

Chronology of ISO: 9001 Implementation in Government of India

Sl. No.	NAME OF THE ACTIVITY / EVENT	DATE
1.	In a Conference of Chief Ministers of various States and Union Territories held on 24 May, 1997 in New Delhi, presided over by the Prime Minister of India, an 'Action Plan for Effective and Responsive Government' at the Centre and State levels was adopted. One of the major decisions at that Conference was that the Central and State Governments would formulate Citizens' Charters	1997 (May, 24)
2.	During the Year 2002-03, DARPG engaged a professional agency (Tata Consultancy Services) to develop a standardized model for internal and external evaluation of Citizens' Charters in a more effective, quantifiable and objective manner. This agency also carried out evaluation of implementation of Charters in 5 Central Government Organisations and 15 Departments/ Organisations of States of Andhra Pradesh, Maharashtra and Uttar Pradesh.	2002
3.	As per the report of evaluation carried out by the Agency, major findings were :- (i) In majority of cases Citizens' Charters were not formulated through a consultative process; (ii) By and large service providers are not familiar with the philosophy, goals and main features of the Citizens' Charter; (iii) Adequate publicity to the Citizens' Charters had not been given in any of the Departments evaluated. In most Departments, the Charters are only in the initial or middle stage of implementation; (iv) No funds have been specifically earmarked for awareness generation of Citizens' Charter or for orientation of staff on various components of the Charter;	2003
4.	This evaluation of Citizens' / Clients' Charters by Tata Consultancy Services led to the development of Sevottam. The term ' <i>Sevottam</i> ' was coined by synthesizing two Hindi words: Seva (Service) and Uttam (Excellent). It means 'Service Excellence' and is the name given to the service delivery improvement framework developed by DARPG with the help of Tat Consultancy Services. Sevottam has three components: (i) Citizens' / Clients Charter; (ii) Grievance Redress Mechanism; and (iii) Quality Management System (IS 15700 / ISO 9001)	2004-2005
5.	Communication of 12 th report of Second Administrative Reforms Commission (ARC) titled Citizen Centric Administration –The Heart of Governance, containing Sevottam Framework to	2009 (June 9)

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	Ministries/Departments by Department of Administrative Reforms and Public Grievances (DARPG)	
6.	Issuance of guidelines for Sevottam compliance by DARPG.	2010 (June 30)
7.	Approval of Cabinet Secretary on the Action Plan for implementation of Sevottam through RFD.	2010 (August 24)
8.	Initiation of process of ISO certification in the National Authority for Chemical Weapons Convention (NACWC), Cabinet Secretariat.	2010 (July 26)
9.	Grant of ISO 9001 certification to NACWC.	2010 (November 26)
10.	Approval of HPC for including “implementation of ISO: 9001 certification as per the approved action plan” as a mandatory indicator in the RFD 2012-13.	2012 (January 30)
11.	Approval of High Power Committee (HPC) on Government Performance for inclusion of “preparation of Action Plans for ISO: 9001 certification” as a mandatory indicator in the RFD 2011-12.	2011 (March 11)
12.	Workshop on ISO 9001 certification.	2012 (March 15-16)
13.	Submission of Action plans for ISO 9001 certification by Ministries/ Departments.	2012 (April 16)
14.	Workshops on ISO:9001 Implementation	December 4,2012 and February 13,2013
15.	Finalization of Expression of Interest Template for engagement of consultant, shortlisting of a pool of pre-qualified ISO: 9001 consultants, finalization of terms and conditions for engaging Quality Council of India (QCI) consultants etc. in consultation with QCI and forwarding of these details to the Ministries /	November 26,2012.
16.	Departments embarked on the next steps like hiring of consultants, preparation of Quality Manual System (QMS) document and other pre-certification activities.	Ongoing
17.	Departments like DRDO, Department of Agricultural Research & Education and Ministry of Steel received ISO: 9001 certification.	By August,2013

18.	Engagement of Certification Agency by remaining Ministries/ Departments	November, 2013 onwards
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