Welcome

To

A

Presentation On

CODE OF ETHICS
FOR CIVIL SERVANTS

Dr. C. Vijaya Raghavacharyulu, M.A., Ph.D., B.Ed., D.I.S.
Chief Consultant - SEEDAP

Department of Skill Development, Entrepreneurship and Innovation
Government of Andhra Pradesh.
e-mail: ramapaduka@gmail.com
WHY ETHICS AT ALL?

- ETHICAL DEVELOPMENT OF CIVIL SERVANTS
- MORE GOVERNANCE AND LESS GOVERNMENT
- AWARENESS FOR ETHICAL LIVING
- INDIVIDUAL EXCELLENCE
- SOCIAL COMMITMENT
- WELFARE STATE IDEOLOGY
BASIS FOR GOOD GOVERNANCE

- Morals
- Vedic Texts
- Customs
- Traditions
- Codes
- Sanctions
- Legislations
ETHICAL DILEMMA

Code of Conduct for Civil Servants Vs Ethical Dilemmas
ETHICAL - PITFALLS

- WEALTH without --- WORK
- PLEASURE without --- PRINCIPLES
- EDUCATION without --- CHARACTER
- KNOWLEDGE without --- WISDOM
- SCIENCE without --- HUMANITY
- BUSINESS without --- MORALS
- POLITICS without --- VALUES
- CULTURE without --- CONDUCT
- RELIGION without --- SPIRITUALITY
- LOVE without --- SACRIFICE
PROFESSIONAL ETHICS IN CIVIL SERVICES

A. YOU AND YOUR JOB – AS A PUBLIC SERVANT

1. Be HUMANISTIC – You are a public servant
2. Be Informative – Be thorough with rules & regulations
3. FOLLOW orders & Instructions scrupulously
4. Be ACTION oriented – Constructive & pragmatic
5. Pick up The RIGHT MAN - For The Right job
6. EMPOWER - subordinates, motivate and be a leader
7. Field INSPECTIONS – Frequent & Thorough, Guidance
8. DO NOT NEGLECT - routine work – Uninteresting
10. Be - ACCOUNTABLE to the public funds, Transparent
11. Avoid MISUSE of Discretionary and financial powers
12. Be a good listener and kind to the poor
13. EASY PROCEDURES
14. Avoid delays in DECISION MAKING
15. Be conscious of RTI Act
16. Avoid WASTAGE, reduce PILFERAGE
17. Be supportive to the Government
18. No criticism of public policy
19. Be Honest and transparent
20. DO JUSTICE – also appear that justice is rendered
21. Render QUALITY service.
“People see only what they are prepared to see.” Ralph Waldo Emerson

- People are frustrated with slow, unresponsive public administration.
- Administrators resist change and control because they enjoy autonomy; they feel they are the best; they are their own masters.
- A citizen is treated as a subject but not as sovereign. Customer satisfaction is alien to the administrative culture. Administrative attitude impedes the effective development of administration.
Why Poor Governance ?

(1) Undefined Goals
(2) Lack of accountability
(3) Rules dominate value system and work - culture
(4) Managed - bench marks
(5) Lack of exposure, experience and effort for updating and learning

- REAL TIME GOVERNANCE IS WELCOME
CARDINAL VIRTUES OF ADMINISTRATION

- **Prudence** - the habit of selecting the right means (practical wisdom)

- **Courage** - the habit of taking responsibility

- **Fortitude** - the habit of bearing the consequences

- **Justice** - the habit of giving equal treatment

- **Rule of Law** – the democratic norm
A HAPPY MAN

“He alone is happy and he alone is wealthy, who is sincere in himself, bears no malice, exploits no one, and always acts with a pure mind. Such men alone can serve mankind. How can a damp matchstick kindle a log of wood? How can a man who does not practice morality teach it to another? How can a sinking man save another from drowning? The man who lives a moral life never raises the question as to how to serve the world, for he is never in doubt.”

- Mahatma Gandhi
1. IMPARTIALITY
Serve the government of the day and treat members of the public and other public employees fairly and impartially.

2. EFFICIENCY AND EFFECTIVENESS
A) Work efficiently and effectively to the best of your ability
(b) Avoiding waste, extravagance and improper use
(c) Maintain high standards of professionalism, probity and performance.

3. PROCEDURAL FAIRNESS
This means that the decisions you make must be reasonable, fair, just, uniform and transparent and that the reasons for decisions can be explained, without bias or apprehension of bias.
4. AVOIDANCE OF CONFLICT OF INTEREST

A. Ensure that your personal and financial interests do not conflict, or do not appear to conflict with your official responsibilities.

B. Avoid lending or borrowing with stakeholders of your office.

C. Ensure your official position does not fall under any personal obligation/pressure.

5. ACCOUNTABILITY

a) You are accountable for upholding the law and adhering to the policies and guidelines of the Government.

b) You are also accountable for ensuring that the programs agreed by the government are delivered effectively, impartially and courteously.

c) Finally you are accountable for maintaining clear records of the reasons for your decision-making and open to social scrutiny.
6. RESPONSIVENESS

(A) Familiarize your self with the policies and aspirations of the government of the day and ensure that it receives frank, professional, timely and comprehensive advice that is relevant to these policies.

(B) Responsiveness also means that service delivery is professional and sensitive to the diversity of the community and any public representation / grievance is first acknowledged

(C) Keep the petitioner informed of the action initiated or action taken.

7. AVOIDANCE OF DISCRIMINATION AND HARASSMENT

A) Avoid personal or unlawful discrimination, including on the basis of gender, race, linguistic or cultural background or disability, in taking official decisions or in your relations with your colleagues.

B) Avoid any caste or communal consideration in taking decisions that may reflect adversely on your impartiality

C) Treat your colleagues with courtesy and etiquette.
(1) **SERVING THE GOVERNMENT**

(A) Provide the same standard of free, frank, impartial and responsive advice,

(B) the same level of professionalism in the administration delivery of government policies and programs, irrespective of the party in power.

(2) **POLITICAL ACTIVITY AND PUBLIC COMMENT**

(A) Do not comment where your statement could reasonably be taken as official comment.

(B) Do not join public debate which may lead to losing public confidence in your ability and your impartially.

(C) Do not express your personal political opinions at your work place that may stamp your neutrality
a) Do not give voice to your personal views at public places, where the government is involved.

b) Give full and accurate information about factual and technical aspects of government to policies and do not comment on public policy.

c) Maintain cordial and effective relations with the ministers, ministerial advisors which enable to better understand and respond to the Minister’s policy interest and concerns through your HoD/ PROPER CHANNEL ONLY

d) Members of Opposition may approach you for information or briefings. These approaches should be responded to courteously and information can be provided if it is already available in a public document. Requests for briefing on issues of policy are matters for the Minister to consider, and should be referred to your Minister’s Office.
(4) ETHICS IN OUR RELATIONS WITH THE COMMUNITY

A) Every public servant is also a member of the community

B) Help the public to understand the entitlements and obligations and suggest redressed mechanism, if solicited

C) You have a duty of care to your clients
   - You need to fully understand the laws, policies and programmes that you administer, the level of service you are expected to provide, and the principle of procedural fairness as a basis for decision making.

D) Please note that person effected by a decision has a right by law to ask for reasons for the decision.

E) You must be responsive to the needs of the public,

F) treat members with courtesy and sensitive to their right and aspiration.

F) Ensure equality of access for all clients and do your best being responsive and avoid carefully undesirable rigidity.
5. ETHICS IN TENDERING

(a) Maintain highest ethical standards while dealing with tenders and contracting process.

(b) Avoid any real or perceived conflict of interest by disclosing any relationship with bidders.

(c) Follow transparent advertising and selection processes free from bias and give each bidder adequate opportunity to demonstrate value for money against criteria.

(d) Provide sufficient documentation to justify your decision.
GIFTS AND BENEFITS

(A) Do not accept any gift or bribe or any such benefit from the public for any official service rendered.

(B) Accepting a gift from a person who could influence you places you in a difficult and delicate position. It may tempt you and make you corrupt. Better avoid it.

(C) If it is not possible to politely decline a gift, you may accept it on behalf of the Department and then declare it to the HoD, under Rules in vogue.
OFFICIAL AND PERSONAL INFORMATION

A) Do not disclose any official information without the prior permission of your HoD.

B) Do not use any official protected/confidential information for your personal gain or for your clients or friends.

C) After leaving the service, rules about release of confidential information continue to apply.
THE ART OF WORKING WITH EACH OTHER

A) Give your colleagues the opportunity to express their views and opinions on work issues, making allowances for differences in working style, respecting their working spaces and avoiding displaying or distributing material or using language that may cause offence.

B) Consciously avoid harassment of your colleagues which involves offensive belittling or threatening words or behaviour directed at any individual or colleagues or group of employees. Harassment may be based on characteristic such as ethnic or gender differences or inter-personal differences.

C) You may have to attend certain social functions related to your work or colleagues out of working hours. Interactions or actions at these functions can impact upon workplace or relationships. Therefore, be careful about your words or utterances at these places, as they can effect community perceptions or public servants behavior.
Two jackals went to a corpse of a man. One of the two knows the life history of the corpse. It tells the other thus:

Oh! My friend! This body belongs to a wretched and hence abhorable. Don’t touch it. These hands never did any charity. These ears never tuned to Divine messages. These eyes never inclined to see good men. These feet never visited pilgrim places. This stomach was fed with ill-gotten booty. This head is strong with greed. Quit this unworthy body. So even jackals do not touch an unethical body.
GOOD GOVERNANCE – TRAITS FOR PUBLIC SERVANTS

DO GOOD ANYWAY

People are often unreasonable, illogical, and self-centered

- forgive them anyway

If you are kind and considerate, people may accuse you of selfish, and of ulterior motives

- be kind anyway
If you are successful, you will win some false friends and some true enemies

- succeed anyway

If you are honest and frank, People may cheat you

- be honest and frank anyway
What you spend years building, someone could destroy overnight

- build anyway

The good you do today people will forget tomorrow

- do good anyway

Give the world the best you have and it may never be enough and be questioned

- give the world your best anyway
You see, in the final analysis
It is between you and good
It was never between you and them anyway.
And keep doing good anyway

“And who is he that will harm you if ye be followers of that which is good!”
When God is by outside
Who can dare be against us?

- The Bible
Be good and Do good that leads to greatest Happiness of the greatest number

Our happiness lies in making others happy

‘BAHUJANA HITAYA BAHUJANA SUKHAAYA’
Corruption today in our country has become a low-risk high-profit business activity.

Three-pronged Strategy for tackling corruption

- Simplification of rules and regulations
- Empowering the public and ushering in greater transparency;
- Effective punishment.
THOUGHTS & DESTINY

Thoughts → Words → Actions → Habits → Character → Destiny

Thoughts - they become words
Words - they become actions
Actions - they becomes habits
Habits - they become character
Character - it becomes your destiny - Frank Outlaw

“The kind of seed sown will produce that kind of fruit;
Those who do good will reap good results;
Those who do evil will reap evil results;
If you casually plant a good seed, you will joyfully gather good fruit.”
ADMINISTRATION & ETHICS

Honesty vs effectiveness

- Honest & Effective
- Dishonest & Effective
- Honest & ineffective
- Dishonest & ineffective
VALUES OF PEOPLE VS SAINTS

Values coming from within
1. Love
2. Kindness
3. Compassion
4. Mercy
5. Sympathy
6. Empathy

Values to be practiced
1. Punctuality
2. Discipline
3. Obedience
4. Behaviour
5. Conduct
6. Character

Equilibrium is required in both the activities
YOU AND YOUR CO-WORKERS

Eight – Fold Path

1. Maintain DIGNITY of subordinate officers
2. DO NOT Let down - Your colleagues
3. COMMEND - Freely and openly
4. Rebuke – Sparingly
5. Do your Own Work - Let others do their job
6. Be Objective, and just in Confidential Reports
7. Be EMPATHETIC
8. Be strict in rule-making and flexible in implementation
SKILLS & VALUES

High Values  High Values
Low Skills    High Skills
can improve   The Best

Low Values  Low Values
Low Skills  High Skills
Do not matter much  The worst

+V                  +S

- S                  -V
Be Good and Do Good