



**Event: Joint Special Investigating Unit and National Consumer Commission targeted awareness campaign**

**Date: 29 September 2025**

**Venue: NCC Offices-SABS Campus, Groenkloof**

**Remarks by the Acting Commissioner, Mr Hardin Ratshisusu**

Good morning colleagues,

Welcome to this joint initiative between the Special Investigating Unit (SIU) and the National Consumer Commission (NCC), an important fraud and awareness session.

Under the theme - *Empowering NCC Employees and Encouraging Corruption Prevention* – the session will focus on measures to prevent fraud and corruption for employees of the NCC.

I acknowledge and appreciate everyone who has made time to be here.

This session is quite important for the NCC, particularly as we are in the first year of implementing the 2025-2030 strategy as approved by the Government, to implement the Consumer Protection Act (No. 68 of 2008), for effective consumer protection and contribution to broader developmental goals.

The NCC's strategy is aligned with the Government's Medium-Term Development Plan (MTDP), a strategic framework designed to guide South Africa's development over the next five years.

The MTDP is focused on the following strategic objectives: First, driving inclusive economic growth and job creation; second, reducing poverty and addressing the high cost of living; and third, building a capable, ethical, and developmental state.

To contribute to the MTDP's strategic objectives, the NCC has identified the following strategic objectives:

- Contribute to the Government's industrialisation goals;
- Curb prohibited conduct;
- Address the high cost of living; and
- Efficient delivery of services.

To achieve these strategic objectives, the NCC will pursue the following outcomes:

- Eradication of practices that undermine local production and industrialisation.
- Reduced harm suffered by consumers from unsafe products, unfair trading practices and unfair pricing.
- More efficient, predictable, and sustainable local economic environment through harmonised consumer protection interventions.
- Increased business and consumer awareness of the CPA.
- Increasing skills and work experience for the economy.
- Contribution to the realisation of a capable state.

It is, however, not enough to identify outcomes; it is equally important to outline priorities within the framework of the Consumer Protection Act.

For the 2025-2030 period, the NCC has identified nine areas of priority:

- Unsafe and expired foods.
- Second-hand automotive industry.
- Unfair and unreasonable pricing of goods and services.
- Unfair and unreasonable terms and conditions.
- Non-compliant Clothing, Textile, Footwear and Leather goods (CTFL).
- Market monitoring of low-quality and substandard locally produced or imported goods.
- False claims on carbon-friendly goods (greenwashing).
- Scams and Ponzi schemes.
- E-commerce.

The context of this session directly contributes to the MTDP priority of building a capable, ethical, and developmental state. This is important because to achieve all the other goals, there should be no fraud, corruption and waste.

Therefore, today's session is not just an event; it is a call to action.

Fraud, corruption and waste erode the trust that citizens place in public institutions and weaken the foundation and edifice of our democracy.

Fraud and corruption remain two of the most significant threats to good governance, service delivery, and public trust.

As custodians of consumer protection, we cannot overstate the importance of leading by example - ensuring that our actions are transparent and that we hold ourselves to the highest ethical standards.

The NCC has been consistently achieving clean audits. To maintain this level of governance requires teamwork and a commitment from all of us to ensure we stay on this course.

This is in line with the values of the NCC:

- Fairness: We are committed to the just treatment of all parties and unbiased decision-making.
- Integrity: We are committed to honest, professional, and ethical conduct.
- Good corporate governance: We strive to always maintain good corporate governance.

This session is therefore not only about compliance, but also about building a culture of good governance, where wrongdoing has no place, and where each one of us recognises our role in safeguarding the reputation of the NCC.

The programme has been structured to focus on the following important areas:

- Understanding of fraud and corruption, and associated risks.
- Focus on preventive measures and tools that can strengthen the NCC's systems.

I encourage each one of you to actively participate and to reflect on how the principles to be discussed today can be applied in your area of work and responsibilities.

Combating fraud and corruption is not the duty of a few; it is a shared responsibility that requires vigilance, courage, and consistency.

As we begin this important engagement, let us commit ourselves to walking the talk.

Let us leave here inspired to strengthen the culture of integrity, not just within the NCC, but across all the spaces where we serve.

The NCC must uphold ethics because it is the foundation of our mandate to protect consumers.

Without integrity, we lose public trust, weaken our ability to enforce the law, and risk damaging the very rights we are meant to safeguard.

By leading with honesty, transparency, and accountability, the NCC sets the standard for businesses, prevents corruption, and ensures lasting confidence in our work.

We are therefore privileged to work alongside the SIU, whose mandate and expertise in investigating and preventing maladministration are critical to building stronger and more transparent governance systems.

Let us use this platform to share insights, learn from one another, and most importantly, to commit ourselves to leading by example in upholding good governance.

Let me thank all the officials who made this day possible. To the SIU, thank you for engaging us and for making the time for the NCC. As the saying goes, prevention is better than cure.

With those remarks, I officially open today's Fraud and Corruption Awareness Session.

Be prepared to learn new things and unlearn those that may get you into trouble.

Have a fruitful and productive day.

Thank you.