



सत्यमेव जयते



सुचना का  
अधिकार

भारत सरकार GOVERNMENT OF INDIA  
इस्पात मंत्रालय MINISTRY OF STEEL  
उद्योग भवन UDYOG BHAVAN  
नई दिल्ली-110107 NEW DELHI-110107

## QUALITY POLICY

Ministry of Steel, Government of India is committed to attain self sufficiency in Steel Production & raw material comparable to the international standards by providing support & guidance to the stakeholder PSUs & organizations ensuring proactive and responsive customer approach, leading to customer satisfaction in timely execution of the schemes/services mandated by Government of India within prescribed rules and regulations.

This shall be achieved through effective monitoring, transparency and continued interaction with the stakeholders at large. Continual improvements of Systems & Processes within the regulatory framework shall be ensured.

New Delhi

Secretary(Steel)  
Ministry of Steel



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## QUALITY OBJECTIVES

1. To facilitate enhancement of steel production capacity and growth in Steel Production.
2. To monitor the capital expenditure and modernization & expansion programmes of PSEs.
3. To facilitate adequate availability of raw materials for steel industry from domestic & overseas sources.
4. To facilitate and promote R&D in steel sector and monitor the performance parameters of iron & steel production.
5. To monitor & facilitate the mergers, acquisitions & joint ventures in Steel Ministry PSEs.
6. To enhance customer/client satisfaction through prompt response or redressal of customer issues as per service delivery standards of citizens' charter of the Ministry of Steel.

New Delhi

*D. L. Gadh*  
Secretary(Steel)  
Ministry of Steel