

CODE OF ETHICS

**OFFICE OF THE CHIEF SECRETARY,
NORTH CENTRAL PROVINCE**

1. PERSONAL CODE OF ETHICS

2. Engaging in suitable activities to promote one's physical and mental health.
3. Wearing clean and neatly arranged attire.
4. Behaving in a good and responsible manner at all times, both inside and outside the institution.
5. Abstaining from unhealthy and social vices such as consuming alcohol, drugs, smoking, and chewing betel leaves.
6. Realizing and acting upon the understanding that it is both a responsibility and a duty for every officer to engage in all day-to-day official duties with self-discipline as the foundation.
7. Not wasting working time by boasting about one's wealth, family connections, or associations with high-ranking individuals.
8. Not imposing one's personal ideologies on other employees.
9. Helping other individuals through one's special abilities.
10. Not being extremist in the presence of ideological individuals.
11. Refraining from using mobile phones, social media such as WhatsApp and Facebook, and the internet in a manner that disrupts the duties of other officers in the office as well as one's own duties.
12. Refraining from engaging in any activity that is detrimental to health and social well-being.
13. Taking minimal time for tea and lunch breaks, based on self-discipline, without gathering in groups of officers.
14. Rather than criticizing fellow officers' faults and shortcomings in their absence, properly guiding and cordially informing them if they are in the wrong.
15. Responding favorably to ensure client satisfaction and acting in accordance with the Citizens' Charter.
16. Using public assets and property in a protective manner and refraining from their misuse.
17. Maintaining a reasonable and sound economic status.
18. Performing official duties in a manner necessary to render a distinguished service and lead a peaceful retirement life.

2. PROFESSIONAL CODE OF ETHICS

1. Assisting in formulating and implementing policies within one's institution.
2. Protecting the high traditions and humanity inherent to one's profession.
3. Updating one's professional knowledge, skills, attitudes, and practices, and sharing them with other officers.
4. Acquiring the necessary competence, professionalism, and expertise for one's profession, and maintaining a high sense of pride and well-being regarding that profession.
5. Winning public trust by providing a quality service to all clients.
6. Working diligently while balancing individual and collective strength.
7. Complying with top management instructions and remaining calm during problematic situations.
8. Working towards the achievement of the vision, mission, and objectives of one's institution.
9. Accurately recording arrival and departure times based on self-discipline, and engaging in official duties during the designated period.
10. Performing official duties in conformity with acts, regulations, circular provisions, and procedures.
11. Contributing to the creation of a work environment that is anti-corruption and characterized by integrity.
12. Unconditionally standing up for a reputable public service and the reputation of the profession one is engaged in.

3. INSTITUTIONAL CODE OF ETHICS

1. All officers being aware of the institution's vision, mission, and long-term and short-term objectives, and working collectively to achieve them.
2. All staff members voluntarily coming forward to provide a quality and effective service to all clients.
3. Officers designated to cover duties when another officer takes leave, fulfilling the respective tasks efficiently, responsibly, and voluntarily.
4. Personally committing to performing duties beyond the assigned duty list given to all officers.
5. Formulating the institutional plan to foster employee motivation and intervening to create a conducive environment.
6. Treating every employee and client equally and fairly in the discharge of official duties.
7. Committing in all ways to enhance employee welfare.
8. Committing to the maximum to prevent the misuse and waste of public resources, as they affect all parties in a detrimental manner.
9. Providing efficient public services to the staff and visiting clients through digitalization based on modernization, innovation, and creativity.
10. Intervening to the maximum to create an institutional environment for easy access and a swift, formal service.
11. Performing duties while updating oneself as an officer equipped with new approaches to service management.
12. Working with maximum efficiency to create a branded service organization.