

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2399**  
(TO BE ANSWERED ON 26.12.2018)

**ISO-9001 CERTIFICATE**

**2399. SHRI GODSE HEMANT TUKARAM:**

Will the **PRIME MINISTER** be pleased to state:

- (a) whether to enable its bureaucracy to meet the best global performance standards, Government has now set a deadline for all Ministries and Departments to engage a certification agency to apply for ISO-9001 and if so, the details thereof;
- (b) whether presently ISO-9001 is used in over 175 countries and is considered an international standard of good and transparent governance and if so, the details thereof; and
- (c) whether so far only the Ministry of Steel has secured the coveted ISO-9001 certification and other Ministries/ Departments are in the pipeline and if so, the details thereof?

**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) to (c): No, Madam. Implementation of ISO-9001 was included as an indicator in the Results-Framework Document (RFD) of the Ministries/Departments which had been subject to RFD process as part of Performance Monitoring and Evaluation System (PMES) earlier. List of Ministries/Departments which were certified under ISO-9001 as in August, 2016 is available at Annexure.

\*\*\*\*\*

**ANNEXURE**

**Annexure referred to in reply to Lok Sabha Unstarred Question No.2399 for answer on 26.12.2018.**

**LIST OF MINISTRIES / DEPARTMENTS CERTIFIED UNDER ISO 9001**

1. PERFORMANCE MANAGEMENT DIVISION - CABINET SECRETARIAT
2. DEPT OF PUBLIC ENTERPRISES
3. MINISTRY OF STATISTICS & PROGRAMME IMPLEMENTATION
4. DEPARTMENT OF AIDS CONTROL
5. DEPT OF ELECTRONICS & INFORMATION TECHNOLOGY (STQC)
6. MINISTRY OF MICRO SMALL & MEDIUM ENTERPRISES
7. DEPT OF PERSONNEL & TRAINING
8. DEPT OF RURAL DEVELOPMENT (NRRDA)
9. DEPT OF SCIENTIFIC & INDUSTRIAL RESEARCH
10. MINISTRY OF PANCHAYATI RAJ
11. MINISTRY OF COAL
12. MINISTRY OF WATER RESOURCES
13. DEPT OF HEAVY INDUSTRIES
14. DEPT OF FOOD & PUBLIC DISTRIBUTION
15. DEPT OF LAND RESOURCES
15. MINISTRY OF EARTH SCIENCES
17. DEPT OF SCHOOL EDUCATION (NIOS)
18. MINISTRY OF AGRICULTURE
19. DEPT OF ANIMAL HUSBANDRY, DAIRYING & FISHERIES
20. DEPT OF CONSUMER AFFAIRS
21. DEPT OF SPORTS (NADA)
22. LEGISLATIVE DEPT
23. DEPT OF SCIENCE AND TECHNOLOGY
24. MINISTRY OF DRINKING WATER AND SANITATION
25. MINISTRY OF INFORMATION AND BROADCASTING
26. DEPT OF AGRICULTURE RESEARCH AND EDUCATION
27. MINISTRY OF STEEL
28. MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

\*\*\*\*\*