

India Serves

A Monthly Newsletter by

SEPC

SERVICES EXPORT PROMOTION COUNCIL

Setup by Ministry of Commerce & Industry, Govt. of India

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LAW OF THE LAND

A paradigm Shift in Trade of
Legal Services

SERVICES EXPORT PROMOTION COUNCIL

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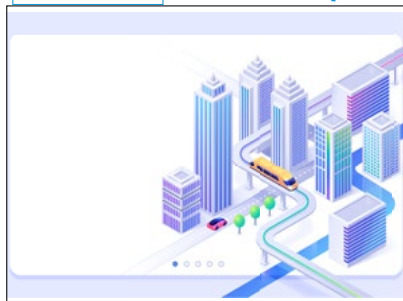
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India Serves

A SEPC NEWSLETTER

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MESSAGE FROM THE CHAIRMAN

Maneck E. Davar
Chairman, SEPC



It gives me great pleasure to present to you February edition of India Serves, SEPC's monthly newsletter. The focus in this edition is on Legal Services which has not been deliberated much with trade and export point of view. However, it has been included in the 12 champion services sectors identified by the government of India for promoting their development and realising their potential.

India has great potential of offering legal services to the international market but it is not being fully utilized because of the restrictions both under domestic laws and foreign regulations. The only mode of supply that is working in favour of Indian legal professionals is Mode - 1 (Cross-Border Supply). Big law firms and consultancy firms from USA, Europe and Russia, outsource processes and services to India to avail the benefit of low-cost and quality services from the country.

Indian advocates are not allowed to practice law in the U.K., U.S.A., Australia and other foreign nations except after fulfilling burdensome restrictions like qualifying tests, experience, work permit and more.

Legal services are one of the most restricted sectors in the world including India. Indian law doesn't allow foreign lawyers and law firms to establish office in India and practice litigation or non-litigation services in Indian courts. As per the verdict of Hon'ble Supreme Court of India, foreign lawyers/firms are not entitled to practice law in India either on the litigation or non-litigation side unless they fulfill the requirement of the Advocates Act, 1961, and the Bar Council of India Rules.

Without amendment, it is very difficult to negotiate mutual recognition of law degrees or liberalisation of legal services with any country or region in the world because it mostly happens on reciprocity basis.

To allow foreign professionals to enter into Indian market, the government would have to make amendment in the Advocates Act, 1961. Without amendment, it is very difficult to negotiate mutual recognition of law degrees or liberalisation of legal services with any country or region in the world because it mostly happens on reciprocity basis.

SEPC as partner extended its full support to Quality Council of India and Department of Commerce in organising Udyog Manthan-series of Webinars on services sectors focussing on quality and productivity of services. The session on Legal Services was held on January 25, 2021. The recommendations which emerged in the session will be submitted to the ministry for policy interventions.

On the most pertinent issue of SEIS and pending release of notification SEPC has submitted representations to the Ministry of Finance besides holding meetings with the DGFT. Further, we have also concluded the study to recommend alternatives to SEIS for the forthcoming Foreign Trade Policy (2021-26) and the recommendations are being submitted to the Department of Commerce. We will keep you updated on the same.

Please feel free to write back to us.

Yours Sincerely

Maneck Davar



Services Export Promotion Council set up in 2006 by Ministry of Commerce & Industry, Government of India is an apex trade body to promote exports of services from India.

Overview of Services offered by SEPC

Trade Intelligence

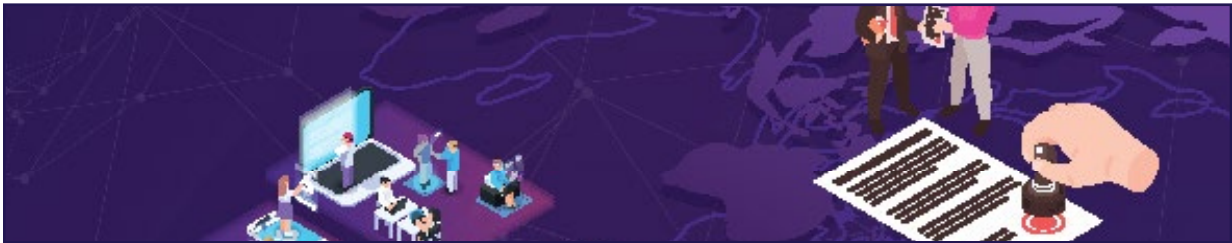
Export
Development

Export
Promotion/
Investment

Enabling
Business
Environment

Nodal organisation of Service Export Promotion

	Key role in Foreign Trade Policy, Export Strategy formulation by Department of Commerce and related Govt Departments.
	Interface between Services Sector and Government
	Provides inputs on Trade Negotiations
	Represents Services Sector in various Joint Trade Committees, Joint Business Councils and Joint Working Groups of Government of India to facilitate export.
	Creates Business opportunities in global market place for services exporters
	Providing commercially useful information and assistance to members in increasing exports.
	Organising visits of delegation of its members abroad to explore overseas market opportunities.
	Organising participation of Services exporters in specialised International Trade Fairs.
	Dissemination of government notification, orders, information on trade and other relevant information to members.
	Facilitates execution of Government Schemes like SEIS.



Services Covered under SEPC

In order to enhance the competitiveness of services exports and enable services industry to generate employment Union Cabinet chaired by Honourable Prime Minister Shri Narendra Modi in 2018 identified 12 Champion Services Sector.

The following table provides the mapping of identified Champion Services vis-a vis the services covered under SEPC.

Services covered under SEPC	Champion Services
Hotel and Tourism related Services	Tourism and Hospitality Services
Healthcare services including services by nurses, physiotherapist and paramedical personnel	Medical Value Travel Services
Maritime Transport Services	Transport and Logistics Services
Accounting/Auditing and book keeping services	Accounting and Finance Services
Entertainment services including Audio-Visual Services	Audio - Visual Services
Legal Services	Legal Services
Architectural Services and related services	Construction and Related Engineering Services
Environmental Services	Environmental Services
Others Services	Information Technology & Information Technology Enabled Services
	Communication Services
	Financial Services
Educational Services	Education Services
Consultancy Services	
Distribution Services	
Advertising Services	
Marketing Research and Public Opinion Polling Services/Management Services	
Printing and Publishing Services	



SERVICE EXPORTS FROM
INDIA SCHEME (SEIS)

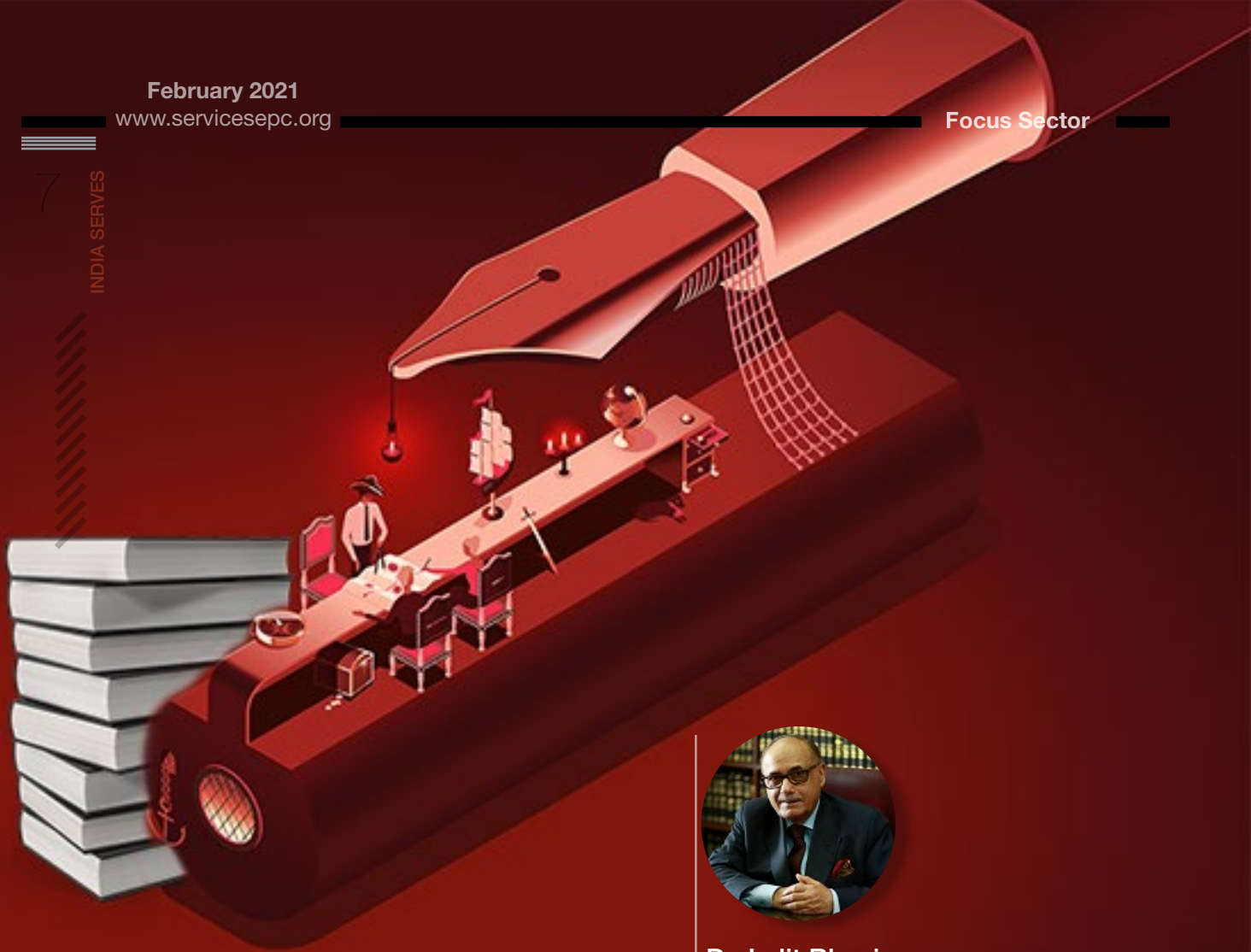
Sector coverage

Legal Services



Champion Sectors	SEPC Sectors	GATS (WTO) Classification	UN CPC Provisional CODE	Services Description	Covered under Appendix 3D of SEIS?
Legal Services	Legal Services	Legal advisory and representation services in the different fields of law	86111	Legal advisory and representation services concerning criminal law	Covered
			86119	Legal advisory and representation services in judicial procedures concerning other fields of law	Covered
		Legal advisory and representation services in statutory procedures of quasi-judicial tribunals, boards, etc	86120	Legal advisory and representation services in statutory procedures of quasi-judicial tribunals, boards, etc.	Covered
		Legal documentation and certification services	86130	Legal documentation and certification services	Covered
		Other legal advisory and information services	86190	Other legal advisory and information services	Covered





Dr. Lalit Bhasin

Founding Chairman, CGC member and Legal Services Panel head, SEPC
President, Society of Indian Law Firms
Immediate Past President, Bar Association of India
Chairman, Chartered Institute of Arbitrators - India

Technology is an incredibly powerful and versatile tool that constantly pushes the boundaries of human potential. It has become truly ubiquitous in the 21st century, permeating every facet of life as we know it. The law is no exception. Advances in technology have translated to many paradigm-shifts in the legal space, forcing lawmakers and legal practitioners to rethink some long-standing notions about how the law works.

For instance, geo-political boundaries are often blurred in the digital world, and this poses serious challenges to the enforcement of sovereign law. When the provider of an electronic service is located in a different jurisdiction than its recipient, whose law will prevail in the event of a dispute? How

will conflicting rights, obligations, and procedure be reconciled in cross-border disputes? How will determinations made in one sovereign jurisdiction be given effect in another? On a separate note,

In the courtroom, emerging technologies like Artificial Intelligence and robotics will muddy legal waters by making it difficult to assign liability, say in tortious claims involving autonomous machines. Traditional models of fault and liability may not be equipped to handle scenarios involving thousands of complex components and algorithms working together to make real-time decisions without human involvement. When a self-driving car causes an accident, who should be held liable? Is it the manufacturer of the vehicle,

the manufacturer of the malfunctioning component, the creator of its algorithms, or the owner of the vehicle?

Electronic evidence is another area that will be impacted by advancing technology. It is now possible to fabricate any kind of multi-media content to such levels of perfection that it is all but impossible to tell the authentic from the doctored. "Deepfakes" that very convincingly superimpose faces on videos, making people say and do things they never said or did, is an example. Existing certification protocols will prove entirely insufficient for electronic evidence going forward, introducing another layer of complexity to judicial proceedings.

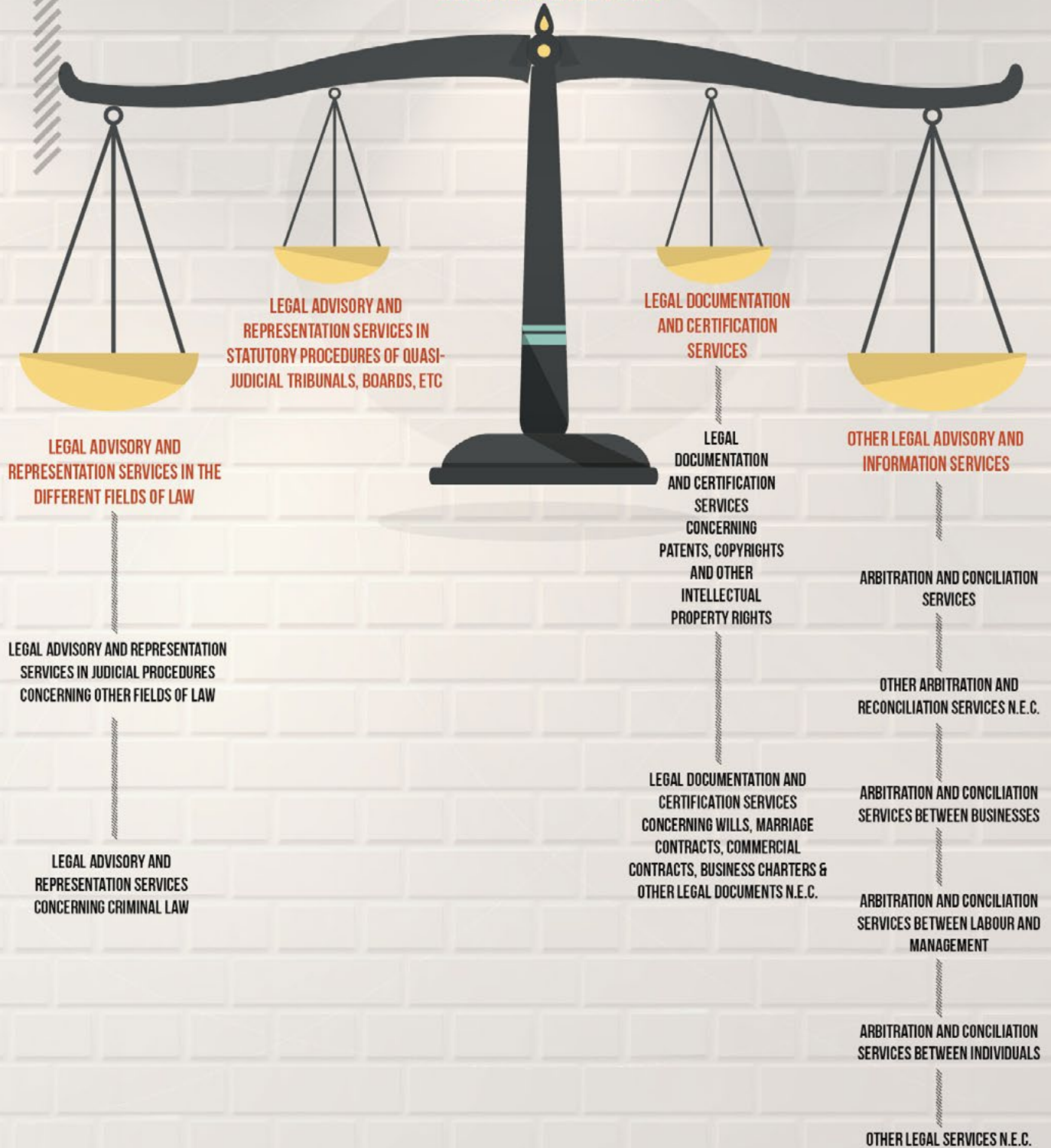
In the legal sector, where re-



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INDIA SERVES

LEGAL SERVICES





LAW OF THE LAND

A PARADIGM SHIFT IN TRADE OF LEGAL SERVICES

Legal services include advisory and representations services for host country law, home country and/or third country law, international law, legal documentation and certification, other advisory and information services. It includes a diverse range of activities of economic and social consequences both in the developed as well as in the developing world. It has a national character because it is formed in accord with the local culture and values associated in the respective countries creating the main obstacle to cross-border trade which is where the legal counsels are required for their expertise.

Legal services have a huge global market and it has a strong potential of growth due

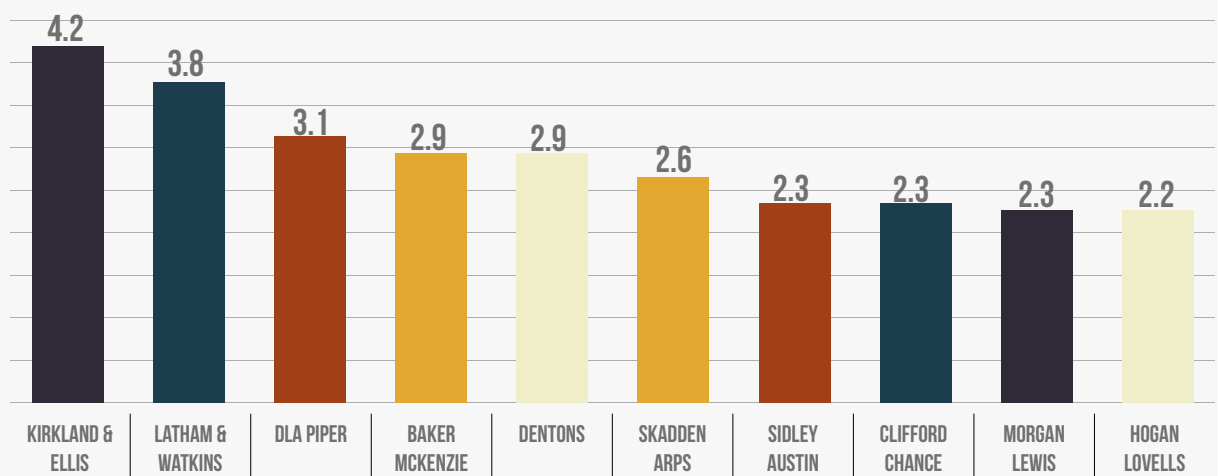
to expansion of international businesses, trade and investment. More inter country contracts lead to demand for more inter country exchange of legal services. The global legal services market was USD 734.1 billion in 2019 which is expected to decline to USD 728.4 billion in 2020 due to decline in demand for professional services as a result of trade restrictions and lockdowns imposed across countries owing to the COVID-19 outbreak. The market is then expected to recover and grow at around CAGR of 5 per cent from 2020 to reach USD 845.6 billion by 2023. (marketresearch.com)

The demand for the legal services is on rise, with the exponentially increased quantum of trade and service exchange

between nations, which compels businesses to create contracts in writing and make the terms of agreement as per international laws, which requires a legal counsel who are well aware of the laws, not only existent in their domestic region where they practice, but also across the globe. Leading to an increasing need of trained lawyers in specific areas of law, like cross border Mergers and Acquisition, Corporate Law, Intellectual Property Law, new financial instruments and competition law have generated demand for specialised legal services. Increasingly, lawyers are faced with transactions involving multiple jurisdictions and are required to provide services and advice in more than one jurisdiction.



Figure 1: Gross Revenue (Billion USD) of top legal firms in the world



Source: Law.com

According to the leading websites for legal services, the Global top 100 law firm's gross revenue grew by 4.7 per cent in 2019, bringing the collective earnings of these firms up to USD 119.6 billion primarily dominated by US law firms.

There is huge potential in the sector of Legal services for trade and investment but unfortunately this sector is one of the most restricted services sectors in the world. Legal services is a domain where localised knowledge and experience becomes very important including knowledge of local language, tradition and culture, etc. Now with expansion of some predominant languages, globalisation of cultures and growing international business, investment and human resource exchanges, cross country exchange of legal services has become a need of the time.

Thanks to technology, the mode under which most of the trade in legal services is taking place is under mode-1 which is not restricted in most of the countries. It is in the form of Legal Process Outsourcing (LPO). India is one of the top destinations for foreign law firms to outsource the process of their business to Indian firms for services like litigation support, patent services, paralegal support, etc.

Legal Process Outsourcing covers the following main services:

Litigation Support	Patent Services	Paralegal support
Extensive Contract Review	Prior Art Search	Image and document coding
Due diligence	Product clearance investigation	Legal Transcription
Legal Research	Patents and technology Landscaping	Archiving
Memorandum and brief writing	Patent data mining	Evidence Review

Trade Statistics

As per the WTO's Services Sectoral Classification List legal services are listed under division 86 further corresponds to the CPC number 861 in the United Nations Provisional Central Product Classification and further subdivided into various classification codes.

According to Mordor Intelligence, the maturity of legal service providers in North America and Europe is high as they command the highest market share. More than

60 per cent of the legal services spend is concentrated in the developed legal markets of North America and Europe. The APAC has the highest growth potential, with many legal service providers in the fray. Increasing demand for transactional practice areas such as corporate work, real estate, and tax work is driving demand for legal services. There is also a trend to adopt Alternative Fee Arrangements (AFAs) to introduce billing models.

Figure 2: Top importers of legal services 2015-18 (Million USD)

Importers (USD Million)	2015	2016	2017	2018	Share in world imports (2018)	CAGR (2015- 2018)
World	14937	15649	17263	19297		7%
USA	2418	2921	3584	3969	21%	13%
Netherlands	1461	1974	2207	2490	13%	14%
Germany	1652	1696	2214	2231	12%	8%
UK	1286	1177	1158	1961	10%	11%
South Korea	1379	1435	1365	1425	7%	1%
France	1544	1427	1576	1351	7%	-3%
Canada	585	672	714	787	4%	8%
Belgium	581	522	522	733	4%	6%
Russia	736	631	597	672	3%	-2%
Italy	606	525	508	532	3%	-3%

Source: Trade Map

The constant growth of international trade and emergence of new fields of practice have ensured that trade in legal services imports is growing at a compound annual rate of 7 per cent.

The US and the UK legal services markets represents nearly 61 per cent of the legal services exports however they are also amongst the top importers along with Germany and Netherlands which primarily have a negative trade balance registered

upon them in legal services.

With the changing international business dynamics comprising factors such as cost outlay, mergers and acquisition, markets expansion, focusing more on core competency are the prime drivers for the Indian legal services to emerge in the arena by supporting several low-level and high-level works generally providing para-legal as well analytical support to these concerned markets.



India in Legal services

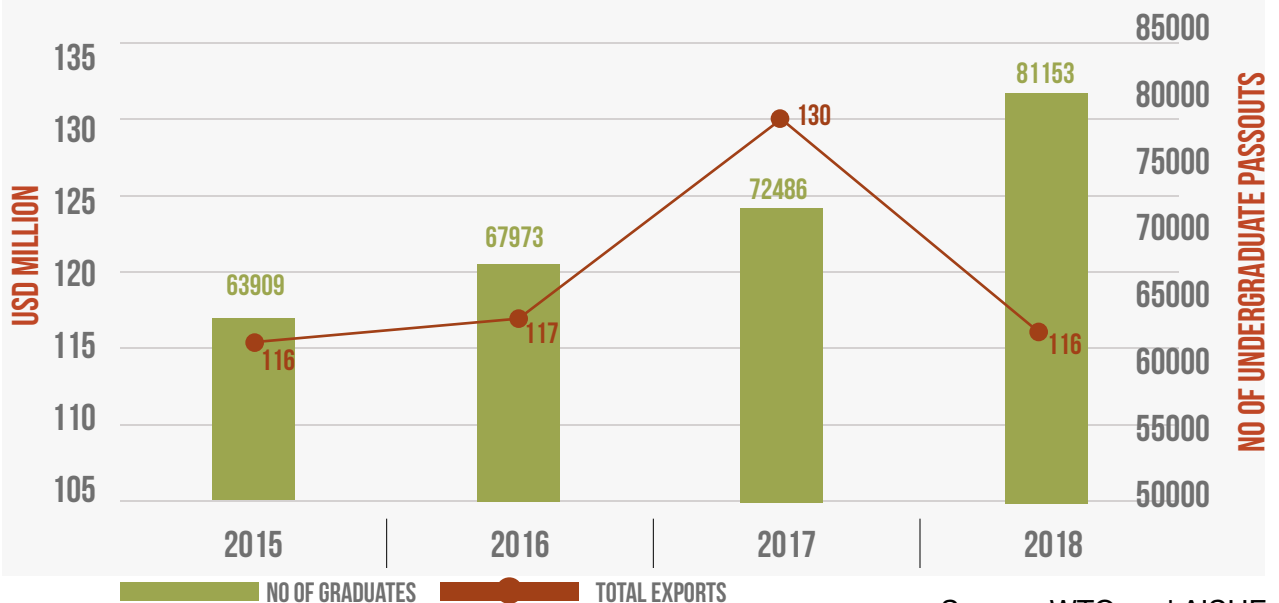
Indian government has a special focus on legal services. This is one of the 12 champion services sectors identified by the government of India for promotion and development. Country has many advantages in the sector besides low cost and good quality of services. India has a very strong human resource base in the form of legal services professionals and majority of them have the ability to offer their services using multiple languages including English which is one of widely used languages in the world giving Indian professionals an advantage in the international market. India being a part of common wealth nations, the legal system and education curriculum of India matches with many countries in the world especially the Commonwealth nations members.

There are currently over a million lawyers in India and an average of 75,000 more passing out every year from Indian law schools. India with its crop of intellectual lawyers has the relevant skill-set to handle even high value legal tasks like legal research, drafting contracts and making determination regarding responsiveness of the document and privilege. India's legal services are affordable, efficient, and above all, skilled. Outsourcing legal work to India costs almost 80 per cent less than the cost of using the services of American law firms. Top of all, Indian legal system is constituted from various developed countries legal systems making it easier for the professionals to comprehend notes from their client's legal landscape.



India being a part of common wealth nations, the legal system and education curriculum of India matches with many countries in the world especially the Commonwealth nations members.

Figure 3: India's legal services industry - Exports & human resources (2015-18)



Source: WTO and AISHE



Despite having rich resources and infrastructure, India is not able to tap its potential in the export of legal services mainly because this sector is highly restricted globally. India also has strong restrictions on market entry of foreign law firms and professionals. According to WTO’s Services Trade Restrictiveness Index (STRI), India is one of the most restricted markets for trade of legal services. A comparative table of the index has been provided for reference. High score means more restrictions in the index.

Figure 4: Services Trade Restrictiveness Index (STRI)
Scores for Legal Services - 2016

	Legal services: host country advisory services	Legal services: host country representation services	Legal services: home country law and/or third country law (advisory/ representation)	Average score
AUSTRALIA	42.20	42.20	39.00	41.13
BRAZIL	54.10	54.10	63.00	57.07
CANADA	34.20	34.20	30.20	32.87
CHINA	88.10	88.10	52.00	76.07
FRANCE	57.10	46.80	52.10	52.00
GERMANY	46.20	46.20	41.50	44.63
INDIA	88.10	88.10	90.50	88.90
INDONESIA	88.10	88.10	90.50	88.90
JAPAN	69.80	57.30	40.00	55.70
NEW ZEALAND	47.90	47.90	44.20	46.67
PAKISTAN	38.70	38.70	22.50	33.30
RUSSIA	41.80	41.80	38.70	40.77
SOUTH AFRICA	71.00	71.00	29.60	57.20
TURKEY	88.10	88.10	42.30	72.83
UK	44.40	44.40	41.90	43.57
USA	44.50	44.50	25.70	38.23
AVERAGE GLOBAL SCORE	57.63	58.63	47.04	54.43

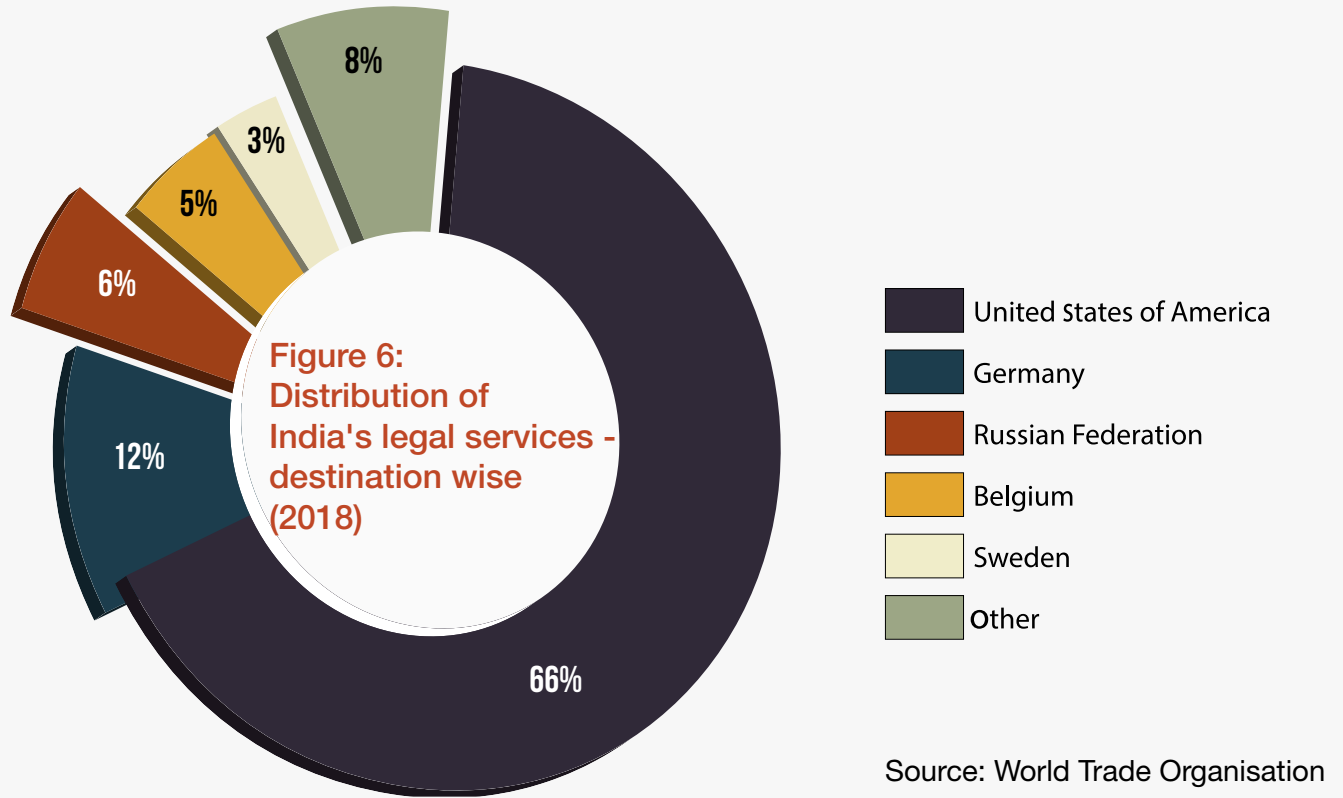
Source: World Trade Organisations (WTO)

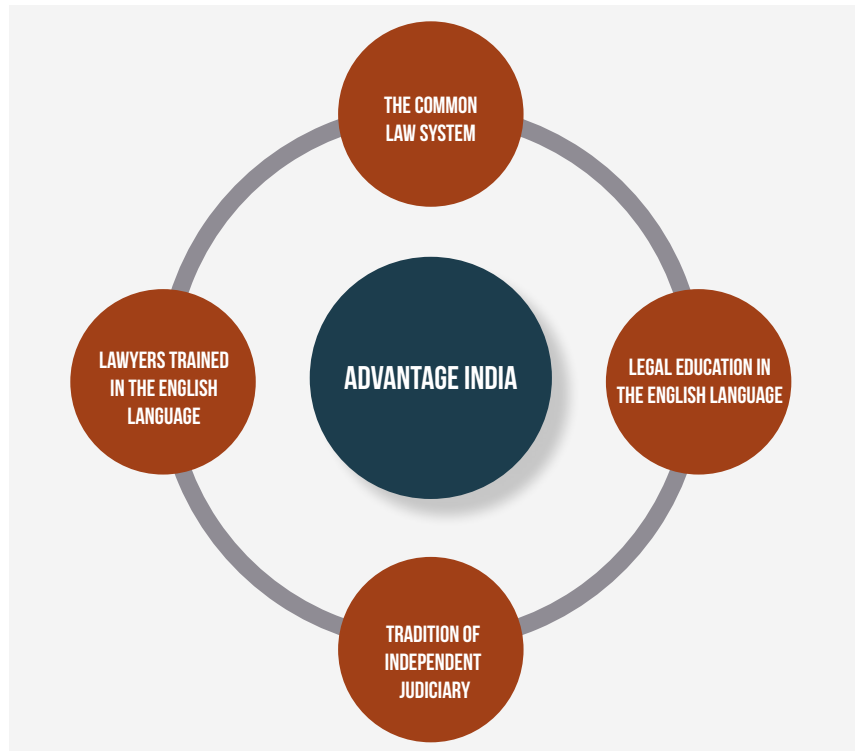


Figure 5: Definition of determinants used for STRI Index

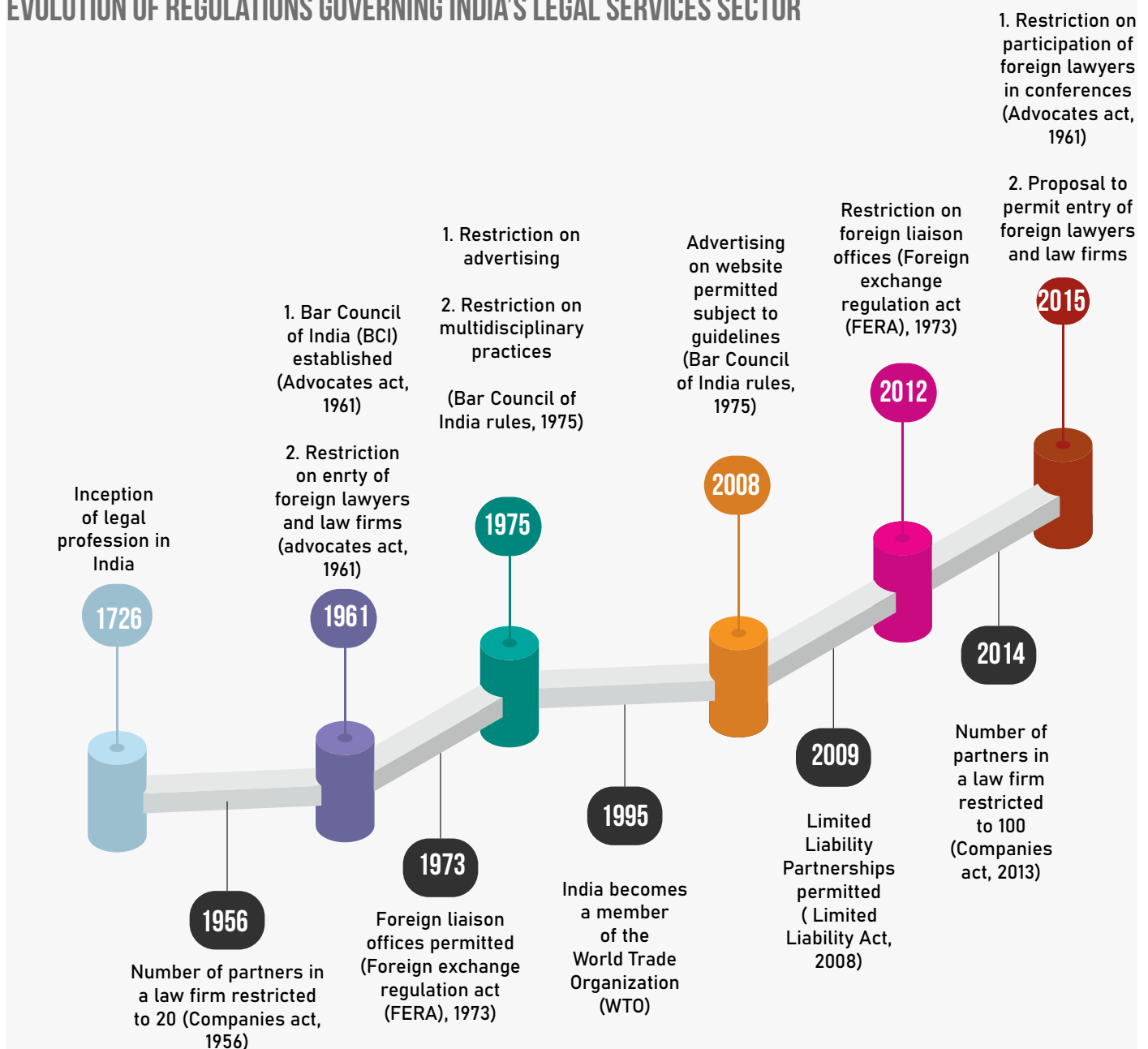
Legal services: Host country advisory services:	General counseling, advice and drafting of documents and other related legal services concerning domestic law (i.e. the law of the jurisdiction under review), whether criminal law or other than criminal. Also covered are advisory services in statutory procedures of quasi-judicial bodies. The following are excluded: activities in relation to the administration of public justice (such as judges); and notaries who typically perform their activities as public officials and are subject to a different regulatory regime.
Legal services: Host country representation services:	Court appearances/oral arguments: Legal representation of one party's interest against another party, before the courts or other domestic judicial or quasi-judicial bodies, whether concerning criminal law or other than criminal. Also covered are representation services in statutory procedures of quasi-judicial bodies. The following are excluded: activities in relation to the administration of public justice (such as judges); and notaries who typically perform their activities as public officials and are subject to a different regulatory regime.
Legal services: Home country law and/or third country law (advisory/representation):	General counseling, advice and drafting of documents and other related legal services concerning foreign or international law. International law includes advisory services in home country law (i.e. law of the country of the foreign supplier or foreign law), third country law, international law, as well as a right to appear in international commercial arbitration. It also covers advisory services in statutory procedures of quasi-judicial bodies. Excluded are activities in relation to the administration of public justice (such as judges); and notaries who typically perform their activities as public officials and are subject to a different regulatory regime.

The legal services exports from India have not grown in the last five years being stagnant at 116 million USD. However, human resources in the country are multiplying each year with an average growth of around six per cent. India's export of legal services is highly concentrated in terms of destinations. USA, Germany, and Russia are the prime destinations for Indian legal services exports in the year 2018 constituting almost 80 per cent of the India's legal services exports.





EVOLUTION OF REGULATIONS GOVERNING INDIA'S LEGAL SERVICES SECTOR



Trends and Developments

- Kira, is developed by a Canada-based technology company, Kira uses AI to identify, analyse, and extract clauses and other information from contracts and other types of legal documents. There are machine learning models for a range of requirements across practice areas. The tool is also capable of identifying different clauses across a large volume of legal contracts, with a high degree of accuracy
- AI tool is developed by the Berlin startup 'Leverton'. The tool from Leverton is used for fully automated contract analysis. Its automated abstraction process eliminates error-prone, manual data entry while also helping to identify and eliminate data discrepancies. The software extracts key data from the document and links each extracted data point to the source information. The start-up offers solutions for compliance, invoice reconciliation, lease abstraction, legal AI for due diligence, regulatory compliance and tax compliance.
- With most proceedings now taking place remotely via video-conferencing, it's important that the proceeding is recorded in order to procure a legal transcription. Court reporters can now generate transcripts from recordings of online proceedings with a little helping hand from legal transcription software. Specializing in legal transcripts, The American company Verbit ensures transcripts are accurate (99.9 per cent) and cancels out factors that could interfere with audio quality. The biggest added value of using software for transcription purposes is the speed at which a transcript can be generated. Technology drastically reduces the turnaround time to receiving completed legal and court transcripts from weeks to days. A first draft can be ready in as little as four hours leaving more time and money to focus on other areas of work.
- Chinese AI software 'Fa Xiaotao' help assist lawyers in the preliminary search and analysis of a case. Based on the description of the facts of the case, it can analyse and calculate the proportion of winning or losing for similar cases, the number of similar cases involved, the number of similar cases handled in different courts, and the number of similar cases that were successful or unsuccessful and their judgments. 'Fa Xiaotao' uses AI to identify the case, and uses Big Data to retrieve and feedback the above information. To a certain extent, it reduces the pressure of lawyers' analysis and retrieval at the early stage of the case, which helps lawyers to analyse the case more effectively and faster.
- Singapore's Ministry of Law has launched a 10-year plan, called the Technology and Innovation Roadmap (TIR), aimed at encouraging and supporting its legal industry and aspiring law students in their embrace of technology and innovation.

Success Stories

LegalMind offer ‘AI powered search’. The company also offers solutions such as ‘Litigation Analytics’ and ‘Brief Analyser’. As the name suggests, Litigation Analytics enables users to analyse trends and patterns across judgments and tries to ‘predict’ the behaviour of courts, judges and so on. It is a strategy building tool that is now being used in the market. Further, ‘Brief Analyser’ helps lawyers to summarise judgments without missing out on any details. The tool ‘understands’ the important elements of a judgment, such as arguments, facts and issues raised, and provides the user with a comprehensive summary. There is no formal data to confirm the extent and reach of these tools.

LawRato.com comprises 1,000 rated and reviewed lawyers in more than 150 cities across India. It's based out of Delhi and allows users to reach out to lawyers via email, phone, video calling and personal meetings. Users can post queries online, get them answered by lawyers and book a consultant for detailed opinion. They have a revenue of around 40 Lakhs a year and have recently received funding of USD 100,000.

IndiaFilings provides services such as registration of companies, preparation of legal documents and Intellectual Property related help and has become extremely popular in the recent past. On an average, it helps in the incorporation of over 400 companies and filing of 900 trademark registration each month.



GOVERNMENT NOTIFICATION

- A Memorandum of Understanding (MoU) has been signed on Scientific and Technical Cooperation between National Centre of Meteorology (NCM), United Arab Emirates (UAE) and Ministry of Earth Sciences (MoES) India. The MoU provides for sharing of knowledge, data and operational products for meteorological, seismological and oceanic services, such as Radar, Satellite, Tide gauges, seismic and Meteorological stations.
- A Memorandum of Cooperation has been signed between India and Japan, on a Basic Framework for Partnership for Proper Operation of the System Pertaining to "Specified Skilled Worker" from fourteen sectors viz. Nursing care; Building cleaning; Material Processing industry; Industrial machinery manufacturing industry; Electric and electronic information related industry; Construction; Shipbuilding and ship-related industry; Automobile maintenance; Aviation; Lodging; Agriculture; Fisheries; Food and beverages manufacturing industry and Food service industry enhancing job opportunities to work in Japan.
- FDI equity inflow received during FY 2020-21 (April to November, 2020) is USD 43.85 billion. It is also the highest ever for first 8 months of a financial year and 37 per cent more compared to first 8 months of 2019-20 (USD 32.11 billion).
- India and Japan have signed an MoU to enhance cooperation in the field of Information and Communications Technologies. The MoU will enhance mutual cooperation in the field of 5G technologies, telecom security, submarine optical fibre cable system to islands of India, spectrum management, smart cities, high altitude platform for broadband in unconnected areas, disaster management and public safety etc.
- The Framework for Strategic Partnership between the International Energy Agency (IEA) members and the Government of India to strengthen mutual trust and cooperation & enhance global energy security, stability and sustainability. This partnership will lead to an extensive exchange of knowledge and would be a stepping stone towards India becoming a full member of the IEA.
- Agreement for the financial support of the implementation of Strengthening Teaching-Learning and Results for States (STARS) project of Ministry of Education was signed between Department of Economic Affairs (DEA) and World Bank along with Ministry of Education.

INDUSTRY • NEWS

- Asia Pacific nations lead all emerging market regions with China, India and Indonesia being the world's top emerging markets in the 12th annual Agility Emerging Markets Logistics Index, a broad gauge of competitiveness based on logistics strength and business fundamentals. (Indian Transport and Logistics News)

- India will overtake the European Union as the world's third-largest energy consumer by 2030, the International Energy Agency (IEA) as it forecast India accounting for the biggest share of energy demand growth over the next two decades. IEA saw primary energy consumption almost doubling to 1,123 million tonnes of oil equivalent as the Gross Domestic Product (GDP) expands to USD 8.6 trillion by 2040. India at present is the fourth-largest global energy consumer behind China, the United States and the European Union. (Financial Express)

- The Institute of Internal Auditors (IIA) is offering its globally recognised internal auditor certification through a single exam, against the more comprehensive three-part certified internal auditor (CIA) exam. The certification enhances domain knowledge in the areas of governance, risk, and internal controls and is expected to provide global job opportunities to certified professionals. (Financial Express)

- The Indian service sector enjoyed good levels of activity in January, with new business volumes rising for the fourth successive month a sub-index tracking new business rose last month primarily due to a continued recovery in domestic demand. (Money Control)

- Weeks after the formal Brexit agreement, India has revived dialogues with the EU and launched talks with the UK in a bid to expedite trade deals and aid economic growth in the post-Covid era. (Financial Express)

- The trade between India and Bangladesh will improve with the Indo-Bangladesh Protocol on Inland Water Transit and Trade. It will promote better connectivity with other neighbouring countries. (Business Lines)

February 2021

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INDIA SERVES

सत्यमेव जयते
DEPARTMENT FOR PROMOTION OF
INDUSTRY AND INTERNAL TRADE
MINISTRY OF COMMERCE & INDUSTRY
GOVERNMENT OF INDIA



News

A marathon of focused webinars on
promoting Quality and Productivity in Indian Industry

Partnering with QCI for Udyog Manthan

Udyog Manthan is a Marathon of Focused Webinars on Promoting Quality and Productivity in Indian Industry and Services. This collaborative exercise is an initiative of the Department for Promotion of Industry and Internal Trade (DPIIT) in association with Department of Commerce (DoC), Quality Council of India (QCI), National Productivity Council, Bureau of Indian Standards, Industry chambers and various concerned ministries

Objective: To identify issues and find solutions for promoting productivity, quality, & their inter-linkages in Indian industry

Agenda: Focused discussion on productivity and quality (and their interlinkages) in the Indian industry across sectors

Timeline: January 04, 2021 to 2 March 2021

SEPC contribution

SEPC was actively involved with Udyog Manthan and has contributed in following ways:

- DDG, SEPC, Dr. Abhay Sinha was a speaker at the session Travel and Tourism on 19th January, 2021 and contributed to the discussion. His suggestions have been incorporated as part of the Compendium as follows:
 - » Assistance can be provided by SEPC in export of tourism/hospitality service
 - » SEPC can assist the Tourism and Hospitality Industry in creating business opportunities through various available platforms
 - » Create minimum guidelines for travel agencies and tour operators before commencing operations

SEPC team was actively involved with QCI team and DoC to make these sessions fruitful and contributed by:

- Participating in prep meetings with DoC
- Preparing speaker notes for SEPC speakers
- Promoting in social media and amongst SEPC member base
- Rapporteur Reports

Contribution by SEPC speakers

LEGAL SERVICES	MEDICAL VALUE TRAVEL	ACCOUNTING AND FINANCIAL SERVICES	COMMUNICATIONS SERVICES	ENVIRONMENT SERVICES	EDUCATION SERVICES
JANUARY 25 TH , 2021	JANUARY 28 TH , 2021	JANUARY 29 TH , 2021	JANUARY 30 TH , 2021	FEBRUARY 2 ND , 2021	FEBRUARY 4 TH , 2021
OPPORTUNITIES: BOARD OF IN HOUSING COUNSELLING IS QUALITATIVELY VERY SUPERIOR."	WAY FORWARD: END-TO-END ACCREDITATION REQUIRED FOR ALL FACILITIES & FACILITATORS"	SHRI HANS RAJ CHUGH MODERATED THE SESSION. CHALLENGES: "EMPLOYMENT & SKILL DEVELOPMENT, TECHNOLOGICAL UPGRADATION & INFRASTRUCTURE IMPROVEMENT "- CA. MR. SUNIL TALATI	CHALLENGES: "HIGH COST OF SPECTRUM, DIFFICULTIES IN FIBERIZATION & TOWER INSTALLATION"- LT. GEN. DR. S.P. KOCHHAR	CHALLENGES: "LACK OF EDUCATION ON ENVIRONMENTAL LAWS & THEIR IMPLEMENTATION"- MR. ATUL KANSAL "ABSENCE OF CLARITY FROM MINISTRY OF FINANCE ON CARBON CREDITS"-MR. MANISH DABKARA	DR VIDYA YERAVDEKAR WAS THE MODERATOR FOR THE SESSION.
- DR. LALIT BHASIN, BHASIN & COMPANY	- MS. UPASANA ARORA	WAY FORWARD: COMPETITIVENESS, TIMELY DELIVERY, DATA PRIVACY, PARTICIPATION IN GLOBAL EVENTS & MASTERING INTERNATIONAL ENGLISH" - CA. MR. SUNIL TALATI	WAY FORWARD: "REACH & CAPACITY TO REACH NEED TO BE FOCUSED UPON" -LT. GEN. DR. S.P. KOCHHAR	WAY FORWARD: "HAVING INDIAN STANDARDS OF TRAINING, EQUIVALENT TO GLOBAL STANDARDS"-MR. R.K. GUPTA	CHALLENGES: "NEED TO ENSURE THAT THE EDUCATIONAL INSTITUTES ARE MEETING THE REQUIRED STANDARDS"- DR. VIDYA YERAVDEKAR



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