

Civil Service Council

Decision

No. 7/2019

Issuing the Code of Conduct for Civil Servants at the Units Administrative Apparatus of the State

Pursuant to Royal Decree No.17/2002 on the Restructuring of the Civil Service Council and Determining its Competences,

And the Civil Service Law promulgated by Royal Decree No.120/2004,

and the State Financial and Administrative Audit Law promulgated by Royal Decree No. 111/2011,

And the Protection of Public Property and Avoidance of Conflict of Interest Law promulgated by Royal Decree No. 112/2011, And the Law on Classification of State Records and Governance of Protected Areas promulgated by Royal Decree No. 118/2011,

And Royal Decree No. 64/2013 Approving the Accession of the Sultanate of Oman to the United Nations Convention against Corruption,

And the Law on Governing Obligations of Employees in all State Institutions and Members of Appointed and Elected Councils promulgated by Royal Decree No. 40/2015,

And the approval of the Civil Service Council in its meeting No. 1/2019, held on 24 February 2019,

And, in pursuance of public interest,

Hereby decided the following:

Article 1

The attached Code of Conduct for Civil Servants at the Units of the Administrative Apparatus of the State hereby applies.

Article 2

This decision shall be published in the Official Gazette.

Issued on: 23 Muharram 1441

Corresponding to: 23 September 2019

Khalid bin Hilal bin Saud Al Busaidi
Chairperson of the Civil Service Council

Code of Conduct for Civil Servants in the Units of the Administrative Apparatus of the State

Chapter One

General Provisions

1. in the application of the provisions of this Decision, the "Code" means: rules of professional conduct, and a set of principles and standards for ethical values, personal qualities, and behavioral procedures that those subject to its provisions must adhere to, when conducting their work and performing their professional duties in the field of promoting integrity and combating corruption, as well as in regulating their relations with employees of the relevant supervisory authorities.
2. The provisions of this Code shall apply to all civil servants in the units of the Administrative Apparatus of the State, except for those who have special codes of conduct issued in accordance with the applicable laws and Regulations, without prejudice to the provisions contained in this Code.
3. The units of the Administrative Apparatus of the State must commit to publish this Code, raise awareness among employees at all levels, and circulate it to all affiliated units.
4. The employee must abide with the provisions of this Code and be familiar with its contents. Any violation of its provisions shall expose the violator to legal accountability in accordance with the applicable laws.

Chapter Two

General Duties

In order to achieve the principles that this Code seeks to establish, the employee must adhere to the following:

1. Diligence and Perseverance:
 - Perform job duties with full diligence and effort and exert the necessary professional care.
 - Maintain regularity at work, adhere to official working hours and dedicate official working hours to performing job duties.
 - Seek to advance capabilities by constantly and continuously reviewing updates related to specialization and the concerned authority, and seek to submit proposals that enrich the work environment and lead to the advancement of the service provided by the authority.

2. Impartiality and Fairness:

- a. Not granting preferential treatment except within the limits of the applicable laws and Regulations.
- b. Deal with different incidents impartiality and objectivity and providing the same service to all clients, regardless of their status.

3. Adherence to Laws:

- a. Being familiar and adhering with the applicable Laws, Regulations, decisions, and circulars related to his job duties.
- b. Not organising or participating in any strikes inside or outside the workplace.

4. Integrity and Independence:

- a. Possessing integrity and ensuring that the professional conduct is within the framework of this principle, by achieving the supreme interests of the State and society with objectivity and independence.
- b. Use the powers granted within the limits of specified f, and not exploit it for personal interests, and avoid relationships that raise doubts about the objectivity and independence.
- c. Refraining from requesting or accepting any gifts, rewards, or commission of any kind, regardless of its value, or other benefits that could influence job duties. In the event of receiving a gift, he/she must immediately notify his/her direct supervisor.
- d. Avoiding bias towards any political, social, or sectarian tendencies, and not using legal powers for the benefit of any party at the expense of another.

5. Confidentiality:

- a. Adhere to the principles of confidentiality and knowing only as needed in all internal and external dealings relating to various aspects of work.
- b. Maintain confidentiality of all data and information related to work, and official documents in possession by virtue of the nature of work, whether they are confidential by nature or by virtue of orders issued to that effect, and the confidentiality of its contents, even after the end of service, in a manner that does not lead to its damage, loss, or exposure to others who have no relation to it.
- c. Not to exploit documents, data, and information obtained while performing duties as a means of gaining personal benefit or others, nor should he/she disclose this information or use it to harm others.
- d. Preserve information related to the matters under study and not to disclose it to the media or social media platforms without obtaining a prior written approval from his/her employer.

e. Submit all documents, files, whether paper or electronic, and other properties belonging to the concerned authority, and obligated to deliver it upon the end of service.

6. Conflict of Interest:

a. Not to combine a job with any other position in the Administrative Apparatus of the State, unless the public interest necessitated assigning to the responsibilities of another position temporarily.

b. Avoid any act, behavior, or activity that could lead to a conflict between personal interests, and official responsibilities and duties.

c. Inform the direct supervisor immediately in writing in the event of a conflict of interest that conflicts with job duties, or in the event that the employee is exposed to pressure from others, clarify the nature of the relationship, and how the conflict exists. The direct supervisor shall take the necessary measures in this regard.

d. Not to exploit the job or position to achieve personal interests, whether material or moral, for his/her or others, or to harm other persons or entities for personal reasons.

e. Spouses and relatives of an employee up to the second degree of shall refrain from submitting bids or offers to the concerned authority, whether directly or indirectly.

Chapter Three

Duties of the Employee Towards Superiors

When dealing with superiors, the employee must adhere to the following:

1. Respect superiors and comply with their directives and instructions in all matters that serve the Public Interest. In the event that an order is issued that involves a violation of the applicable laws, Regulations, and decisions, an employee must notify superior in writing and refrain from executing it unless a written order is issued by the superior. Must also abstain from executing the order if it results in a crime.
2. Notify the superior of any difficulties encountered while performing the job.
3. Do not conceal any information from the superior, provide advice with full competence, and make all capabilities and expertise available to serve the decisions made by the superior.
4. Avoid using improper means to obtain preferential treatment from the superior.

Chapter Four

Duties of the Employee Towards Subordinates

When dealing with subordinates, the employee must adhere to the following:

1. Encourage subordinates to work, acquire knowledge, and share knowledge and experience with them.
2. Be a good role model for subordinates by adhering to the laws and Regulations in force, and not treating any employee preferentially.
3. Supervise subordinates, evaluate their performance objectively, provide necessary advice, strive to enhance their capabilities, and seek to provide them with the necessary training and qualification opportunities.

Chapter Eight

Safeguarding Public Funds

When dealing with Public Funds, the employee must adhere to the following:

1. Preserve Public Funds, do not relinquish any of the State's Rights and adhere to the laws and Regulations in force in the State.
2. Use resources economically, efficiently, and effectively, and devote all capabilities to serve the public interest to ensure the performance of job duties with high quality.
3. Do not use Public Funds to obtain personal benefit or private gains, or take any action that might lead to harm / squander Public Funds.
4. Preserve the tools provided to perform job duties and not to use it for purposes other than these for which they are designated

Chapter Nine

Using Technology and Dealing with the Information Network

When dealing with technical devices, software, and the global information network (internet), the employee must adhere to the following:

1. Preserve the technical equipment received from the concerned authority and take all necessary measures to do so.
2. Not use devices, software, or the information network for any purpose other than work and rationalise its use.
3. Protect the information and passwords contained therein and do not disclose them to others.
4. Take into account the intellectual property requirements of these devices, software, and files, and the terms of its use.
5. Not download files and programs that are not directly related to work or that violate laws and Regulations.