Emerging Trends in Service Sector in India

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Economic sector

- The classical breakdown of all economic sectors follows:
- **Primary:** Involves the retrieval and production of raw materials, such as corn, coal, wood and iron. (A coal miner and a fisherman would be workers in the primary sector.)
- Secondary: Involves the transformation of raw or intermediate materials into goods e.g. manufacturing steel into cars, or textiles into clothing. (A builder and a dressmaker would be workers in the secondary sector.)
- Tertiary: Involves the supplying of services to consumers and businesses, such as baby-sitting, cinema and banking. (A shopkeeper and an accountant would be workers in the tertiary sector.)

WHAT IS PUBLIC SECTOR?

• The **public sector** refers to the part of the economy concerned with providing basic government services. The composition of the public sector varies by country, but in most countries the public sector includes such services as the police, military, public roads, public transit, primary education and healthcare for the poor. The public sector might provide services that non-payer cannot be excluded from (such as street lighting), services which benefit all of society rather than just the individual who uses the service (such as public education), and services that encourage equal opportunity."

WHAT IS PRIVATE SECTOR?

In economics, the **private sector** is that part of the economy, sometimes referred to as the citizen sector, which is run by private individuals or groups, usually as a means of enterprise for profit, and is not controlled by the state. This includes every business run by anyone other than the government, from small businesses to multinational corporations. For-profit private enterprises form a subset of the private sector called the *business sector*. Private, non-profit organizations are part of the voluntary sector, which is also a subset of the private sector.

WHAT IS SERVICE SECTOR?

• The service sector consists of the "soft" parts of the economy, i.e. activities where people offer their knowledge and time to improve productivity, performance, potential, and sustainability, what is termed affective labor. The basic characteristic of this sector is the production of services instead of end products. Services (also known as "intangible goods") include attention, advice, access, experience, and discussion. The production of information is generally also regarded as a service, but some economists now attribute it to a fourth sector, the quaternary sector.

DIFFERENT TYPES OF SERVICE SECTOR

- The Services Sector of the economy can be broadly grouped into three broad segments namely,
- (1) The public sector
- (2) Private corporate sector
- (3) The household sector.

The first two are generally referred to as the organised part of the economy, as the accounts of all the business transactions of these sectors are recorded in specified documents and are made available as public documents at regular intervals. The remaining part of the economy, that is the household or unorganised sector, constitutes all unincorporated enterprises including all kinds of proprietorship and partnerships run by the individuals.

List of Important Services for India:

• Software is one sector in which India has a brand identity. Tourism and travel related services and transport services are also major items in India's services exports. Besides these, the potential services which are particularly important for India are: professional services, R & D services, consultancy services, printing and publishing services, telecommunication services, maintenance and repairs including ship repair services, construction services, educational services, financial services, entertainment services, satellite mapping services and standardization & quality assurance services. India has a great potential to be an outsourcing destination for many of the above services. This however seems to be threatened by the recent developments in US & EU limiting outsourcing.

Classification of the Services Sector and Governance Structure

• Services sector can be classified either by using the country's own definition or by using the United Nations Central Product Classification (UNCPC). The UNCPC is used as a basis for international negotiations like the WTO. In India, the National Industrial Classification (NIC) provides classifications for services. Since the services sector has evolved over the years and the modes of services delivery have undergone changes, the UNCPC and the NIC have also undergone changes.

At Present, the NIC 2008 Classification is :

- 1. Wholesale and retail trade; repair of motor vehicles and motorcycles
- 2. Transportation and storage
- 3. Accommodation and food service activities
- 4. Information and communication
- 5. Financial and insurance activities
- 6. Real estate activities
- 7. Professional, scientific and technical activities

- 8. Administrative and support service activities
- 9. Public administration and defense; compulsory social security
- 10. Education
- 11. Human health and social work activities
- 12. Arts, entertainment and recreation
- 13. Other service activities
- 14. Activities of households as employers; undifferentiated goods and services producing activities of households for own use
- 15. Activities of extraterritorial organizations and bodies.

ServicesSectorunderdifferentJurisdictionsaccordingtotheConstitution of India

• UNION LIST

Telecommunications, postal, broadcasting, financial services (including insurance and banking), national highways, mining services

• STATE LIST

Health and related services, real estate services, retail, services incidental to agriculture, hunting and forestry

• CONCURRENT LIST

1.Professional services (legal, accounting, auditing) and book-keeping, taxation, architectural, engineering, integrated engineering, urban planning and landscape architectural, medical and dental services and service provided by midwives, nurses, etc.), education, printing and publishing, electricity. There are differences between NIC 2008 and UNCPC classification. For instance, in NIC 2008, construction is not a part of services sector while in the UNCPC construction is included in the services sector.

2. The Services Sector constitutes a large part of the Indian economy both in terms of employment potential and its contribution to national income. The Sector covers a wide range of activities from the most sophisticated in the field of Information and Communication Technology to simple services pursued by the informal sector workers, for example, vegetable sellers, hawkers, rickshaw pullers, etc. The following broad grouping of activities can be considered to form part of the Services Sector.

Activities Comprising the Services Sector

- (1) Trade
- (2) Hotels and restaurants
- (3) Transport including tourist assistance activities as well as activities of travel agencies and tour operators
- (4) Storage and communication
- (5) Banking and insurance
- (6) Real estate and ownership of dwellings

(7) Business services including accounting; software development; data processing services; business and management consultancy; architectural, engineering and other technical consultancy; advertisement and other business services

- (8) Public administration and defence
- (9) Other services including education, medical and health, religious and other community services, legal services, recreation and entertainment services
- (10) Personal services and activities of extraterritorial organisations and bodies

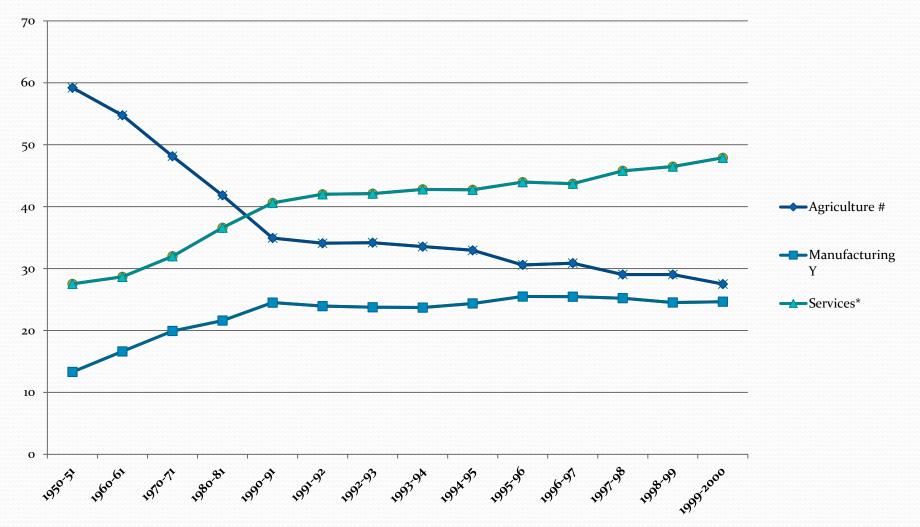
Sectoral Shares in GDP

From a low level of 27.52 per cent of GDP in 1950-51, the share of services increased to 47.88 per cent in 1999-2000. Between 1950-51 and 1990-91, the share of Services Sector in GDP rose by only 13.07 percentage points, which is an increase of about 0.33 percentage points per annum. However, between 1990-91 and 1999-2000, the share had increased by 7.29 percentage points, which is an increase of 0.81 percentage points per annum. Clearly, the rate of growth is significantly higher in the 1990s.

Sectoral Shares in GDP (*in per cent*)

Year	Agriculture #	Manufacturing Ψ	Services*
1950-51	59.19	13.29	27.52
1960-61	54.74	16.61	28.65
1970-71	48.12	19.91	31.97
1980-81	41.82	21.59	36.59
1990-91	34.92	24.49	40.59
1991-92	34.08	23.93	41.99
1992-93	34.17	23.74	42.09
1993-94	33.54	23.69	42.77
1994-95	32.94	24.35	42.71
1995-96	30.58	25.47	43.95
1996-97	30.86	25.45	43.69
1997-98	29.03	25.20	45.77
1998-99	29.03	24.51	46.46
1999-2000	27.49	24.63	47.88

Sectoral Shares in GDP (*in per cent*)



Although the Services Sector has a very pivotal role in the country's economic development, the database in this Sector is highly disorganized. A major limitation of the existing statistical system in this respect is the absence of a well-organized mechanism for maintaining a regular and proper database for this Sector. Like the Annual Survey of Industries (ASI) that is devoted to collection of data from manufacturing and few other categories of units included in the lists maintained by the Chief Inspectors of Factories, there is no such scheme in the Services Sector for annual collection

of data from the units either having a large number of workers or contributing significantly in terms of annual turnover. The main difficulty in this regard is the non-availability of an up-to-date frame of such units. The problem of data collection from this Sector through the Follow-up Enterprise Surveys of Economic Census is compounded by the fact that the Sector is dominated by a large number of *unorganized* units. Further, the composition of units in the domain undergoes changes at a rapid pace because new units or newer service areas come into existence and others disappear with alarming frequency. Thus, a sound

official statistical system should endeavour to address all these methodological issues for properly estimating the size and contribution of the Services Sector marked by a rapid change in its composition.

Contribution of the Services Sector

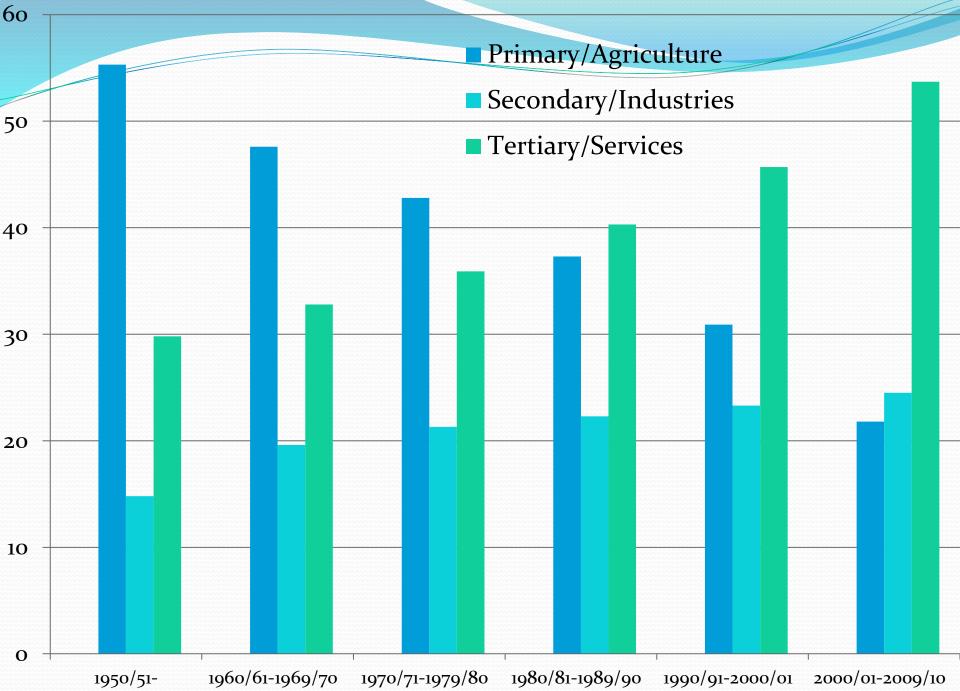
• The service sector is an important part of the economy. For example, in Australia in 2007, 85% of all businesses were in the service sector. In 2009 there were more than nine million people employed in the service sector in Australia, which was 86% of all jobs. In India, there has been a huge growth in service sector businesses which made up 55% of India's GDP in 2006—2007.-Computer software businesses in India are increasing at a rate of 35% per year. Service Sector of Indian Economy contributes to around 55 percent of India's GDP during 2006-07. This sector plays a leading role in the economy of India, and contributes to around 68.6 percent of the overall average growth in GDP between 2002-03 and 2006-07.

Contribution of the Services Sector to India's GDP

After India's independence, for more than a decade share of services in the GDP was less than 30%. Table shows that overtime the share of services in GDP has increased while that of agriculture has declined. In the last decade, the share of services has surpassed the combined share of agriculture and industry, making it the most important contributor to the country's output. In 2009-10, services, industries and agriculture respectively accounted for 57.3%, 25.7% and 16.9% of India's GDP. Nevertheless, the share of services is lower than that of developed countries (the United Kingdom (UK, 78.4%) and the United States (US, (78.2%)), but higher than that of China (41.8%).

Decadal Average of the Year on Year Share of the Different Sectors in India's GDP for the Period 1950-2010

(In %)Sector	1950/51- 1959/60	1960/61- 1969/70	1970/71- 1979/80	1980/81- 1989/90	1990/91- 2000/01	2000/01- 2009/10
Primary/ Agricultu re	55.3	47.6	42.8	37.3	30.9	21.8
Secondar y/Industri es	14.8	19.6	21.3	22.3	23.3	24.5
Tertiary/S ervices	29.8	32.8	35.9	40.3	45.7	53.7



 Jobs continue to be created, needing an educated workforce and many in sunrise sub-sectors. We need to recognize new opportunities and prepare the supply side. Let us take a quick look at five existing sectors that are likely to hold us in good stead in the future in terms of employment generation and business growth.

1. INFORMATION TECHNOLOGY

The IT sector has been India's sunshine sector for quite some time now. The industry has contributed considerably to changing India's image from a slow developing economy to a global player in providing world class technology solutions. According to the IBEF (India Brand Equity Foundation) figures, the Indian IT industry is set to touch \$225 billion by 2020. Industry experts and NASSCOM say the Indian IT workforce will touch 30 million by 2020, becoming the highest sector employer. This will be coupled with steady increase in pay in a sector already offering a high base. The outsourcing industry too is looking towards India and is expected to be a \$2.5 billion industry in the next 24 months.

2. TELECOM

India's telecom story is only getting better. According to Zinoviev estimates, India already has nearly 850 million mobile phone subscribers, with a 15% smart phone penetration. All this points to a penetration that is fuelling the growth of enterprise mobility in India, which will lead to significant employment growth. The Telecom Regulatory Authority of India (TRAI) too is targeting a 10-fold increase in broadband subscribers to100 million by 2014. Outsourcing revenues from the telecom sector, as per E&Y, are set to grow at a CAGR of 31% to nearly \$2 billion in 2012. India today is at a stage in telecom growth that probably America was 30 years ago. Our mobile and Internet penetration has to increase further, resulting in a new era in enterprise mobility.

3. HEALTHCARE

There are clear indications that healthcare is going to be a major sector that stimulates economic growth and contribute to employment.

Over 40 million new jobs are expected to be generated by 2020, as per a report titled 'India's New Opportunities-2020' by the All India Management Association, Boston Consulting Group and the Confederation of Indian Industries (CII). The Indian healthcare industry also has advantages over other developing countries in becoming a global hub for medical tourism. The medical treatment and educational services in India are a fraction of the cost in developed countries.

 While we may lag in molecule development and drug patents, an increasing disposable income has led to a strong domestic market potential in India. This will result in significant employment generation across various functions, such as sales, marketing, HR, IT and operations, within the industry.

4. INFRASTRUCTURE

India's infrastructure growth has been exponential over the past decade. Today, we are the fourth largest and probably the second-fastest growing economy, with infrastructure being one of the cornerstones. The infrastructure industry in India is highly fragmented and hence difficult to gunges its exact size and the jobs it generates each year in absolute terms.

5. RETAIL

Over the past few months, the retail sector has grabbed headlines with talks of 100% FDI in single brand retail, which is currently capped at 51%. While the outcome is still undecided, the opening up of India's retail will create a stronger, organized industry that will help in generating employment. Today, only a small part of retail in India is organized. Despite this, it is estimated that the sector in India is worth more than \$400 billion, with domestic and international players planning to expand across the country. Industry leaders predict that the next phase of growth will emerge from rural markets. There are projections of the workforce doubling by 2015, from the current five lakhs in both organized and unorganized sector.

Medical Tourism

- 1. The WHO (world health organization) defines health as a state of complete physical, mental and social well- being and not merely the absence of diseases or infirmity.
- 2. Acc. To IMT (international medical travel journal) medical tourism is the broadest of all possible categories of travel related to health
- 3. Medical tourism (MT) is patient movement from highly developed nations to other areas of the world for medical care, usually to find treatment at a lower cost.

4.

5.

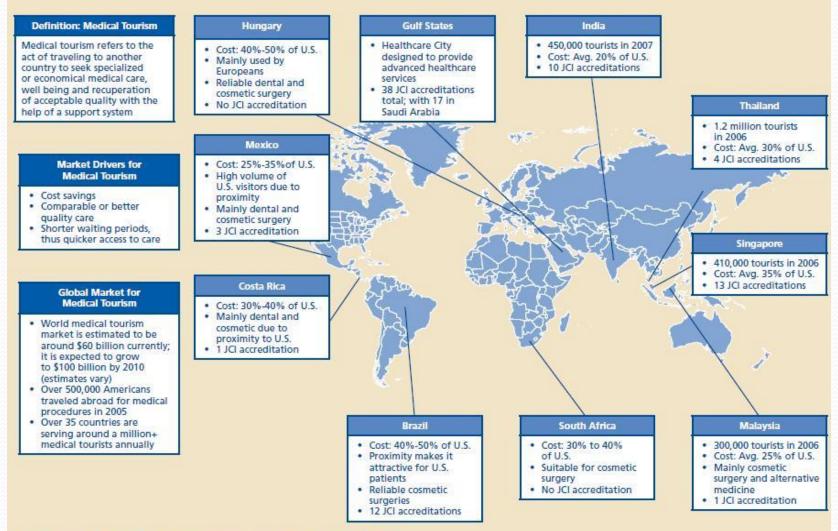
Medical tourism is different from the traditional model of international medical travel where patients generally journey from less developed nations to major medical centers in highly developed countries for medical treatment that is unavailable in their own communities.

It is important to begin by defining what is meant by medical tourism'. Medical tourism is defined as when consumers elect to travel across international borders with the intention of receiving some form of medical treatment. This treatment may span the full range of medical services, but most commonly includes ental care, cosmetic surgery, elective surgery, and fertility treatment.

Patients traveling abroad can save from 30 percent to 90 percent on a procedure, including their travel expenditures, as compared to the medical costs in their own countries. Medical tourism industry is dominated by the Asian region that has captured the maximum share of the market. This region is highly competitive owing to the presence of technologically advanced medical specialties, less stringent government regulations and attractive locations. Thailand and India are recognized internationally for their high end medical services and receive patients from across the globe.

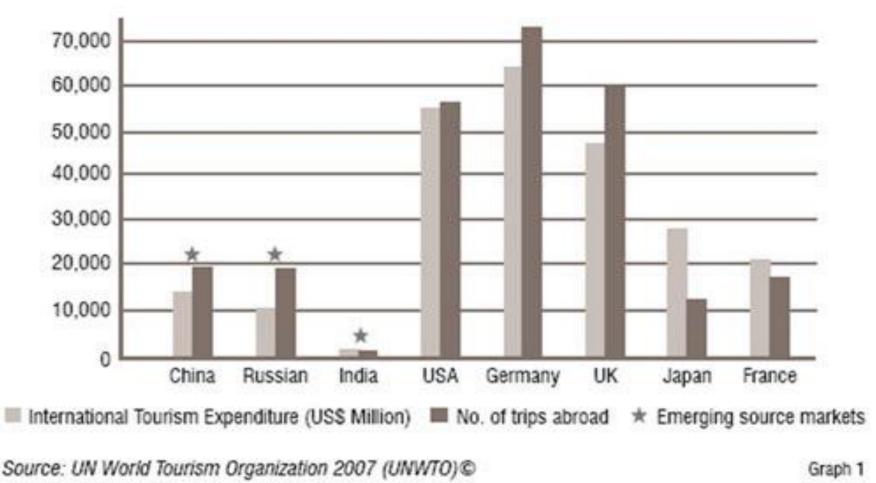
JCI (Joint Commission International body)

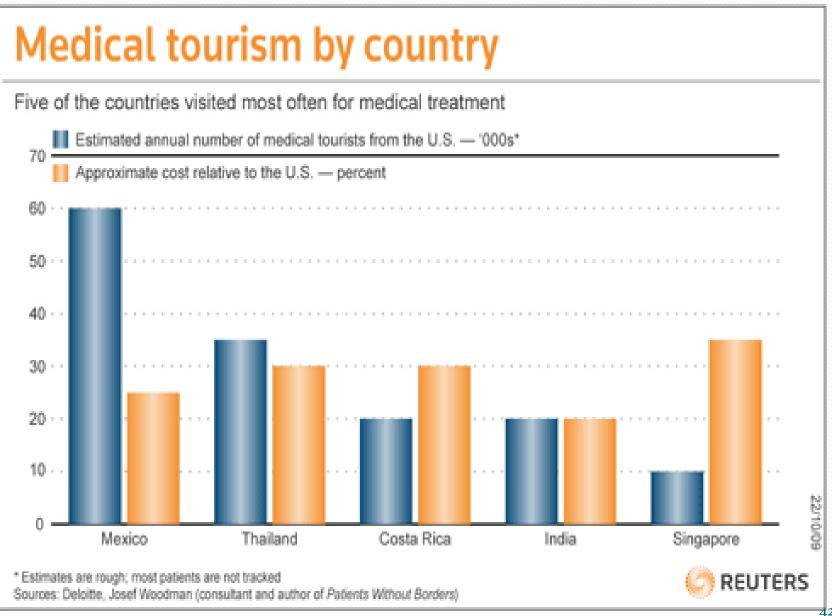
JCI is the Joint Commission International body launched in 1994 to evaluate the uniformity and safety of patients travelling for medical treatment. The organization reviews the facilities provided by the hospitals and then issues are accreditation certificate. JCI has so far approved and accredited 120 hospitals all over the world. There are several organizations like ISQUA (International Safety for Quality in Health care) which do the same task of ensuring uniformity of services in medical treatment.



Note: JCI accreditation details at www.jointcommissioninternational.org/23218/iortiz/. Other sources and explanation appear in Appendix II.

International tourist arrivals Traditional and emerging source markets 2007





Reuters graphic/Stephen Culp

INDIA

India's medical tourism sector is expected to experience an annual growth rate of 30%, making it a \$2 billion industry by 2015. As medical treatment costs in the developed world balloon - with the United States leading the way - more and more Westerners are finding the prospect of international travel for medical care increasingly appealing. An estimated 150,000 of these travel to India for low-priced healthcare procedures every year. Confederation of Indian Industry reported that 150,000 medical tourists came to India in 2005, based on feedback from the organization's member hospitals. The number grew to 200,000 by 2008. A separate study by ASSOCHAM reported that the year 2011

saw 850,000 medical tourists in India and projected that by 2015 this number would rise to 3,200,000. The city of Chennai has been termed India's health capital. Multiand super-specialty hospitals across the city bring in an 150 international patients estimated every day. Chennai attracts about 45 percent of health tourists from abroad arriving in the country and 30 to 40 percent of domestic health tourists. Factors behind the tourists inflow in the city include low costs, little to no waiting period, and facilities offered at the specialty hospitals in the city. The city has an estimated 12,500 hospital beds, of which only half is used by the city's population with the rest being shared by patients from other states of the country and foreigners. Dental clinics have attracted dental care tourism to Chennai. 44

Using US costs across a variety of specialties and procedures as a benchmark, average range of <u>savings</u> for the most-traveled destinations:

Brazil: 25-40% Costa Rica: 40-65% India: 65-90% Korca: 30-45% Malaysia: 65-80% Mexico: 40-65%

Singapore: 30-45%

Taiwan: 40-55%

Thailand: 50-70%

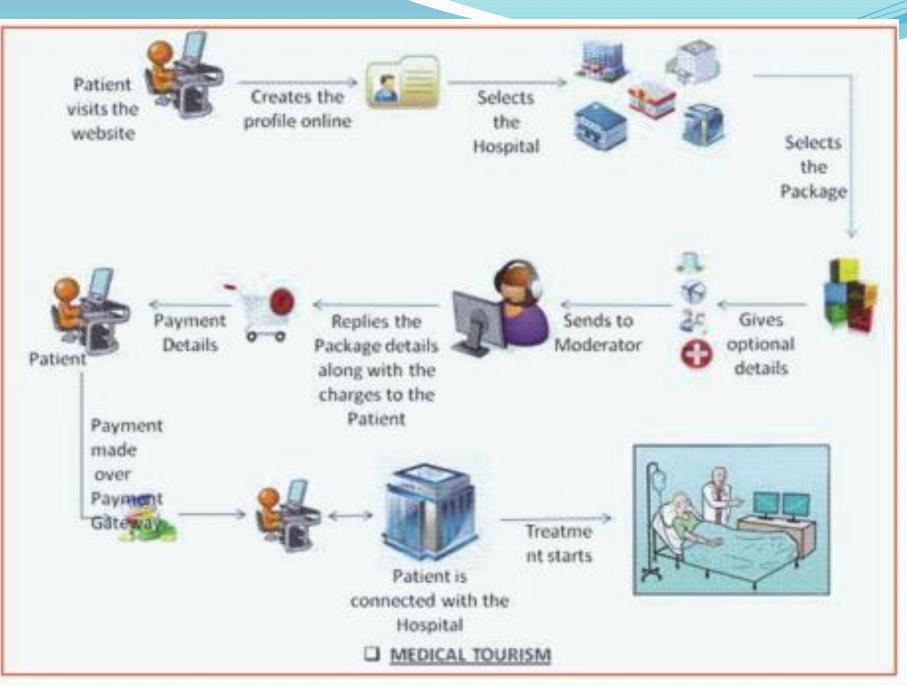
Turkcy: 50-65%

Conclusion -

Rise in healthcare costs in developed countries coupled with the availability of high quality medical services at a low cost in developing countries have given a boost to the medical tourism industry. The global medical tourism market was valued at \$10.5 billion in 2012 and is estimated to reach a market worth \$32.5 billion in 2019 at a CAGR of 17.9 percent from 2013 to 2019, according to a new market report published by Transparency Market Research.

This focus on the highest patient care standards
 And results –oriented process improvement has
 earned the respect of health care leaders. That's why
 The World Health Organization (WHO) partnered
 with JCI and The Joint Commission to establish the
 first WHO Collaborating Centre for Patient Safety
 Solutions.

Steps Involved In Medical Tourism



- Patient goes through the website
- creates an account online
- Selects the hospital
- Selects the package
- Gives optional details
- Sends to moderator
- Replies the package details along with the charges to the patient
- Payment details
- Payment made over payment gateway
- Patient is connected with the hospital
- Treatment starts

Merits and De-merits

•MERITS

- I. The cost of medical treatment is several times more in their native country, about 3 to 4 times more.
- II. The employers and patients don't have to pay for expensive medical insurance as they avail of medical tourism.
- III. There is shortage of medical personnel in the native countries which causes delay in treatment and a long waiting time.
- IV. The accreditation of hospitals assures the patients of quality services.

•**DE-MERITS**

- I. Since patients come for treatment and then go back to their own country, it is difficult to conduct a follow up.
- II. If any side effects develop, then it is not always possible to get medical support.
- III. Most of the insurance companies don't pay upfront and hence the patients have to pay in cash from their pocket.
- IV. The attractive packages offered by the medical travel companies lure them. These include travelling cost, accommodation, treatment expenses, postoperative care expenses and a holiday to recover.

 Medical tourism is a growing sector in India. India's medical tourism sector is expected to experience an annual growth rate of 30%, making it a \$2 billion industry by 2015. As medical treatment costs in the developed world balloon - with the United States leading the way - more and more Westerners are finding the prospect of international travel for medical care increasingly appealing. An estimated 150,000 of these travel to India for low-priced healthcare procedures every year.

- These days it seems like every country in the world promotes itself as a haven for medical tourism. The reality is that in most cases they offer sub-standard facilities and limited skills/qualifications.
- India has tens of thousands of skilled physicians and nurse practitioners. Over the last two decades, the economic boom in India has led to the building of medical facilities & infrastructure that rival the very best that western medical care that the west has to offer. Many of the physicians that practice in these hospitals and clinics have returned (to India) from the U.S. and Europe, leaving behind successful practices.

- Medical Tourism in India is one of the best options available to people across the globe. Millions come every year to get treated and then enjoy their recuperative holidays across India. People from different walks of life cut across the entire span of the globe come to India to have their treatments done with peace of mind.
- India provides world class medical facilities with hospitals and specialized multi specialty health centers providing their expertise in the areas of Cosmetic Surgery, Dental care, Heart Surgeries, Coronary Bypass, Heart Check up, Valve replacements, Knee Replacements, Eye surgeries, Indian traditional treatments like Ayurvedic Therapies and much more, practically covering every aspect of medicine combining modern treatments with traditional experience.

PRESENT SCENARIO

Medical tourists can come from anywhere in the First World, including Europe, the Middle East, Japan, the United States, and Canada
 REASONS- large populations, comparatively high wealth, the high expense of health care increasingly high expectations

Jourism

Medical

A FEW RECENT STATISTICS

- An authority at the Harvard Business School recently stated that "medical tourism is promoted much more heavily in the United Kingdom than in the United States".
 - forecast by Deloitte Consulting published in August 2008 projected that medical tourism originating in the US could jump by a factor of ten over the next decade.
 - An estimated 750,000 Americans went abroad for health care in 2007

ADVANTAGES

□A large draw to medical travel is convenience and speed.
□Additionally, patients are finding that insurance either does not cover orthopedic surgery (such as knee/hip replacement) or imposes unreasonable restrictions on the choice of the facility, surgeon, or prosthetics to be used.

MEDICAL TOURISM DESTINATIONS

Popular medical travel worldwide destinations include: Argentina, Brunei, Cuba, Colombia, Costa Rica, Hong Kong, Hungary, India, Jordan, Lithuania, Malaysia, The Philippines, Singapore, South Africa, Thailand, and recently, Saudi Arabia, UAE, South Korea, Tunisia and New Zealand.

A specialized subset of medical tourism is reproductive tourism and reproductive outsourcing, which is the practice of travelling abroad to undergo in-vitro fertilization, surrogate pregnancy and other assisted reproductive technology treatments including freezing embryos for retro-production

Future Prospects

Research and Industrial Data Analysis Company

Based on the analysis provided in the research of RNCOS 'Booming Medical Tourism in India', the medical tourism industry is expected to register a Cumulative Annual Growth of more than 20% during 2013-2015.

Foreign Interest

In an article dated 27th June 2013,the Economic Times stated that as many as 400,000 foreigners travelled to India in 2012 for health treatments, making it's the fifth most visited country for medical tourism. Also high difficulty operations such as coronary artery bypass, graft surgery were successfully performed in India. The cost of such operation were 90% less expensive in India than in the west. Moreover the recessionary trends in the west had only added to India's popularity. Since foreign currency is more powerful than in rupee, it is cheaper for them to get these surgeries done in India.

Attractive Offers

Many private information agencies in India are offering attractive packages to the medical tourists, which include customized travel, post- operative treatment itineraries, a holiday destination and accommodation facilities.

Future Anticipation

- ✓ It is anticipated that India's share in the global medical tourism industry will climb to 2.4% by 2012.
- ✓ A study by Confederation of Indian Industries and McKinsey Consultants in 2005 estimated that India had the capability to attract one million medical tourists annually and could add \$5 billion to the country's income.
- ✓ In an article of the Financial Express 2012, it was anticipated that India could be hosting 24 lakh medical tourists by 2020, almost four times the number it catered to in 2010. And that's not all.
- The figure is projected to rise to 49 lakh tourists by 2025, according to an estimate by Technopak.

Resolution

In order to achieve any of these targets, the health industry needs to promote its hospitals and allied services abroad and improve upon its transport facilities, especially air connectivity, to the metros.

Ayurvedic medicines

Ayurvedic medicines have also entered the wellness services through spas and Ayurvedic massages. These gives India an edge over other Asian countries. The patients are attracted to the personal care immediate operative facilities and this is adding to the popularity of India as a preferred destination for health treatment. • A study by CII (Confederation of Indian Industries) and McKinsey Consultants in 2005 estimated that India had the capability to attract one million medical tourists annually and could add \$ 5 billion to the country's income. In an article of the Financial Express 2012, it was anticipated that India could be hosting 24 lakh medical tourists by 2020, almost four times the number it catered to in 2010.

 And that's not all. The figure is projected to rise to 49 lakh tourists by 2025, according to an estimate by Technopak. However, in order to achieve any of these targets, the health industry needs to promote its hospitals and allied services abroad and improve upon its transport facilities, especially air connectivity, to the metros.

 Indian medical tourism industry's phenomenal growth is fuelled by quality, availability and cost factors. It is surely on its way to making India a Global Health Destination.

Policy Issues

Accelerating growth and exports of services is important for India. For this many policies are needed. The major policy issues can be seen under the following headings:

1) Domestic Policy Issues

(i) FDI

(ii) Disinvestment

(iii) Tariff & tax related

(iv) Credit and finance related issues

(v) Other policy issues - General

(vi) Other policy issues - sector specific

2) Domestic Regulations

- (i) Sector specific
- (ii) General

3) Market access issues

- (i) Due to domestic regulations
- (ii) Due to subsidies
- (iii) Other barriers
- 4) Other issues like bilateral, regional and multilateral negotiations and policies of multilateral institutions.

Domestic Policy Issues

- (i) Foreign Direct Investment (FDI)
- Retail Trade
- Insurance
- Banking sector
- Animation studio
- Construction Sector
- Uplinking Services
- Telecommunications
- Air Transport Services
- Railways

- (ii) Disinvestment
- (iii) Tariff & Tax related.
- Shipping Services
- Tonnage tax issues
- Seafarers' taxation issue
- Customs duty issues
- Tourism Services
- Entertainment Services
- Aviation maintenance/repair services
- Printing and publishing services
- Engineering, construction & infrastructure services
- Healthcare
- IT Services & Telecom

- Some other common tax related issues
- (iv) Credit and Finance related issues
 Withholding Tax on Interest paid on ECBs
- Working Capital finance
- Other issues
- (v)Other policy issues General
- Increasing Visibility of India in Services
- Facilitation and standardization measures for promoting services exports
- Institutional set up
- Preferential System
- Setting up a portal for services
- Consolidation of the service providers in each sector to face international standards:

(vi) Other policy issues - Sector specific

- a) Telecom Services
- Multiple levies and duties and licence fee issues
- Expediting introduction of 3G Technology
- Universal Service Obligation (USO) issue
- b) Shipping and related services
- Strengthening Indian fleet and funding
- Infrastructure Status
- Other related services
- c) Port services:
- Better port services and lower port charges
- Providing port services by port based SEZs
- Corporatizing port trusts (minus excess land)

- d) Construction services & project exports
- e) Healthcare Services
- International Accreditation
- Tapping the potential for export of healthcare services
- Stem Technology Research
- Reforms in Government healthcare services
- f) Accounting, Auditing, Bookkeeping and Legal Services
- g) Financial Services:
- Mergers and acquisitions
- A coordinated policy for setting up bank branches

- Operationalising offshore financial centres by removing any hurdles:
- Issue of limit on bank branches and ATMs of foreign banks in India:
- Potential for insurance business overseas:
- Supply-chain financing:
- Suggestions of the Committee on Financial Sector Reforms:
- Extended Banking Arrangements:
- Climate change related financial schemes/instruments

- h) Tourism services
- i) IT and related Services
- j) R&D Services and Consultancy Services
- k) Satellite Mapping Services
- 1) Education Services
- m)Waste, disposal and sewage services
- n) Unskilled labour Services

• 2) Domestic Regulations

- (i) Domestic regulations: sector specific
- Transport services
- Healthcare services
- Accountancy services
- Legal services
- Education services
- Infrastructure services
- Financial services
- Entertainment services
- Distribution services
- (ii)Domestic Regulations: General

- 2) Market access issues
- (i) Due to domestic regulations
- (ii)Due to subsidies
- (iii) Other Barriers

THANK YOU