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SERVICE SPECIFIC CODE OF CONDUCT

The purpose of this Code of Conduct is to:

- (a) Specify the integrity, values, and conduct standards that all agency employees must adhere to;
- (b) Provide guidance to employees in upholding these standards in their daily activities and interactions;
- (c) Ensure that the services delivered by the agency meet or exceed the expectations of clients and stakeholders.

Scope:

This Code of Conduct shall apply to:

- (a) All employees of the Samtse Dzongkhag Administration;
- (b) It shall be regarded as an integral component of every employee's terms and conditions of employment;
- (c) Any violations of this Code will be subject to appropriate disciplinary or legal action.

A civil servant who has been given the honor and respect to serve the Tsa-Wa-Sum must adhere to the following set of principles and behavior, recognizing the confidence and trust placed in them:

- 1) A civil servant shall be conversant with and uphold all the provisions of the Constitution, CSAB 2010 and BCSR.
 - a) A Civil Servant shall:
 - i. Civil servants must strictly adhere to the laws, rules, and regulations of the nation in the performance of their duties.
 - ii. Civil servants must share relevant information with their superiors and colleagues to ensure awareness of the provisions outlined in this Code of Conduct
 - b. A Civil Servant shall not:



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- i. Demonstrate disregard for the provisions outlined in BCSR 2018 and CSAB 2010.
 - ii. Participate in or attempt to take part in any acts that are against national laws or regulations.
- 2) Civil servants are expected to support and preserve the ideals of Tha Damtsi and Ley Jumdrey to contribute to the overall well-being and prosperity of the Tsa-Wa-Sum.
- 3) Civil servants must uphold Driglam Namzhag, which encompasses official decorum and traditional etiquette. They should refrain from engaging in behaviors that interfere with their ability to fulfill their tasks, damage the reputation of the civil service, or jeopardize the safety of others. By maintaining professionalism and decorum in their conduct, public servants uphold the dignity and respect of their roles and contribute to a positive work environment.
- a. A civil servant SHALL:
- i. Be punctual and regular at work;
 - ii. Deal with clients in a befitting manner ;
 - iii. Demonstrate exemplary behaviour and actions at all times;
 - iv. Show consideration and respect to others;
 - v. Respect and attend the call of his Agency's Disciplinary Committee; and
 - vi. Respect and undergo medical test, drug test and treatment plan prescribed by the competent authority/Agency.
- b. A civil servant SHALL NOT:
- i. Indulge in gambling or imbibing intoxicating substances like consuming drugs, alcoholic drinks or any other substance that may weaken his personal integrity and affect his work performance or affect his Excellence in Service normal behaviour or endanger the safety of other people;
 - ii. Engage in individual or group altercation in public, related to official duty or otherwise; and
 - iii. Speak and act in a way that is not in conformity to the Civil Service values of integrity, professionalism, honesty, impartiality, accountability, loyalty, and leadership



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- 4) A civil servant shall render services with due respect, courtesy, sincerity and to the best of his knowledge and abilities.
 - a) A civil servant SHALL:
 - i. Treat his clients with dignity, empathy and humility;
 - ii. Always realise that he is a civil "servant" and paid to serve;
 - iii. Be genuine in his behaviours, thoughts and actions; and
 - iv. Provide services with right frame of mind and as per established rules and procedures.
 - b) A civil servant SHALL NOT:
 - i. Falsely bring down the honour, reputation and dignity of another civil servant or client;
 - ii. Insult or disclose personal aspects of a client or another civil servant in public;
 - iii. Criticise or unreasonably humiliate someone with whom he has dealings;
 - iv. Resort to unreasonable argument or violence with clients or another civil servant while carrying out his duty; and
 - v. Intentionally delay a service or ignore a client.
5. A civil servant shall maintain apolitical and non-partisan behavior at all times. They must refrain from engaging in political activities or affiliations that may compromise their impartiality, neutrality, or independence in carrying out their duties. Additionally, civil servants are prohibited from standing for election under the electoral laws of the Kingdom, ensuring that the civil service remains free from political influence and interference.
6. A civil servant shall not abuse their position or power for personal gain, advantage, or to unduly influence others. They are expected to conduct themselves with integrity, fairness, and impartiality in all their interactions and decision-making processes. Any misuse of authority or exploitation of their position for improper purposes is strictly prohibited and may result in disciplinary action.
7. A civil servant shall uphold the confidentiality of official information and decisions. This includes refraining from unauthorized communication of information that could disrupt the smooth and efficient functioning of the Royal Government. Furthermore, civil servants must



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safeguard information that pertains to the prestige, territorial integrity, national security, and stability of the Kingdom as a sovereign and independent nation.

8. A civil servant bears the responsibility of ensuring efficiency, effectiveness, professionalism, meritocracy, and accountability in their work. This entails striving for optimal performance, utilizing resources judiciously, and delivering high-quality services to the public.

9. A civil servant shall not engage in sexual harassment. Sexual harassment means an “unwelcome verbal, visual, or physical conduct of a sexual nature that affects working conditions or creates a hostile work environment”.

10. A civil servant shall appear before Disciplinary Committee or Administrative Review Committee or Administrative Tribunal or court of law or other Appellate Authority, as and when summoned.

11. A civil servant shall refrain from publishing or making any statement of fact or opinion in the media (broadcast, print and online) or in any document which may have adverse effects against the policies or actions of the Royal Government.

12. A civil servant shall abide by the provisions outlined in the Gift Rule 2017.

13 A civil servant shall abstain from indulging in any activity or association that adversely affects an institution, national sovereignty, or the integrity of the country.

14. A civil servant shall not provide wrong information to the Royal Government.

15. A civil servant shall not undertake any activity, private trade/commercial activity or additional employment as per Chapter 18 of the Rule and as a civil servant you must declare assets and liabilities periodically to the authorities concerned as prescribed in Asset Declaration Rules.

16. A civil servant shall not victimize or discriminate another civil servant who reports breaches or alleged breaches of the Civil Service Values and Conduct.

a) A civil servant SHALL:

- i. Report to authorities concerned on corrupt practices; and
- ii. Maintain confidentiality of identity and ensure protection of the informant.



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b) A civil servant SHALL NOT:

- i. Initiate or take actions without verifying the case;
- ii. Covertly or overtly victimize the informant; and
- iii. Support or conceal information related to corrupt practices.

18. A civil servant is in principle on official duty for twenty four hours a day and seven days a week and is accordingly paid for and, as such, is liable for call to duty anytime.

19. A civil servant shall declare and avoid Conflict of Interest in the process of official decision-making and while discharging all other official responsibilities.

Accountability

- i. A civil servant concerned shall be accountable and liable for administrative actions for breach of Civil Service Values and Conduct.
- ❖ All the above civil service values and code of conduct will help us in upholding the following:

1. Integrity:

- Act with honesty and integrity in all professional and personal dealings.
- Avoid conflicts of interest and disclose any potential conflicts promptly.
- Refrain from accepting bribes, gifts, or favors that may compromise impartiality or independence.

2. Respect:

- Treat all individuals with respect, dignity, and fairness, irrespective of their background, status, or beliefs.
- Foster an inclusive and supportive work environment free from discrimination, harassment, or intimidation.

3. Professionalism:



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- Uphold professional standards and competence in performing duties and responsibilities.
- Strive for continuous improvement and development through training and learning opportunities.
- Maintain confidentiality and protect sensitive information obtained in the course of duty.

4. Service Excellence:

- Provide services promptly, efficiently, and effectively, meeting or exceeding the expectations of clients and stakeholders.
- Listen actively to clients' needs and concerns, and seek to address them in a timely and responsive manner.
- Take ownership of tasks and responsibilities, demonstrating accountability for actions and outcomes.

5. Compliance:

- Adhere to all applicable laws, regulations, policies, and procedures governing the conduct of public servants.
- Report any violations or unethical behavior observed in the workplace promptly and through appropriate channels.
- Cooperate fully with investigations into alleged misconduct or breaches of this Code.

6. Teamwork and Collaboration:

- Work collaboratively with colleagues, partners, and stakeholders to achieve shared goals and objectives.
- Communicate openly and transparently, sharing information and insights to facilitate collaboration and decision-making.



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- Respect diverse perspectives and contribute positively to team dynamics and cohesion.

Conclusion: By adhering to this Code of Conduct, employees of the Samtse Dzongkhag Administration affirm their commitment to upholding the highest standards of integrity, professionalism, and service excellence in serving the Tsa-Wa-Sum and the community at large.