through the enhancement of existing Memoranda of Understanding (MoUs). **Shri Rajeev Sharma**, Sc-G & DDG (Standardization), presented a strategic roadmap for integrating BIS standards into academic research and curricula. He emphasized the importance of fostering a sustained and structured engagement between academia and BIS to deepen the impact of the partnership. **Shri Pramod Kumar Tiwari (IAS)**, **Director General, BIS** delineated the importance of prioritizing Indian Standards (IS) in academic work and research papers, advocating for making Indian Standards as International standards. He advocated for elevating Indian Standards to the international level, underscoring the role of academic institutions in promoting and developing indigenous standards. He also encouraged faculty members to participate actively in initiatives that contribute to building a robust national quality ecosystem.

To facilitate this, the participants were given feedback forms to suggest potential subjects/areas within the Management Systems and Services Sector that could be considered for future standardization.

In addition, an open discussion was held where participants shared valuable suggestions on how to strengthen and advance the MoU framework. Their active participation and thoughtful inputs reflected a strong commitment to furthering the collaborative mission between BIS and academic partners.

1. Suggestions by participants to make MoU more effective:

The participants gave their suggestions to improve the integration of BIS activities with MoU Institutions. The suggestions from various MoU partner Institutes are given as under:

1. To organise guest lectures by BIS officers for the students of MoU institutions in the areas of Management and Services Sector.

2. To propose collaborative projects between faculty of academic institutions and BIS officials as R&D initiatives for the development of standards.

3. To include standards as a part of the National Education Policy (NEP-2020).

4. To sponsor PhD students for various projects in emerging areas of standardization, considering the increasing role of the Services sector and Management studies in the Indian economy.

5. To extend the award of R&D projects to research scholars of academic institutions, recognizing that research is a precondition for development and to utilize the output of such projects as input for development of new standards.

6. To explore joint research publications between BIS and academia that may lead to the development of better standards in emerging fields.

7. To promote certification of IS/ISO 21001 in institutions

8. To introduce a structured course on Standardization and Quality Practices in academic institutions, in collaboration with UGC, to bridge academic-industry gaps and foster a culture of quality, safety, and innovation early on.

9. To enhance college syllabi by including courses on BIS for Supply Chain and ~~BIS for~~ Marketing, in collaboration with UGC and AICTE, facilitating the integration of these standards into academic programs.

10. To include detailed chapters on Indian Standards in the Indian editions of widely used academic textbooks in areas such as Quality Management, through collaboration with publishers.

11. To develop case studies on the negotiation and consensus-building process involved in the formulation of standards.

2. **New areas for standardization suggested during the interaction and feedback session:**

1) Driving Sustainability Through Standards: Refurbishing and Retrofitting for a Greener Future
2) Standards for Circular Economy: Remanufacturing, Recycling, and Reverse Logistics
3) Standards for Reskilling in the Age of AI and Robotics: Empowering the Service Sector for a Technological Future
4) Quick Commerce - "Standards for Quick Commerce: Ensuring Speed, Safety, and Sustainability in Last-Mile Delivery"
5) Innovation Management in Higher Education - "Fostering Innovation in Academia: Standards for Managing Creativity and Research in Higher Education Institutions"
6) Supply Chain for Social Issues - "Standards for Socially Responsible Supply Chains: Addressing Equity, Ethics, and Sustainability"
7) Gig Workers - "Standards for the Gig Economy: Promoting Fairness, Flexibility, and Social Security for Platform-Based Workers"
8) Mental Wellbeing of Workers - "Standards for Promoting Mental Wellbeing in the Workplace: Creating Supportive and Healthy Work Environments"
9) Political Advertisement - "Standards for Ethical and Transparent Political Advertising: Ensuring Accountability in Public Communication"
10) Waste Management - "Standards for Sustainable Waste Management: From Collection to Circular Economy Integration"
11) Standards in the areas of Green Finance and Investments
12) Medical value travel and Ambulance Service providers – requirements
13) Drone logistics & VAN delivery between Business to Business (B to C)
14) Fresh Produce wastage: First Mile to Last Mile
15) Fresh Produce wastage TRADE between the supply chain partners
16) Vendor Management
17) Coastal Product Export
18) Innovation Management system in Higher Education
19) Social and Environmental Sustainability in supply chain
20) Contract management – Stage process steps for evaluation of bids.
21) Health care/ medical Supply – Handling storage/ transportation

22) Transportations and Logistics of Industrial wastes to Dump lug sites (like Fly Ash, slag, overburden dumps in mines)
23) Digital Marketing (use of social Media)
24) Standardizing Curriculum and teaching methods, assessment and teaching qualifications.
25) Mobile Payments – Vendor on boarding (QR Code – Display & use)
26) Service Convenience – vocabulary & General Principal.
27) Fair AI Use guidelines in various domains.
28) Online data source providers
29) More efficient use of resource & Improved financed performance, improved risk management & prospector of people and environment.
30) Guidelines for performance assessment for gig economy workers.

The feedback forms received from the participants are enclosed as **Annexure II.**

3. Press Release and Media coverage:

A press release of the convention was released through Press Information Bureau **(Annex I)**. The convention was widely covered in the leading English and vernacular (Tamil) dailies and websites. Information and coverage of the event was also disseminated through BIS social media channels/ handles.

III. Outcome:

The convention concluded on a highly positive and collaborative note, with stakeholders and representatives from academic partner institutions expressing deep appreciation for the leadership and proactive initiatives of BIS. The outreach efforts by BIS to strengthen academic collaboration were widely acknowledged, and partner institutions reiterated their commitment to supporting this shared mission. Participating institutes particularly commended BIS for its initiatives in developing curriculum-aligned teaching resources, facilitating industrial exposure visits, and fostering greater engagement with both faculty and students.

The participants also emphasized the need for awareness material tailored for management students and proposed the development of case studies on the consensus-building and negotiation processes involved in setting national and international standards. Partner institutions pledged their continued support in bridging expertise gaps and contributing to standardization efforts.

On the request of representatives of academic institutions, the DG, BIS shared that half day orientation sessions would be organized at MoU partner institutions in the coming months to familiarise all the faculty members with the areas of engagement and collaboration. These half day sessions may also be clubbed with holding of sectional committee meetings, wherever feasible.

The event concluded on a note of collective resolve to further promote a culture of standardization and innovation throughout academic and research institutions. A key achievement of the convention was the successful identification of new and emerging areas for standardization within the Management Systems and Services Sector, setting the stage for future collaborative initiatives.