

POLICY : FRAUD AND CORRUPTION IN THE LICENSING MILIEU

ITEM PS 42-2001
CM : 22.02.2001

FRAUD AND CORRUPTION IN THE LICENSING MILIEU AND MEASURES/STRATEGIES TO COMBAT MOTOR VEHICLE, TESTING CENTRE AND TESTING STATION RELATED CRIME

RESOLVED:

- (a) **That** the report of the Interim Head of Public Safety regarding fraud and corruption in the licensing milieu and measures/Strategies to combat motor vehicle, testing centre and testing station related crime, **BE NOTED**.
- (b) **That** Strategies implemented by the respective Trading Entities to prevent corruption and fraud **BE FULLY SUPPORTED** by Ekurhuleni Metropolitan Council.
- (c) **That** Licensing Officials **SIGN** the Confidentiality Agreement to curb leakage of confidential information.
- (d) **That** the Human Resources Department **ESTABLISH** uniform disciplinary committee structures in Ekurhuleni Metropolitan Council as a matter of urgency.
- (e) **That** the standardised policies, procedures of Licensing Departments and the code of conduct by the South African Institute of Licensing **BE IMPLEMENTED, MONITORED AND UPDATED** regularly.
- (f) **That** auditing in the Licensing Section in terms of appointments, documentation, i.e. finance and personnel be strictly **ADHERED TO**.
- (g) **That** Shortcomings on the National Traffic Information System **BE IDENTIFIED AND CORRECTED** regularly.
- (h) **That** research, investigations **BE EMBARKED** upon daily and continuously to combat fraud, bribery and corruption head on.
- (I) **That** uniform training curriculum **BE FORMULATED** and implemented in the Licensing departments of Public Safety.
- (j) **That** Licensing departments **COOPERATE** fully with the Inspectorate and Provincial Authorities.

FRAUD AND CORRUPTION IN THE LICENSING MILIEU AND MEASURES/STRATEGIES TO COMBAT MOTOR VEHICLE, TESTING CENTRE AND TESTING STATION RELATED CRIME

PURPOSE

To inform the Mayoral Committee about the fraud and corruption in the Licensing Milieu and propose measures to combat fraud and corruption.

MOTIVATION

To highlight the fact that vehicle crime affects all races, ages and socio-economic sections of the South African population. Vehicle crime was identified by the NCPS (National Crime Prevention Strategy) as a priority crime. This crime can be considered to be evolutionary. It is a crime which started off in specific areas and was of limited scope. However, criminals continuously identify new schemes, have become more organised and because motor vehicles are such a “lucrative business”, many more criminals have entered this market. The closure of stations, deregistration of officials by the Inspectorate and Province was an eye opener.

Therefore we, as Registering Authorities in the Ekurhuleni Metropolitan Council must endeavour to always be one step ahead of these criminals, as it is accepted that the total elimination of crime in this area is not possible but our intention must be to make acts of crime sufficiently difficult and expensive, to serve as a deterrent from crime. Some of the reliable officials who were caught out proved to be unreliable and untrustworthy.

Attached as Annexure “A” and “B” are copies of confidentiality Agreement and Code of conduct by South African Institute of Licensing respectively.

Strategies and Measures that are put in place to Curb Fraud and Corruption in the following sections are

Registration and Licensing

In order to keep vehicle crime a lucrative business criminals must sell or dispose of stolen or hijacked motor vehicles. Therefore criminals are attempting to:

1. *Re-introduce these stolen motor vehicles onto the National Traffic Information System National Traffic Information System by:*

- assigning a new identity to the stolen motor vehicle (i.e. altered chassis and engine numbers).
- creating a perceived “legal” record for it on the National Traffic Information System and or
- using current records of other motor vehicles on the National information System : AND

2. *Acquire Registration Certificates for these stolen motor vehicles by:*

- legally acquiring registration certificates of other similar motor vehicles; or
- unfeigning registration certificates for those motor vehicles.

A number of techniques that criminals use to achieve the above-mentioned, have been identified and are discussed below. Most of these techniques are closely related and are used in combination with each other.

a. *Introduction of Stolen Motor Vehicles Onto the National Traffic Information System by Creating A New Record*

The stolen motor vehicles are registered and “legal” registration certificates are produced.

The identity of these motor vehicles (i.e. chassis and engine numbers) May have been changed. The necessary source documents may have been presented to the unsuspecting National Traffic information System official, or a corrupt National Traffic Information System official may have registered the motor vehicle without the required source documents.

a.(1) Remedy/Solution To The Problem; The Implementation And Success of the Implementation:

- The procedure for the Introduction of motor vehicles was implemented in 4 most of the provinces on 1 February 1999. The procedure essentially prevents Registration Authorities from creating motor vehicle records on the National Traffic information System. This procedure only allows the introduction of motor vehicles by:
 - Registered manufacturers and registered importers, but only in respect of the vehicle models the manufacturer and importer is allowed to manufacture and import.
 - Certain registering Authorities, but only vehicles for specific registered Manufacturers Importers and Builders situated in that Registering Authority’s area.
 - The Province Law Administration, but only for other motor vehicles not manufactured, imported or built by a Manufacturer, Importer or Builder.

The procedure for the introduction of these motor vehicles has been successfully implemented in all provinces.

b. *Re-introduction of Stolen Motor Vehicles by Using Current Motor Vehicle Records on the National Traffic Information System, the Criminals May:*

- assign a new identity to the record (i.e. altered chassis and engine numbers) to indicate those on the stolen motor vehicle or
- assign a new identity to the stolen motor vehicle (i.e. altered chassis and engine numbers) to indicate those on the National Traffic Information System record.

c. *Re-introduction of Stolen Motor Vehicles by Using Similar Motor Vehicle Records on the National Traffic Information System.*

- Stolen motor vehicles are also “legalised” by using a similar legally registered or deregistered motor vehicle record on the National Traffic Information System. This record is then registered into the name of a new titleholder and owner without the consent of the lawful owner and titleholder of the record. A counterfeited registration certificate may have been presented to the unsuspected National Traffic Information System official or a corrupt National Traffic Information System official may have registered the motor vehicle without a registration certificate.

This criminal act will only be discovered when the actual owner of the motor vehicle associated with the record attempts to licence his vehicle.

d. *Re-introduction of Stolen Motor Vehicles by Using the IDENTITY of DEREGISTERED Motor Vehicles (Scrapped Or Exported).*

The criminals may:

- purchase a scrapped vehicle, for example, from a scrap yard or auction with the intention of obtaining the deregistration certificate and the identity of a motor vehicle on the National Traffic Information System: or
- acquire only a deregistration certificate (e.g. counterfeiting a manual deregistration certificate) for a motor vehicle record (does not purchase the motor vehicle) that is indicated as deregistered on the National Traffic Information System.
- A similar motor vehicle is stolen and the identity of the stolen motor vehicle is changed to indicate those of the above-mentioned motor vehicle record. This motor vehicle is then registered and a “legal” registered certificate is produced.

e. *Registration of Stolen Motor Vehicles Without the CONSENT of the Owner*

- Stolen motor vehicles are disposed of by registering the motor vehicle record into the name of a new titleholder and owner.
- In most instances, the motor vehicle is identified, registered and only then stolen. This is to avoid the possibility that the vehicle is marked as stolen on the National Traffic Information System. The registration certificate that was issued is handed over to the unsuspecting buyer.
- A counterfeited registration certificate may have been presented or a corrupt National Traffic Information System official may have registered the motor vehicle without a registration certificate.

e.(1) Remedy/solution to. the Problem, the Implementation and Success of the Implementation

- The compulsory entering of the DOCUMENT CONTROL NUMBER of the last issued registration and deregistration certificate, when a motor vehicle is registered, will drastically reduce this type of crime. The DOCUMENT CONTROL NUMBER is a unique number that is printed on each National Traffic Information System generated registration, and deregistration certificate.

The entering of this number is enforced on the National Traffic Information System for all vehicles registered after 15 May 2000. This functionality was implemented on the 15th May 2000.

f. *Re-introduction of Stolen Motor Vehicles by Using DORMANT Or UNUSED Records.*

Stolen motor vehicles are also introduced onto by using dormant or unused (i.e. duplicate) records on the National Traffic Information System and assigning a new identity to those records (i.e. altered chassis and engine numbers). The duplicate records on the National Traffic Information System are the result of the combination of the 23 previous systems into one comprehensive motor vehicle system: A motor vehicle may have been registered on more than one of these previous independent systems.

A police clearance (a required source document for the amending of chassis and engine numbers) may or may not have been presented. These motor vehicles are then registered and "legal" registration certificates are produced.

f.(1) Remedy/solution to the Problem

- The Department and the provinces are currently in the process of archiving the dormant and unused (i.e. duplicate) records.
- This procedure has further been enhanced with the online SAPS clearance of motor vehicles and the compulsory entering of the Document Control Number

The criminals are also attempting to:

g. *Re-introduce stolen motor vehicles by using the identity of motor vehicles sold on POLICE AUCTIONS.*

g.(1) Remedy/solution to the Problem

- The procedure for the introduction of motor vehicles forfeited to the State has been implemented on 1 February 1999. The procedure prevents Registering Authorities from creating motor vehicles for these motor vehicles on the National Traffic Information System.
- The ultimate solution, which is currently being investigated by the State has been implemented on 1 February 1999. The procedure Prevents Registering Authorities from creating motor vehicles for Will be used by the SAPS for law enforcement purposes until the Vehicles by compacting them.

h. *Register stolen motor vehicles by presenting FALSE POLICE CLEARANCE CERTIFICATES.*

Stolen motor vehicles are legalised and/or the identity of the motor vehicles are changed by acquiring and presenting false clearance certificates. This police clearance may have been falsified by the criminals or may have been illegally issued by a corrupt police official.

h.(1) Remedy/solution to the Problem

The procedure for requesting a police clearance and the procedure for the enforcement of Uniqueness were introduced on 1 February 1999. The procedures entail that Registering Authorities may not clear motor vehicles:

- the motor vehicle record must be marked as "Clearance required" on the National Traffic Information System and a Request for Police Clearance form must be issued by the Registering Authority.
- the South African Police Service amend the identifiers and the motor vehicle record is marked "Verified".
- the Registering Authority then "clear" the motor vehicle record.

All provinces have implemented the real time clearance of motor vehicles on the National Traffic information System via the South African Police .Service Circulation System.

i. Register stolen motor vehicles BEFORE the motor vehicle is MARKED as STOLEN by the police.

Previously, if a motor vehicle was stolen, it was marked on the South African Police Service the South African Police Service Circulation System as stolen. The information was then sent to the South African Police Service Vehicle Tracing Unit headquarters. It was then their responsibility to mark the vehicle on the National Traffic Information System. Because of the lack of direct access to the National Traffic Information System, this process took a few days.

i.(1) Remedy/Solution/Implementation

The implementation of the online interface software the real time marking of vehicles on the National Traffic Information System via the South African Police Service Circulation System possible. This functionality was implemented on 1 December 1999.

j. ILLEGAL Exportation of Stolen Motor Vehicles.

k. Register Stolen Motor Vehicles in CO-OPERATION with A CORRUPT National Traffic Information System or South African Police Service Official.

l. ILLEGAL Importation of Motor Vehicles.

m. Acquire DUPLICATE Registration or Deregistration Certificates.

Criminals are illegally obtaining duplicate registration certificates for legally registered and deregistered motor vehicles. Motor vehicles of the same model and colour are then stolen, the number plates are changed to indicate the registration number of the vehicle for which the duplicate registration certificates were issued and then stolen vehicles are sold (as the original motor vehicles) and the registration certificates are handed over to innocent buyers of these vehicles. The new titleholders will then attempt to register the vehicle and may succeed if the documents control number of the registration certificate is not entered.

m. (1) Remedy/solution to the Problem

Duplicate registration or deregistration certificates shall only be issued to the current title holder or in the case of a body of persons, its proxy or representative who must apply IN PERSON at his/her appropriate Registering Authority and must be positively identified.

It has also been proposed that the National Traffic Information System be amended to only issue a duplicate registration certificate, in all instances, after the titleholder or his proxy/representative has entered a unique personal information based signature into the National Traffic Information System

The system signature will have the same function as the Personal Identification Number that is commonly used with autobank cards or a password used to login into the National Traffic Information System. This system signature may also be used in the future to authorise other important transactions

This functionality will be implemented in May 2001 but only for use by titleholders that wish to make use thereof.

n. Licence Fee Determinants

The amount of motor vehicles licence fees not being paid as a result of the tare of the vehicle being supplied incorrectly, is unknown. Investigations have indicated that almost all changes done on licence fee determinants by Registering Authorities lead to a decrease in the licence fee payable.

Major corruption has been uncovered by some provinces and millions of rands are lost annually.

- n. (1) A procedure was implemented and the National Traffic Information System was amended to prevent all changes by Registering Authorities that will lead to a decrease in the licence fee payable. Changes that lead to a decrease in the licence fee payable, are only allowed if done by the Provincial Law Administration concerned. All provinces have implemented the procedure.

In addition to the above the following are proposals /control measures to combat fraud/crime and corruption in:

1. The Registration and Licensing Section:

- All documents have to be pre-screened, date stamped and signed by the Licensing Officer.
- No information may be given out to the public.
- All counter personnel must rotate.
- All documentation must be counted, audited and compared to the audit roll D32-4.
- Strict control of face value documents - (must be balanced daily).
- Spot check's on all aspects of the work.
- Strict control of all permits.
- Strict controls of miscellaneous receipt books.
- Cashiers floats must be spot-checked regularly.
- Date stamps must be accounted for at all times.
- Cashiers must not have access to Cash Summary Report (CD) totals before balancing commences.
- Negligence can be a factor, when done on purpose.
- Criminals get transactions done by simply changing addresses - Should we not insist on proof that the owner does live in our Registering Authority?
- More care should be given - when Notice of Change of Ownership are taken in and records are marked "E" (pending sale of vehicle) just to allow the "new" owner to register with an affidavit and Requested for Clearance.

- Strict controls over the post register to avoid cheques from being “roiled over”.
- System changes: keep up to date of all changes: - Circulars, releases and newsletters etc.
- The Supervisor must be on hand - very visible. Always be on the lookout for suspicious looking persons.
- All personnel must sign the Confidentiality Agreement.

2. Testing Centres

2.1 Learner Licences

- Registration of examiners in Road Traffic Act. Not in place for “F” Grade examiner.
- Proper training as prescribed in Road Traffic Act.
- Standard operational procedures for the following:
 - Appointments by register
 - Identification of applicant
 - Safekeeping of testing material
 - Auditing of tests during and after tests were conducted
 - Supervision
 - Verbal tests to be strictly controlled
 - User codes on National Traffic Information System
 - Rotation of testing material on a regular basis
 - Processing of learners and driving licences after test were conducted

2.2 Driver Licences

- Checking/Audits of all tests conducted on a daily basis
- Camera surveillance
- External audits
- Proper filing systems
- Regular rotation of examiners
- Moratorium on the conversion of foreign driving licences and others until proper procedures can be implemented

There is to be no prior knowledge of which examiner is to test the applicant for a drivers licence.

3. Testing Stations

- Testing time for motor vehicles and the total amount of vehicles tested by each examiner must be controlled and audit checks be conducted.
- Strict document control on Certificate of Roadworthiness certificates. Documents are in great demand for fraudulent transactions and should therefore be adequately protected in a safe strong room. In many instances the documents are locked in a steel cabinet which offers little or no physical protection.
- Test sheets must be completed satisfactory for the recording of test results especially where certificates are issued without the vehicle having been examined.

4. Control must be kept over vehicles that have been tested and failed on the first test. A motor vehicle must be fixed and re-tested within a period not exceeding 14 days after the date of such examination and testing. Control must be kept on the National Traffic Information System that such a motor vehicle do not obtain a roadworthiness certificate from another testing centre.
5. Single persons (examiners) should not be allowed to work after normal working hours as it is not a good security practise to allow a single person such scope. The procedures should rather be to allow it when absolutely essential in which case at least two persons (preferably the Management Representative) must be present.
6. Full vehicle particulars and positive identification of any vehicle must be available. The main objective is to ensure the uniqueness of motor vehicle identifiers and to stop the falsification of fraud relating incidents. Stolen motor vehicles are re-introduced on the National Traffic Information System by assigning a new identity to these records (i.e. altered chassis and engine numbers). The roadworthiness status must therefore require to obtain the South African Police Service clearance where duplicate record exist on National Traffic Information System or if the vehicle is not identifiable.
7. The manner of application for certification of roadworthiness must be followed according to the Road Traffic Act and regulations and the management representative and personnel shall at all times limit their inspection by the relevant provisions.
8. Certificates issued must be checked for the identification of a registered examiner of vehicles (Infrastructure number and signature) and the infrastructure number of the testing centre.
9. The testing station's equipment must be in working conditions and repaired maintenance in accordance with the various manufacturer's instruction and National measuring standards.
10. The Management Representative must at all times raise a general level of security awareness of all existing and new personnel. Strict exercise access control to the National Traffic Information System computer equipment must be kept with regard to the selection and use of National Traffic Information System passwords.
11. The Management Representative should have a formal duty sheet that includes their security responsibility matters such as key control, signing on and off, safeguarding of money and cheques, selection and use of National Traffic Information System passwords, disclosure of National Traffic Information System confidential information and access control. National Traffic Information System equipment and information should be protected against unauthorised access.
12. The security area at the testing station should be created and strict access control must be enforced. Personnel should make use of a staff entrance and the owner or driver of the vehicle should not be present when the vehicle is tested.
13. It is important that the examiners investigate duplicate Vehicle Identification Number/Chassis numbers detected on the system in detail in order to ensure that all possible reasons be identified for vehicles with the same Vehicle Identification Number/Chassis number.
14. After examiners complete a motor vehicle inspection the Management Representative must conduct a full inspection on each vehicle.
15. Registration certificates and acceptable identification must be presented at all times if a vehicle is tested.

16. Source documents should be protected against unauthorised access and staff. Source documents should be safeguarded in a secure environment and only authorised personnel should be allowed to enter the filing facility.
17. Personnel must be reminded at all times that National Traffic Information System information is confidential and that it may not be disclosed to unauthorised persons.

In all three sections a Source Document has to be retained for audit purposes with every transaction processed at all times by each and every staff member, and ensure that all these documents are locked away securely before leaving their work stations. We must under no circumstances become friendly with all and sundry. A professional, competent and efficient service must be rendered.

Proposed structures to be implemented

TRAINING:

1. A uniform training curriculum should be formulated for all employees of the Metro and should include:
 - In-house work related training
 - Specialised work related training
 - Professional career training
 - Enrichment training

Personnel always use the excuse for mistake and in some cases where corruption is involved that they did not know, and that they were not properly trained to do the task. Province should be more involved with National Traffic Information System training and training should be done within the Metro and not Pretoria.

A very important aspect of training is that there should be written proof of and acknowledgement of training.

Care should be taken with the recruitment, selection and appointment of new personnel.

2. A uniform structure to deal with all aspects of disciplinary actions within the Metro to cover:

Externalise - Disciplinary Committees to deal with:

- Who
- What
- Where
- How
- Why

The relevant Unions must be on board must be made aware of the fact that the Metro will apply ZERO TOLERANCE with corruption.

3. A uniform structure to deal with all aspects audit functions
 - Apart from the Registration Authority's daily audit comparing the D32 with all source documents, a section must exist that perform an audit function, this audit function must include User Audits, Audit Trails and Financial Audits throughout the Metro, and must not be based at a single Registering Authority.

WAY FORWARD

Furthermore for the Ekurhuleni Metropolitan Council to function at a high performance rate the following must be noted and established:

COMMUNICATION CHANNELS:

- Proper liaison and communication channels with Province. Daily contact with Province and affirmation of all changes re: Circulars, New Releases and National Traffic Information System Newsletters etc.

MEETINGS:

- The three monthly meetings in respect of Testing Centres is a new addition to the communication channels with Province and the Inspectorate and this must be fostered. Supervisors will gain from discussions of mutual problems pertaining to the K53. User group meetings must be attended by all the relevant supervisors.
- It is a fact that criminals/syndicates are everywhere, even infiltrated into our offices. It is also a fact that the Licensing Official is the first Line of Defence in preventing fraud - not the first to engage in crime. The inclusion of the "Licensing Official" in the Road Traffic Act with deregistration imperative for fraud and corruption must be a high priority.
- All the precautions, control measures, procedures and audit functions in the world will be of no avail if there are not sufficient personnel to carry out these functions.
- At present Supervisors in many Registering Authorities are manning counters with the result that the supervisory function is lost or neglected, which creates loopholes for corruption. The syndicates are also aware of this fact and then see these offices as soft targets. This situation is unacceptable.

AUDITING:

That auditing of all Licensing departments in terms of motor vehicle registration and licensing, motor vehicle roadworthy centres, driver or learner licences be conducted with tenacity and diligence for timeous detection and deterrent of malpractices.

That the auditing officials of licensing departments work hand in hand with the Internal Affairs of Public Safety.

That documents i.e. licences issued, identity documents, registration certificates, applications and finance be thoroughly checked on a daily basis.

To be a step ahead of syndicates and criminals, research and investigation be conducted on a continuous basis for a total and complete elimination of crime/misconduct in the licensing section.

Confidentiality Agreement

1. I hereby confirm that my attention has been drawn to the legal provisions quoted in Sections 3 and 4 of the Protection of Information Act (Act No 84 of 1982), which is attached to this document.
2. I understand that this Act also cover articles published in the Press and in book form and I am aware that I may not divulge any information gained by me as a result of my official responsibilities as a National Traffic Information System (NaTIS) user, to any unauthorised person, either civilian or a member of the government, orally or in writing, without the written authority of the Department of Transport. I furthermore agree that may only issue NaTIS information in accordance with the provisions of the Road Traffic Act.
3. As a NaTIS user, I understand that the information contained on the system remains official property and, that I may not allow any other person visual or physical access to the information. As part of my responsibilities to protect the NaTIS information, I hereby accept the following unconditionally;
 - 3.1. That I am fully aware of my responsibilities and the procedures to be followed in terms of Road Traffic Legislation as required in my position as:..... (please complete)
 - 3.2. That I am liable for all transactions/actions conducted under my account.
 - 3.3. That I will use the NaTIS only for those functions needed to carry out my official responsibilities.
 - 3.4. That I will not disclose my password to any other person or allow any other person access to the system whilst signed on with my password.
 - 3.5. That as far as is practical, I will not leave my workstation/terminal unsecured! unattended without logging off.
 - 3.6. That I will report unusual occurrences or suspected breaches of security to my immediate superior.
4. I also understand that these provisions apply not only during my period of service, but also after my service has terminated.
5. I hereby acknowledge receipt of my user number : (please complete) and confirm that I have changed the default password provided to me for initial access.

Signed

Identity Number Full Names and Surname.....

Witness Place Date Time

Read to the above-mentioned in the presence of the witness.

Signature of Supervisor Date

INSTITUTE OF LICENCE OFFICIALS OF SOUTHERN AFRICA

CODE OF CONDUCT

In this code, unless the context indicates otherwise:

“licence official” means any person who, with the exception of a Traffic or Police Officer, captures data onto the National Traffic Information System (NaTIS), be it at a registering authority, test centre, test station or a national (Road Traffic Management Corporation includes), provincial, or Contractors help desk; or

trains people or provides or assists in rendering professional assistance to these persons at any registering authority, test centre, test station or help desk; or

performs management services or auxiliary services provided by or on behalf of the National Department of Transport, Road Traffic Management Corporation, province or employer; as well as

An examiner of drivers licences, examiner of motor vehicles and a inspector of licences; and

whose employment is regulated by the Act, 199..... (Act No of) or which in any other way is involved with data on NaTIS by way of the National Department of Transport or a Province or the Road Traffic Management Corporation.

“client” means any person or institution who is entitled to a service by the licence official.

PREAMBLE

Licence officials who are registered with the Institute of Licence Officials of Southern African

- acknowledge the noble calling of their profession to their client they be of our country or abroad;
- acknowledge that the attitude, dedication, self-discipline, ideals, training and conduct of the licensing profession contributes to the quality of road safety, proprietary right with regard to motor vehicles and protection against crime and corruption in this country and abroad;
- acknowledge, uphold and promote basic human rights, as embodied in the Constitution of South Africa;
- commit themselves to do all within their power, in the exercising of their professional duties, to act in accordance with the ideals of their profession, as expressed in this code and attached Credo; and
- act in a proper and becoming way such that their behaviour does not bring the licensing profession into disrepute.

CONDUCT: THE LICENCE OFFICIAL AND THE CLIENT

A licence official -

- respects the dignity, beliefs and constitutional rights of clients, which includes the right to privacy and confidentiality;
- acknowledges the uniqueness, individuality, and specific needs of each client;
- strives to enable clients to develop a set of values consistent with those upheld in the Bill of Rights as contained in the Constitution of South Africa;
- exercises authority with compassion;
- avoids any form of humiliation, and refrains from any form of abuse, physical or psychological;
- promotes gender equality and refrains from any forms of sexual harassment (physical or otherwise) of client or colleague;
- uses appropriate language and behaviour in his or her interaction with clients, and acts in such a way as to elicit respect from the client;
- takes reasonable steps to promote road safety, proprietary right in regard to motor vehicles and protection against crime and corruption of clients;
- does not abuse the position he or she holds for financial, political or personal gain;
- is not negligent or indolent in the performance of his or her professional duties;
- recognise, where appropriate, clients as partners in the licensing profession and promotes a harmonious relationship with them;
- does what is practically possible to keep clients adequately and in time informed about changes in legislation or procedures.

CONDUCT: THE LICENCE OFFICIAL AND THE COMMUNITY

A licence official recognises that registering authorities, test centres, test stations and help desks serves the community, and therefore acknowledges that there will be differing customs, codes and beliefs in the community which have to be addressed.

CONDUCT : THE LICENCE OFFICIAL AND HIS OR HER COLLEAGUES

A licence official -

- refrains from undermining the status and authority of his or her colleagues;
- promotes gender equality and refrains from sexual harassment (physical or otherwise) of his or her colleagues;
- respects the various responsibilities assigned to colleagues and the authority that arises there from, to ensure the smooth running of the registering authority, test centre, test station or help desk;
- uses proper procedures to address issues of professional incompetence or misbehaviour,

CONDUCT : THE LICENCE OFFICIAL AND THE PROFESSION

A licence official

- acknowledges that the exercising of his or her professional duties occurs within a context requiring co-operation with and support of colleagues, and therefore behaves in such a way as to enhance the dignity and status of the profession;
- keeps abreast of changes in legislation and procedures;
- promotes the ongoing development of licensing profession;
- accepts that he or she has a professional obligation towards the education and induction into the profession of new members.

CONDUCT: THE LICENCE OFFICIAL AND HIS OR HER EMPLOYER

A licence official

- recognises the employer as a partner in the licensing profession;
- acknowledges that certain responsibilities and authorities are vested in the employer through legislation, and serves his or her employer to the best of his or her ability;
- refrains from discussing confidential and official matters with unauthorised persons.

CONDUCT: THE LICENCE OFFICIAL AND THE INSTITUTE OF LICENCE OFFICIALS OF SOUTHERN AFRICA

A licence official -

- co-operates with the Institute of Licence Officials of Southern Africa to the best of his or her ability;
- accepts and complies with the Disciplinary Powers and Procedures of the Institute of Licence Officials of Southern Africa as the representative of the National Department of Transport and/or Road Traffic Management Corporation and/or province.

INSTITUTE OF LICENCE OFFICIALS OF SOUTHERN AFRICA

CREDO

As a member of the Institute of Licence Officials of Southern Africa I will consider the well-being of the people of South-Africa and its visitors my prime concern at all times.

(As a Licence Official registered with the Institute of Licence Officials of Southern Africa I will consider the well-being of the people of South-Africa and its visitors my prime concern at all times.)

Therefore;

I undertake to do my best to promote road safety, proprietary right with regard to motor vehicles and protection against crime and corruption in South Africa by means of applicable action, advising, helping, educating and being vigilant at all times.

Consequently I will:

- serve the public with courtesy and dignity at all times;
- respect human dignity at all times, irrespective of race, gender or creed;
- heed my training and keep myself ready in mind, body and spirit;
- be loyal to the National Department of Transport, the Road Traffic Management Corporation, the Province in which I am based, my employer, my colleagues and the people whom I serve;
- be respectful to my colleagues, superiors and subordinates;
- be honest and trustworthy in all things;
- respect the law and never place myself above it;
- accept and obey the rules and regulations as laid down in acts or disciplinary codes of the National Department of Transport, Road Traffic Management Corporation, Province, and my employer;
- respect the materials given to me to work with. I will look after vehicles, computers, tools and machinery as if they were my own;
- be committed to road safety, proprietary right and protection against crime and corruption procedures at all times and in my professional conduct be guided by applicable Legislation, Policy and Standard Operating Procedures;
- be an example to others which means that my behaviour at my work place and in public will be beyond reproach at all times;
- not harass anyone, particularly of the opposite sex, or of race groups other than my own, especially if they are placed under my supervision and control; and
- above all be a person of my word, dignified, honest, dedicated and professional, a true ambassador for the Licensing profession.

As a member of the Institute of Licensing Officials of Southern Africa I will at all times strive to uphold the National Department of Transport, Road Traffic Management Corporation, Province, and my employers priorities of -

(As a Licence Official registered with the Institute of Licence Officials of Southern Africa I will at all times strive to uphold the National Department of Transport, Road Traffic Management Corporation, Province, and my employers priorities of)

- Operational Preparedness and Corporate Unity;
- High morale and
- Clean and efficient administration

