

**GOVERNMENT OF INDIA  
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
LOK SABHA**

UNSTARRED QUESTION NO:4927  
ANSWERED ON:13.08.2014  
ISO CERTIFICATE  
Subbareddy Shri Yerram Venkata

**Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:**

- (a) whether the Government is advising various Government departments for obtaining the ISO certification with a view to achieve bench mark performance in international standards;
- (b) if so, the details thereof; and
- (c) the steps being taken to ensure good standards through this ISO Certification?

**Answer**

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office.  
(DR. JITENDRA SINGH)

(a): An indicator has been included in the Results-Framework Document (RFD) of all the Ministries/Departments subject to RFD policy to implement ISO-9001 certification as per the approved action plan. Departments are taking the prescribed steps required to obtain ISO 9001 certification.

(b) & (c): Certification agencies are to be engaged by the concerned Departments for obtaining ISO:9001 certification. To ensure good standards of certification process, Ministries/Departments have been advised to select a technically qualified certification body for their certification.