



## economic development & tourism

Department of Economic  
Development and Tourism

**NORTHERN CAPE**

REPUBLIC OF SOUTH AFRICA

# SERVICE DELIVERY CHARTER

*"Our Promise to You"*

### WHAT SERVICES DO WE PROVIDE?

We provide the following Services to our clients:

#### Administration

1. Recruitment and Appointment of staff
2. Payments to suppliers
3. Tenders
4. Registration of suppliers

#### Integrated Economic Development Services

- (Services provided to SMMEs and cooperatives)
5. Facilitate Business plan development and appraisals.
  6. Facilitate new business registrations
  7. Facilitate access to finance
  8. Facilitate business skills development
  9. Facilitate business marketing and branding.
  10. Facilitate access to markets

#### Trade and Sector Development

11. Export readiness assessments
12. Investor facilitation and attraction
13. Facilitate preferential mining procurement for businesses

#### Business Regulation and Governance

14. Protection of consumer rights

#### Economic Planning

### WHAT ARE THE STANDARDS OF OUR SERVICES?

Our Clients can expect the following level and quality of our services.

1. All shortlisted candidates shall be notified within 2 working days after the shortlisting and notified a week before the interview. Vacant post will be filled within 90 working days after being advertised
2. All payments of service rendered to the department will be done within 30 days of receipt of invoice and substantiated by valid documentation
3. All tenders received shall be evaluated and awarded to the preferred bidder within 90 working days
4. Supplier registration process to be completed within 5 working days after receipt of complete registration documentation.
5. Feedback on the development of business plans provided within 30 working days
6. Referral letter to a registration institution issued within 1 working day.
7. Feedback on the outcome of financial application provided within 2 months after receipt of application.
8. Business skills development provided to SMMEs quarterly.

### WHAT IS OUR COMMITMENT TO OUR CLIENTS

In the delivery of our mandate we commit to observe all the Batho Pele Principles in the following way;

#### We will:

- Serve our clients promptly and courteously
- Provide a friendly and helpful service
- Help our clients to make the right choice in accessing our services
- Wear name tags while on duty for easy identification to our clients
- Answer telephone calls within 5 rings-excluding lunch time (13:00 – 13:30)
  - Where a telephone is not answered within five rings a caller is diverted to another person or the switchboard to leave a message
- Treat all our clients and the general public with respect
- Keep clients Information confidential
- Empty suggestion boxes and attended to complaints every morning (working days)

<p>15. Economic policy advisory services and alignment of DGDS and IDPs</p> <p>16. ICT skills development for SMME's</p> <p><b>Tourism</b></p> <p>17. Tourist guides registration and development</p> <p>18. Tourism skills development</p> <p>19. Advice on grading of tourism establishments</p> <p>20. Tourism experience and support municipalities and communities.</p>	<p>9. Feedback on business marketing and branding provided within 2 months from the date of consultation.</p> <p>10. At most 5 SMMEs assisted to attend 4 targeted exhibitions.</p> <p>11. Export readiness assessments conducted and feedback on the outcome of the assessment provided with recommendations within 2 working days</p> <p>12. Monthly consultation with investors and funders</p> <p>13. Daily access to Preferential Mining Procurement Portal</p> <p>14. Consumer complaints will be adjudicated and resolved within 90 days of receipt.</p> <p>15. Value adding economic policy advisory services</p> <p>16. Accredited industry related ICT skills development</p> <p>17. Tourist guide Registration – within 30 working days</p> <p>18. Accredited training for skills development which is endorsed by the tourism enterprise partnership</p> <p>19. Enquiries on grading establishments and tourism small enterprise development will be responded to within 7 working days</p> <p>20. Provide sound advice within 7 working days and assessment within 90 working days( tourism market access/experience development)</p>	
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**WHAT DOES IT COST OUR CLIENTS TO ACCESS OUR SERVICES**

Departmental Services are rendered to all our clients for free except for the following services;

- Tourist guiding fees as per the NC Tourism Act, 2008
- Liquor licence fees as per Northern Cape Liquor Act, 2008(amendment of the Act 2010)
- Gambling licence fees as per the Northern Cape Gambling Act, 2008(amendment of the Act 2010)

**HOW WILL OUR CLIENTS ACCESS OUR SERVICES?**

Our customers can access our services at the following;

**Buildings**

Metlife Towers  
Corner night and Stead streets  
Kimberley

Kayalabantu  
2 Cecil Sussman street  
Kimberley

Kimberley Diamond and Jewellery Centre  
25 Villier street  
Kimberley

**Contact details**

Switchboard: 053 839 4000  
Office of the HOD: 053 839 4002  
Website: [www.econ.ncape.gov.za](http://www.econ.ncape.gov.za)

**WHERE DOES OUR CLIENT REPORT DISATISFACTION WITH OUR SERVICES**

If our clients are not happy with our services they must contact us on the following details;

**Contact details**

- **Office of Executive Manager**
- Administration : : 053 839 4020
- Integrated Economic Development Services: 053 830 4820
- Trade and Sector Development : 053 830 4846
- Regulation Services and Governance : 053 839 4019
- Policy and Planning : 053 839 4023
- Tourism : 053 830 4898
- **Office of the HOD** : 053 839 4002
- **Office of the MEC** : 053 830 8401
- **Office of the Premier** : 053 838 2606
- **Presidential Hotline** : 17737

**Address**

Metlife Towers  
Corner night and Stead streets  
Kimberley

Kayalabantu  
2 Cecil Sussman street  
Kimberley

Kimberley Diamond and Jewellery Centre  
25 Villier street  
Kimberley

OR

**Make use of suggestion boxes placed at the above mentioned addresses**

### WHO DO WE PROVIDE A SERVICE TO?

#### Our clients are:

- Prospective employees
- Service providers/suppliers
- Small and Medium Enterprises (including youth, women and people with disabilities)
- Prospective Enterprises
- Exporters
- Investors
- Importers
- Municipalities
- Tourist guides/tour operators

### HOW CAN OUR CLIENTS ASSIST US IN PROVIDING THEM WITH AN EFFICIENT AND SATISFACTORY SERVICE?

- Access the services available and relevant to you.
- Provide us with regular feedback on the services that we render to you.
- Complete feedback forms when requested to do so.
- Tell us personally how we can improve our services to you.
- Report bad service immediately.
- Provide us timeously with the necessary information when requested to.

### WHAT IS THE PROCESS FOLLOWED TO PROCESS AND ADDRESS COMPLAINTS ABOUT OUR SERVICES?

The following will unfold after a complaint is received from our clients;

- A written acknowledgement will be sent to the client indicating the reference number and contact details of the person in charge of investigation into a complaint within 24 hours after receipt.
- A verbal progress report will be provided to the client every 2 weeks of the investigation
- A written progress report will be provided to the client once a month.
- The client is entitled to at any given time during working hours contact the investigator for progress
- Complaints will be resolved within 90 working days from the date of receipt.
- The client will be furnished with a letter indicating the outcome of the complaint within 7 working days after the complaint is resolved (after the 90 working days expired)
- If the complaint is not resolved within 90 working days, a comprehensive report stating the reasons for not resolving the complaint will be provided to the client with new dates.
- If the complaint is not resolved within 90 working days and the client is not provided with a written report stating the reasons, the client can report this to the office of the Head of Department.

### HOW WILL WE PROVIDE OUR CLIENTS WITH FEEDBACK ON PROGRESS REGARDING OUR SERVICE STANDARDS

- Sector Forums
- ECONews news letter
- Department Annual Performance Reports
- Annual Monitoring and Evaluation Reports
- Premier Service Excellence Awards
- Committees of the Legislature

Signature:



**Mr P M. Seboko**  
Head of Department  
Economic Development and Tourism

**Batho Pele Call Centre**

**0860 428 392**

**National Anti-Corruption Hotline**

**0800 701 701**