EXAMPLES OF FRAUD AND CORRUPTION

- Accepting or giving anything of material value to get undue favour or to avoid issuing of traffic fines etc.
- Any breach of Municipal Finance Management Act.
- Any breach of Supply Change Management Policy.
- Computer fraud.
- Conflict of interest.
- Creation of fictitious vendors.
- Deliberate omitting to report any such acts of dishonesty.
- Deliberate withholding of any information which could assist in investigating any irregularity.
- Disclosing confidential or proprietary information to outside parties for financial gain or other reason.
- Disclosing to other persons security measures or activities engaged in or contemplated by the eThekwini municipality.
- Double salary payments.
- Duplicate payments from the similar invoice.
- Extortion involving municipal employees in the performance of their duties.
- Failure to put into place internal controls thus causing financial loss to eThekwini municipality.
- False / inflated invoices.
- False sick leave, overtime or qualifications.
- Forgery or alteration of any document or account including cheque, bank draft, stock records or any other financial document relating to transactions with eThekwini municipality.
- Ghost employees.
- Housing subsidy fraud.
- Illegal connection of water and electricity.
- Illegal or irregular sale of Municipality property.
- Irregular allocation of low cost houses.
• Irregular destruction, removal or inappropriate use of records, documents, furniture, fixtures, material and equipment.
• Issuing of false business licenses.
• Misappropriation or theft of funds, securities, supplies or other assets.
• Procurement fraud.
• Purchase for personal use.
• Unauthorised deduction of employee's salaries.
• Any dishonest, fraudulent or corrupt act or other similar or related inappropriate conduct.

EXAMPLES OF MALADMINISTRATION

Maladministration is:

Any act or omission committed by the administration or by an employee of the administration, and which has the impact of infringing upon a person or an institution's right to fair administrative action, or that results in manifestly inequitable, unfair, irregular or unprocedural treatment.

Examples of maladministration:

• Abuse of powers.
• Failure by management to adequately monitor compliance with procedures and policies in the interaction between the administration and the Customers.
• Inappropriate remarks or behaviour.
• Irregular removal or eviction of customers from their property / accommodation.
• Knowingly giving misleading or inadequate advice.
• Lack of proper care in carrying out duties.
• Neglecting to inform a complainant about his/her rights or entitlement.
• Non-compliance with PAIA (Promotion of Access to Information Act 2 of 2000).
• Non-compliance with PAJA (Promotion of Administrative Justice Act).
• Offering no redress or manifesting disproportionate redress.
• Omitting to identify channels of redress and thereby causing the citizen to lose the right of appeal.
• Refusal to answer reasonable questions.
• Sexual Harassment.
• Showing bias on the basis of sex, race, or any other grounds.
• Undue delay in responding to concerns by customers.
• Unequal treatment.
• Unfair and faulty procedures applied.
• Unjust refusal to render services due to customers.
• Unwillingness to treat the complainant as a person with rights.