

Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

dt 22.4.2024

Statement of Shri V.Srinivas, IAS Secretary Department of Administrative Reforms and Public Grievances at the MOU Signing Ceremony of the MOU between the Ministry of Civil Service of the Kingdom of Cambodia and the Ministry of Personnel, Public Grievances and Pensions of the Republic of India dated 22.4.2024

Excellency Mr. Hun Many, Deputy Prime Minister and Minister of Civil Service, of the Kingdom of Cambodia,

Excellency Dr. Devyani Khobragade, Ambassador of India to the Kingdom of Cambodia,

Distinguished Colleagues,

On the momentous occasion of the MOU signing ceremony of the MOU in the field of Human Resource Development in Civil Service between the Ministry of Civil Service of the Kingdom of Cambodia and the Ministry of Personnel, Public Administration and Pensions of the Republic of India, my heartiest congratulations to Excellency Mr. Hun Many, the Deputy Prime Minister and Minister of Civil Service of the Kingdom of Cambodia, Dr. Devyani Khobragade Ambassador of India to the Kingdom of Cambodia and all distinguished colleagues who have strived to make the collaboration possible. The MOU duly approved by Prime Minister Modi, Minister of State for Personnel, Public Grievances and Pensions Dr. Jitendra Singh, External Affairs Minister Dr. S.Jaishankar, focuses on strengthening and promoting bilateral exchange and cooperation between the two countries in the field of Human Resource Development in Civil Service as also facilitate a dialogue between the India's Personnel Administration agencies and the agencies of the Ministry of Civil Service of the Kingdom of Cambodia. Our two Nations share a common interest in pursuing administrative reforms focused on modern day governance models, and the MOU will enable significant knowledge exchanges over the next 5 years.

Excellency,

"Technology has immense potential to bring government and citizens closer. Today, technology has become a powerful tool to empower citizens as well as a medium to

optimize transparency and accountability in day-to-day functioning. Through various policy interventions, Government of India is strongly moving ahead towards digital empowerment of citizens and digital transformation of institutions.”

The Governance landscape of India has radically changed in scale, scope and learning paradigms. India has succeeded in establishing a new paradigm of governance by creating modern day digital institutions which benefit millions of Indians. India’s Governance Reforms are marked by Secretariat Reforms to establish fully digital secretariats, effective redressal of public grievances using AI/ ML, improving service delivery through integrated e-services portals, benchmarking of governance and services, recognizing meritocracy under the Prime Minister’s Awards for Excellence in Public Administration, Special Campaigns for cleanliness and reducing pendency in all government offices, reskilling of millions of government servants under Mission Karmayogi, and replication of good governance practices through regional conferences.

As India celebrates its Amrit Kaal Period, the Government is deeply committed for adoption of next generation administrative reforms by bridging the gap between citizens and government. The Government’s policy maxim is “Maximum Governance – Minimum Government” which envisages a “Digitally Empowered Citizen and a Digitally Transformed Institution”.

From December 2023–April 2024, the National Centre for Good Governance has conducted 4 programs in which 156 Cambodian civil servants participated.

The programs conducted from December 2023 to April 2024 are

1. 40 Cambodian civil servants of Ministry of Education participated in the 1st Capacity Building Program from December 11-23, 2023
2. 39 Cambodian civil servants from Ministry of Cult and Religion and Royal Academy of Cambodia participated in the 2nd Capacity Building Program from December 26, 2023 to January 6, 2024
3. 38 Cambodian civil servants from Ministry of Posts and Telecommunications have participated in the 3rd Capacity Building Program from January 8-19, 2024
4. 39 Cambodian civil servants from the Ministry of Inspection and Ministry of Education, Youth and Sports participated in the 4th Capacity Building Program from March 26 to April 6, 2024.

These programs were conducted in Mussoorie and New Delhi over 2 weeks duration. They included classroom learning at Mussoorie, a district attachment, a visit to Taj Mahal / PM Sangrahalaya and attachments with India’s leading institutions in New Delhi. Specific programs specially designed to enhance the skill sets of Cambodian civil servants were designed in consultation with the Embassy officials, Ministry of External Affairs and feedback from Cambodian civil servants.

The Cambodian civil servants have participated in the programs at NCGG with tremendous interest and enthusiasm. The Group work presentations were interactive and a diverse range of subjects were discussed. The feedback of these programs was over 90 percent positive. For the year 2024-25, the NCGG has proposed 6 programs for Cambodian civil servants and 250 officers would be attending these programs from May 2024 to February 2025.

Excellency, today is a land mark day for the India-Cambodia relations in Personnel Administration and Governance. As both countries envisage to take the collaboration to the next level, let me reassure you that the Government of India is committed to timely execution of the various facets envisaged under the MOU.

On this occasion, let me thank you excellency for your support for the relationship. I would also like to thank Ambassador of India to Cambodia Excellency Dr. Devyani Khobragde for pursuing the relationship diligently and participating in a number of programs at NCGG.

Jai Hind.