



STRATEGY FOR SERVICES

Anil Jauhri

CEO

National Accreditation Board for Certification Bodies

Quality Council of India

New Delhi

INTRODUCTION

- Services governed by GATS and not TBT Agreement which is meant for goods trade
- Recognizes domestic regulation – mentions technical standards, licensing, certification, authorization
- Provides for recognition among countries – harmonized criteria or not
- Mentions common international standards developed by inter-governmental or non governmental bodies

DIFFERENCES

- Not many generic international service standards as in goods
- No specific international standards setting body like ISO/IEC/Codex in goods
- Sector specific bodies and standards – insurance, banking, chartered accountancy, education
- No common international framework as in goods – like accreditation, conformity assessment etc even though these may have relevance
- Not as specific as TBT Agreement on grounds for regulation – in public interest

DIFFERENCES *(contd)*

- No difference in terms standards and regulations as in TBT
- Concept of accreditation in education and healthcare – not the same as in goods where accreditation means attesting competence of inspection/certification bodies and labs – direct assessment of healthcare/educational bodies
- Possible to use certification model as in goods in many services
- Inspection to support regulation – same model as in goods may be the best option

RECAP


- Presentation in Standards Conclave 2015
- Suggested strategy
- Identification of services and prioritization – education, healthcare and tourism
- Need for regulation – education and healthcare under regulation
- Clear separation between regulation and voluntary accreditation/certification
- Voluntary certification/accreditation where no regulation or pending regulation or where regulations short of international best practices
- Voluntary standards to promote excellence – pitched higher than regulations – tools for demonstration of compliance to regulations
- Benchmarking against international best practices and database

INDIAN CONTEXT

- More services may need regulation than in other countries – in public interest – deceptive trade practices
- Mix up of accreditation and regulation – if accreditation made compulsory, its regulation and not voluntary accreditation
- Need for regulators to support voluntary certification/ accreditation but housed separately – use it as tool for reducing regulatory oversight
- Clinical Establishment Act under MoH and voluntary NABH accreditation – a good example in healthcare – as long as they stay separate
- Use of third party bodies for checking compliance to regulations

WAY FORWARD

- Separate strategy for Services and Skills – may have common features with goods
- Responsibility – who is responsible for generic policies across sectors in services – DIPP?
- Role of Line Ministries in regulation (active) and voluntary space (facilitator/enabling)
- Legislative instrument – if no sector specific instrument available – BIS Act, 2016
- Mapping of services – which need regulation and which would be in voluntary space – e.g private placement agencies
- Sector by sector analysis if international standards or international best practices exist
- Need for role clarity – who regulates what – distance education in different sectors
- System for recognizing voluntary schemes – NABCB developing a system for endorsement of schemes in goods



Thanks
Any Questions?