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Title: Regarding ISO certification of all CMOs and Central and State government departments.

SHRI THOTA NARASIMHAM (KAKINADA): Sir, I want to make a very important and pertinent recommendation to the Government.

The Gujarat CMO (Chief Minister's Office) acquired ISO- 9001:2000 certification in the year January, 2009 during the tenure of Shri Narendra Modi as the Chief Minister of Gujarat. The Gujarat CMO was the first in the country to acquire the ISO 9001: 2000 certification. This certification is awarded for "administration and overall governance". The notable aspect here is that the certificate was not attained as a piece of paper to exhibit, but the processes in the CMO had actually undergone a distinct change. CMO was audited by a third party for performance standards.

Information Technology (IT) is used for all the internal processes. Majority of the CMO is online; 80 per cent of CMO is paperless. Any communication with the CM is online. Anyone wants to seek his appointment, any application etc, is all done online. I heard that when Modi ji was the CM, he used to receive 500 mails every day, but after screening and filtering, synopsis of around 150-200 mails were sent to him every day. He used to comment and revert back on every mail daily. All the mails were forwarded to the respective Departments and followed up on a monthly basis. Every mail he received was archived and docketed properly. This is the beauty of the ISO certification. It develops transparency, accountability and ensures swift action.

I take this opportunity to request the Prime Minister Modi ji to prepare an action plan in the lines of Gujarat CMO and ensure to get ISO certification to all the CMOs of the country in the first phase and all Central Government Departments in the second phase and all the State Government Departments in the third phase. Thank you.

HON. DEPUTY SPEAKER: Shri Arjun Ram Meghwal is permitted to associate with the issue raised by Shri Thota Narasimham.