

Code of Conduct of State Administration Employees

Adopted with CoM Decree No. 126/11.06.2004, promulgated, SG No. 53/22.06.2004

Text in Bulgarian: Кодекс за поведение на служителите в държавната администрация

Chapter One GENERAL PROVISIONS

Article 1. This code shall specify the rules for the behaviour of the employees in the state administration and shall aim at increasing public confidence in their professionalism and morals as well as at enhancing the prestige of the civil service.

Article 2. (1) The activity of the employees shall be carried out in compliance with the principles of legality, loyalty, honesty, impartiality, political neutrality, responsibility and accountability.

(2) Employees shall perform their official duties in strict compliance with the law of the Republic of Bulgaria, contributing to the implementation of state policy based on the principles of the rule of law.

(3) Employees, depending on the functions they perform, shall undertake actions, propose and take decisions leading to the elimination of arbitrariness and consolidating trust in the institutions of the state.

(4) Employees shall perform their activity competently, objectively and conscientiously striving continuously to improve their work in the interest of citizens.

(5) Employees shall follow a conduct that does not impair the prestige of the civil service not only in the course of performing their official duties but also in their public and personal life.

(6) In the course of performing their official duties employees shall behave politely and respectfully towards everybody, respecting personal rights and dignity and not allowing any manifestations of discrimination.

Chapter Two RELATIONS WITH CITIZENS

Article 3 (1) Employees shall perform their duties impartially and without bias creating conditions for the equality of considered cases and shall do everything in their power that provided services should be accessible to all.

(2) Employees shall be obliged to protect the data and the personal information of citizens

of which they have become aware in the course or in connection with the performance of their official duties.

Article 4. (1) Employees shall provide administrative services in compliance with the law, in due time, accurately, conscientiously and impartially. They shall be obliged to take positions on the requests of citizens and to provide to them all the information in view of protecting their rights and interests and in compliance with the requirements of the Classified Information Protection Act and the Personal Data Protection Act.

(2) Employees shall respond to questions asked according to the functions they perform and should it be required shall redirect citizens to other employees commanding the appropriate competence.

(3) Employees shall inform citizens on the possibilities for appeal in case of malpractices allowed by the administration or of refusal to perform an administrative service.

Chapter Three

PROFESSIONAL CONDUCT

Article 5. (1) Employees shall assist the state authority with high professionalism, impartiality and proactively in elaborating and conducting state policy as well as in implementing the decisions taken and in exercising its powers.

(2) When performing their official duties employees shall follow a conduct creating confidence in the authorities they assist that they can trust them and count on them.

(3) Employees shall perform their duties honestly and impartially not allowing to be influenced by personal political bias.

(4) When making proposals before the bodies of state authority employees shall provide the entire information related to taking the specific decision.

Article 6. (1) Employees shall be obliged to observe official hierarchy and to execute strictly the acts and the orders of the superior bodies and officials of the administration.

(2) Employees shall not be obliged to carry out an unlawful order issued under the established procedures when it contains an offence that is apparent to them.

(3) Employees may require a confirmation in writing of the official act when the oral order directed at them contain an offence that is apparent to them.

(4) Employees shall not be obliged to carry out an order which affects their rights, the rights of their spouses, direct relatives without limitations, lateral relatives up to the fourth degree and relatives by marriage up to the second degree inclusive. In this case they shall be obliged to inform the body from which they have received the order forthwith.

Article 7. Employees shall place before their superiors openly and frankly the issues they confront in the course of their work.

Article 8 (1) Employees shall oppose acts of corruption and other illegal actions in the state administration.

(2) Employees shall not allow to be placed in financial dependence or in another involvement by outside persons or organisations, neither shall they demand or accept gifts, services, money, gains or other benefits that might influence their official duties, their decisions or impair their professional approach on specific questions.

(3) Employees may not receive gifts or gains that might be perceived as a reward for performing work that is part of their official duties.

Article 9. Employees shall not express personal opinions in a manner that might be interpreted as an official position of the administration they work in.

Article 10. (1) In performing their official duties employees shall protect the property assigned to them with due care and shall not allow its use for personal ends. Employees shall be obliged to duly inform their immediate superiors on the loss or damage of the property assigned.

(2) The documents and data in the state administration may be used by employees only for carrying out their official duties in compliance with the regulations on the protection of information.

Article 11. Employees shall be obliged to observe the established working time for performing the duties assigned to them

Chapter Four

CONFLICT OF INTERESTS

Article 12. (1) Employees may not participate in considering, preparing, taking and implementing decisions when they or persons related to them in the meaning of § 1 of the additional provision of the Civil Servants Act are interested in the respective decision or when they have relations with the interested persons arousing reasonable suspicions about their impartiality.

(2) When being assigned an official task the implementation of which may lead to a conflict between their official duties and their private interests employees should duly inform their superior.

(3) Employees who become aware of facts and circumstances of an arising conflict of interests in the administration they are employed by they shall take the necessary measures for clarifying the issue.

(4) When employees have doubts whether certain activity is compatible with their official

duties they should discuss this with their superior.

Article 13. (1) Employees may not use their official position for promoting their personal or their family's interests.

(2) Employees shall not participate in any transactions whatsoever that are incompatible with their position, functions and duties.

(3) Employees who have left the state administration should not misuse the information they have become aware of in connection with the position they have occupied or the functions they have performed.

Chapter Five

RELATIONS WITH COLLEAGUES

Article 14. (1) In relations with colleagues employees shall display respect and civility not allowing behaviour which is offending to the dignity and the rights of the individual personality.

(2) Employees shall respect the opinion of their colleagues and shall conform with the right to privacy.

Article 15. When contradictions between colleagues cannot be resolved among themselves they shall seek the help of their immediate superior.

Article 16. Employees must set an example with their personal behaviour and sense of responsibility for the other employees and employees at managing positions - also with respect to their subordinates.

Chapter Six

PERSONAL CONDUCT

Article 17. (1) When performing their official duties and in their public life employees shall follow a conduct that does not offend the reputation of the civil service.

(2) Employees shall not allow at their work place conduct that is incompatible with good manners.

(3) Employees shall seek to avoid in their conduct conflict situations and should they arise shall endeavour to terminate them by keeping calm and controlling their behaviour.

(4) Employees shall observe propriety and businesslike appearance in their dress corresponding to their official position and the institution they represent.

Article 18. Employees shall not participate in scandalous deeds with which they might

offend the prestige of the state administration.

Article 19. Employees shall not engage in activities specified by law as incompatible with their duties and responsibilities, neither shall they receive revenues from such activities.

Article 20. Employees shall acquire and manage their property in a manner that should not give rise to doubts of malpractices.

Article 21. Employees should retire from office in case of carrying out activities that are incompatible with the conduct herein.

Chapter Seven

OTHER PROVISIONS

Article 22. Employees shall bear disciplinary liability under the Civil Servants Act and the Labour Code for not complying with the norms of conduct herein.

Article 23. Immediate superiors shall be obliged to familiarise employees with the provisions herein when they assume office for the first time.