

*Indian Standard*

**QUALITY MANAGEMENT SYSTEMS —  
REQUIREMENTS FOR SERVICE QUALITY BY  
PUBLIC SERVICE ORGANIZATIONS**

**1 SCOPE**

**1.1** This standard specifies requirements for a quality management system where a public service organization

- a) needs to demonstrate its ability to consistently provide effective and efficient service that meets customer and applicable legal, statutory and regulatory requirements,
- b) aims to enhance customer satisfaction, and
- c) aims to continually improve its service and service delivery process.

**1.2** The requirements for complaints handling process covered in this standard do not apply for employment related disputes and/or disputes referred for resolution outside an organization.

**2 REFERENCE**

The following standard contains provision, which through reference in this text constitutes provision of this standard. At the time of publication, the edition indicated was valid. All standards are subject to revision and parties to agreements based on this standard is encouraged to investigate the possibility of applying the most recent edition of the standard indicated below:

<i>IS No.</i>	<i>Title</i>
IS/ISO 9000:2005	Quality management systems –Fundamentals and vocabulary ( <i>third revision</i> )