

his name on a promissory note, or bond or like document, whether as a principal or surety or endorsing any instrument whether for his own purposes or another which is likely to result in financial embarrassment.

42 (1) A Civil Servant found to be bankrupt, or entering into arrangement with his creditors under any existing legislation on Bankruptcy, would be considered an embarrassment to the Civil Service.

(2) Any Civil Servant, on being indicted for debt or against whom bankruptcy proceedings are taken, must immediately inform his Head of Department of the fact.

43. The collection of contributions in cash or in kind from members of staff or the public to defray the cost of presentations to any other officer (or officers) without the consent of the staff in general, must not be encouraged. However, should donations be found necessary, the issue must be discussed at a Staff Durbar and the prior support of the staff obtained.

PART X - MISCELLANEOUS

44. Civil Servants should refrain from making false declarations or endorsing forged documents. At any rate, a Civil Servant should ascertain the authenticity of any document before endorsing it.

45. Civil Servants shall dress appropriately at all times, in conformity with culturally and internationally accepted standards and norms of dressing. An attire must not appear too gaudy or shabby so as to draw unfavourable comments from colleagues or the public.

46. Any act by a Civil Servant which is calculated to bring the Civil Service into disrepute must be avoided

47. A Civil Servant will be expected to expose any act of misconduct, the commission of which he knows or ought to have known to be a misconduct.

48. A Civil Servant who believes that he is being required to act in a manner which is illegal, improper, unethical or in breach of the constitution, and which may involve possible maladministration, or which is otherwise inconsistent with the Civil Service Code of Conduct, or raises a fundamental issue of conscience, he shall report the matter in writing, in line with the procedure specified in this code.

49. Any act of misconduct by a Civil Servant not expressly mentioned in this Code or in any regulations operating within the Civil Service shall be reported to the Head of Civil Service, who may, after consultation with the Civil Service Council, issue instructions as to how it should be dealt

with, and the case shall be dealt with accordingly.

PART XI - WORK ETHIC IN THE GHANA CIVIL SERVICE

50 In the knowledge that the ends sought by the Civil Service of Ghana are the development of the country and well-being of its citizens; and that these ends can be achieved through the diligence, perseverance and dedication of a disciplined corps of Civil Servants who are instrumental in carrying out Government policies, each person in the Civil Service of Ghana accepts personal responsibility for developing and exhibiting a strong work ethic and affirms his or her commitment to combating negative work habits in the Civil Service of Ghana.

51. To this end any person working in the Civil Service of Ghana is committed to:

(1) Reporting for duty punctually and in good time before work begins, he or she will not engage in, nor encourage the practice of :

- i) Habitual lateness to work and meetings;
- ii) Irregular attendance;
- iii) Taking more than the average number of sick days/casual leave; and
- iv) Using weather, poor transportation and domestic problems as excuses for lateness and irregular attendance.

(2) Devoting, during working hours, his or her full time and attention to the business of his or her organization, he or she will not engage in, nor encourage the practice of:

- i) Sleeping on the job during scheduled working hours;
- ii) Being at work but doing no work;
- iii) Being deliberately and unduly slow in carrying out an activity or assignment (go-slow; work-to-rule)
- iv) Using or exaggerating sickness to avoid duty or work;
- v) Letting time pass without doing anything useful or constructive;
- vi) Trading, selling or transacting private financial business on the premises of organizations;
- vii) Engaging in long private conversation with colleagues;
- viii) Receiving and entertaining social visits;
- ix) Bringing babies and children to office;
- x) Performing unofficial duties or activities during office hours;
- xi) Reading newspapers and working lotto numbers;
- xii) Drunkenness on the job and/or being under the influence of narcotic drugs;

- xiii) Eating in office during official working hours; and
- xiv) Keeping the radio loud as to disturb concentration.

(3) Guarding against absenting himself or herself from work without permission or reasonable excuse, he or she will not engage in, nor encourage the practice of:

- i) Persistently leaving work early;
- ii) Not returning promptly to work after meal breaks and approved leave;
- iii) Vacating post and failing to inform competent authority when leaving station; and
- iv) Non-opening of service counters in time and leaving counters unmanned.

(4) Following and obeying lawful, legitimate or reasonable definite instructions, and complying with laid down procedures relating to one's work, he or she will not engage in, nor encourage the practice of:

- i) Sabotaging efforts of colleagues, organizations and Government as employer;
- ii) Talking about the stress level of daily work, and using this as an excuse for not working;
- iii) Engaging in the unproductive comparison of better conditions elsewhere and using this as an excuse for not working.

5) Taking pride and joy in doing more than is required by duty, he or she will not engage in, nor encourage the practice of:

- i) Setting personal limits beyond which one's commitment will not extend;
- ii) Not wanting to do overtime;
- iii) Intentionally providing poor quality service and not striving for excellence in the service of fellow-men.

(6) Responding to legitimate requests and demands of members of the public with urgency, promptness and timeliness, he or she will not engage in, nor encourage the practice of:

- i) Demanding or accepting gifts of any kind before rendering service;
- ii) Disregard for deadlines, action steps and target dates;
- iii) Using delay tactics and red-tapeism as an excuse for non-responsiveness;
- iv) Being unfriendly, rude and discourteous to members of the public;
- v) Not returning phone calls promptly.

(7) Seeing a task through and having a sense of pride in accomplishing assignments every time, he or she will not engage in, nor encourage the practice of:

- i) Putting off to tomorrow what can be done today and now;
- ii) Conducting business and delivering services poorly and ineffectively;
- iii) Always hoping for miracles and

"manna" to fall from Heaven;

(8) **Undertaking tasks in ways that contribute effectively to achieving the goals of his or her organization, he or she will not engage in, nor encourage the practice of:**

- i) Being lackadaisical and displaying an "I don't care" attitude, with no sense of urgency;
- ii) Refusing to rise to the occasion;
- iii) Gaining the reputation of one who cannot be "counted on" by the organization;
- iv) Intentionally neglecting to do one's duty;
- v) Turning one's self into a passenger when the call is for "all hands on deck".

52. **This undertaking is made in the conviction that employment in the Civil Service of Ghana places the Civil Servant under a moral obligation to work conscientiously to earn his or her living and to look upon his or her work as a contribution to making the economy of Ghana strong and healthy.**

PART XII - REPORTING PROCEDURE

53 (1) The reporting procedure to be followed in lodging complaints or reports in respect of breaches of the code of conduct/work ethic is set forth in the ensuing paragraphs.

(2) Where there is a breach of this Code of Conduct a Civil Servant may report or

complain to a superior officer or the appropriate authority.

54 (1) Reports under this code may be lodged in the following ascending order:

Hierarchy of Authority for lodging Complaint

- a) Immediate Supervisor (of officer complained of)
- b) Head of Department/Chief Director;
- c) The Head of Civil Service;
- d) The Civil Service Council;
- e) The President/Vice-President

(2) Where the officer to whom the report should be made, is himself involved in the breach of the Code, the matter should be reported to the next superior officer.

(3) In all cases, the reports should be copied to the Minister with responsibility for the Department, in which the officer being complained about belongs, as well as to the Chairman of the Disciplinary Committee of the Department.

(4) The Officer or Authority to whom the report is made shall indicate the action being taken within a period of two weeks from the receipt of the report, failing which the complainant may take up the complaint with the next superior authority.

(5) Notwithstanding this procedure, any matter which may be considered to be a breach of

human rights or a case of fraud may be reported to the Office of the Commissioner of Human Rights and Administrative Justice and the Serious Fraud Office respectively, where it is not feasible or practicable to invoke the procedure in this code.

PART XIII - DISCIPLINARY PROCEDURES/ PENALTIES

- 55 (1) Disciplinary procedures set out in the following paragraphs may be initiated against a staff member who fails to comply with the standards of conduct in this code. General
- (2) Where a case is proven, the Civil Servant may be subjected to appropriate disciplinary or corrective measure.
- (3) Disciplinary procedure for all offences shall be in accordance with the provisions of the Civil Service Regulations/ Administrative Instructions.
- 56 (1) Heads of Department shall cause a warning in writing to be issued to any officer whose work or conduct is determined to be unsatisfactory. In every case where an officer has been so warned the fact should be so recorded by the Head of the Department concerned. Officers to be Warned in Writing
- (2) An officer should not be allowed to accumulate a long record of warnings and

censures for acts of misconduct before disciplinary action is taken against him.

- (3) In cases where the misconduct is comparatively minor, action may nevertheless, be taken as soon as it is clear that the officer is not likely to respond to departmental corrections and when sufficient evidence is available to warrant proceedings under the code.
- (4) The conduct of any Civil servant which contravenes any paragraph of this Code shall be investigated for purposes of discipline.
- 57 (1) A Disciplinary Committee shall be constituted to investigate acts of misconduct under this code and recommend appropriate disciplinary or corrective measures. Disciplinary Committee
- (2) A disciplinary Committee shall be constituted in the following manner:
- a) A Senior Officer nominated by the Disciplinary Authority as Chairman.
- b) One representative of the Departmental Local Labour Union and
- c) The Personnel Officer or an officer acting in that capacity shall act as the investigating officer.
- (3) Any Civil Servant appearing before a Disciplinary Committee shall be given every

opportunity to defend himself and have a right of appeal not more than two weeks after the decision.

- (4) The Committee's findings and recommendations shall be forwarded to the appropriate Disciplinary Authority.

58 (1) For the purposes of this Code, penalty is classified as either, major or minor as defined in paragraphs 57 and 58 respectively. Penalties

- (2) Disciplinary awards may involve the imposition of major or minor penalties, depending on the gravity of the offence/ misconduct.

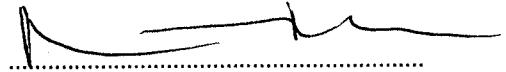
59. Major penalties shall in general consist of the following disciplinary awards: Major Penalties

- a) Reduction in rank
- b) Removal from the Civil Service
- c) Dismissal

60. Minor penalties shall in general consist of the following disciplinary awards: Minor Penalties

- a) Warning or reprimand
- b) Suspension of increment
- c) Withholding or deferment of increment
- d) Suspension from duty with loss of pay
- e) Reduction in salary.
- f) Surcharge

Made this 1st day of November 1999



DR. ROBERT DODOO
HEAD OF THE GHANA CIVIL SERVICE