



**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 Standards**

**2016/2017**

**External Stakeholders**



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## Table of Content

1. Introduction	3
2. Core function of the department	3
3. Vision	4
4. Mission	4
5. Core Values	4
6. Our Mandate	4
7. Legislative Mandate	5
8. Service Standards	7

## 1. INTRODUCTION

This is a framework on how Departmental officials will demonstrate Batho Pele values in carrying out their daily activities, with a view to put the public first and serve them with commitment, respect and compassion.

## 2. CORE FUNCTIONS OF THE DEPARTMENT

The Department comprises of four programme areas: Administration, Environmental Affairs, Tourism and Economic and Small Business Development. The core functions undertaken within these areas are as follows:

<b>ADMINISTRATION</b>	<b>TOURISM</b>
To provide leadership and strategic management in accordance to Policy and Legislation.	Radically grow the tourism sector's contribution to the provincial economy
To provide appropriate support service to other programmes	Radically transform the tourism sector
<b>ENVIRONMENTAL AFFAIRS</b>	<b>ECONOMIC AND SMALL BUSINESS DEVELOPMENT</b>
Ensure biodiversity conservation	To support radical SMME and Cooperatives development through partnerships
Ensure healthy environment	To ensure effective and efficient economic planning research and innovation
Build capacity within the Free State communities on environmental management and conservation	To promote and support radical economic development
Ensure compliance with environmental legislation	To affirm and protect the consumer rights of all people in the province



### 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. Core Values

The following are the core values of the Department;

VALUE	DESCRIPTION
Passion	We build and promote an energising and inspiring work environment
People Centric	We support and involve others in their endeavours to learn and expand their strengths (Learning and Innovation)
Performance	We involve everyone who is affected in our plans, goals and decisions (professionalism).
Proactive	We adopt best available science and knowledge practises (Responsiveness).
Integrity	We derive the department's agenda above pursuing self-interest (Honesty, Trustworthy)
Honesty	Personnel are always to provide accurate and full feedback to their colleagues, managers and clients.

### 6. Our mandate

The DESTEA's constitutional mandate 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:

- Industrial Promotion
- Tourism Development
- Consumer Protection
- Environmental Management and Conservation
- Creating conducive environment for economic growth
- Provincial Public Entities dealing with Economic Development, Gambling & Liquor and Tourism



## 7. Legislative Mandate

Programme	Legal Mandate
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Public Service Act, 1994 as amended by Act 30 of 2007</li> <li>• Public Finance Management Act - Act 1 of 1999</li> <li>• Public Administration Management Act, 2014</li> <li>• State Information Technology Agency (SITA) Act</li> <li>• Protected Disclosures Act - Act No 26 of 2000</li> </ul>
<b>Economic and Small Business Development</b>	<ul style="list-style-type: none"> <li>• Free State Development Corporation Act 5 of 1995</li> <li>• National Small Business Act, 1996 (Act No. 102 of 1996) and Amendments</li> <li>• Business Act 1991, (Act No. 71 of 1991)</li> <li>• National Small Business Amendment Act, 2004 (Act No. 29 of 2004)</li> <li>• Broad Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003)</li> <li>• National Gambling Act, No. 7 of 2004</li> <li>• Free State Gambling and Liquor Authority Act, 2010 (Act No.6 of 2010)</li> <li>• Free State Consumer Affairs (Unfair Business Practices) Act, 1998 (Act No. 14 of 1998)</li> <li>• National Liquor Act, 2003 (Act No. 59 of 2003)</li> <li>• Free State Liquor Act, 2007 (Act No. 3 of 2007)</li> <li>• Trade Metrology Act, 1973 (Act No. 77 of 1973)</li> <li>• Credit Agreement Act, 1980 (Act No. 75 of 1980)</li> </ul>
<b>Environmental Affairs</b>	<ul style="list-style-type: none"> <li>• National Environmental Management Act, 1998 (Act No.107 of 1998) as amended</li> <li>• Environmental Conservation Act, 1989 (Act No. 7 of 1989)</li> <li>• Free State Nature Conservation Ordinance , 1969 (Ordinance No. 8 of 1969)</li> <li>• National Environmental Management: Biodiversity Act, 2004 (Act No. 10 of 2004)</li> <li>• National Environmental Management: Protected Areas Act, 2003 (Act No.57 of 2003)</li> <li>• National Heritage Recourses Act, 1999 (Act No. 25 of 1999)</li> <li>• World Heritage Conservation Act, 1999 (Act No. 49 of 1999)</li> <li>• Game Theft Act, 1991 (Act No. 105 of 1991)</li> <li>• National Water Act, 1998 (Act No. 36 of 1998)</li> <li>• National Environmental Management: Waste Act, 2008 (Act No.59 of 2008)</li> <li>• National Environmental Management: Air Quality Act, 2005 (Act No. 39 of 2005)</li> <li>• Veld and Forest Fire Act, 1998 (Act No. 101 of 1998)</li> <li>• Conservation of Agricultural Resources Act, 1983 (Act No. 43 of 1983)</li> <li>• Animal Protection Act, 1962 (Act No.71 of 1962)</li> </ul>

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<b>Tourism</b>	<ul style="list-style-type: none"> <li>• Tourism Act, 1993 (Act No.72 of 1993)</li> <li>• Free State Tourism Authority Act, 2005 (Act No. 3 of 2005)</li> </ul>





**8. Service Standards**

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
<b>ADMINISTRATION</b>						
Office of the HOD	Handle all Complaints and Queries.	Handle all complaints within 10 days to 90 days depending on the nature/complexity of the complaint.	As per the Departmental Legislative Framework.	Internal Staff and External Stakeholders	Handle complaints within 10 days to 90 days depending on their complexity.	Upon the receipt of a complaint and submission of necessary documentation, the HOD will respond to the lodged complaint within 10 days to 90 days.
Acquisition Management	Payment of service providers within 30 Days.	Pay all creditors.	Public Finance Management Act, NO. 1 OF 1999 as amended by Public Finance Management Amendment Act, No. 29 of 1999, ACT.	Service Providers	Payment within 30 days	Department to pay a service provider within 30 days after the service has been provided or goods delivered and submission of a correct invoice.
Legal Services	Promote access to information by the public through handling of all PAIA Inquiries.	Attend to all PAIA requests.	Applicable Treasury Regulations PAIA	All Interested Parties	PAIA requests are dealt within 30 working days of receipt.	DESTEA will acknowledge the request on access to documents within 5 days. Upon submission of proof of payment which Legal Service will determine accordance to the PAIA manual, a response to the request will be done between 7 days to 1 month depending on the classification of the document.
Communication Services	Respond to media enquiries.	Respond to all media enquiries.	Adherence to Media liaison strategy	Media houses	Responses within 24hrs with verified information.	Information should be relevant, accurate and up to date.

**SERVICE STANDARDS**

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Communication Services	Respond to media enquiries.	Respond to all media enquiries.	Adherence to Media liaison strategy	Media houses	Responses within 24hrs with verified information.	Information should be relevant, accurate and up to date.

**ENVIRONMENTAL AFFAIRS**



Compliance and Enforcement	Enforce Compliance with Environmental Management Legislation.  Designation of Environmental Management Inspectors "Green Scorpions".	Issue 4 200 Biodiversity Permits to individuals and organization whose activities evolve around usage of natural resource.  Carry 90 compliance inspections on brown issues (namely, Environmental Authorization Waste Licenses, Complaints, etc) to enforce compliance to regulations related to environmental management.	National Environmental Management Act, 107 of 1998 Protected Areas Act 57 of 2003 Biodiversity Act, 2004 (Act 10 of 2004) Environmental Conservation Act 73 of 1989 Criminal Procedure Act, 51 of 1977.	Game Farmers General Public  Officials who have completed EMI Course offered by DEA.	Issue Biodiversity Permit within 10 working days.  Within 2 weeks.	Upon submission of a completed application form and submission of proof of payment of the required fee, the Department will issue the applicant with Biodiversity Permit within 10 working days.  Upon completion of the EMI Course, the MEC on the advice of the HOD, will appoint or designate Environmental Management Inspector(s) who will conduct routine inspections (which will include seizing evidence), investigate acts on non-
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**SERVICE STANDARDS**

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
			1989. Criminal Procedure Act, 51 of 1977.			compliance to environmental legislations.
<b>Environmental Management</b>	Ensure a healthy environment.	At least 80% of Waste Management Licenses and 98% Environmental Authorisations are finalised with the legislated timeframes.	National Environmental Management Act 107 of 1998, Environmental Impact Assessment Regulations and NEM:Waste Management Act No. 59 of 2008	Industries, Private Entities, Developers and Government	197 days for the Department to review and issue EIA or Waste License (Basic Assessment)  300 days for the Department to review and issue EIA or Waste License (Full Scoping & Environmental Impact Report).	Upon the receipt of R2 000.00 application fee for Basic Assessment or R10 000.00 for Full Scoping & Environmental Impact Report application fee, the Department will capture applications on NEAS and acknowledge within 10 days.  Review and issue EIA or Waste License within 197 days for Basic Assessment.  OR  Review and issues EIA or Waste License within 300 days for Full Scoping & Environmental Impact Report
	Train facilities on Waste Information System.	Train 5 facilities.	NEM:Waste Management Act No. 59 of 2008 and the National Waste Information Systems Regulations	General Waste storage facilities and licensed Landfill sites	Within 3 months.	Upon the receipt of a request, the Department will provide a 1 day training to Practicing Waste Management hierarchy from cradle to grave by empowering waste

**SERVICE STANDARDS**

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
						handlers with Waste Management Tools and Knowledge.
	Support waste pickers.	Support 100 waste pickers.	NEM: Waste Management Act No. 59 of 2008.	Waste Pickers	Between a week and 6 months, depending of the complexity of the request.	Following submission of a request by waste pickers, Department will offer informal training, trolleys, personal protective equipment within 1 – 3 months so as to incorporate all stakeholders in addressing waste management issues.
Environmental Planning and Coordination	Review all IDPs environmental content as per requirements (DA/3.5).	24	National Environmental Management Act 107 of 1998, Local Government Municipal Systems Act No. 32 of 2000, National Strategy for Sustainable Development and Cooperative Governance Act No. 14 of 2005.	District, Metro and Local Municipalities	Within a month.	Upon receiving a request from the municipality, Department will review the 24 IDPs of the Metro, Local and District Municipalities to ensure environmental matters are integrated within the Local Governments IDPs.




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Biodiversity Management.	Mentor black game farmers.	Mentor 24 black game farmers.	National Environmental Management Act, 107 of 1998; Biodiversity Act, 2004 (Act 10 of 2004)	Game farmers	Evaluation to be completed within 1 month.	Upon submission of the request and proof of title deed of the farm, the department will provide mentoring to prospective game farmer in consideration of the readiness of his/her facility, subject to approval by the HOD.
Environmental Empowerment Services	Number of job opportunities created through departmental EPWP grant.	Create 159 job opportunities.	BCEA 1997: Ministerial Determination for the Expanded Public Works Programme, Occupational Health and Safety Act No. 85 of 1993. Section 24 of the Constitution	Youth, Women and Person with Disabilities	Appoint people within 2 months of receiving the grant.	Upon the receipt of the grant from the National Department of Public Works, the Department will issue invitations for applications and successful individuals will be hired for the duration of the programme.
	Conduct environmental community awareness activities.	Conduct 4 environmental awareness.	National Environmental Management Act 107 of 1998. Section 24 of the Constitution	Municipalities Schools	Within 1 month	Upon securing venue and organizing the targeted group with municipalities/schools, the Department will conduct several environmental awareness sessions throughout the calendar month.

**SERVICE STANDARDS**

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
	Support Conservancies	8 conservancies supported	National Environmental Management: Biodiversity Act 10 of 2004. Section 24 of the Constitution	Established conservancies	Within 1 month	Upon attending the departmental environmental awareness and training, the department will register the conservancies and issue a letter of approval for its operation.
	Number of registered schools for participation in an environmental programme.	Register 110 schools.	EEF Guidelines and Standard of Portfolio Development to qualify as an Eco-School. National Environmental Management: Biodiversity Act 10 of 2004. Section 24 of the Constitution of the Republic of South Africa	Free State Schools	3 Days	After registering schools that have applied to participate in the environmental programme during the first quarter of the financial year, the Department will provide schools with the environmental programme that must be followed throughout the year. Department will evaluate each school at the end of participation, and successful schools will be awarded with Eco Schools Green Flag and International Green Flag.
	Number of cleaning campaigns conducted.	Conduct 12 cleaning campaigns.	Section 24 of The Constitution. NEM:Waste Management Act No. 59 of 2008 National Water Act No 36 of 1998	Free State Towns	Within 1 month	Department together with the communities to physically clean townships and rivers in promoting clean and healthy environment.



SERVICE STANDARDS						
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 <p><b>ECONOMIC AND SMALL BUSINESS DEVELOPMENT</b></p>						
Integrated Economic Development.	Support Value Chains in Mining, Agro-Processing and Manufacturing.	Support 3 value chains.	In accordance to legislation, the dti and Destea programmes and policies	Enterprises within the priority sectors.	6 months to 1 year	Department will assist to process the request in 6 to 12 months after receiving supporting documents: Business Plan, Partnership agreement if any, Tax Clearance, Registration Certificate and Business Permit from the municipality.
	Train people within the prioritized sectors.	Train 200 people on Agro-Processing, Mining, Manufacturing, Tourism and Transportation sectors.	In accordance to legislation, the dti and Destea programmes and policies	SMME within the priority sectors	6 months to 1 year (Within 2 months of receiving the request)	Department will provide training to businesses on prioritized sectors within 1 year based on identified training needs.
	Support Industrial Projects.	Two Industrial Projects supported.	In accordance to legislation, the dti and Destea programmes and policies	New and Existing Business	1 year	Department will assist to process the request in 12 months after receiving the supporting documents: Business Plan Partnership agreement if any, Tax Clearance, Registration Certificate and Business

**SERVICE STANDARDS**

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
						Permit from the municipality.
	Assist Business to access funding from different funding avenues.	Two businesses to be assisted to secure funding.	In accordance to legislation, the dti and Destea programmes and policies	New and existing Business	1 year	Department will assist to process the request in 12 months after receiving supporting documents: Business Plan Partnership agreement if any, Tax Clearance, Registration Certificate and Business Permit from the municipality.
Economic Research and Planning.	To promote effective and efficient economic planning, research and innovation.	Produce 4 Economic Intelligence Reports.	Research Methodologies Free State Growth and Development Strategy (FSGDS) Vision 2030 Industrial Policy Action Plan (IPAP) 2014/15 – 2016/17	Business Municipalities Sector Departments	Quarterly.	One report per quarter will be produced reflecting on key economic indicators and sectors driving the provincial economy.
	Hold seminars on research findings and new policy directives.	Hold 2 seminars.	Free State Growth and Development Strategy (FSGDS) Vision 2030 Industrial Policy Action Plan (IPAP) 2014/15 – 2016/17	Business Academic Institutions Public	Bi-annually.	Sharing of research outcomes and new policy directives with relevant stakeholders
Consumer Protection Office.	Investigate and address lodged consumer complaints.	100% mediation of received complaints	Consumer Protection Act, 2008 (Act No. 68 of 2008) Free State Consumer Affairs Act 14 of 1998	Consumers	Mediate the matter within 2 weeks.	Department will mediate on the matter within 2 weeks after receiving the filled Standard Complaint Forms and the statement by the complainant.



**SERVICE STANDARDS**

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
	Resolve consumer disputes in the Consumer Affairs Court.	40 Consumer Court Sittings conducted	Consumer Protection Act, 2008 (Act No. 68 of 2008) Free State Consumer Affairs Act 14 of 1998	Consumer	Hear the matter before the Consumer Court within 90 days	Department will bring the matter before Consumer Court within 90 days after receiving the filled Standard Complaint Forms and the statement by the complainant after completion of mediation process.
Small Business Development.	Support of existing SMMEs and Cooperatives	Support 150 SMMEs and Cooperatives.	National Small Business Act, 1996 (Act No. 102 of 1996)  Broad Based Black Economic Empowerment Amendment Act, 2013 (Act No. 46 of 2013)  Destea programmes and policy on SMME support (MESP)	Formal and Informal Businesses	Within 3 months of receiving the request.	Department will provide assistance to SMME / Cooperatives within 3 months, through the process of completion of an application form with relevant and necessary documentation, verification, processing and confirmation of the beneficiaries.
	Develop new and existing SMMEs and Cooperatives	Support 220 SMMEs and Cooperatives.	National Small Business Act, 1996 (Act No. 102 of 1996)  Broad Based Black Economic Empowerment Amendment Act, 2013 (Act No. 46 of 2013)  Destea programmes and policy on smme support (MESP)	Formal and Informal Business	Within 12 months for existing business and 24 months for new ones.	Departmental will provide assistance to develop new or existing SMME / Cooperatives within 24 and 12 months respectively in line with the Process Flow (Business registration, business plan, access- skills, markets, finance and incentives and aftercare). Members will be responsible to pay registration fees where required.

**SERVICE STANDARDS**

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
	Support Municipalities with various interventions relating to business regulation	Support 12 municipalities	National Small Business Act, 1996 (Act No. 102 of 1996)  Broad Based Black Economic Empowerment Amendment Act, 2013 (Act No. 46 of 2013)  Destea programmes and policy on smme support (MESP)	Municipalities	Provide support within 3 months	Following submission of a request by a municipality, Department will provide support within 3 months following the receipt of a request.

**TOURISM**



Tourism Growth and Development	Registration of tourist guides and maintenance of the tourist guide database.	Register all qualifying applicants.	Tourism Act No 3 of 2014  National Tourism Sector Strategy  Provincial Tourism Safety Plan (Done by SAPS).	Tourists, Tour Operators, Tour Guides, Hospitality Groups	Renew within 2 days  New applications within a week	On payment of registration fee of R240 and submission of renewed application, signed code of conduct, first aid kit and working permit for foreign nationals, department will issue a permit with 2 days and name badge within 2 months.  For new applications, the above are applicable together with CATHSSETA accredited qualification.
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**SERVICE STANDARDS**

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
		Undertake 10 enforcement inspections.	Tourism Act No 3 of 2014	Tour Operators, Tour Guides, Hospitality Groups	Within a week of reporting.  Routine monthly inspections	Upon the receipt of the report on non-compliance, the Department with assistance of SAPS, will investigate the complaint.  A R10 000.00 fine or 5 years imprisonment can be imposed by the court.
	Flea Market.	2 Flea Markets.	Rural Tourism Strategy, Domestic Tourism Growth Strategy and the National Tourism Sector Strategy.	Fezile Dabi District Municipality	6 months	On submission of comprehensive proposal/plan and the concurrence/support letter from the local municipality, the Department will provide support by securing space for exhibitors at the Flea Market.
Transformation of the Tourism Sector	School Competition Program	1 Schools competition.	Rural Tourism Strategy National Tourism Sector Plan	Grade 09-12 learners, tourism graduates, under graduates and Educators	06 months	DESTE to initiate an HRD program targeting tourism, hospitality and consumer studies school after submission of applications.
	Provision of Tourism Development and Hospitality Grant	Process all requests.	Rural Tourism Strategy, Domestic Tourism Growth Strategy and the National Tourism Sector Strategy.	Tourism Establishment in the four District Municipalities and the Metro	Within 12 months	Upon submission of a request for the grant and submission of necessary documents like proof of existence of the business, the department will process a request within 12 months subject to the availability of funds.

**SERVICE STANDARDS**

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
	Support community beneficitation initiatives	2 cooperatives.	Free State Tourism Master Plan, National Tourism Sector Strategy, Rural Tourism Strategy, Cooperative Act, Tourism Act 2014, National Tourism Domestic Strategy FS Tourism Master Plan,	Community people who are interested in starting a tourism enterprise	6 months	Department will provide non financial and/or financial assistance to individuals who want to start tourism enterprises within 6 months after receiving such request.

Approved by



**Ms. Matilda Gasela**  
**HOD: DESTEA**

**DATE: 10 May 2016**

