# NHMP
# CODE OF CONDUCT

UPHOLDING INTEGRITY, COURTESY& PROFESSIONALISM

Tauseef Yousaf
Admin Officer(Admin-IT)
Monday, 11 August, 2025, 10:35:1 AM

2025

**National Highways & Motorway Police (NH&MP)**
Central Police Office, Mauve Area, G-11/1, Islamabad
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Tausef Yousaf
Admin Officer(Admin-IT)
Monday, 11 August, 2025, 10:35:1 AM

# MESSAGE FROM THE INSPECTOR GENERAL

It gives me immense pleasure to present this Code of Conduct**,** a guiding document that encapsulates the values, principles, ethics, and responsibilities that define the National Highways & Motorway Police.

As officers of NHMP, we carry the immense responsibility of ensuring safety, enforcing the law with fairness, and upholding the trust placed in us by the people of Pakistan. This Code of Conduct is more than a set of rules; it is a reflection of the values we live by - integrity, courtesy and professionalism**.**

Each of us, regardless of rank or role, represents the image of this esteemed organization. Often, our officers work individually in the field, but the way each one of us behaves contributes directly to the public's perception of NHMP. A single interaction can build or diminish the trust that public place in us. That is why our conduct, both on and off duty, must reflect the highest standards of accountability and service.

This Code of Conduct is meant to serve as a practical and ethical compass. It does not seek to restrict our judgment, but to support and guide us, especially in challenging situations. When followed in both letter and spirit, it will not only enhance our professionalism but also strengthen our bond with the public we are committed to serve.

I urge every member of NHMP to read this Code of Conduct carefully, understand its essence, and apply it into your daily work. Let it remind us of the dignity of our duties and the importance of consistent, principled behaviour.

Let us continue to move forward together as a team, defined not just by uniforms and titles, but by values and actions.

With appreciation and resolve.

**B.A. NASIR, PSP**
**Inspector General**
**National Highways & Motorway Police**

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Admin Officer(Admin-IT)
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# 1. PREAMBLE

National Highways & Motorway Police (NHMP) is a premier law enforcement agency mandated to ensure safety, security, order, and discipline on Pakistan's national highways and motorways. Guided by its core values of Integrity, courtesy, and professionalism, NHMP is committed to deliver excellence in public service, traffic enforcement, road safety awareness and other functions assigned under its primary law i.e. National Highway Safety Ordinance (NHSO), 2000.

This Code of Conduct is a solemn declaration of the standards expected of all NHMP personnel, uniformed and civilian staff alike. It shall serve as a guiding compass for ethical behaviour, lawful duty, and public service aligned with NHMP's vision to be "a modern, professional, and credible police service, committed to promoting safe and secure road environment." Every NHMP personnel is expected to demonstrate unwavering integrity, respect for the law, and a strong sense of duty toward the citizens of Pakistan.

Operating across strategic transport corridors, NHMP personnel are entrusted with high levels of responsibility. Their conduct directly impacts public confidence, national mobility, and road safety outcomes. As such, they must consistently uphold the highest standards of discipline, fairness, and impartiality, both in their actions and appearance.

Finally, it is not merely a set of instructions but a reflection of our shared values and commitment to the public good. It reminds every NHMP personnel that their authority is a public trust and must be exercised with humility, accountability, and a relentless focus on ethical service.

Let this Code be a living document that strengthens the moral fabric of NHMP, inspires pride in duty, and reinforces our collective pledge to serve Pakistan with honour, responsibility, and distinction.

To reinforce the principles outlined in this Code, NHMP shall organize periodic refresher courses and capacity-building programs, to create and sustain a culture of professionalism, respect, and accountability across all levels of the organization.

# 2. PURPOSE OF THE CODE

The purpose of this Code of Conduct is to establish clear and uniform standards of ethical behaviour, professionalism, and accountability for all NHMP personnel. As a disciplined law enforcement agency responsible for traffic regulation, public safety, and road user facilitation on national highways and motorways, NHMP must ensure that every officer and personnel uphold the values of integrity, courtesy and professionalism.

By defining expectations for personal and professional behaviour, this Code intends to further improve NHMP's institutional integrity, strengthen internal discipline, thereby achieving the ultimate goal of safer, more reliable roadways across Pakistan.

# 3. SCOPE OF APPLICATION

This Code of Conduct is applicable to all NHMP personnel, regardless of rank, position, or nature of employment.

This Code governs conduct:

- At the workplace (including highways/motorways, offices, beats, lines headquarters, and the Training College etc.);
- During interactions with the public, government bodies, other law enforcement agencies, or media;
- In digital and online spaces, including social media and internal communication platforms.

All NHMP personnel are required to familiarize themselves with this Code and uphold its principles in letter and spirit. Non-compliance of this code may lead to disciplinary action under NHMP (E&D) Rules, 2016, Civil Servants (E&D) Rules, 2020, Government Servants (Conduct) Rules, 1964 and other relevant laws and rules.

# 4. CODE OF CONDUCT PROVISIONS

## 4.1 CORE VALUES

The National Highways & Motorway Police (NHMP) operates on a foundation of strong ethical standards and core institutional values that guide the conduct, decision-making, and performance of every officer and staff member. These values represent active commitments that shape how the NHMP serves the public, engages with road users, and enforces the law. All personnel are expected to uphold these values consistently, both on and off duty. The core values are:

i. **Courtesy**: NHMP personnel shall demonstrate respect, patience, and politeness in all interactions with the public, colleagues, and stakeholders. They must maintain composure and uphold dignity, even in challenging situations, honouring both the uniform they wear and the citizens they serve.

ii. **Integrity**: NHMP personnel shall enforce the law with fairness, impartiality, and integrity, regardless of supervision. They must ensure consistent application of laws and regulations, avoid conflicts of interest, and refrain from any misuse of power or authority. Officers are expected to take prompt and appropriate action against unethical or unprofessional conduct, resist undue political influence in decision-making, and consistently place the public interest above personal gain.

iii. **Professionalism**: NHMP personnel shall demonstrate pride, conscientiousness, efficiency, and perseverance when facing challenges, while maintaining composure in stressful situations. They are expected to consistently display discipline, competence, and dedication—reflected in punctuality, adherence to standard operating procedures, professional appearance, physical fitness, and

impartial performance of duties. All individuals shall be treated with dignity and respect, regardless of their background.

## 4.2 HONESTY

Honesty is the cornerstone of public trust in law enforcement. An honest officer strengthens NHMP's credibility, builds community trust, and upholds its image as a fair and principled organization. NHMP personnel must:

i. Perform duties honestly, diligently, and in good faith.
ii. Honour all service commitments and obligations.
iii. Refrain from making misleading statements, providing false information, or manipulating organizational systems for personal benefit.
iv. Represent their qualifications and experience truthfully.
v. Communicate professional findings and opinions with accuracy and integrity.
vi. Commit to truthfulness, transparency, and ethical behaviour in all official daily duties and personal interactions.
vii. Demonstrate accuracy, objectivity, and integrity in all aspects of their duties, such as issuing tickets, recording incidents, interacting with road users, and preparing reports .

## 4.3 FAIRNESS AND IMPARTIALITY

Fairness and impartiality are fundamental to ethical policing. NHMP personnel must enforce the law without bias, favouritism, or discrimination—regardless of an individual's status, background, or connections. By treating everyone equally and making decisions based solely on facts and the law, NHMP strengthens public trust and upholds the integrity of the department. NHMP personnel shall therefore:

i. Apply traffic laws consistently, without prejudice or selective enforcement.
ii. Avoid special treatment based on personal relationships or influence.
iii. Treat all road users with equality, dignity and respect.
iv. Base enforcement actions on objective evidence.
v. Refrain from personal opinions or stereotypes in professional judgments.
vi. Maintain respectful and neutral language, tone, and demeanour.
vii. Record and report incidents truthfully and completely.
viii. Recuse themselves from duties where personal biases may affect impartiality.

## 4.4 PROHIBITION OF CORRUPT PRACTICES

Corruption undermines public trust, weakens credibility, and harms service delivery. NHMP maintains a zero-tolerance policy toward all forms of corruption—financial, procedural, or moral. Bribery, misuse of authority, personal gain, and concealment of violations negate the law and NHMP's core values. Every NHMP personnel must act transparently, report misconduct, and serve with integrity. NHMP personnel shall:

i. Not solicit, accept, or offer bribes, gifts, or favours to influence enforcement.
ii. Decline all "under-the-table" settlements in procurements, recruitments, fines, or other matters.

iii. Refuse any financial or non-financial benefits related to their duties.
iv. Not use their position to grant unlawful advantages to friends, family, or others.
v. Immediately report incidents of bribery, coercion, or unethical influence and take appropriate action under the law/rules.
vi. Maintain transparency and traceability in all records and enforcement actions, especially in the E-ticketing system.
vii. Avoid using official resources for personal or unauthorized use.
viii. Not tamper with evidence, reports, or official documents for personal gain or external pressure.

## 4.5 POLITENESS AND TOLERANCE

Politeness and tolerance are essential qualities in professional policing and respectful public service. For NHMP personnel, these traits signify strength, maturity, and discipline. Given the nature of their duties, officers frequently encounter individuals in distress or conflict. In such situations, calmness, patience, and courtesy are critical to upholding NHMP's integrity and effectiveness. In the course of enforcing laws, resolving disputes, or assisting at accident scenes, NHMP personnel shall exercise restraint, remain non-confrontational, and treat all individuals with dignity, irrespective of their behaviour. NHMP personnel shall adhere to following:

i. Remain calm and composed, even when confronted with verbal hostility or refusal to cooperate .
ii. Treat the public and colleagues with courtesy and respect.
iii. Avoid favouritism, harassment, discrimination, or overbearing conduct, especially toward juniors.
iv. Communicate with respect and professionalism, refraining from shouting, insulting remarks, sarcasm, or dismissive behaviour .
v. Maintain professionalism and composure when faced with complaints or criticism, avoiding emotional reactions or personal offense.
vi. Listen attentively to concerns without interruption or bias.
vii. Respect cultural, regional, and social differences.
viii. Show empathy and patience, particularly with elderly, women, children, and differently-abled individuals.
ix. De-escalate confrontations through clear explanations, professional tone, and calm posture.
x. Report insults or provocation calmly and seek supervisory support instead of retaliating.
xi. Maintain politeness when issuing challans, warnings, or instructions.

## 4.6 USE OF FORCE

The use of force is a serious responsibility and must be governed by the principles of legality, necessity, proportionality, and restraint. For NHMP personnel, whose primary role involves traffic enforcement and public assistance, force must be a last resort—not a first response. De-escalation, verbal persuasion, and non-violent methods shall be prioritized. When the use of force becomes unavoidable, it must strictly adhere to applicable laws, departmental SOPs, and human rights standards. Support from district police may be requested when necessary. All use-of-force actions must reflect NHMP's

professionalism, accountability, and commitment to public safety. NHMP personnel shall therefore:

i. Use verbal warnings and de-escalation techniques before any physical action.
ii. Apply only the minimum force necessary to ensure safety of the public, personnel, or property.
iii. Not use force as a means to punish, intimidate, or retaliate.
iv. Maintain a calm, controlled demeanour; avoiding provocative language or gestures.
v. Request support from senior NHMP personnel or district police when situations escalate.
vi. Promptly and accurately document all use-of-force incidents.
vii. Ensure immediate medical aid for anyone injured during such incidents.
viii. Use firearms in exceptional and life-threatening situations only, strictly in accordance with legal protocols and under proper authorization.
ix. Ensure proper handling and operational readiness of body-worn cameras, dashboard recording systems, and other surveillance equipment. Tampering with, disabling, or intentionally obstructing these devices is strictly prohibited.

## 4.7 ABUSE OF AUTHORITY

Authority is a public trust, not a personal privilege. NHMP officers are entrusted with lawful powers to enforce traffic rules and serve the public; these powers must be exercised with legality, fairness, and professionalism. Any misuse—whether for personal gain, retaliation, or favouritism—erodes public confidence and tarnishes the reputation of the department. NHMP personnel must, therefore, demonstrate restraint, impartiality, and humility, recognizing that their conduct reflects directly on the integrity of the entire organization. The following guidelines in this context shall apply on NHMP personnel:

i. They shall not misuse uniform, badge, or position to exert pressure or seek personal benefit.
ii. They shall never detain, threaten, or harass anyone without lawful cause or beyond NHMP's jurisdiction.
iii. They shall not engage in selective enforcement based on grudges, influence, status, or bias.
iv. They shall refrain from interfering in matters outside NHMP's mandate, such as civil or local policing issues.
v. They shall ensure that all actions are properly documented, clearly justified, and fully compliant with departmental SOPs.
vi. They shall report all instances of misuse of authority, recognizing that silence may contribute to continued misconduct.

## 4.8 PERFORMANCE OF DUTIES

Duty is a fundamental obligation of every NHMP officer, reflecting the discipline, integrity, and credibility of the organization. Fulfilling this duty with devotion and professionalism is both a legal and moral commitment to the people of Pakistan. NHMP personnel are responsible for ensuring road safety, enforcing traffic laws, and assisting citizens on national highways and motorways. This requires constant focus, reliability,

physical readiness, and ethical conduct—regardless of conditions or workload. NHMP personnel and staff shall therefore:

i. Report on time and remain physically and mentally prepared for all tasks.
ii. Follow all instructions and SOPs related to patrolling, enforcement, and public interaction.
iii. Perform responsibilities attentively, avoiding negligence or distraction.
iv. Maintain a positive attitude, even in challenging or tense situations.
v. Remain available at their designated duty point or patrol area unless officially relieved or granted proper authorization to leave.
vi. Demonstrate discipline, alertness, and self-control throughout the shift/duty time.
vii. Work as a team, respecting colleagues and supervisors.
viii. Perform duties with impartiality and integrity, without resorting to bias, shortcuts, or deviations from established procedures.
ix. Keep duty records, logs, and equipment updated and well-maintained.
x. Treat every assignment as a chance to serve with honour - setting a positive example.

## 4.9 POSITIVE WORK ENVIRONMENT

A positive work environment is essential to the morale, efficiency, and well-being of NHMP personnel. It promotes teamwork, mutual respect, psychological safety, and professional development—enabling staff to serve with dignity and motivation. NHMP is committed to maintaining a workplace free from harassment, discrimination, hostility, and undue stress. All personnel share the responsibility of fostering a respectful, inclusive, and cooperative environment in line with the department's core values.

### 4.9.1 TO UPHOLD THIS ENVIRONMENT, NHMP PERSONNEL SHALL:

i. Treat colleagues with respect, fairness, and professionalism.
ii. Support teamwork through open, constructive communication.
iii. Mentor junior staff respectfully and helpfully.
iv. Report workplace harassment, bullying, or discrimination through proper channels.
v. Respect mental health, work-life balance, and offer reasonable support where needed.

### 4.9.2 NHMP PERSONNEL SHALL NOT:

i. Engage in verbal abuse, intimidation, bullying, or gossip.
ii. Discriminate on basis of gender, ethnicity, religion, language, or background.
iii. Tolerate or overlook any form of harassment—physical, verbal, or psychological.
iv. Use authority to create a hostile or toxic environment.
v. Engage in exclusionary or divisive practices that harm workplace harmony.

## 4.10 MAINTAINING PERSONAL BOUNDARIES

Maintaining clear and respectful personal boundaries is essential to professionalism, trust, and mutual respect within NHMP. Personnel must be mindful of appropriate limits in all interactions—whether with colleagues, subordinates, superiors, or members of the public. Even unintentional boundary violations can lead to discomfort or misconduct, undermining morale and institutional integrity. NHMP personnel must therefore ensure that their words, actions, and presence consistently reflect respect, discretion, and professionalism.. In this context, NHMP personnel shall not:

i. Engage in unwelcome physical contact, including handshakes, patting, or touching without consent.
ii. Make personal comments, jokes, or remarks about appearance, dress, or private life of others.
iii. Use humour, or informal gestures to bypass professional decorum.
iv. Intrude into others' personal matters or spaces, such as reading messages, using personal items, or invading privacy.
v. Pressure colleagues into sharing personal details or participating in non-work-related activities.

Violations of personal boundaries—whether verbal, physical, or digital—can be considered harassment and may lead to disciplinary action under Protection against Harassment of Women at Work Place Act, 2010 and other relevant government rules.

## 4.11 EFFICIENT USE OF NHMP ASSETS AND OTHER RESOURCES

NHMP assets—including vehicles, equipment, infrastructure, funds, and digital tools—are public property entrusted solely for official use. All personnel are responsible for ensuring their efficient, lawful, and transparent utilization. Misuse, negligence, or wastage of these resources results in financial loss and undermines the organization's discipline and integrity. Therefore:

### 4.11.1 NHMP personnel shall:

i. Use all NHMP resources (e.g., vehicles, fuel, equipment, supplies, and devices) strictly for official duties.
ii. Maintain and store government property with care, ensuring timely upkeep.
iii. Promptly report any loss, damage, malfunction, or misuse to the relevant authority.
iv. Conserve electricity, fuel, paper, and other consumables to enhance resource efficiency.
v. Use digital systems securely, in compliance with NHMP IT Standard Operating Procedures.

Any violations may result in disciplinary action and recovery of losses under the NHMP (E&D) Rules, 2016, Civil Servants (E&D) Rules, 2020, and other applicable rules.

## 4.12 LAWFUL ORDERS TO BE OBEYED

Discipline is the cornerstone of a professional police service, and adherence to lawful orders is essential for operational integrity. NHMP personnel are obligated to comply with all lawful and reasonable instructions issued in the line of duty, ensuring effective coordination, a clear chain of command, and consistent achievement of organizational objectives. However, personnel must also exercise moral courage and sound judgment by refusing to follow orders that are unlawful, unethical, or in violation of human rights or NHMP's code of conduct. In this context, NHMP personnel shall:

i. Promptly execute all lawful instructions issued by their superiors in the performance of official duties.
ii. Respectfully seek clarification if instructions are unclear, ambiguous, or appear improper.
iii. Respectfully refuse to comply with any directive that requires breaking the law, violating rights, or engaging in unethical behaviour.
iv. Report unlawful or unethical orders through proper chain of command, using established reporting mechanisms.
v. Record and report the attempts to exert undue pressure to engage in illegal, unethical, or abusive actions.
vi. Express professional disagreement respectfully; insubordination will not be tolerated.
vii. Promote a culture where obedience to lawful authority reflects discipline - not blind compliance.
viii. Foster leadership by example, where superiors issue lawful commands and subordinates follow with confidence.

## 4.13 APPEARANCE AND TURNOUT

Appearance reflects discipline, professionalism, and pride in service. As a prestigious law enforcement agency, NHMP expects all personnel to maintain a clean, well-groomed, and SOP-compliant appearance at all times while on duty. Proper turnout reinforces command presence, instils public confidence, and upholds the image of a capable and service-oriented organization. NHMP personnel and staff shall therefore:

i. Wear the official uniform in full, in accordance with NHMP's dress code and seasonal guidelines.
ii. Keep the uniforms clean, crisp and free of unauthorized modifications.
iii. Display nameplates, rank insignia, badges, and service emblems correctly at all times.
iv. Maintain personal hygiene, including clean hands, trimmed nails, and well-groomed hair and facial hair as per NHMP policy.
v. Ensure footwear is clean, polished, and regulation-approved.
vi. Refrain from wearing unauthorized items (e.g., jewellery or political/religious symbols) while on duty.
vii. Avoid wearing the uniform during personal activities or in inappropriate settings outside official duty hours.
viii. Carry all required duty equipment (e.g., arms, whistle, notebook, pen, wireless set, ticketing device, etc.) in working condition.

ix. Ensure exceptional turnout and decorum when representing NHMP at official events, meetings, or public engagements.

## 4.14 PARTICIPATION IN POLITICAL AFFAIRS AND VOTING

Political neutrality is fundamental to the integrity and professionalism of NHMP. NHMP Personnel must remain impartial and refrain from any political involvement that could compromise public trust or the organization's non-partisan reputation. While entitled to vote as private citizens, NHMP personnel shall not participate in political campaigns, party activities, or express political opinions while on duty or in uniform. NHMP personnel must**:**

i. Avoid affiliation with or support for any political party or movement during their service.
ii. Refrain from attending political events or gatherings when identifiable as NHMP staff.
iii. Refrain from making or sharing political opinions in public forums, including social media, while on official duty.
iv. Not display, distribute, or endorse political content in the workplace or during official duty.
v. Never use official position or resources to influence political activities.
vi. Exercise their right to vote privately without disclosing or promoting preferences.
vii. Avoid political discussions that could cause workplace discord.
viii. Execute election-related duties impartially and transparently.

## 4.15 BAR ON DUAL EMPLOYEMENT

Service in the NHMP requires full dedication, focus, and loyalty. NHMP personnel are prohibited from engaging in any secondary employment, private business, or external work—paid or unpaid—without prior written approval from the Competent Authority. Such activities risk conflicts of interest, cause distraction from official duties, and undermine professional standards, making them incompatible with public service expectations. To maintain commitment and uphold NHMP's integrity, NHMP personnel shall:

i. Not undertake any part-time, freelance, consultancy, or full-time employment without written authorization.
ii. Refrain from owning, managing, or participating in private businesses or commercial ventures, directly or indirectly, without approval.
iii. Avoid income-generating activities outside NHMP salary, except income generated from inherited property, unless formally permitted.
iv. Seek permission before accepting volunteer or honorary roles that require public engagement or significant time.
v. Disclose any potential conflicts of interest related to investments, affiliations, or business connections to the HRM Wing, Central Police Office.

## 4.16 BAR ON EXTRA DEPARTMETNAL INFLUENCE

NHMP operates on the principles of merit, discipline, and a well-defined chain of command. Personnel are strictly prohibited from seeking or using external influence—whether political, personal, or social—for matters related to transfers, promotions, postings, awards, or interference in disciplinary or administrative processes. Such actions undermine fairness, compromise institutional integrity, and damage both the individual credibility and the organization's reputation.

**Therefore, NHMP personnel shall:**

i. Not approach politicians, relatives, or influential individuals to influence internal decisions.
ii. Avoid using personal connections or recommendations to bypass official procedures.
iii. Exclude outsiders from departmental matters, including inquiries, leave, or service disputes.
iv. Refrain from submitting applications with political endorsements or third-party letters.
v. Address all service-related issues through proper departmental channels.
vi. Ensure impartiality and prevent undue external influence.

Attempting to seek influence shall entail invoking disciplinary action and adverse PER entries, under the NHMP (E&D) Rules, 2016, Civil Servants (E&D) Rules, 2020, Government Servants (Conduct) Rules, 1964 and other applicable laws/rules.

## 4.17 BAR TO INDULGE IN SPECULATION

Speculative activities - financial or informational - are incompatible with the discipline and integrity required of NHMP personnel. NHMP personnel are strictly prohibited from engaging in speculation that may affect duty performance or lead to conflicts of interest. Similarly, spreading rumours or unverified information about departmental matters damages morale and undermines organizational trust.

**NHMP personnel shall therefore:**

i. Avoid speculative investments promising quick returns.
ii. Refrain from betting, gambling, lotteries etc. during or outside duty hours.
iii. Not spread rumours or speculate on transfers, promotions, or internal policies.
iv. Not misuse insider information for personal or third-party financial gain.
v. Avoid financial activities that cause indebtedness or risk undue influence.
vi. Discuss official matters only through formal, verified channels and avoid gossip or unconfirmed discussions.

Any violations may lead to disciplinary action under relevant laws/rules.

## 4.18 COMMUNICATION ETIQUETTE

Clear, courteous, and timely communication promotes efficiency, teamwork, and organizational discipline. NHMP personnel are expected to maintain professionalism, clarity, and respect in all forms of internal communication, including through email, messaging apps, and official platforms. In this context, NHMP personnel shall:

i. Communicate using respectful, neutral, and professional language in all verbal and written correspondence.
ii. Respond to official communications promptly and appropriately, reflecting attentiveness and responsibility.
iii. Avoid the use of sarcasm, informal abbreviations, excessive punctuation, or emotionally charged language in professional messaging.
iv. Refrain from sending non-urgent messages during inappropriate hours, unless operational exigencies require immediate communication.
v. Use group and broadcast messaging judiciously, limiting content to relevant and necessary information to avoid unnecessary disruptions.

## 4.19 COMMUNICATION TO PRESS / MEDIA AND USE OF SOCIAL MEDIA

NHMP personnel must exercise discretion, discipline, and responsibility when communicating with the media or on social platforms. Unauthorized disclosure of official information, personal opinions on departmental matters, or criticism of government policies can undermine public trust and violate service rules. In accordance with Establishment Division instructions dated 02-09-2024, NHMP personnel are strictly prohibited from engaging with media or posting official content without prior authorization. Professionalism and adherence to official channels are mandatory in all public communications.

### 4.19.1 NHMP personnel shall therefore:

i. Not communicate with media outlets or bloggers on official matters without written approval.
ii. Avoid endorsing content critical of government, law enforcement, or national policies.
iii. Not share duty-related images, videos, or recordings without authorization.
iv. Not express personal views that may harm the reputation of the government or NHMP.
v. Protect the privacy and dignity of victims, complainants, and detainees at all times.
vi. Comply fully with directives from the government regarding digital conduct and public statements.
vii. Ensure that designated spokespersons strictly follow departmental SOPs when interacting with the media.

## 4.20 CONFLICT OF INTEREST

A conflict of interest arises when personal interests - financial, familial, or otherwise - interfere or appear to interfere with official duties or impartial decision-making. NHMP personnel must act solely in the public interest and avoid situations that could

compromise, or be perceived to compromise, their integrity or objectivity. Proactively identifying and managing such conflicts is vital to maintaining public trust and institutional credibility.

**4.21.1 To uphold this principle, NHMP personnel shall observe the following:**

i. Promptly disclose any actual, potential, or perceived conflict of interest to their immediate supervisor, relevant Admin Branch, or HRM Branch at Central Police Office.
ii. Seek guidance from HRM when uncertain about a possible conflict.
iii. Recuse themselves from decisions or duties where impartiality could be reasonably questioned.
iv. Ensure transparency in procurement, recruitment, promotions, inspections, and evaluations.
v. Report suspected conflicts involving others through the proper chain of command

**4.21.2 NHMP personnel must avoid the following:**

i. Accepting money, gifts, or benefits from individuals or entities doing or seeking business with NHMP, unless permitted by rules.
ii. Receiving gifts from current, past, or prospective suppliers or vendors.
iii. Using their position to promote any private interest, business, or external organization.
iv. Engaging in outside activities or investments that conflict with official duties or create such a perception.

## 4.21 CONFIDENTIALITY

Confidentiality is fundamental to professional policing and organizational trust. NHMP personnel handle sensitive information - including personal data, operational details, and inter-agency communications that must be protected from unauthorized disclosure or misuse. Breaches can compromise operations, violate privacy, damage reputations, and undermine NHMP's credibility.

**NHMP personnel shall therefore:**

i. Not share official documents, data, or communications with unauthorized persons.
ii. Refrain from discussing sensitive operational matters—such as investigations, VIP movements, or patrol strategies in public spaces or at unauthorized fora, where confidentiality may be compromised.
iii. Handle personal information of citizens (e.g., CNICs, contacts, vehicle data) with strict confidentiality.
iv. Secure records, devices, and logbooks during off-duty periods or shift changes.
v. Report any suspected data breaches or unauthorized access immediately.
vi. Follow all NHMP and Federal Government protocols on document classification, case handling, and system access.
vii. Not retain or copy official documents for personal or external use.
viii. Continue observing these confidentiality obligations even when on deputation, leave, or after leaving NHMP.

ix. Neither disclose nor exploit confidential information after leaving NHMP, and shall not solicit such information from serving personnel.

x. On account of increasing use of digital tools such as ITS, speed checking cameras, e-ticketing system, and other internal databases i.e. HRMIS, NHMP personnel must strictly adhere to data privacy and protection standards. Access to official data and recordings must be lawful, need-based, and traceable. NHMP personnel shall not access, retain, share, or manipulate digital information for unauthorized purposes.

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## 5. PERIODIC REVIEW OF THE CODE

In the spirit of maintaining this Code as a living document, as affirmed in the Preamble, it shall be formally reviewed every three years, or earlier if required, to ensure continued relevance, legal accuracy, and alignment with best practices in law enforcement, ethics, and public service. The review shall be coordinated by the Central Police Office (CPO) in consultation with field formations.

## 6. LEGAL BASIS

This NHMP Code of Conduct, 2025 is issued in exercise of powers conferred under Section 92 of National Highway Safety Ordinance, 2000, read with Articles 10 (3) and 114 of the Police Order, 2002 and Rule 14.4 of the Police Rules, 1934.

**B.A. Nasir, PSP**
Inspector General, NHMP,
Islamabad

Tauseef Yousaf (Admin-IT) Admin Officer 11 August, 2025, 10:35:1 AM
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