

INTERNATIONAL COOPERATION

1. The Department of Administrative Reforms & Public Grievances (International Exchange & Cooperation Division) is working as the nodal point in respect of matters relating to international cooperation in the field of Civil Service, Personnel Management and Public Administration concerning the Ministry of Personnel, PG and Pensions as a whole, which includes organizing programmes and visits of the foreign delegations in India and visit of Indian delegation abroad as part of project / bilateral measures taken up in accordance with the Memorandum of understandings MOUs / Agreements signed between India and other countries (bilateral or multilateral), viz, China, Malaysia, Brazil and South Africa and in respect of the cooperation with other international organizations of which the Ministry of Personnel, Public Grievances and Pensions is an institutional member.

1.2 At present, there are four countries, with whom MOUs have been signed: China, Malaysia (bilateral) South Africa (bilateral as well as trilateral; ie. IBSA) and Brazil (under IBSA). This involves exchange of visits and undertaking programmes/projects and activities under the existing MOU in the field of Civil Service, Personnel Management, Public Administration and Governance.

2. Cooperation with International Institute of Administrative Sciences (IIAS), Brussels, Belgium:

2.1 The Ministry of Personnel, Public Grievances and Pensions (Department Administrative Reforms and Public Grievances) is an institutional member of the International Institute of Administrative Sciences (IIAS) since 1998. The membership is being renewed every year by paying the requisite fee.

2.2 The International Institute of Administrative Sciences (IIAS) with its headquarters at Brussels, Belgium, was established for the purpose of promoting the development of Administrative Sciences, better organisation and operation of public administrative agencies, improvement of administrative matters and techniques and for the progress of International Administration. At the international level, it is devoted to the study of public administration. In the field of comparative studies, it alone provides a forum for presenting and discussing practical experiences and theoretical analyses of specialists of public administration from all regions of the world.

2.3 The advantage for Ministry of Personnel, Public Grievances and Pensions of becoming an institutional member of the IIAS is that, it enables the Government of India in getting information on the latest development in the field of public

administration through participation in international meetings and seminars organised by the IAS as well as through various journals, documents and study reports prepared/issued by them. Additional Secretary, D/o Administrative Reforms & Public Grievances, as a Government of India nominee in ex-officio capacity, is on the Executive Committee of IAS.

3. Cooperation with Commonwealth Association for Public Administration and Management (CAPAM), Toronto, Canada:

3.1 The Commonwealth Association for Public Administration and Management (CAPAM), with its headquarters at Toronto, Canada, is a membership organization dedicated to strengthening public management and consolidating democracy and good governance through out the Commonwealth. It was formed in 1994 as a result of decisions taken at the Commonwealth Heads of Government meetings in Harare in 1991 and in Cyprus in 1993. CAPAM has 1005 individual members and 82 institutional members.

3.2 The Ministry of Personnel, Public Grievances and Pensions, Government of India became an institutional member of CAPAM in 1997. The membership is being renewed annually. The membership enables the Government of India to keep pace with the latest developments in the field of public administration, through participation in various programmes of CAPAM viz; International Innovations Awards Programme, International Innovations Cascading Programme, international meetings, seminars and conferences organized by CAPAM, as well as through various publications, journals and study reports issued by CAPAM. Secretary, Ministry of Personnel, Public Grievances and Pensions, as a Government of India nominee, in an ex-officio capacity, is member of CAPAM Board of Directors.

3.3 CAPAM International Innovations Awards Programme:

Since 1998, CAPAM has been announcing its Biennial International Innovations Awards Programme. The purpose of the Awards Programme is to promote the interaction of new initiatives in government reform throughout the Commonwealth. Through this programme, CAPAM endeavors to promote new initiatives in government reform; to expose countries to varying perspectives on models of change and reform; to promote quality service to public and to further strengthen communications and exchange among different member countries. This provides an opportunity to exchange experience on new developments and innovations in management in governments of Commonwealth countries.

3.3.1 India has been participating in the CAPAM Award Programme since beginning and has won gold medals in 1998, 2000, 2002 & 2004 and silver medals in the year 2002, 2004 and 2006.

3.3.2 The 6th CAPAM Awards Programme, was held at Barbados in conjunction with CAPAM Biennial Conference from 19-22 October, 2008. Out of 27 projects submitted by GOI, the following three projects from India were selected among the top ten finalists, out of over 150 submissions received by CAPAM from various Commonwealth countries.

- (a) Jan Seva Kendra(JSK),ICT enabled Public Service Delivery Centre (Government of Gujarat).
- (b) Citizen Centric Approach for making Safe Motherhood – A Right for every Women, (Government of Madhya Pradesh)
- (c) Bio-Digester- An Innovation for Organic Farming, (Government of Karnataka)

4. **India-Brazil-South Africa (IBSA) Forum:**

4.1 Recognizing the emergence and consolidation of IBSA initiatives and collaboration at regional and global level for promoting good governance and wishing to strengthen South-South cooperation, the three countries acknowledge that joint efforts and collaboration will position them as active players in helping to direct the Public Administration and Governance towards democratic values and social inclusion.

4.2 The Prime Minister of India, the President of Brazil and the President of South Africa met in Brasilia (Brazil) on September 13, 2006 for the 1st Summit meeting of the India-Brazil- South Africa dialogue forum. Also desiring to promote trilateral exchange of cooperation in the field of Public Administration and Governance between the three countries in accordance with their respective national legislation on the basis of equality and mutual benefit, India, Brazil and South Africa agreed to enter into an MOU. Pursuant to the IBSA Summit decision as contained in the Joint Declaration issued on the occasion, an IBSA Working Group on Public Administration (WGPA) has been set up by the three countries.

4.3 The Working Group on Public Administration (WGPA) ensures that advocacy and influence on public administration are sustained at global, regional and national levels. The priorities of the IBSA Working Group are global governance reforms and strengthening of South-South Cooperation, by ensuring an effective public service and sharing of best practices in governance among the three countries, including effective

systems for monitoring and evaluating government performance. IBSA network would also enhance the ability to influence global thinking on issues of Public administration in the world.

4.4 The IBSA Working Group on Public Administration has been assigned a key role in the consolidation and advocacy of work on Governance and Public Administration. The Working Group on Public Administration started working in August 2006; it has since held five meetings and adopted the following areas of cooperation:

- (i) Integrated monitoring and evaluation
- (ii) E-governance
- (iii) Human Resource Development
- (iv) Citizen oriented service delivery
- (v) Anti-corruption and ethics
- (vi) Accountability and Transparency

4.5 Collaboration in these areas represents the essence of the agreed upon MOU which has been signed on October 17, 2007 in South Africa, during the 2nd IBSA Summit. Necessary action is underway to implement the IBSA MoU through an annual Programme of Action, identifying various projects/programme for exchange among IBSA countries.

4.6 In addition to this, the Working Group agreed that the IBSA process should result in a virtual centre of excellence to facilitate the exchange of best practices. Such exchanges will in each country contribute to the consolidation of a public administration structure capable to address issues pertaining to the reduction of poverty, meeting the MDGs and the needs of a developmental State.

4.7 Satisfactory progress has been made in sectoral cooperation in the field of Public Administration by successfully implementing the first Plan of Action (2006-07), resulting in the concept of an IBSA Virtual Centre of Excellence to facilitate exchange of best practices in the field of Public Administration and Governance. The second Plan of Action (2007-2008), with focus areas on 'Public Service Delivery' and Charter on Public Administration' is under implementation by the three sides and efforts are underway to enhance the trilateral working relationship and cooperation among IBSA countries in the sector. In the 5th meeting of the Working Group held in New Delhi on 10-11 September, 2008, the next Plan of Action 2008-09, including targets, milestones and time-frame for exchange and cooperation was discussed and the way-forward decided. The 6th meeting of the IBSA WGPA was held on 4-5 May, 2009 in New

Delhi to formulate and adopt an IBSA Work-Plan 2009, based on the Concept Papers prepared on the identified areas/projects agreed in the last meeting.

5. Ministry of Personnel, PG and Pensions, in recent times was also engaged with the visiting delegations from Egypt, Vietnam, Kenya, Solomon Islands, Latvia, Afghanistan, Uzbekistan and Nepal. The interactions with these countries focused on areas of Civil Service, Personnel Management and Public Administration, including Reforms Initiatives, Capacity Building and Skill upgradation, Empowering Civil Service, E-Governance, empowering citizen by Right to Information and strengthening vigilance for combating corruption.

6. India – Malaysia Cooperation in the field of Public Administration and Governance.

6.1 A Memorandum of Understanding on cooperation in the field of Civil Service, Personnel Management and Public Administration between Government of India, represented by the Ministry of Personnel, Public Grievances and Pensions and the Government of Malaysia, represented by the Public Service Department, was signed on 14 May, 2001.

6.2 To facilitate implementation of the MoU across various spheres of interest identified for exchange and cooperation, a Joint Working Group on Civil Service (JWGCS), which is an inter-governmental machinery of India and Malaysia, has been constituted. The JWGCS consists of members of both the countries as nominated by the concerned parties, with Secretary (AR& Pensions), Ministry of Personnel, Public Grievances and Pensions, Government of India as the Leader of the Indian side and the Director General, Public Service Department, as the Leader of the Malaysian side.

6.3 Cooperation with the Malaysian side is focused in the following identified areas:

- (i) Human Resources Development
- (ii) Employer-Employee Relations
- (iii) Salary and Allowances of Civil Servants
- (iv) Public Pension System
- (v) Employee Welfare
- (vi) Alternative Systems of Public Service Delivery
- (vii) Rightsizing Government
- (viii) Clients/Citizens Charter Initiatives
- (ix) TQM and ISO Certification in Government
- (x) Training: Management and IT;

- (xi) E-Government
- (xii) Civil Service matters for Management level
- (xiii) Anti-Corruption Strategy
- (xiv) VRS
- (xv) Public Grievance Redress Mechanism (PGRM)

Sharing of experiences and benchmarking of best practice are the key strategy of collaboration in the areas listed above.

6.4 The third Meeting of the India-Malaysia Joint Working Group was held on 6-7 January, 04 in New Delhi . The JWGCS reviewed the progress made by the Task Forces from both sides in implementing the various projects listed under the Work-plan and expressed their satisfaction over the progress made.

6.5 The work-Plan for the year 2003 and 2004 adopted by India and Malaysia in pursuance of the MoU entered has led to a very useful exchange of information including learning and sharing of best practices, and exchange of experts from both sides. Both sides would be further engaged in exploring new areas of cooperation for further enhancement of bilateral working relationship and developing a programme of cooperation in the form of a Work-Plan.

6.6. The next meeting of India Malaysia JWGCS is proposed to take place in Kuala Lumpur in June, 2009.

7. India-China cooperation in the field of Civil Services , Personnel Management and Public Administration.

7.1 A Memorandum of Understanding on cooperation in the field of Civil Services, Personnel Management and Public Administration was entered into in 1992 between the Ministry of Personnel Public Grievances and Pensions of the Government of India and the Ministry of Personnel of the People's Republic of China(PRC).

7.2 In the past, under the given MoU, the Indian delegations visited China to study Local Governance System, explore ways of cooperation between Civil Services Institutions of India and China and study China's structural and economic reforms. The last activity under the MoU was the visit of Vice Minister of Supervision from the PRC to India from April 30 to May 8, 1998. Sino-Indian relations suffered a severe setback in May 1998, and as a result the exchanges with China were suspended across the board. Ever since 1998, the Chinese side had not shown any interest in reaffirmation of the MoU or renewal of any exchanges between the two sides. In October 2006, the Chinese side had shown interest for revival of exchanges between India and China under the MoU.

7.3 The Ministry of Personnel of the People's Republic of China, the nodal agency for implementation of the MoU, has been re-structured following its merger with the Ministry of Labour and Social Security, leading to formation of a new Ministry known as the Ministry of Human Resources and Social Security. As a result, a fresh MoU in the field of Civil Services, Personnel Management and Public Administration is required to be signed between the two countries, as per the regulations of the Chinese State of Council (Cabinet).

7.4 A delegation from the Ministry, headed by Secretary (AR&Pensions) is scheduled to visit China in May, 2009 to discuss the areas of cooperation under the draft MoU, including annual/ biennial Work-Plan for bilateral cooperation. A note has been sent to the Indian Embassy to finalize the programme of the visit with the Chinese side.

7.5 The Indian Side during its meeting with the Chinese side proposes to take up the following areas of interest for consideration of MOU, and annual / biennial Work- Plan for exchange of cooperation, besides making a presentation on the Indian Civil Service System:

- (a) Capacity building and skill upgradation
- (b) Improved systems of public service delivery
 - Customer oriented services
 - Quality management in government
 - Public grievance redress mechanism
- (c) E-Governance
- (d) Anti-corruption mechanism
- (e) Accountability and transparency
- (f) Human Resources Development

7.6 A draft of the new MoU in the field of Civil Services, Personnel Management and Public Administration between India and China, following approval of MoS(PP) and vetting by MEA, was sent to the Indian Embassy in Beijing for seeking consideration and comments of the Chinese side. A preliminary response from the Chinese side indicates that the topic of Anti-Corruption could not form part of the MOU, being out of the purview of the Ministry of Human Resources and Social Security of China.
