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**EUROPEAN COMMITTEE ON DEMOCRACY AND GOVERNANCE
(CDDG)**

**GUIDE ON PUBLIC ETHICS
Steps to implementing public ethics in public organisations
UPDATE**

Secretariat Memorandum
prepared by the
Directorate General of Democracy
Democratic Governance Division

Text of the case study proposed by the Czech Republic

In the Czech Republic, the Code of Administrative Procedure (Act No. 500/2004 Coll., as amended) generally states the concept of public service and places a duty on all public servants to be polite and helpful when dealing with the public (see its Article 4 below).

These general provisions are specified in more detail in the Code of Ethics for Officials and Employees of Public Administration (in force since 2012) and in special legislation – Act on Civil Service (No. 234/2015 Coll., as amended) – Article 77: Duties of the state officials and Act on Officials of Territorial Self-Governing Units (No. 312/2002 Coll., as amended) – Article 16: Basic duties of an official. In addition, many authorities (both at central and territorial level) have their own codes of conduct or ethical codes.

Code of Administrative Procedure (Act No. 500/2004 Coll., as amended)

Section 4

(1) Public administration is a service for the public. Every person charged with tasks resulting from the powers of an administrative authority shall be obliged to behave in a courteous manner in respect to the persons concerned and meet their needs where possible.

(2) The administrative authority shall, in relation to its action, provide the persons concerned with reasonable advice on their rights and duties where necessary, with respect to the nature of the act and the personal situation of the person concerned.

(3) The administrative authority shall, sufficiently in advance, notify these persons concerned with respect to an act to be carried out, where such notification is necessary for these persons to defend their rights and the purpose of the act, is not endangered thereby.

(4) The administrative authority shall allow for the persons concerned to apply their rights and lawful interests.

Proposal: The CDDG is invited to add this case study under section 3.1.3 of the [Guide](#).