

**THE DEPARTMENT OF ECONOMIC, SMALL BUSINESS  
DEVELOPMENT, TOURISM, AND ENVIRONMENTAL AFFAIRS**

**SERVICE CHARTER  
2018 - 2019**

## **TABLE OF CONTENTS**

	<b>Page</b>
1. Who are we	3
2. Our Mandate	3
3. Our Vision	3
4. Mission	3
5. Where can we be found	4
6. Contact details of MEC/HOD/Communication Manager	4
7. Head office Managers	4-5
8. Resorts, Reserves Managers and SMMEs	5-8
8.1. District Service Centre	5
8.2. Resorts	6
8.3. Reserves	7
9. Service offered	8-11
10. Customer Care, lodging a complaint and queries	11-12
11. Your rights	12
12. Your obligations	12
13. Our performance against standards	12



# destea

department of  
economic, small business development,  
tourism and environmental affairs  
FREE STATE PROVINCE

## 1. WHO ARE WE?

Department Economic, Small Business Development, Tourism and Environmental Affairs.

## 2. OUR MANDATE

To create an enabling environment for sustainable growth through economic development and environmental oversight.

The DESTEA's constitutional mandate is derived from Schedules 4 and 5 of the Constitution of the Republic of South Africa, which requires the Department to oversee and administer the following:

1. Trade
2. Tourism
3. Casinos, racing, gambling and wagering
4. Consumer protection
5. Business Regulation
6. Environmental Affairs
7. Industrial Promotion and Small Business Development
8. Provincial Public Enterprises
9. Liquor Licences and Control of Undertaking that Sell Liquor to the Public

## 3. VISION

"A transformed economy and a prosperous society that is living in harmony with its natural resources."

## 4. MISSION

"To be a leading and developmental institution, that drives economic transformation, environmental sustainability, system change and adaptation to the ever-changing dynamics for the benefit of the Free State."

## 5. WHERE CAN WE BE FOUND?

<b>Physical Address:</b>	113 St. Andrews Street Bloemfontein 9301
<b>Call centre no.:</b>	087 803 0980
<b>Tel:</b>	(051) 404 9600
<b>Website:</b>	<a href="http://www.edtea.fs.gov.za">www.edtea.fs.gov.za</a>
<b>OFFICE HOURS:</b>	07:30-16:00

## 6. CONTACT DETAILS: MEC, HOD AND COMMUNICATIONS MANAGER

NAME	DESIGNATION	TELEPHONE NO.	FAX NO.
Dr. B Malakoane	Member of Executive Council (MEC)	051 400 4904	051 400 4709
Ms. G Brown	Head of the Department (HOD)	051 400 4913	051 400 4732
Ms. F. Mfazwe	Communications	051 400 9542	051 400 9541

## 7. HEAD OFFICE MANAGERS

HEAD OFFICE	NAME	CONTACT NO.	FAX NO.
Chief Financial Officer	Mr. L Kalane	051 400 4916	086 512 7439
Acting Deputy Director General: Environmental Affairs	Ms. N Nkoe	051 400 9410	051 400 9504
Chief Director: Environmental Quality and Protection	Ms. N Nkoe	051 400 4917	051 400 4849
Deputy Director General: Economic Development	Dr. M Nokwequ	051 400 4923	086 273 6427
Chief Director: Economic Research & Planning	Mr. M Sani	051 400 4931	051 400 9599
Chief Director: Integrated Economic Development	Dr. T Mokoena	051 400 4923	086 273 6427

Chief Directorate: Corporate Services	Vacant	051 400 9569	051 400 9576
Director: Consumer Protection	Mr. T Radikeledi	051 400 4854	086 515 9690
Director: Tourism Support	Ms. M Mahlatsi-Mabuza	051 400 9407	051 400 9614
Director: Security Service	Mr. T Kotsi	051 400 4766	

## 8. CONTACT DETAILS: RESERVES AND RESORTS MANAGERS AND SMMEs

### 8.1 DISTRICT SERVICE CENTRES

DISTRICT	NAME	CONTACT No.	FAX/E-MAIL
Mangaung	Mr. T Moeti	082 065 0006	<a href="mailto:moetit@detea.fs.gov.za">moetit@detea.fs.gov.za</a>
Lejweleputswa	Ms. M Shopho	082 887 2480	<a href="mailto:shophom@detea.fs.gov.za">shophom@detea.fs.gov.za</a> <a href="mailto:mamiki.2003@gmail.com">/mamiki.2003@gmail.com</a>
Fezile Dabi	Ms. N Lentsa	083 968 2647	<a href="mailto:lentsan@detea.fs.gov.za">lentsan@detea.fs.gov.za</a>
Thabo Mofutsanyana	Ms. R Booï	058 713 1965 074 766 8182	<a href="mailto:booir@detea.fs.gov.za">booir@detea.fs.gov.za</a>

## 8.2 RESORTS

DISTRICT	RESORT	NAME	CONTACT NO.	FAX NO.
Manguang (Motheo)	Phillip Sanders	Mr. L Johnson	051 441 4015/4 072 441 3709 <a href="mailto:johnsonl@detea.fs.gov.za">johnsonl@detea.fs.gov.za</a>	
	Soetdoring	Ms C. Simwinji	051 411 9002 072 543 5614 <a href="mailto:simwinjic@detea.fs.gov.za">simwinjic@detea.fs.gov.za</a>	051 433 1168
	Maria Moroka	Ms V Ramotsabi	051 873 2427	051 873 2466
Xhariep	Xhariep	Ms. L Ndayi	051 754 0026/48	051 754 0108
	Tussen Die Revier	Ms. P Tanga	051 763 1000/1	051 763 1001
Lejweleputswa	Sandveld	Ms. M Ngobeni	053 433 1701 /2	053 433 1090 086 260 3096
	Willem Pretorius	Mr. N Krause	057 651 4003/4 Cell: 082 772 7010 <a href="mailto:krausen@detea.fs.gov.za">krausen@detea.fs.gov.za</a>	057 651 4005
Fezile Dabi	Koppies	Ms K Fete	056 777 0919 / 27 <a href="mailto:koppiesdamnr@telkomsa.net">koppiesdamnr@telkomsa.net</a>	056 777 0920 086 620 3995
Thabo Mofutsanyana	Sterkfontein Dam	Mr. S Kgodumo	058 622 3520 <a href="mailto:sterkfonteinresort@detea.fs.gov.za">sterkfonteinresort@detea.fs.gov.za</a>	058 622 1772
	Seekoeivlei Resort Memel	Mr. E Manganyi	058 924 0183 076 911 9585 <a href="mailto:rivoningoelton@webmail.co.za">rivoningoelton@webmail.co.za</a>	058 924 0159

## 8.3 RESERVES

DISTRICT	RESERVE	NAME	CONTACT NO.	FAX NO.
Mangaung Metro	Caledon N/R	Mr. Leeuw	051 583 2000/1/2 082 606 4035 <a href="mailto:leeuwm@detea.fs.gov.za">leeuwm@detea.fs.gov.za</a>	051 583 2003 086 776 4222
	Maria Moroka	Mr. JJ Van Zyl	051 873 2427 083 770 4400 <a href="mailto:vanzylj@detea.fs.gov.za">vanzylj@detea.fs.gov.za</a>	051 873 2466
	Rustfontein N/R	Ms. G Sebetlele	051 528 2926 078 947 2673	051 528 2192

DISTRICT	RESERVE	NAME	CONTACT NO.	FAX NO.
			<a href="mailto:sebetleg@detea.fs.gov.za">sebetleg@detea.fs.gov.za</a>	
	Kalkfontein N/R	Mr J. Josling	051 723 1027/8 082 856 9143 <a href="mailto:joslingj@detea.fs.gov.za">joslingj@detea.fs.gov.za</a>	086 260 0999 051 723 0134
	Barthurst N/R	Mr. Mohale	051 442 7080 083 489 3932 <a href="mailto:mohalem@detea.fs.gov.za">mohalem@detea.fs.gov.za</a>	051 422 2109
	Karee Nursery	Ms. M Mojapelo	051 433 2012 076 997 7300 <a href="mailto:mojapelom@detea.fs.gov.za">mojapelom@detea.fs.gov.za</a>	051 433 2012
	Soetdoring N/R	Ms. L Kelly	051 433 1167 072 461 5314 <a href="mailto:kellyl@detea.fs.gov.za">kellyl@detea.fs.gov.za</a>	051 433 1168
Xhariep	Xhariep N/R	Mr. F van den Berg	051 754 0026/48 083 652 1589 <a href="mailto:vdbergf@detea.fs.gov.za">vdbergf@detea.fs.gov.za</a>	051 754 0108
	Tussen die Riviere N/R	Mr. A Van der Westhuizen	051 763 1002 082 578 6920 <a href="mailto:andrev@detea.fs.gov.za">andrev@detea.fs.gov.za</a>	051 763 1003 Fax to Email 086 691 1929
Lejweleputswa	Sandveld N/R	Mr D Erasmus	053 – 433 1701/2/3 082 335 8899 Email: <a href="mailto:erasmusd@detea.fs.gov.za">erasmusd@detea.fs.gov.za</a>	053 433 1090
	Willem Pretorius N/R	Ms M Matsikiri	Tel: 057 – 651 4168 Cell: 082 395 9436 Email: <a href="mailto:matshikirim@detea.fs.gov.za">matshikirim@detea.fs.gov.za</a>	057 651 4158
	Erfinis N/R	Mr. S van Rensburg	057 733 2125 072 230 2779 <a href="mailto:JVRensburg@detea.fs.gov.za">JVRensburg@detea.fs.gov.za</a>	086 590 5146 057 733 2085
Thabo Mofutsanyana	Sterkfontein Dam N/R	Mr JJ. Joubert	058 622 3520 079 464 2008 <a href="mailto:joubertjj@detea.fs.gov.za">joubertjj@detea.fs.gov.za</a>	086 715 2345 058 622 1772
	Seekoeivlei N/R	Mr. M Pretorius	058 924 0183 082 325 9760 <a href="mailto:pretoriusm@detea.fs.gov.za">pretoriusm@detea.fs.gov.za</a>	058 924 0159
Fezile Dabi	Koppies Dam N/R	Mr. R Lotze	056 777 2033/4 083 523 1444	056 777 2034

DISTRICT	RESERVE	NAME	CONTACT NO.	FAX NO.
			<a href="mailto:lotzer@detea.fs.gov.za">lotzer@detea.fs.gov.za</a>	

### 9. SERVICES OFFERED

Objective	Service Rendered	Explanation	Contact Person	Documentation
<b>OFFICE OF THE MEC</b>				
Regulatory Environment Enforcement	Handles EIAs Appeals.	Appeals for EIA Applications for developments that were turned down by Departmental Committee.	Ms. J Mosholi No113 St Andrews Building 5 <sup>th</sup> Floor, BFN. ☎ 051 400 4904	Appellants must submit application for free with relevant documents within 90 days of receiving a decline letter.
<b>ENVIRONMENTAL AFFAIRS</b>				
Regulatory Environment Enforcement	Issue Biodiversity Permits.	Issues various permits: Hunting licenses, CITES permits, TOPS permits, Captivity permits, Trophy licenses, Game fencing and certificates.	Ms. N Nkoe No 113 St Andrews 3 <sup>rd</sup> Floor St Andrews ,BFN ☎051 400 9510 051- 400 9513/26/27	Filled Permit application forms, proof of payment and other documents that may be required.
Regulatory Environment Enforcement	Process EIAs Applications and Waste Licenses.	Ensure healthy environment through processing of Waste Management Licenses and EIAs.	Ms. N Nkoe No 113 St Andrews Building 3 <sup>rd</sup> Floor ,BFN ☎ 051 400 4817 / 4917	Application form Basic Assessment Report Scoping Report Environmental Impact Report plus proof of payment for Private Developers.
Regulatory Environment Enforcement.	Establish Black Game Ranchers.	Assist qualifying black farmers in establishing game farms by donating and/or loaning them game.	Ms. N Nkoe No 113 St Andrews Building 3 <sup>rd</sup> Floor ,BFN ☎ 051 400 9510	Letter of application for assistance and Copy of farm title deed.



Objective	Service Rendered	Explanation	Contact Person	Documentation
Regulatory Environment Enforcement	Review the Municipal IDPs	IDPs are reviewed for their environmental content in line with DA/3.5 requirements	Mr. M Walaza No 113 St Andrews Building 3 <sup>rd</sup> Floor ,BFN ☎ 051 400 9518	Department to be provided with Draft IDPs to review them for free before they are passed by Councils.
Regulatory Environment Enforcement	Establish stewardship sites for the conservation.	Secure areas of privately owned land for the conservation of biodiversity and the expansion of the province's protected area estate.	Mr D Hayter No 113 St Andrews Building, 3 <sup>rd</sup> Floor ,BFN ☎ 051 400 9502	Site applications ( MEC Approval) Minutes of meetings and attendance registers.
Regulatory Environment Enforcement	Provide waste management related services.	Attend to hazardous waste incidents and spillages.	Messrs. F Mathibe & P. Mocwaledi No 113 St Andrews 3 <sup>rd</sup> Floor ,BFN ☎ 051- 400 4851 /9519 /20	Incident report.
Regulatory Environment Enforcement	Enforce compliance with environmental management legislation.	Investigate non-compliance with biodiversity/ conservation management legislation.	Mr. A Schlemmer No 113 St Andrews Building 3 <sup>rd</sup> Floor ,BFN ☎ 051- 400 9535	Routine inspections except in cases of Lodged Complaints.
Increase market share.	Provide affordable leisure facilities for the public.	Provision of holidaying and camping facilities at the Resorts and Reserves.	Mr. T Sibeko No 113 St Andrews Building 3 <sup>rd</sup> Floor, BFN ☎ 051-400 9497 / 9510	Proof of payment for booking made.
Regulatory Environment Enforcement.	Registration of Eco-Schools and Establishment of Environmental Clubs.	Raise awareness and increase participation in environmental activities.	Ms. C Erasmus Ground Floor No 113 St Andrews Building, BFN ☎ 051-400 4834	Registration as eco-school. Registration as Conservancy.

Objective	Service Rendered	Explanation	Contact Person	Documentation
<b>ECONOMIC DEVELOPMENT</b>				
Strengthen and Coordinate Economic Development.	Assists Enterprises with Access to funding and Markets.	Provide non-financial support to Enterprises within the priority sectors.	Dr. T Mokoena No 113 St Andrews Building 2 <sup>nd</sup> Floor ,BFN ☎ 051 400 4923	Business plan, business proposals, Tax Clearance, Registration certificate, Partnership agreement; SA ID copy and proof of residence.
Be Industry Thought Leader	Train motor mechanics and panel beaters.	Registered mechanics and panel beaters in DESTEA data base with training.	Mr. M Sehularo No 113 St Andrews Building 2 <sup>nd</sup> Floor ,BFN ☎ 051 400 9620	Proof of Registration.
Improve FS Brand Image.	Resolve Consumer Disputes.	Investigate and resolve lodged consumer complaints.	Mr. Timothy Radikeledi No 113 St Andrews Building 2 <sup>nd</sup> Floor,BFN ☎ 051- 400 9611 / 9656	Filled Form Affidavit ID and Invoice.
Job Creation	Align the LED Plans to PEDS.	Review the LED to ensure their alignment to Provincial Economic Strategy.	Mr. M Sani No 113 St Andrews Building 2 <sup>nd</sup> Floor ,BFN ☎ 051 400 4931	Department to be provided with Draft IDPs to review them for free before they are passed by Councils.
<b>TOURISM DEVELOPMENT</b>				

Objective	Service Rendered	Explanation	Contact Person	Documentation
Promote Collaborations and Partnerships.	Register Tourist Guides.	Registration of tourist guides and maintenance of the tourist guide database.	Ms. M Mahlatsi Mabuza No 113 St Andrews Building 7 <sup>th</sup> Floor ,BFN ☎ 051 400 9591	First Aid Certificate, Proof of Payment of Registration Fee and Listing on Provincial Registrars Data Base.
	Align the Tourism Development Plans.	Review the Municipal Tourism Plans to ensure their alignment to Provincial Tourism Master Plan.		Department to be provided with Draft IDPs to review them for free before they are passed by Councils.
Improve FS Brand Image.	Support Tourism SMMEs.	Provide non-financial support to Enterprises in Tourism Sector		Registration Documents and ID.

## 10. CUSTOMER CARE, LODGING A COMPLAINT AND DEALING WITH QUIRIES

### 10.1. Laying a complaint

If you want to complain about service standards which are not met, the following steps should be undertaken:

1. Contact the relevant manager as indicated in the contact details table provided above.
2. Should you still be unhappy with the response you received, please contact the communication unit of the Department by email, post, fax or telephonic on the following contact details:

<b>Postal Address:</b>	Mr. Murendeni Nndanduleni Office Manager: Office of the HOD Private Bag x 20801 Bloemfontein 9300
<b>Tel:</b>	(051) 400 4913
<b>Email:</b>	HOD_Office@detea.fs.gov.za
<b>Fax:</b>	051 400 4732

### 10.2. Process followed to address your complaint

Upon receipt of your concerns, we will:

1. Acknowledge receipt of your formally lodged query within 5 working days;
2. Provide you with the name of the person handling your query, and;
3. Provide the specific time when to expect a full response.

Should you still be unsatisfied with the response provided, contact Office of the Head of Department (HOD) on the following details

<b>Postal Address:</b>	Ms. Juliet Mosholi Head of Office: Office of the MEC Private Bag x 20801 Bloemfontein 9300
<b>Tel:</b>	(051) 400 4904
<b>Email:</b>	mosholij@detea.fs.gov.za
<b>Fax:</b>	(051) 400 4709

Please tell us what you think of our services & standards and whether you think we are meeting them.

We will appreciate any comments and/or criticism you may have.

## 11. YOUR RIGHTS

As a customer you have the right to be treated according to the Batho Pele principles, especially the following:

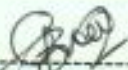
- Courteous at all time;
- Openness and transparency;
- Correct and accurate information;
- Prompt and efficient service delivery;
- Redress and an apology for lapses in our service, and;
- Privacy respected at all times

## 12. YOUR OBLIGATIONS

Service delivery is a two way process and therefore, you are requested as a service beneficiary, to be courteous, civil and respect the dignity of officials working with you.

## 13. OUR PERFORMANCE AGAINST OUR STANDARDS

We shall publish the results of our performance against our service standards each year in our Annual Report.

  
Ms. Gadija Brown  
HOD: DESTEA

DATE:

  
WE BELONG

  
WE CARE

  
WE SERVE