

**DARPG-SINGAPORE**  
**3<sup>rd</sup> BILATERAL MEETING / JWG**  
**10<sup>th</sup> September 2024, New Delhi**

**OPENING REMARKS**

Ms. Tan Gee Keow, Permanent Secretary, PSD, Singapore  
Members of the Delegation from Republic of Singapore

I extend a warm and hearty welcome to the Permanent Secretary and Members of the Singapore delegation to the joint working group meeting today. We had last met on 30<sup>th</sup> January, 2024 and committed ourselves to strengthening cooperation in the field of Personnel Management and Public Administration.

The Hon'ble Prime Minister of India had visited Singapore from September 4-5, 2024 and held a bilateral meetings with the President of the Republic of Singapore, Mr. Tharman Shanmugaratnam, Prime Minister, Mr. Lawrence Wong the Senior Minister, Mr. Lee Hsien Loong and the Emeritus Senior Minister, Mr. Goh Chok Tong. Prime Minister Modi in his historical third term has placed a lot of emphasis on India-Singapore relations which has been elevated to the higher level of "Comprehensive Strategic Partnership" to deepen and broaden the bilateral cooperation. The joint statement of the meeting of the Prime Minister indicated a lot of emphasis on cooperation in the field of digital technologies, artificial intelligence, cyber security and critical and emerging technology. The Prime Minister has outlined his Governance vision as 'Maximum Governance – Minimum Government' to achieve Viksit Bharat @2047.

I am happy to inform you that DARPG has hosted the 27<sup>th</sup> National Conference on e-Governance at Mumbai on 3-4 September, 2024 and adopted roadmap for e-Governance under the Mumbai Declaration. The 18-Point Mumbai Declaration focuses on the very same areas which find mention in the Joint Statement of the Prime Ministers – Use of AI in Governance, Cyber Security and promotion of digital empowerment on India's citizens.

I am also happy to inform you that India's Public Grievance Redressal system - CPGRAMS – has found mention in the Commonwealth Heads of Public Service,

Secretaries to Cabinet Outcome Statement on 24<sup>th</sup> April, 2024 as a State of the Art Grievance Redressal system that has empowered citizens across India. We would like to share with you the successful best practices which use AI enabled environment for grievance redressal and monitoring which has successfully brought down grievance redressal to 21 days and enhanced satisfaction level of citizens to 65 per cent.

India has also made sustained efforts for recognizing meritocracy through the Prime Minister's Awards for Excellence in Public Administration. PM Awards have focused on adopting the saturation approach and have recognized all-round excellence in implementation of priority sector programmes.

The DARPG has also succeeded in operationalizing India's largest capacity building institution for international civil servants in the National Centre for Good Governance (NCGG). Over 2000 international civil servants have attended mid-career capacity building programmes at NCGG in the year 2023-24. The programs include multilateral programmes for FIPIC, IOR, BIMSTEC, LAC & Caribbean, ASEAN countries and bilateral programmes for Sri Lanka, Bangladesh, Maldives, Myanmar, Cambodia and several African countries.

Excellency, through this Joint Working Group, we seek to enhance the collaboration that was developed in the previous Joint Working Group meetings particularly in pursuing e-Governance models which will have long term benefits for good governance as India pursue its vision India @2047 for a Viksit Bharat.

Let me briefly narrate the previous milestones achieved:-

The Memorandum of Understanding between the Ministry of Personnel, Public Grievances and Pensions of the Republic of India and The Public Service Division of the Republic of Singapore on Cop-operation in the field of Personnel Management and Public Administration was signed in Singapore on 1<sup>st</sup> June,2018.This Memorandum of Understanding was valid for a period of 5 years. 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.

The first virtual bilateral meeting on “Personnel Management and Public Administration” on 6th July, 2021 under the aegis of MoU. The bilateral meeting was led by Shri Sanjay Singh, the then Secretary, DARPG from Indian side and Mr. Loh Khum Yean, Permanent Secretary, PSD, Singapore from Singapore side. During the meeting, both sides shared experiences on Good Governance Practices in a Pandemic, Transforming Leaderships and Ethics, Capacity Building and Training of Leaders and Public Officers, Citizen Centric Governance and identified Citizen-centric service delivery and E-governance as potential areas for future collaboration.

The 24th National Conference on e-Governance (NCeG) was organized by the DARPG at Hyderabad, Telangana on from 07-08 January, 2022 with the theme- “India Techade: Digital Governance in a Post Pandemic World”. The Conference was attended virtually by Singapore officials. A presentation was given by Mr. Tan Chee Hau, Director, Planning and Prioritization Directorate, Singapore Smart Nation Digital Government Office (SNDGO) in the Conference.

The Second bilateral meeting on “Personnel Management and Public Administration” was held on 29th September, 2022 in New Delhi under the aegis of MoU. The bilateral meeting was led by Shri V. Srinivas, Secretary, DARPG from Indian side and Mr. Loh Khum Yean, Permanent Secretary, PSD, Singapore from Singapore side. Both sides identified areas of collaboration which include Capacity Building, participation in the ASEAN Benchmarking Study on e-Governance and future reforms to explore in governance. Mr. Loh Khum Yean, Permanent Secretary, PSD also addressed inaugural session of National Good Governance webinar jointly with Secretary (DARPG) on the theme ‘Public Service Delivery held on 30th September, 2022 which was attended by more than 850 participants from all over India.

On expiry of the MoU, a protocol document was signed on 6th July, 2023 in New Delhi on the same terms and conditions. The MoU was signed by Shri V. Srinivas, Secretary DARPG on behalf of DARPG and Mr. Simon Wong, High Commissioner of Republic of Singapore to India on behalf of PSD Singapore. Representatives of PSD, Singapore attended the signing in ceremony virtually. The MoU was extended for a period of five years from 1st June 2023 to 31st May 2028.

Once again let me extend a warm welcome to your Excellency and I look forward to cordial & constructive deliberations.