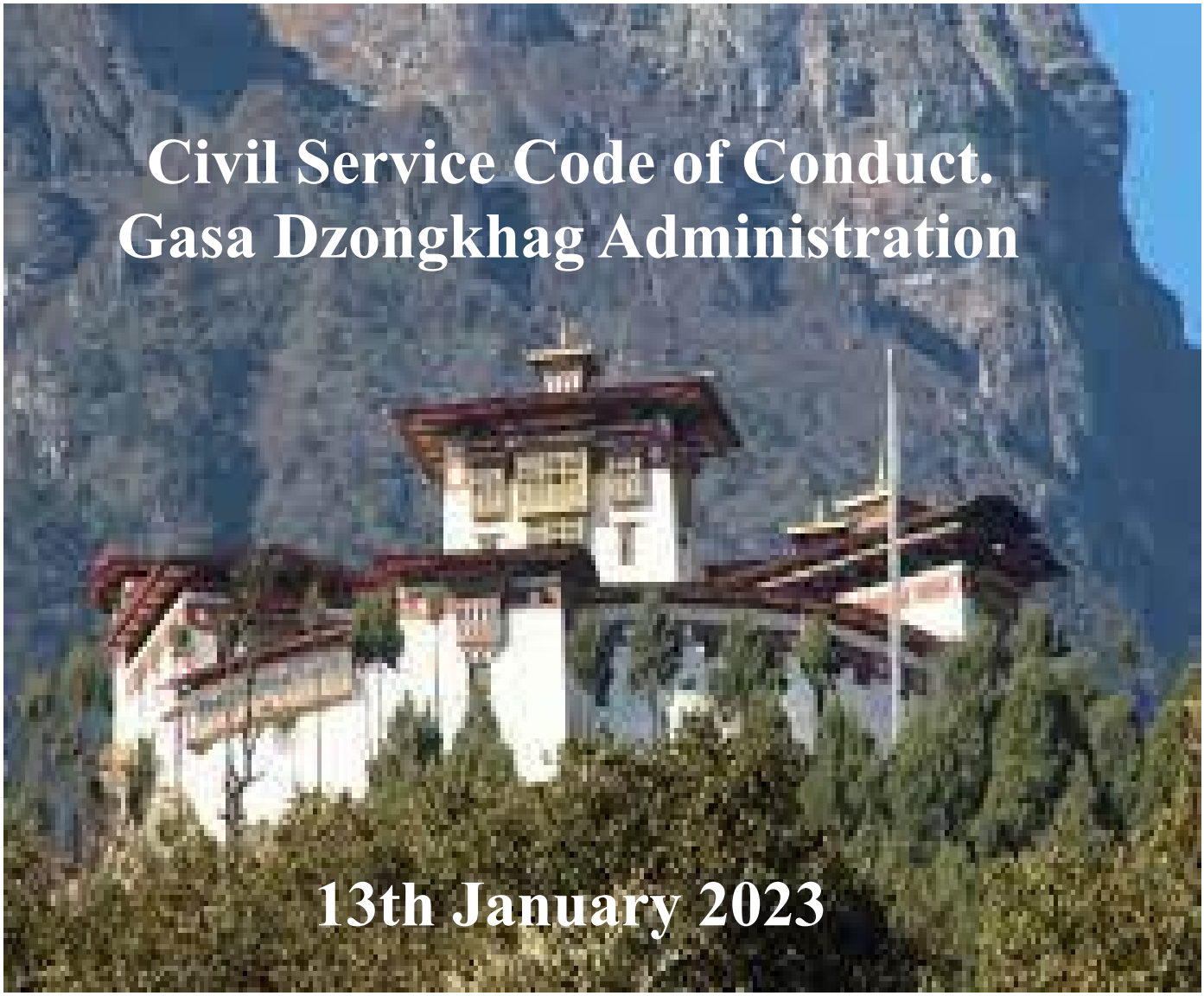
Civil Service Code of Conduct.
Gasa Dzongkhag Administration



13th January 2023

Preface

The Anti-Corruption Act of Bhutan 2011 is a set of laws and regulations put in place to prevent and combat corruption in the country. One of the key provisions outlined in this legislation is the requirement for public agencies to develop and revise their own specific codes of conduct based on a model code created by the Anti-Corruption Commission (ACC). This model code serves as a guide and foundation for the development of individual agency codes of conduct, taking into account the specific mandates and functions of each agency.

In accordance with this requirement, a Civil Service Code of Conduct for Gasa Dzongkhag has been developed. This code of conduct has been created by referencing the Model Code of Conduct issued by the ACC on December 30th, 2022, as well as the Bhutan Civil Service Rules and Regulations 2018. These references ensure that the code of conduct developed for Gasa Dzongkhag is in line with the broader principles and guidelines established by the ACC and the Bhutan Civil Service. Additionally, this code of conduct has been reviewed by the Internal Review Committee Members (IRC) and the Human Resource Committee (HRC) Members, which further guarantees that it is appropriate for the specific context of Gasa Dzongkhag.

This Civil Service Code of Conduct for Gasa Dzongkhag comes into force from 13th January 2023. It lays out the values that the Dzongkhag wishes to promote among its employees and sets out the standard of professional conduct that should be upheld by the Civil Servants while performing their official duties. It serves as an essential guide and reference for Civil Servants to make ethical decisions, this will help them to navigate ethical dilemmas and situations that may arise in the performance of their duties. Therefore, it is imperative that all Civil Servants of the Gasa Dzongkhag comply with the Code of Conduct so that they can act in the best interest of the organization and the public.

(Tenzin Chophel)

DZONGDAG

Background of the Dzongkhag

With a total area of 3081.77 sq.km, Gasa Dzongkhag lies in the Extreme North East of Bhutan with elevations ranging between 1,500 and 4,500 meters above the sea level. The region experiences extremely long and hard winters and short but beautiful summer.

The Dzongkhag is administratively supported by four Gewogs namely Goen Khatoed, Goen Khamaed, Laya and Lunana Gewog. The people of Gasa generally speak Dzongkha with a distinctive accent.

The natural splendor of Gasa is unparalled in the country. The Dzongkhag has some of the highest peaks in the kingdom. Over a hundred glacial lakes that are at the foot of these greater Himalayan peaks feed some of the major river systems in the country, including the Phochhu and the Mochhu rivers.

The whole area of Dzongkhag falls under the Jigme Dorji Wangchuck National Park and it is the habitat for different species of birds and animals such as Takin, Musk deer, Blue sheep, Snow leopard, Red panda, Raven, Wild pheasants, Snow pigeons, Red billed cough, Himalayan black bear, Tiger and many more.

A famed hot spring and series of Menchus with renowned medicinal properties are another important natural resources in the dzongkhag, drawing numerous locals as well as tourists. Every year a number of tourists pass through the region along its popular trekking trails, including the famous snowmen race, one of the longest and most arduous of the treks in the world. The region's high altitude and extreme climate makes it difficult to practice agriculture but livestock is mainstay, particularly rearing of yaks.

Vision and Mission Statement of the Dzongkhag

Vision

"To promote well-being and prosperity through effective governance, a strong economy, and social cohesion based on equity and inclusion."

Mission

1. Promote effective governance for well-being and prosperity: This involves creating and maintaining a system of governance that is responsive to the needs of the community, transparent and accountable, and that promotes social and economic development. This can include implementing policies and programs that address issues such as poverty, inequality, and access to education, healthcare and other essential services.

2. Build a strong economy for the benefit of all: This involves promoting economic growth, job creation, and stability. This can include implementing policies and programs that support small and medium-sized businesses, encourage investment, and promote innovation and entrepreneurship. Additionally, it also involves ensuring that the benefits of economic growth are widely shared and not concentrated among a small group of people.

3. Foster social cohesion through equity and inclusion: This involves creating an inclusive society where everyone is treated with dignity and respect, and where everyone has equal opportunities to succeed. This can include implementing policies and programs that promote diversity, equity and inclusion, and addressing social and economic inequalities that can lead to division and marginalization.

4. Ensure access to resources and opportunities for all members of society: This involves ensuring that all members of society have access to the resources and opportunities they need to thrive, such as education, healthcare, housing, and job opportunities. This can include implementing policies and programs that address issues such as poverty, unemployment, and lack of access to essential services.

Civil Service Code of conduct

Introduction:

Section 35 (3) of the Anti- Corruption Act of Bhutan 2011 requires Individual Agencies to implement the model code of ACC by developing their individual code and compliance programs, tailored to the functions and responsibilities they are expected to carry out and to suit their particular requirements and circumstances. In this regard, the Gasa Dzongkhag Administration hereby adopts this Civil Service Code of Conduct in accordance with the Model Public Service Code of Conduct, 30th December 2022 of the Anti-Corruption Commission of Bhutan.

Objectives of the code of conduct:

The purpose of this code of conduct is to:

a) To promote the highest standards of ethical conduct in line with Civil Service Values and Conducts enshrined in the BCSR 2018.
b) To spell out the standards of integrity and conduct to be compiled with by a public servant.
c) To develop and enhance public trust in the service providers.

Scope:

This code of conduct shall:

a) Apply to all the Civil Servants under Gasa Dzongkhag.

Rules for Construction:

In this Code of Conduct, unless the context indicates otherwise, singular shall include plural and masculine shall include feminine and vice-versa.

Statements of the Code of Conducts:

Loyalty:

1. A Civil Servant shall be loyal and faithful to the Tsa Wa Sum.

Professionalism:

2. A Civil servant shall;
   a) Be aware of one's roles, responsibilities, duties and rights in accordance with the Standard Operating Procedures (SOP) and Terms of References (ToR) of one's position.
   b) Be innovative, steadfast, dynamic and have an open mind to learn new things.
   c) Be punctual and regular at work.
   d) Uphold the right attitude and maintain a positive relationship with other colleagues and service users.
   e) Be open to feedback from supervisors, colleagues and subordinates.
   f) Be able to multitask and work in a team.
   g) Deliver public services in a prompt and efficient manner.

Fairness:

3. A civil servant shall:
   a) Be fair and impartial.
   b) Treat his clients with dignity, empathy and humility and provide services with the right frame of mind.
   c) Not favor, show or intend disfavor towards anyone based on personal relationships, gender, appearance, region, ethnicity and family background, being rich or poor, health and physical condition and religion.

Discipline:

4. A civil servant shall maintain Driglam Namzha and official decorum in any official duties and they shall conform to the code of conduct.

Accountability:

5. A civil servant shall:
   a) Be accountable for the decisions he makes and other actions and behaviors.

Transparency:

6. A Civil Servant shall promote efficiency and transparency. They shall be transparent in their decision and action unless required to maintain confidentiality.

Conflict of Interest:

7. A civil servant shall;

   a) Declare conflict of interest while performing the official duties.

b) Not allow the personal issues to conflict with official duties or advance his personal interest over official obligations.

Outside Interest:

8. A civil servant shall:
   a) Not engage in any activity or transaction, acquire any position or function whether paid or unpaid, or have any other interest that is incompatible with the official duties.
   b) Remain and uphold political neutrality. A civil servant shall not stand for election under the electoral laws of the Kingdom.

Declaration of Assets and Liabilities:

9. A Civil Servant shall, as required by law, comply with the requirement to declare his or her personal asset, income, and liability, as well as, those of his or her spouses and/or dependent.

Acceptance of Gifts and Hospitality:

10. A Civil Servant shall not, directly or indirectly, solicit or accept gift, favor, hospitality, or other benefit of any kind either for him or herself, or his or her family and relatives.
11. A civil servant shall declare any gift or hospitality received as per the Gift Rules.

Public and Office Resources:

12. A Civil Servant shall
    a) At all times ensure that the staff, public property, facility, service, and financial resources they are provided are used judiciously for official purposes.
    b) Optimally use public resources in an efficient and effective manner to provide timely and efficient services

Disclosure of Information

13. A Civil Servant shall maintain confidentiality and secrecy of any matter, document, report, and other information relating to the official function that is under their control. A civil servant shall refrain from unauthorized communication of information that is discovered in the course of duty.

14. **The Dzongkhag administration shall not tolerate:**
    a) Any form of harassment by the employees to service users or colleagues.
    b) Leakage of confidential information.
    c) Use office resources such as time, stationeries, office equipment, vehicles, etc...for personal matters.
    d) If a Civil Servant criticizes or unreasonably tries to bring down the honor and reputation of other employees.
    e) If a Civil Servant attends official duties under the influence of alcohol, drugs and other substances.
    f) If a Civil Servant blames others for his or her actions.

g) If a Civil Servant de-motivates colleagues and his/her subordinates by withholding important information.
h) If a Civil Servant fails to carry out his mandates.

Procedures for raising and handling complaints:

15. A civil servant who believes that he or she is being treated in an unlawful, improper or unethical manner shall file a complaint in accordance with the Complaint Management System of the Dzongkhag.
16. A Civil Servant shall file a complaint in accordance with the Complaint Management Standard Operating Procedures, 2023 of the Dzongkhag Administration.
17. A Civil Servant shall ensure that complaint for any information contained therein is treated confidentially.

Disciplinary Committee

18. The Dzongkhag HR Committee (DHRC) shall function as the Disciplinary Committee.

Roles of Disciplinary Committee

19. The Disciplinary Committee shall:
    a) Sensitize the employees on Code of conduct.
    b) Monitor and mentor the employees in the areas of code of conduct.
    c) Review and take action on any cases related to the breach of code of conduct.

Disciplinary Sanctions:

20. A Civil Servant shall be liable for the following Major and Minor disciplinary sanction as per the BCSR 2018 and Rules for Administrative Disciplinary Action (RADA) July 2022 for the breach of the Code of Conduct.
    a) Minor Disciplinary Sanctions can include:
        1. Reprimand
        2. Reassignment
        3. Withholding salary
        4. Suspension
        5. Withholding Annual Salary Increment
        6. Withholding Promotion
        7. Demotion

    b) Major Disciplinary Sanctions can include:
        1. Compulsory Retirement
        2. Termination

Accountability:

21. All the Civil Servants of Gasa Dzongkhag shall be accountable and liable for any unlawful or inappropriate action or decision and the breach of this code of conduct.

ACRONYM

ACC: Anti-Corruption Commission

HRC: Human Resource Committee

IRC: Internal Review Committee

BCSR: Bhutan Civil Service Rules and Regulation

RADA: Rules for Administrative Disciplinary Actions

SOP: Standard Operating Procedures

ToR: Terms of Reference