



NCHM CORE VALUES AND CODE OF CONDUCT

National Centre for Hydrology and Meteorology
Royal Government of Bhutan

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1. Brief Background and Context

The National Centre for Hydrology and Meteorology (NCHM) is an autonomous agency established in January 2016 and was formally delinked from Ministry of Economic Affairs from 1 February 2017 upon approval from the cabinet during its 92nd Lhyengye Zhungtshog Meeting held on 11 December 2015. The Centre is responsible for overall monitoring and understanding of hydrology, weather, climate and cryosphere, timely provision of information and services to protect lives and property and support national needs for ecologically balanced sustainable development. The Centre also functions as the national focal point of international scientific organisations like World Meteorological Organization (WMO) and International Panel for Climate Change (IPCC).

The Centre has four Divisions; Meteorological Services Division, Hydrology and Water Resources Services Division, Technical Standard and Research Division and Cryosphere Services Division. All the functions of the Divisions were supported by the Secretarial Services comprising Administration and Finance Services, Human Resource Services and ICT Services.

The NCHM places its top priority in enhancing good governance through promoting transparency, accountability and efficiency. Thus, to further promote highest morale, integrity and accountability, the Centre has established its own core values and conduct that needs to be upheld by every employee of the Centre while discharging the official duties and responsibilities.

The values are standards of behaviour that every NCHM employee must uphold while discharging the official duties and the code of conduct on other hand is a set of principles, values, standards or rules of behaviour that guide the decisions, procedures and systems of the Centre.

2. Objectives

The following are the rationale for the establishment of the NCHM values and conduct:

- i. To ensure efficiency, transparency and accountability in service delivery
- ii. To be guided by the values of the states
- iii. To promote and maintain trust and respect

3. Legal Framework and Scope of NCHM Values and Conduct

The Chapter 3, Section 36.1 of Anti-Corruption Act of Bhutan 2011, Section 36, 37 and 38(a) of Bhutan Civil Service Act 2010 and Chapter 3 of Bhutan Civil Service Rules and Regulations 2018 mandates the requirement of such measures to ensure that the public servants are loyal to *Tsa-Wa-Sum*, observe *Driglam Namzha* and conduct functions with the highest degree of integrity, professionalism and accountability.

Thus, these values and conduct are expected to be upheld and maintained by all the regular, contract, ESP and GSP employees working under the Centre.

The NCHM values and conduct detailed in this document is not exhaustive and limited to it.

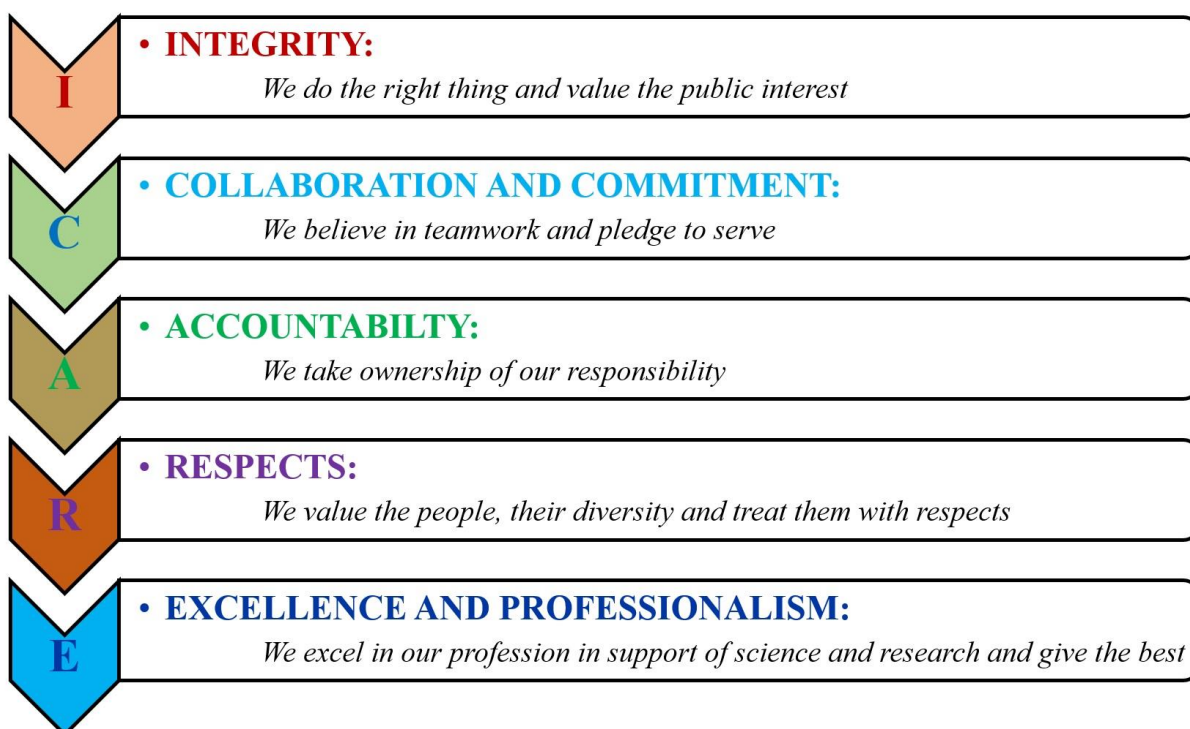
4. Core Values

The NCHM employees shall maintain and uphold the highest standard of integrity, commitment, loyalty, respect, professionalism and accountability in the service of Tsa-Wa-Sum.

The employees shall read, understand, be conversant and commit to uphold and maintain the NCHM values and conduct at all times.

The following are the core values of the NCHM;

- 4.1. Integrity:
- 4.2. Collaboration and commitment:
- 4.3. Accountability:
- 4.4. Respect:
- 4.5. Excellence and professionalism:



4.1. Integrity

Integrity is doing the right thing and putting the obligations of the Centre and public service above personal interest while performing the duty.

The NCHM employees SHALL;

- i. Fulfil duties and responsibilities assigned by the Centre in reliable and ethical way
- ii. Deal with the public and internal staffs and their affairs in a fair, efficient and prompt manner;
- iii. Intend all the thoughts and actions at benefiting the Centre, public, and country;
- iv. Recognise and reward only those employees who truly deserve;
- v. Maintain and observe self-discipline at all times;
- vi. Be loyal to the Centre, the Royal Government, and diligent at work; and
- vii. Be transparent in all the dealings.
- viii. Ensure efficient use of public resources
- ix. Declare private interests relating to official duties and take necessary steps

The NCHM employees SHALL NOT;

- i. Neglect his duties and responsibilities assigned by the Centre
- ii. Engage in nepotism and favouritism or harbour any personal propaganda while discharging official duty;
- iii. Claim merits or expect anything beyond what one deserves or is entitled to
- iv. Engage in any unethical behaviours
- v. Hold malicious intent or vengeance against any clients or another employee of the Centre
- vi. Misuse office time and resources for personal purposes and make fictitious claims;
- vii. Criticise the Centre, the Royal Government and its policies in place

4.2. Collaboration and Commitment

Collaboration is coming together and working towards achieving common goals of the Centre, Royal Government and the public.

Commitment is a pledge to serve with enthusiasm, time, energy and the responsibility towards achieving the common goals, vision and mission of the Centre.

The NCHM Employees SHALL:

- i. Provide sincere and constructive feedbacks to superior, peers and subordinates
- ii. Share skills, knowledge and credit for good ideas with other employees
- iii. Always be courteous and extend full cooperation and support in any activities coordinated by Centre
- iv. Work together to achieve the common targets of the Centre
- v. Be a team player
- vi. Attend duties at all times beyond the call of the duty
- vii. Put official obligations before personal interest

The NCHM employees SHALL NOT;

- i. Be deceptive and propagandistic
- ii. Intentionally mislead by giving wrong information and facts
- iii. Neglect official duties at the cost of private interest
- iv. Work in silo and influence other employees negatively

4.3. Accountability

Accountability is taking ownership and responsibility of one's own action and decisions while discharging the official duty.

The NCHM employees SHALL;

- i. Be accountable for his/her own action
- ii. Have the willingness to be transparent and let others evaluate the performance
- iii. Be open to feedback and accept his/her weakness positively and work on improving them
- iv. Attend to a call for the accountability by superior, peers, subordinates and clients and be answerable to it
- v. Take interest to learn every day and do better each day

The NCHM employees SHALL NOT;

- i. Resent when he/she is called for accountability
- ii. Blame others for one's own mistake
- iii. Resent or be intolerable to disagreements
- iv. Mistake duty for clients as a favour by doing his/her job
- v. Complain about jobs and remain unproductive
- vi. Influence other staff with negative views and make them ineffective.

4.4. Respects

Respect in the workplace is about valuing the employees, their diversity, showing humanity and being sensitive with mutual respects. It helps in promoting cooperation and a positive working environment that drives to increase efficiency of the service delivery of the Centre.

The NCHM employee SHALL:

- i. Be open, honest and behave with integrity
- i. Be aware of cultural sensitivity and promote mutual respects
- ii. Promote non-discrimination among the employees and clients in delivering the services and products
- iii. Build healthy working environment

The NCHM employees SHALL NOT:

- i. Discriminate in rendering product and services due to preference
- ii. Deter the working environment/atmosphere
- iii. Disrespect supervisors, peers, subordinates, clients and stakeholders
- iv. Create cultural disharmonies

4.5. Excellence and Professionalism

Excellence in a profession with the highest degree of professionalism with the right attitude, aptitude, skills and knowledge supported by strong values providing the best public services.

The NCHM employees SHALL;

- i. Serve with competence efficiency, timeliness and truthfulness in duty
- ii. Maintain acceptable standard of behaviour
- iii. Gain and respect of all officials and stakeholders
- iv. Maintain professionalism in support of science and research without impartiality and biasness
- v. Carry out his/her duty ethically and responsibly

The NCHM employees SHALL NOT;

- i. Engage in unethical behaviours and substandard skills while discharging official duties
- ii. Discriminate his/her clients and stakeholders while performing duty

5. Code of Conduct

Code of conduct is a set of values, rules, standards and principles which employees should uphold while discharging the official duties. The NCHM employees shall abide by the following civil services values and conduct at all times.

- 5.1. Be conversant with and uphold all the provisions of the constitutions, CSAB 2010, BCSR and NCHM Core Values and Code of Conduct 2022.
- 5.2. Be loyal and faithful to TSA-WA-SUM
- 5.3. Maintain *Driglam Namzha*, official decorum and refrain from indulging in unethical behaviours that affects performance of the official duties or image of the Centre or endanger safety of other people
- 5.4. Be punctual and regular at work and demonstrate exemplary behaviours
- 5.5. Show considerations and respect to others
- 5.6. Respect and attend to the call of the Centre's disciplinary committee, administrative tribunal, court of law or any appellate authority.
- 5.7. Respect and undergo drug testing, medical test and any other prescribed medical treatment plans
- 5.8. Do not indulge in gambling, substance abuse and alcoholism which effects official duties

- 5.9. Always render products and services with due respect, courtesy, sincerity and best of ability and knowledge
- 5.10. Shall not bring down reputation and dignity of peers, supervisors or any other clients
- 5.11. Should uphold political neutrality at all times
- 5.12. Discharge official duties in fair and transparent manner without fear and favour
- 5.13. Shall not misuse official position and authority; respect public interest, declare CoI, use position and resource to fulfil mandates of the agency.
- 5.14. Shall not misuse Government properties
- 5.15. Shall maintain confidentiality of the official information and decisions; refrain from unauthorised communication information.
- 5.16. Shall ensure efficiency, effectiveness and professionalism in delivering services
- 5.17. Be accountable for one's own decisions, other actions and behaviours and make merit-based decisions.
- 5.18. Shall ensure cooperation within the Centre and judicious use of resources
- 5.19. Should avoid all forms of discrimination and favour in discharging official's duties.
- 5.20. Shall not accept gifts which affect the decision and performance of the official duties and shall comply with the provisions of Gift Rules 2017.
- 5.21. Shall refrain from making any statement of fact or opinion in any form of media which has adverse effect against policies of Centre, RGoB or any other person
- 5.22. Shall not criticise or undermine policies and programmes of Centre or RGoB in public or in any form of media
- 5.23. Shall not communicate or post hates messages or content with intent to defame peer, supervisors, Centre or any RGoB agencies
- 5.24. Shall abstain from indulging in any activity or association that affects an agency, institution, national sovereignty and security
- 5.25. Shall not take part in any association or parties or take part in any protest or anti-agency activities
- 5.26. Shall exercise an honest and sincere judgement at all times while discharging official duties

5.27. Shall not conceal or temper any official documents, information, facts and figures

5.28. Shall not undertake any private commercial activities or additional employment

5.29. Shall ensure timely declaration of assets and liabilities as prescribed in Asset Declaration Rules of ACC.

5.30. Should declare and avoid Conflict of Interest while in process of decision making and discharging the official duties and responsibilities.

5.31. Should be available for official call duty at all times for twenty-four seven

6. Accountability

6.1. The NCHM employees shall read and be conversant with all the provisions of NCHM values and conduct.

6.2. The NCHM employees shall be accountable and liable for administrative actions as per BCSR for the breach of provisions of these values and conduct.

6.3. Supervisor shall be liable and accountable for the supervisory accountability for the lack of proper monitoring and supervision of his/her subordinates.

7. Endorsement, Commencement and Amendment

The 116th HRC Meeting held on 5 January 2023 has endorsed the NCHM Values and Conduct and it shall come into effect with immediate effect.

The documents shall be reviewed and amended as and when required.

END



**Human Resource Division
National Centre for Hydrology and Meteorology
Royal Government of Bhutan
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