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### **Press Release**

#### **ISO 9001 & ISO 14001 certification to CMRL Operation & Maintenance**

CMRL has been awarded ISO 9001-Quality Management System and ISO 14001 - Environment Management System certification for its entire Operation & Maintenance activities of Phase -1. It involves 13 O&M departments of CMRL namely Train Operations, Rolling stock, PS&OHE, Signalling, Telecom, Civil, Tracks, E&M, IT, Security, AFC, HR & Admin and Environment.

With regard to this, CMRL has earlier appointed a consultant to train its staff in ISO documentation and Internal Audit. The consulting agency has imparted ISO awareness training to 2361 field staff in CMRL, which also includes outsourced staff.

A total of 29 CMRL executives and non-executives from various departments were qualified as ISO Internal Auditors and ISO Lead Auditors to ensure compliance to the ISO systems.

The scope of ISO certification covers Operation & Maintenance of Chennai Metro Phase-1 network comprising Blue-line and Green-line including Elevated & Underground Metro stations and Metro Maintenance depots.

Bureau Veritas, the ISO certification body has conducted audits in Aug 2023 & Nov 2023 and approved the ISO certification to CMRL. The ISO certificate was awarded by Thiru. Winston Isaac, Manager, Certification, Bureau Veritas which was received by Thiru. M.A, Siddique I.A.S., MD, CMRL on 28.12.2023, In the presence of Thiru. Rajesh Chaturvedi, Director (Systems and Operations). Tmt. H.Jayalakshmi, Chief Security Officer, Thiru. A.R.Rajendran, CGM (RS), Thiru. S. Satheesh Prabhu, AGM (RSO), Thiru. P.Thiagarajan, JGM (RS) and Senior Officials and Staff of CMRL were also present during the occasion.

The certification is valid for three years and surveillance audit will be done by the agency every year. This ISO certification will help CMRL to further improve the quality of their services.

**Issued By: Joint Director / Public Relations Officer  
CMRL, Chennai – 600 035.**