

## **INTERNATIONAL EXCHANGE AND COOPERATION**

The Department of Administrative Reforms & Public Grievances (DARPG) deals with matters relating to international exchange and cooperation in the field of Public Administration and Governance, which includes, among other things, organizing programmes and visits of Indian delegations to foreign countries and visits of foreign delegations to India as part of projects / bilateral measures in furtherance of activities included in the Memorandum of Understandings (MOUs) / Agreements signed between India and other countries (bilateral or multilateral).

The aim of international exchange and cooperation component is to share information, best practices and personnel across national governments. Presently bilateral MoUs in the areas of Public Administration and Governance have been signed with Portugal, United Kingdom, Singapore and Australia, The Gambia and trilateral MoU with Brazil and South Africa (IBSA).

### **A. Engagement under MoUs**

#### **I. India-Portugal Cooperation**

The MoU with Ministry of the Presidency and of Administrative Modernization, Government of Portuguese Republic on 'Cooperation in the field of Public Administration and Governance Reforms' was signed by the Department on 24 June 2017. The areas of cooperation under this MoU include Digital transformation of Government, Administrative simplification and process re-engineering, Public Service Delivery, Building and developing staff capability, sharing good governance practices in public administration, and Public Grievance Redress Mechanism.

The first Senior Consultative Body meeting under the MoU was held on 8-9 May 2018 wherein a four-member Indian delegation led by Secretary (DARPG) visited Lisbon, Portugal. The second meeting of the Senior Consultative Body is due to be held in New Delhi.

## II. India–United Kingdom Cooperation

The MoU with the Cabinet Office, Her Majesty's Government of the United Kingdom (HMG) was signed by the Department on 11 November 2015.

The areas of cooperation under this MoU include (i) sharing good governance practices in public administration, (ii) user-led service design, (iii) reducing bureaucracy in service delivery, (iv) government process re-engineering, (v) building and developing staff capability, (vi) public grievance redress mechanism, (vii) local government reforms, (viii) reforms towards strengthening of social security, (ix) collaboration in strategies for promotion of ethics in Government, (x) collaboration between Government and industry on staff management., (xi) mechanisms for public engagement, (xii) crisis and disaster management and (xiii) digital transformation of government.

So far only one meeting of the India-UK Joint Working Group has been held. The second meeting of the India UK-Joint Working Group is due to be held in New Delhi.

## III. India – Singapore Cooperation

The MoU for cooperation in the field of 'Personnel Management and Public Administration' was signed by the Department with the Public Service Division of the Republic of Singapore on 1 June 2018.

The areas of cooperation under the MoU include (i) Workforce, Workplace and Jobs; (ii) Public Service Delivery; (iii) Human Resource Management; (iv) Public Sector Reform; (v) Leadership/Talent Development; and (vi) E-Governance/ Digital Government.

Two bilateral meetings have so far been held under the MoU. The first bilateral meeting on "Personnel Management and Public Administration was held virtually on 6 July 2021 and the second bilateral meeting between Department of Administrative Reforms and Public Grievances and Public Service Department, Singapore was held in New Delhi on 29 September 2022.

## IV. India Australia Cooperation

A Memorandum of Understanding (MoU) on cooperation in the field of Public Administration and Governance Reforms was signed by the Department with the Australian Public Service Commission (APSC) during India-Australia Virtual Summit held on 4 June 2020 held between the Prime Ministers of both sides.

The areas of cooperation under the MoU include (i) Promoting transparency and accountability in delivery of public services; (ii) Building effective service delivery in the public service; (iii) Recruitment and promotion in the public service; (iv) Developing a framework for values and competencies; (v) Training and capacity building of the public service; (vi) Public Sector Management and Reform; (vii) Public Grievance Redress Mechanism; (viii) Facilitating short-term foreign training programmes for officers of Government of India or Australia; and (ix) Promoting and utilizing potential of retired government servants.

Besides organizing a two-day virtual conference on “Public Grievance and Governance Reform” on 13-14 July 2021 and a webinar on ‘Workforce Initiatives’ on 24.2.2022, both sides held the first meeting of the Joint Working Group in Canberra, Australia on 13-14 October 2022 under the MoU.

#### V. **India-The Gambia Cooperation**

A Memorandum of Understanding (MoU) between the Department and the Public Service Commission, Office of the President, The Gambia was signed on 08 July 2021 on ‘Refurbishing Personnel Administration and Governance Reforms’.

The first meeting of India-The Gambia Joint Working Group was held virtually on 22 November 2021. On the request of The Gambia, DARPG, through the National Centre for Good Governance, successfully organized a one-week capacity-building programme on ‘Public Policy & Governance for 25 Senior Civil Servants of The Gambia from 16-17 May 2022 in New Delhi in collaboration with MEA under the ITEC programme.

Further, bilateral meetings were held by Secretary (DARPG) with the Vice President H. E Mr. Badara A. Joof and Mr. Baboucarr O. Joof, Minister of Public Service

Administrative Reforms, Policy Coordination and Delivery of The Gambia on 8 July 2022 in New Delhi.

#### VI. **India-Brazil-South Africa (IBSA) Forum**

An MoU on cooperation in the field of Public Administration and Governance was signed on 17 October 2007 in South Africa during the 2nd IBSA Summit.

The areas of cooperation under the MoU are (i) integrated monitoring and evaluation, (ii) e-governance, (iii) human resource development, (iv) citizen-oriented service delivery, (v) anti-corruption and ethics, and (vi) accountability and transparency.

The 7th meeting of the Working Group on Public Administration (WGPA) was held in New Delhi in March 2011, where the Working Group decided a way forward in terms of an Action Plan for implementing the MoU in identified areas of interest. No further meeting of the WGPA has taken place.

#### B. **Cooperation with International Institute of Administrative Sciences (IIAS)**

The Department is an institutional member of the International Institute of Administrative Sciences (IIAS), Brussels, Belgium since 1998. IIAS was established for the purpose of promoting the development of Administrative Sciences, better organization and operation of public administrative agencies, improvement of administrative matters and techniques and for the progress of International Administration.

Shri V. Srinivas, Secretary is a member of Council of Administration (CoA) of IIAS, the highest body in IIAS which ensures the management and direct control of the affairs of the Institute. He is also member of the Finance Committee of IIAS. He has been re-elected for a period of 3 years till 2025 during the meeting of the General Assembly of IIAS held in Italy on 27 June 2022. He actively participates not only in the meetings of the CoA and the Finance Committee but also in the IIAS Conferences as and when held by IIAS.

#### C. **Capacity Building in the field of Public Administration and Governance**

In order to understand the framework for public service reforms and its implications on service delivery and also to gain insight about e-governance initiatives and approaches in other countries, the Department organizes exposure visits for short term duration (one week) in specific areas of interests in Institutes of international repute for PM Awardees and e-Governance Awardees and also AR Secretaries of States/UTs, Nodal officers of Ministries/Departments of Government of India based on their performances in handling the Public Grievances on CPGRAMS, etc.

Due to travel restrictions imposed worldwide after the outbreak of Covid-19, no such training programme could be organized by the Department during the last 3 years.

**DETAILS OF TRAINING PROGRAMME ORGANIZED DURING 2013-14 TO 2018-19  
(TO BE HYPERLINKED).**

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