

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 144**  
(TO BE ANSWERED ON 18.07.2018)

**ISO CERTIFICATION**

**144. SHRI K.R.P. PRABAKARAN:**

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

- (a) whether the Government is advising its various departments and private companies for obtaining the ISO certification, with a view to achieve benchmark 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) 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.

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