

In Rīga, January 9, 2001

Instruction No.1  
(Protocol No.2, § 13)

## **Principles of Conduct for a Civil Servant**

With amendments set forth in:

Instruction No. 4 of the Cabinet of Ministers of June 8, 2004

Issued in accordance with  
Paragraph 1, Clause 3 of Section 15  
of the "State Civil Service Law"

### **I. General Provisions**

1. The instruction stipulates the principles of conduct for a civil servant expected while performing official duties, as well as at other time.

### **II. General Principles of Conduct**

2. A civil servant shall behave in a way that would enhance public confidence in public administration.
3. The civil servant shall fulfil official duties pursuant to policy objectives and guidelines set by the government.
4. The civil servant shall fulfil official duties diligently, responsibly, giving equal treatment to all members of society.
5. The civil servant shall use the working time efficiently.

### **III. Principles of Conduct in Relations with other Civil Servants and Society**

6. The civil servant shall be polite, courteous, helpful and respectful towards other civil servants and members of society, respecting their rights and obligations.
7. The civil servant shall provide truthful information to other civil servants and the public.
8. The civil servant shall use all rights set forth in legislative acts to protect the public interests.
9. In conflict situations, the civil servant shall act objectively considering the parties' arguments and trying to find a solution to the conflict.
10. The civil servant shall not abuse ignorance and mistakes of other civil servants or members of society.
11. The civil servant shall admit and correct mistakes.

#### **IV. Principles of Conduct in a Situation of Conflict of Interest**

12. The civil servant shall not take into account personal interests in the performance of official duties.
13. The official shall not influence other civil servants in order to obtain personal benefit.
14. The civil servant shall use the official status and information obtained while performing official duties solely in the public interest.

#### **V. Implementation of the Principles of Conduct**

15. The civil servant shall try to prevent unlawful behaviour that is contrary to the established principles of conduct in the institution and country.
16. The civil servant shall submit a report to the next higher official on duties, which do not comply with the principles of conduct. The official shall examine the report and take decision accordingly.
17. If conduct of the civil servant does not comply with the established principles of conduct, a natural or legal person shall have the right to make complaint to the head of respective institution.
18. The head of the institution shall review the complaint and decide on disciplinary proceedings. Complaints about the conduct of the head of institution shall be submitted to the Minister, while on the action of the Director of the State Chancellery and the Head of the State Civil Service Administration – to the Prime Minister. The respective official shall review the complaint and decide on disciplinary proceedings.

*(With amendments to Instruction No. 4 of the Cabinet of Ministers of June 8, 2004)*

Prime Minister

Andris Bērziņš

Minister for Special Assignments in State Reform Affairs

Jānis Krūmiņš