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**EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW**  
**(VENICE COMMISSION)**

in cooperation with

**THE MINISTRY OF DIGITAL TRANSITION AND ADMINISTRATIVE REFORM  
OF THE KINGDOM OF MOROCCO**

**Regional seminar for high level civil servants**

**14<sup>th</sup> UniDem Med**

**" GOOD GOVERNANCE AND QUALITY OF  
PUBLIC ADMINISTRATION"**

**Videoconference, Morocco**

**1-2 December 2021**

**PUBLIC SERVANTS AT THE HEART OF AN INTEGRATED, EFFICIENT AND  
ATTRACTIVE PUBLIC ADMINISTRATION**

**NATIONAL EXPERIENCE – PALESTINE\***

by

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<sup>i</sup> This designation shall not be construed as recognition of a State of Palestine and is without prejudice to the individual positions of Council of Europe and European Union member States on this issue.

**State of Palestine**  
**General Personnel Council**  
**The Palestinian Experience in preparing the Code of**  
**Conduct and Ethics of Public Service**

## Starting point...

Thinking about preparing a Palestinian Code of Conduct began by the General Personnel Council in 2010, in coordination, consultation and communication with the Organization for Economic Cooperation and Development (OECD), so that a national committee was formed comprising several competent authorities.

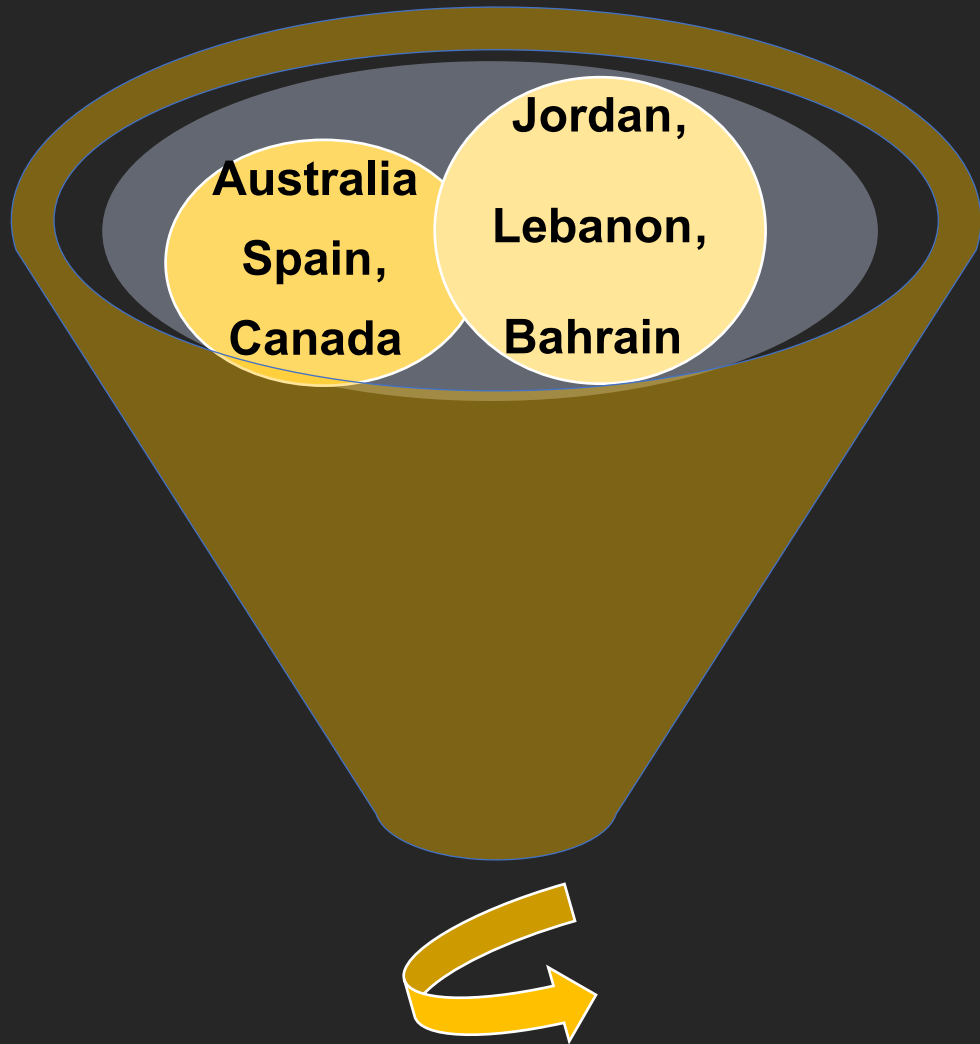
The National Committee approved and completed the proposed first draft of the Code of Conduct and provided it to the OECD, which in turn conducted a study of this draft and compared it with international ~~best practices and familiarized with the experiences~~ of neighboring countries and OECD member states.

The Code was approved by the Council of Ministers in 2012.



# Learning about Arab and foreign countries' experiences

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Learning about the Spanish experience had an important impact on preparing the chapter of conflict of interest, which is considered an important aspect in the Palestinian Code of Conduct. It was agreed with the Office of Conflict of Interest in the State of Spain to review the Palestinian draft and to make observations and recommendations on it in cooperation, partnership and support from the OECD.

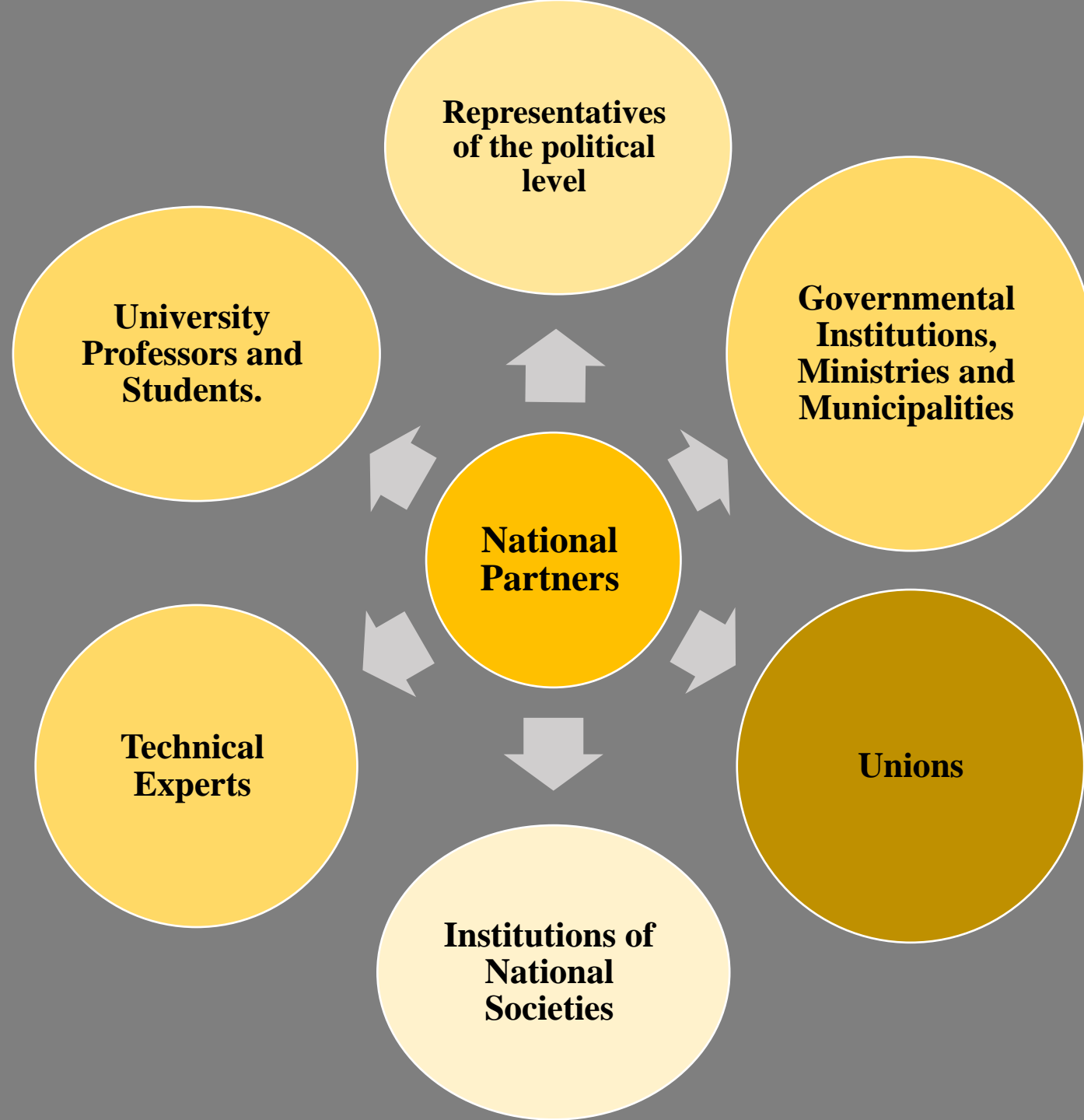
Partnership

Consultation

Consultation and partnership played a prominent role in the success of preparing the Palestinian Code of Conduct, as they contributed to:

1. Ensuring the effectiveness of the Code of Conduct's implementation, so that it can be implemented easily.
2. Receiving feedback and notes from partners.
3. Creating a sense of satisfaction and positivity toward the Code of Conduct and ensuring its acceptance by the concerned parties.
4. Involving the largest possible number of stakeholders in the public service, in addition to engaging the political level.





# Followed Mechanisms:

**Educate Employees about the Code of Conduct.**

**Holding dialogue sessions with Ministries in order to introduce them to the Code of Conduct, explain it, interpret and train them in order to transfer their knowledge to the rest of the staff.**

**Preparing Manual of practices that demonstrates how to apply the Code of Conduct and give examples to make it more clear.**

**Preparing specialized programs in Visual and Audible media.**

**Preparing Media and educational materials (Publications, Advertising in radio and television).**

**Set up an electronic window for the Code of Conduct that is related to GPC Website, as the Code of Conduct is published in Arabic and English and allow employees to inquire about any matter related to it.**



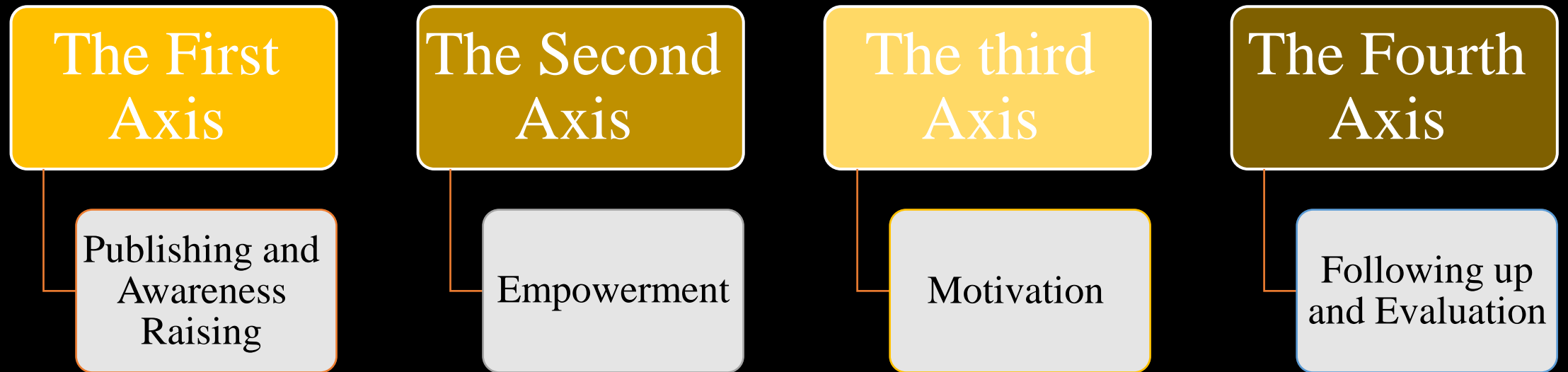
SUCCESS  
STORIES

Adopting the Palestinian experience in the Employment Code of Conduct and Public Service Ethics as a success story by the OECD and circulate it at their request to a number of Arab countries, including Tunisia and Morocco.





# The National plan to implement the code of Conduct



# The first axis: Publishing and Awareness Raising

Printing the Code of Conduct in the form of brochures

Publishing the Code of Conduct on the websites of ministries and state institutions

Preparing publications on topics covered by the Code of Conduct

Designing a web page within GPS 's website that is dedicated to the Code of Conduct.

Holding and implementing awareness-raising meetings on the Code of Conduct and its content

Producing media materials (radio, television, drama) about the Code of Conduct.

Organizing workshops for regulatory bodies in institutions on specific topics, such as conflict of interest

Designing and printing of a mural for the Code of Conduct at the entrances of the public institutions

# The second axis: Empowerment

Implementing a number of courses in public institutions by the team of trainers

Designing and implementing the training for trainers programs on the Code of Conduct.

Providing support for institutions of a special nature by virtue of the services that are unique to them

Holding meetings with deputy and general managers about the code, its provisions, and its awareness and empowerment mechanisms within the institution

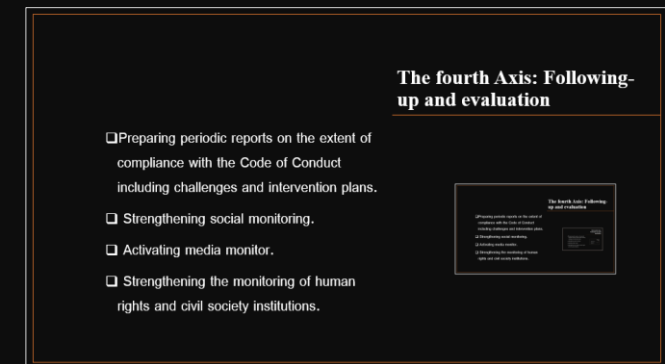
A group of people in a room, with a woman in a red dress presenting a certificate to a man in a suit. A portrait of a man is visible in the background.

**The third axis:  
Motivation**

**Jerusalem Prize**

## The fourth Axis: Following-up and evaluation

- ❑ Preparing periodic reports on the extent of compliance with the Code of Conduct including challenges and intervention plans.
- ❑ Strengthening social monitoring.
- ❑ Activating media monitor.
- ❑ Strengthening the monitoring of human rights and civil society institutions.



# Legal framework of the code of conduct

The Palestinian Basic Law (Constitution) amended in 2003:

Article (87), which stipulates that “everything related to civil service affairs shall be regulated by law, and General Personnel Council, in coordination with the competent governmental agencies, shall work on upgrading and developing the public administration, and its opinion shall be taken on drafting laws and regulations related to the public administration and its employees.

”The Palestinian Civil Service Law 1998 and its amendments:

Article (7)/1 stipulates: In order to achieve the intended goals of administrative development in developing the administrative apparatus in Palestine, the General Personnel Council shall assume the following tasks and responsibilities: 1. Supervising the implementation of the provisions of this law and ensuring that governmental departments apply all civil service legislation in a safe manner.

Article (7)/8 stipulates: “8. Preparing a manual for the civil service in Palestine that explains the employee’s duties and rights that are regulated by it and all the legislation in force in Palestine that the employee must be familiar with.

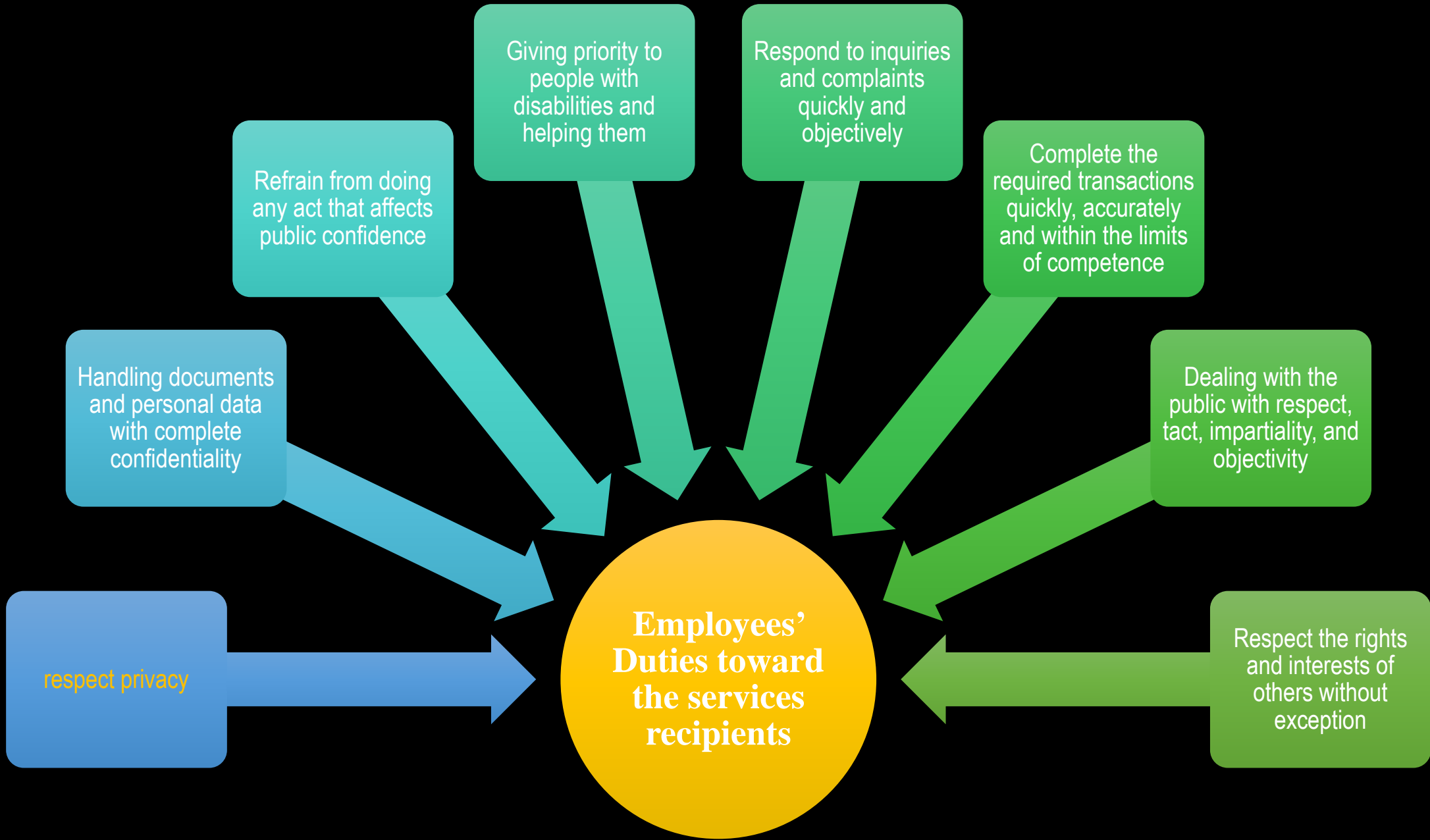
# Code of Conduct's Objectives

- ✓ **Providing protection for the employee**
- ✓ **Establishing civil service values and ethics and promoting their respect.**
- ✓ **Enhancing the citizen's confidence as they are the recipient of the service.**
- ✓ **Enhancing employee satisfaction.**

# The principles and values that the Code of Conduct focuses on







Dealing with respect,  
courtesy and honesty

Cooperate with them  
and share their opinions  
professionally and  
objectively

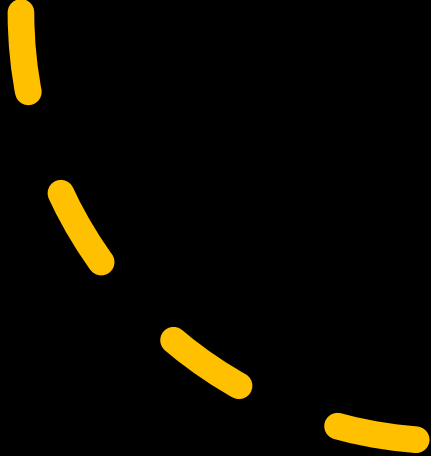
Provide assistance  
wherever possible

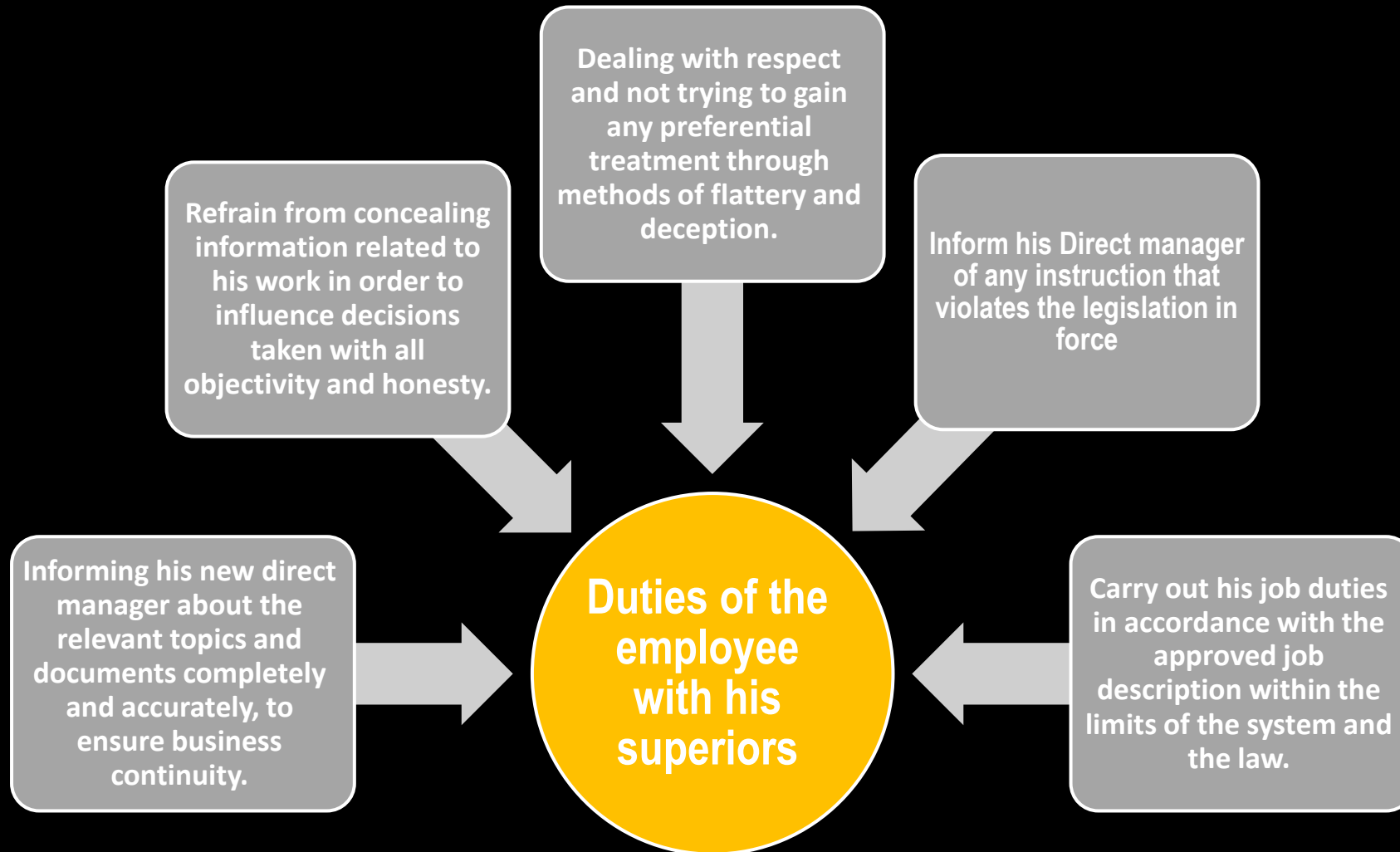
Solve the problems they  
face

Ensuring the  
improvement of work  
and the promotion of  
a sound institutional  
culture in the  
government  
department.

Commitment to ethical  
behaviors, practices and  
actions that preserve  
public morals and good  
behavior.

Duties of the  
employee  
with his  
colleagues









## Employee commitment to Anti-Corruption Efforts

- informing the direct manager of any violations to the laws that he sees during his work.
- Reporting to the competent authorities any act of corruption that he became aware of while performing his job.
- Cooperating with the competent authorities in the administrative and criminal investigations.

**Conflict of interest: The employee is prohibited from engaging in any behavior that may lead to a direct or indirect conflict of interest and in a manner that does not conflict with the provisions of the Conflict of Interest Disclosure Regulations for the year 2020**

- Carrying out any activity that would lead to the emergence of a real, apparent or potential conflict between his personal interest on the one hand, and his responsibilities and job duties on the other.
- Carrying out any activity that doesn't fit with his objective and impartial performance of his duties.
- Preferential treatment for natural or legal persons in their dealings with the government department.
- Using his job, directly or indirectly, to obtain financial gain or anything of value for private interest.



## Accountability

- **Holding employee accountable when violating the provisions of this Code in accordance with the provisions of the Civil Service Law, or in force under the legislation**



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# Statistics and numbers

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- **57,000 civil servants from all ministries were trained on the provisions of the Code of Conduct and Ethics of the Public Service.**
- **45 trainers.**

Thank you!