



destea

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

**THE DEPARTMENT OF ECONOMIC, SMALL
BUSINESS DEVELOPEMNT, TOURISM, AND
ENVIROMENTAL AFFAIRS**

**SERVICE CHARTER
2015/16**

1. WHO ARE WE?

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

2. OUR MANDATE

The DESTEA'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 transformed economy and a prosperous society that is living in harmony with its natural resources through integrated and sustainable economic growth".

4. MISSION

"Radically create a conducive, enabling environment for the creation of decent jobs, poverty and inequality reduction through sustainably managed environment and economic development programmes in the Free State."

5. WHERE CAN WE BE FOUND?

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

6. CONTACT DETAILS: MEC, HOD AND COMMUNICATIONS 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	051 400 9542	051 400 9541

7. HEAD OFFICE MANAGERS

HEAD OFFICE	NAME	CONTACT NO.	FAX NO.
Chief Director Small Business Development	Ms. G Brown	051 400 4924	
Chief Director Integrated Economic Planning, Research and Development	Mr. M.S Sani	051 400 4931	051 400 9599
Acting Chief Director: Sector and Economic Development	Dr. G Morakile	051 400 9465	086 547
Director: Tourism Support	Ms. M Mabuza Mahlatsi	051 400 9407	051 400 9614
DDG: Environmental Affairs	Mr T Moremi	051 400 9410	051 400 4772
Chief Financial Officer	Ms. P Dimpone	051 400 4916	051 400 9606
Acting Chief Directorate: Corporate Services	Mr. J. Malinga	051 400 9569	051 400 9599
Director: Office of the HOD		051 400 4913	051 400 4732
Director: Consumer Protection	Mr. T. Radikeledi	051 400 4854	086 515 9690
Director: Planning, Monitoring and Evaluation	Mr. D Hagen	051 400 4908	051 400 9606

8. CONTACT DETAILS: RESERVES; RESORTS AND DISTRICT SERVICE CENTRES

8.1 RESERVES

DISTRICT	RESERVES	NAME	CONTACT NO.	FAX NO.
Motheo	Caledon	Mr. P Crouse	051 400 9510 / 9410 crousep@detea. fs.gov.za	051 400 9504
	Maria Moroka			
	Rustfontein			
	Kalkfontein			
	Barthurst			
	Soetdoring			
Xhariep	Xhariep Tussen die Riviere			
Lejweleputswa	Sandveld Willem Pretorius Erfinis			
Xhariep	Xhariep N/R			
Thabo Mofutsanyana	Sterkfontein Dam Seekoeivlei			
Fezile Dabi	Koppies Dam N/R			

8.2 RESORTS

DISTRICT	RESORTS	NAME	CONTACT NO.	FAX NO.
Motheo	Maria Moroka	Mr. T Sibeko	051 400 9497 / 9410 sibekot@detea. fs.gov.za	051 400 9504
	Soetdoring			
	Xhariep			
	Xhariep			
	Tussen die Riviere			
	Lejweleputswa			
Lejweleputswa	Sandveld Willem Pretorius N/R			
Xhariep	Xhariep N/R			
Thabo				
Mofutsanyana	Sterkfontein Dam Seekoeivlei N/R			
Fezile Dabi	Koppies Dam N/R			

8.3 DISTRICT SERVICE CENTRES

DISTRICT	TOWN	NAME	CONTACT NO.	FAX NO.
Mangaung	Thaba Nchu	Mr. M Motampane motampanem@detea.fs.gov	071 657 6878	N/A
Xhariep	Trompsburg	.za		
Lejweleputswa	Welkom	Ms. M Maleka	057 357 5871	NA
Thabo Mofutsanyana	Phuthaditjhaba	Ms. L Nkutha	058 713 1965	N/A
Fezile Dabi	Parys	Mr. T Mosea	071 461 5555	N/A

9. SERVICES OFFERED

Objective	Service Rendered	Explanation	Contact Person	Documentation
ENVIRONMENTAL AFFAIRS				
Enhance and protect environmental assets and natural resources.	Support in establishing game farmers.	Assist qualifying black farmers in establishing game farms by donating and/or loaning them game.	Mr. Philip Crouse 4th Floor Agriculture Building, Markgraff Street, BFN 051-400 9510 051-528 2926	Letter of application for assistance. Copy of farm title deed.
Increase land under conservation through the implementation	Establish stewardship sites for the conservation.	Secure areas of privately owned land for the conservation of biodiversity and	Mr Dave Hayter 4th Floor Agriculture, Building, Zastron Street BFN	Site applications Submission for MEC Approval Minutes of meetings,

Objective	Service Rendered	Explanation	Contact Person	Documentation
of the Biodiversity Stewardship Programme.		the expansion of the province's protected area estate.	051 400 9502	attendance registers, etc.
Ensure a healthy environment	Manage the quality of the environment and climate change.	Developments undertaken do not have adverse impact on the environment and the climate.	Ms. Grace Mkhosana 1st Floor Fountain Towers Markgraff Street, BFN 05- 400 4812/17/19	Application form Basic Assessment Report Scoping Report Environmental Impact Report.
	Provide waste management related services.	Attend to hazardous waste incidents and spillages.	Messrs. Folojie Mathibe, & Percy. Mocwaledi Ground Floor Fountain Towers Markgraff Street, BFN 051- 400 4851/9519/20	Incident report .
Ensure effective and efficient biodiversity conservation.	Provide permitting services.	Hunting licenses, CITES permits, TOPS permits Captive permits, Trophy licenses, Game fencing and certificates.	Mr. H. Blom 3rd Floor Agriculture Building, Zastron Street, BFN 051 400 9494 051- 400 9513/26/27	Filled Permit application forms.
	Enforce compliance with environmental management legislation.	Investigate non-compliance with biodiversity/ conservation management legislation.	Mr. W Boing Ground Floor Fountain Towers Building, Markgraff Street, BFN 051- 400 4851/9535	Telephone enquiry.
	Provide affordable leisure facilities for the public.	Provision of holidaying and camping facilities at the Resorts and Reserves.	Messrs T Sibeko and P Crouse 4th Floor Agriculture Building Markgraff Street, BFN 051-400 9497 / 9510	Telephone inquiry.
Environmental empowerment	Promote sustainable	Provide training for communities and	Ms Christelle Erasmus	Registration as eco-school.

Objective	Service Rendered	Explanation	Contact Person	Documentation
and Capacity Building.	capacity building through Environmental Education Programmes.	schools on different environmental issues. Training for urban rangers Training for honorary nature conservators.	1st Floor Fountain Towers Building Markgraff Street, BFN 051-4004834	Registration as Conservancy. Application forms for appointment as Honorary Nature conservancy.
	Raise awareness and increase participation in environmental activities.	Registration of Eco-Schools and Establishment of Environmental Clubs.	Ms Christelle Erasmus 1st Floor Fountain Building Markgraff Street, BFN 051-400 4834	Registration as eco-school. Registration as Conservancy.
ECONOMIC DEVELOPMENT				
To Support Radical SMME and Cooperative Development Through Partnerships.	Provide non financial support to SMMEs and Cooperatives through grant funding (MESP).	Support micro enterprises with production tools and or material.	Mr Modise Sehularo 2 nd Floor South Wing, Agriculture Building 98 Zastron Street, Bloemfontein T 051 400 9620 F 086 273 6677	Business plan, business proposals, Tax Clearance, Registration certificate, Partnership agreement; Completed application forms, SA ID copy and proof of residence.
	Enterprise Development	Registration and training support for cooperative assist to access CIS (Cooperative incentive scheme)		
To promote and support radical economic development.	Development and support of initiatives to establish large business enterprises.	Undertake projects that can lead to establishment of new factories or improving operational setting for the factories.	Dr Gontse Morakile Room 311, 3rd Floor South Wing Agriculture Building Zastron Street, BFN 051 400 9465	Business plan, business proposals, Tax Clearance, Registration certificate, Partnership

Objective	Service Rendered	Explanation	Contact Person	Documentation
	Support Industrial Development Initiatives to Secure Funding.	Support Value Chains in Mining, Agro-Processing and Manufacturing. Support Industrial Development Assist Businesses to access funding.	0613795504	agreement and SA ID copy.
To Affirm and Protect the Consumer Rights of all People in the Province.	Develop, implement and promote measures to ensure the rights and interest of consumers are protected.	Investigate and resolve lodged consumer complaints.	Mr. Timothy Radikeledi 5th Floor South Wing Agriculture Building Zastron Street, BFN 051- 400 9611 / 9656	Confirmation letter substantiating a resolved complaint.
		Resolve consumer disputes through the Consumer Affairs Court.		Deed of Settlement and a Court Order
		Educate consumers on their rights and redress mechanism strategy through workshops and various media.	Mr. Thabo Mohono 4th Floor South Wing Agriculture Building Zastron Street, BFN 051-400 9439	Brochures, Leaflets and formal request for a workshop.
TOURISM DEVELOPMENT				
Radically grow the tourism Sector's Contribution to the Provincial Economy.	Assist Product Owners to Access Tourism Incentives (TIP).	Existing businesses are assisted to access Tourism Incentive Programme grants to enhance their business objectives.	Ms M Mahlatsi Mabuza 5th Floor North Wing Agriculture Building Zastron Street, BFN 051 400 9591	Submit a request
	Facilitate development of Tourism Cooperatives.	Assist to formalize business operating within tourism sector.		ID of members, Filled forms and Constitution.

Objective	Service Rendered	Explanation	Contact Person	Documentation
	Social Responsibility Initiative.	Enterprise development for rural tourism development in particular with focus on infrastructure development.		Land title deed, Project Proposal and letter of support from the municipality.
	Tourist guiding training and capacity building.	Capacity and skill development in the field of tourist guiding and assist with packaging of attractions.		First Aid Certificate, Proof of Registration and Listing on Provincial Registrars Data Base.
	Service Excellence.	Improve on quality assurance and experiences in the tourism industry through grading of facilities and skills development.		Submit Request.

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
Email:	tauk@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 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:

Postal Address:	Mr. Gomolemo Serunye PA: Head of Department HOD Private Bag x 20801 Bloemfontein 9300
Tel:	(051) 400 4913
Email:	serunyef@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 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.

	<u>12/05/2015</u>
MR M. SELEKE HOD: DESTEA	DATE:

