



THE DEPARTMENT OF ECONOMIC DEVELOPMENT, TOURISM AND ENVIROMENTAL AFFAIRS

Service Charter 2014/15

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1. WHO ARE WE?

Department of Economic Development, Tourism and Environmental Affairs.

2. OUR MANDATE

The DETEA's constitutional mandates have been 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:

- Trade and Industrial Promotion
- Tourism Development
- Consumer Protection
- Environment and Conservation
- Provincial Public Entities dealing with Economic Development, Gambling, Liquor and Tourism

3. VISION

"A prosperous Free State that enhances the quality of life through integrated and sustainable economic growth"

4. MISSION

"To provide sound economic and environmental management systems that ensures economic development and poverty reduction in the Free State"

5. WHERE CAN WE BE FOUND?

Physical Address:	34 Markgraaff Street, Westdene Bloemfontein 9301
Call centre no.:	086 110 2185/051
Tel:	(051) 404 9600
Website:	www.detea.fs.gov.za
OFFICE HOURS:	07:30-16:00

6. CONTACT DETAILS: MEC, HOD AND COMMUNICATION MANAGER

NAME	DESIGNATION	TELEPHONE NO.	FAX NO.
Mr. M. Zwane	Member of Executive Council (MEC)	051 400 4904	051 400 4709
Mr. M Seleke	Head of the Department (HOD)	051 400 4910	051 400 4732
Mr. K. Tau	Communications and ICT	051 400 9542	051 400 9541

7. HEAD OFFICE MANAGERS

HEAD OFFICE	NAME	CONTACT NO.	FAX NO.
Chief Director Economic Development	Mr. C Sani	051 400 4931	051 400 9599 086 758 3752
Acting Chief Director Sector and Economic Development	Mr. S. Molelekoa	051 400 4921	086 547 1646
Director: Tourism Support	Mr. T Motsohi	051 4009407	086 729 8873
DDG: Environmental Affairs and Conservation	Mr T Moremi	051 400 9410	051 400 9504 086 538 1590
Chief Financial Officer	Ms. N. Mkiva	051 400 4916	051 400 9606
Acting Chief Directorate: Corporate Services	Mr. J. Malinga	051 400 9569	051 400 9599
Acting Office Manager : Office of the Head of Department	Ms. N. Kgomongwe	051 400 4913	051 400 4732
Director: Business Regulations and Governance	Mr. T. Radikeledi	051 400 9611	086 515 9690
Director: Policy Monitoring and Evaluation	Mr. D Hagen	051 400 4908	086 6047184

8. CONTACT DETAILS: RESERVES, RESORTS, SERVICE CENTERS & ENTITIES

8.1 RESERVES

DISTRICT	RESERVE	NAME	CONTACT NO.	FAX NO.
Mangaung Metro	Caledon N/R	Mr. Leeuw	051 583 2000	051 583 2003
	Maria Moroka	Mr. JJ Van Zyl	051 873 2427	051 873 2466
	Rustfontein N/R	Ms. Sebetlele (Acting Manager)	051 528 2926	051 528 2192
	Kalkfontein N/R	Mr J. Josling	051 722 1441	051 723 0134
	Barthurst N/R	Mr. Kobie Clauss	051 442 7080	051 442 2109
	Karee Nursery	Mr. Jeff Coetzee	051 433 2012	
	Soetdoring N/R	Mr Mohale	051 433 1167	051 433 1168

DISTRICT	RESERVE	NAME	CONTACT NO.	FAX NO.
Xhariep	Xhariep N/R	Mr. Francois van den Berg	051 754 0026	051 754 0048 051 754 0277
	Tussen die Riviere N/R	Mr. A Van der Westhuizen	051 763 1000	051 763 1003
Lejweleputswa	Sandveld N/R	Mr Danie Erasmus	053 433 1703	053 433 1090
	Willem Pretorius N/R	Ms Maureen Matsikiri (Acting Manager)	057 651 4168	057 651 4158
	Erfinis N/R	Mr. Sep van Rensburg	057 733 2091	057 733 2085
Thabo Mofutsanyana	Sterkfontein Dam N/R	Mr JJ. Joubert	058 622 3520	058 622 1772
	Seekoeivlei N/R	Mr. Morne Pretorius	058 924 0183	058 924 0159
Fezile Dabi	Koppiesdam N/R	Mr Robert Lotze	056 777 2034	056 777 2034

8.2 RESORTS

DISTRICT	RESORT	NAME	CONTACT NO.	FAX NO.
Mangaung Metro	Soetdoring	Ms C. Simwinji	051 433 9002	051 433 1168
Xhariep	Xhariep	Ms Van den Berg (Acting Manager)	051 754 0045	051 754 0048 051 754 0277
Lejweleputswa	Sandveld	Mr Peter Bosch	053 433 1701 /2	053 433 1090
	Willem Pretorius	Mr Nico Krause	057 651 4003 057 651 4004	057 651 4005
Fezile Dabi	Koppies	Mr. Ntsuku (Acting Manager)	056 777 2034	056 777 2034
Thabo Mofutsanyana	Sterkfontein Dam	Mr. L Johnson	058 622 3520	058 622 1772

8.3 SERVICE CENTERS

DISTRICT	NAME	CONTACT No.	FAX No.
Xhariep	Mr. Modise Motampane	073 181 6916	051 400 9622
Lejweleputswa	Mr. Ramagale Ntsuku	057 357 5871	057 357 4736
Fezile Dabi	Ms. Dikeledi Pebane	083 507 9876	-
Thabo Mofutsanyana	Ms. Linda Nkutha	058 713 6428	058 713 0149

8.4 FREE STATE GAMBLING AND LIQUOR AUTHORITY

DISTRICT	FRONTLINE OFFICE	NAME	CONTACT NO.	FAX NO.
Mangaung Metro	36 First Avenue, Westdene, Bloemfontein	Mr. Classen	051-4040 318	051-4040 322
Xhariep	No. 72 Voortrekker Street, Trompsburg	Ms. Moloi	051-713 0194	N/A
Lejweleputswa	REINETTE Building, Unit3, 1 st Floor, Erf 34 Reinette Street, Welkom	Mr. Magashule	082 750 5389	N/A
Fezile Dabi	Old Commando Offices, 323 Luyt Street, Parys	Mr. Nzunga	082 256 5926	N/A
Thabo Mofutsanyana	Public Works Building, 1 st Floor, Office No. 111 Johan Blignaut Street, Bethlehem	Mr. Moleko	078 309 4178	N/A

8.5 FREE STATE DEVELOPMENT CORPORATION

DISTRICT	FRONTLINE OFFICE	NAME	CONTACT NO.	FAX NO.
Motheo District	Bloemfontein/ Head office	Ms. TA Matla	051 400 0800	086 682 8710
	Botshabelo	Ms. LE Rabasothoana	051 534 1101	051 5341104
	Thaba Nchu	Ms. DE Kgoboko	051 873 3901	051 873 3901
Xhariep	Trompsburg	Ms. MM Mabilo (Consultant)	051 713 0343	051 713 0342
Lejweleputswa	Welkom	Ms. NV Qinisa	057 357 5326	057 357 5329
Fezile Dabi	Sasolburg	Ms. NL Mopeli	016 976 8944	016 973 2603
Thabo Mofutsanyana	Phuthaditjhaba	Ms. MR Mofokeng	058 714 0060	086 679 1614
	Harrismith	Ms. AM Bengu	058 635 1112	058 635 1121

8.6 FREE STATE TOURISM AUTHORITY

DISTRICT	FRONTLINE OFFICE	NAME	CONTACT NO.	FAX NO.
Mangaung Metro	Bloemfontein	Ms. B Moleme	051 405 8328	051 404 8310
Xhariep	Trompsburg	Mrs. K Molatedi	051 713 9300	051 713 0461
Lejweleputswa	Welkom	Mrs. B Toki	057 353 3094 057 391 8906	086 729 8281
Fezile Dabi	Sasolburg	Ms. B Mothibi	016 970 8834	016 970 8733
Thabo Mofutsanyana	Qwaqwa	Ms. S Motloun	058713 0012	058 713 0015

9. SERVICES OFFERED

Objective	Service Rendered	Explanation	Contact Person	Documentation
Economic Development				
Establish and support cooperatives	Establish new cooperatives	Assist community members to register and establish cooperatives	Mr. Dikgwadi Moja 2 nd Floor, South wing. Agriculture building Zastron Street, ☎051- 400 9623 ☎072 359 7686	CIPC application forms and other supporting documents
		Train new cooperative members on principles and requirements of cooperatives to ensure sustainability.	Mr. Dikgwadi Moja 2 nd Floor, South wing. Agriculture building Zastron Street, ☎051- 400 9623 ☎072 359 7686	Request for training (i.e. letter /email)
	Provide support to existing cooperatives	Assist cooperatives to participate in local and national exhibitions for product exposure and to secure access to markets.	Mr. Dikgwadi Moja 2 nd Floor, South wing. Agriculture building Zastron Street, ☎051- 400 9623 ☎072 359 7686	Application form Tax clearance certificate Financial records
		Facilitate participation of the Free State cooperatives in national and international cooperative structures	Mr. Dikgwadi Moja 2 nd Floor, South wing. Agriculture building Zastron Street, ☎051- 400 9623 ☎072 359 7686	Letter of request Certificate of registration as a cooperative Per invitation

Objective	Service Rendered	Explanation	Contact Person	Documentation
		Assist cooperatives to access incentives and support provided by various government institutions	Ms M. Mokalobe 3 rd Floor, South wing. Agriculture building Zastron Street ☎ 051- 400 9460 ☎ 082 734 0102	Application form Tax clearance certificate
	Provide support to existing cooperatives	Provide training for cooperatives on various topics such as costing, pricing and financial management.	Mr. Dikgwadi Moja 2 nd Floor, South wing. Agriculture building Zastron Street, ☎ 051- 400 9623 ☎ 072 359 7686	Letter of request Training identified as per the project proposal/plan
Establish and provide support for SMMEs	Establish SMMEs	Establish SMMEs and link them to specific initiatives/projects to ensure sustainability.	Mr. Serekego Molelekoa 3 rd Floor, South wing. Agriculture Building Zastron Street, BFN ☎ 051 - 400 4921 ☎ 086 547 1646	Certificate of registration as a business entity Business plan
		Link SMMEs to Development Finance Institutions (DFIs) for access to finance.	Ms M. Mokalobe 3 rd Floor, South wing. Agriculture building Zastron Street ☎ 051- 400 9460 ☎ 082 734 0102	Application form Certificate of registration Business plan Financial records
	Provide support to existing SMMEs	Facilitate training on SMME related issues	Ms M. Mokalobe 3 rd Floor, South wing. Agriculture building Zastron Street ☎ 051- 400 9460 ☎ 082 734 0102	Letter of request indicating the training needs
	Market and link SMMEs to value chain processes in major industries	Exhibit SMME products at international and national exhibitions for product exposure and access to markets.	Mr. Serekego Molelekoa 2 nd Floor, South wing. Agriculture Building Zastron Street, BFN ☎ 051 - 400 4921 086 547 1646	Application form Registration certificate Tax clearance certificate Financial records
		Linking SMMEs with well established	Ms M. Mokalobe 3 rd Floor, South wing. Agriculture building	Registration certificate

Objective	Service Rendered	Explanation	Contact Person	Documentation
		companies to secure access to markets.	Zastron Street 051- 400 9460 082 734 0102	Business plan Financial records
Reduction of unfair business practices and awareness creation on consumer rights	Protect the rights and interest of consumers	Investigate and resolve lodged consumer complaints	Mr. Timothy Radikeledi 5 th Floor North Wing Agriculture Building Zastron Street, BFN 051- 400 9611 086 515 9690	Application form
Reduction of unfair business practices and awareness creation on consumer rights		Resolve consumer disputes through the Consumer Affairs Court.		
		Educate consumers on their rights and redress mechanism strategy through workshops and media (radio and	Mr. Thabo Mohono 4 th Floor North Wing Agriculture Building Zastron Street, BFN 051-400 9439 086 515 9690	Invitation letter

Tourism Development

Tourism development in the Free State	Develop new tourist attractions	Develop new tourism attraction and tourism routes.	Ms Mase Modise 5 th Floor North Wing Agriculture Building Zastron Street, BFN 051 400 9591 086 729 8873	Brochures and leaflets
	Upgrade existing tourism attractions	Upgrade existing tourism attractions in the Province.		Monitoring and evaluation reports on tourism social responsibility initiatives
	Support tourism SMMEs	Provide toolkit training for Tourism SMMEs on the following subjects: <ul style="list-style-type: none"> Administration, Legalities and Compliance to regulations Tourism Awareness Responsible tourism Preparation for MACUFE annually 	Ms. Tsholofelo Sesing 5 th Floor North Wing Agriculture Building Zastron Street, BFN 051- 400 9595 086 729 8873	Per Invitation

Objective	Service Rendered	Explanation	Contact Person	Documentation
	Facilitate grading of tourism establishments in the Province	Work with the Grading Master to ensure grading of new tourism establishments and re-grading of existing establishments.	Mr Thabo Motsohi 5 th Floor North Wing Agriculture Building Zastron Street, BFN ☎ 051-400 9407 ☎ 086 729 8873	Grading application form obtained from TGCSA
	Provide a regulatory framework for tourism in the Province	Develop, monitor and evaluate the implementation of tourism policies and strategies.		Compliance notices issued in respect of tourist guiding
	Assist tourism SMMEs participate in tourism network structures	Facilitate participation of tourism product owners in tourism network structures.		Per invitation
Environmental Affairs				
Enhance and protect environmental assets and natural resources	Establish game farmers	Assist qualifying black farmers in establishing game farms by donating and/or loaning them game.	Mr. Philip Crouse and Ms. Gontse Sebetlele 4 th Floor Agriculture Building, Markgraff Street, BFN ☎ 051-400 9510 ☎ 051- 400 9504	Letter of application for assistance Copy of farm title deed
Increase land under conservation through the implementation of the Biodiversity Stewardship Programme	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 Dave Hayter 4 th Floor Agriculture, Building, Zastron Street BFN ☎ 051 -400 9502 ☎ 079 507 8820 ☎ 086 760 7389	1. Site applications 2. Submission for MEC approval 3. Minutes of meetings, attendance register etc.
	Provide permitting services	Provide permits for the following: <ul style="list-style-type: none">• Environmental Impact Assessment• Air Emission licences• Waste licences• Hunting	Mss. Grace Mkhosana/ Disebo Khunou & Lorato Moalosi 1 st Floor Fountain Towers Markgraff Street, BFN ☎ 051- 400 4812/17/19 ☎ 051 -400 4842 Mss. Diana Nel, Cindy	Application form Basic Assessment Report Scoping Report Environmental Impact Report

Objective	Service Rendered	Explanation	Contact Person	Documentation
Increase land under conservation through the implementation of the Biodiversity Stewardship Programme		licences <ul style="list-style-type: none"> • CITES permits • TOPS permits • Captivity permits • Trophy licences • Game fencing certificates 	Kgoboko & Mr Johannes Mosia 3 rd Floor Agriculture Building, Zastron Street, BFN ☎ 051- 400 9513/26/27 ☎ 051- 400 9538	Permit application form obtained from the office or departmental website
	Enforce compliance with environmental management legislation	Investigate non-compliance with biodiversity/ conservation management legislation.	Messrs. Werner Boing, Andre Schlemmer & Chris Louw Ground Floor Fountain Towers Building, Markgraff Street, BFN ☎ 051- 400 4851/9535 ☎ 051- 400 9538	Telephonic enquiries
		Issued for fines for non –compliance with legislation		
	Manage and maintain Provincial reserves and resorts	Manage and maintain departmental reserves and resorts to increase occupancy. Generate revenue from the resorts and reserves to contribute to the provincial revenue.	Mr Trevor Sibeko 4 th Floor Agriculture Building Markgraff Street, BFN ☎ 051-400 9497 ☎ 051-400 9504	Telephone inquiry Telephone inquiry Drive/Walk in
	Implement infrastructure projects in the departmental resorts and reserves	Develop, upgrade and maintain infrastructure in resorts and reserve.	Mr Philip Crouse 4 th Floor Agriculture Markgraff Street ☎ 051-400 9510 ☎ 051-400 9504	-
	Provide waste management related services	Attend to hazardous waste incidents and spillages.	Messrs. Werner Boing, Folojie Mathibe, Michael Seekoei & Percy. Mocwaledi Ground Floor Fountain Towers Markgraff Street, BFN ☎ 051- 400 4851/9519/20 ☎ 051- 400 9538	Incident report

Objective	Service Rendered	Explanation	Contact Person	Documentation
		Facilitate reporting of waste generated in the Province by training people in waste facilities and providing an electronic reporting system.	Ms Michelle Sello 2 nd Floor Fountain Towers Building Markgraff Street, BFN ☎ 051- 400 4781 ☎ 051 400 4842	Application for a Waste Management License
	Promote sustainable capacity building through Environmental Education Programmes	Provide training for communities and schools on different environmental issues such as: <ul style="list-style-type: none"> • Environmental education for teachers and learners • Training for urban rangers • Training for honorary nature conservators 	Ms Christelle Erasmus 1 st Floor Fountain Towers Building Markgraff Street, BFN ☎ 051-400 4834 ☎ 051 4004849 Mr Duart Hugo 1 st Floor Fountain Building Markgraff Street, BFN ☎ 051-400 4829 ☎ 051 400 4849	Registration as eco-school Registration as Conservancy Application forms for appointment as Honorary Nature conservancies
	Raise awareness and increase participation in environmental activities	Raise awareness and increase participation through the following activities: <ul style="list-style-type: none"> • Awareness campaigns • Registration of eco-schools • Establishment of environmental clubs • Establishment of environmental conservancies • Conducting environmental exhibitions • Outreach visits 	Mr Duart Hugo & Ms Christelle Erasmus 1 st Floor Fountain Towers, Building Markgraff Street, BFN ☎ 051-400 4829/34 ☎ 051- 400 4849	Registration as eco-school Registration as Conservancy

Objective	Service Rendered	Explanation	Contact Person	Documentation
		to schools and municipalities		

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:

Postal Address:

Mr. K. Tau
Director Communication
Private Bag x 20801
Bloemfontein
9300

Tel:

(051) 400 9542

Anti Corruption Hotline

0800 701 701

Presidential Hotline

17737

Email:

ktau@detea.fs.gov.za

Fax:

051 400 9541

10.2. Process followed to address your complaint

Upon receipt of your concerns, we will:

1. Acknowledge and deal with the formal lodged query within 25 working days as per ;
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:

Postal Address:

Ms. N. Kgomongwe
Office Manager: Office of HOD
Private Bag x 20801
Bloemfontein
9300

Tel: (051) 400 4913
Email: kgomongwen@detea.fs.gov.za
Fax: 051 400 4732

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:

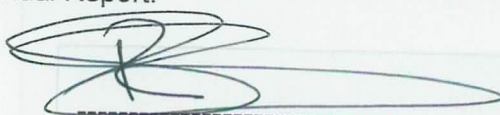
- Courteous at all time;
- Openness and transparency;
- Correct and accurate information;
- Prompt and efficient service delivery;
- Redress and an apology for lapses in our service, and;
- Privacy respected at all times

12. YOUR OBLIGATIONS

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

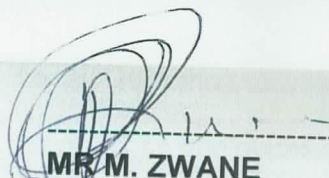
13. OUR PERFORMANCE AGAINST OUR STANDARDS

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



MR M. SELEKE
HOD: DETEA

DATE: 01/04/2014



MR M. ZWANE
MEC: DETEA

DATE: 11/04/2014

