



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

**Service Standards
2018-2019
External Stakeholders**



destea

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

Table of Content

1. Introduction	3
2. Core function of the department	3 - 4
3. Vision	4
4. Mission	4
5. Core Values	4
6. Our Mandate	5
7. Legislative Mandate	5 - 6
8. Service Standards	7 - 18

1. INTRODUCTION

Our focus during this financial year will be on effective transformational leadership, innovation, accountability, attitudinal change, application of good governance practises, evidence based information, community involvement in matters directly affecting them and enhancement of the developmental agenda.

The first step towards transformation and restoration of leadership and governance was the review of the Vision and Mission Statement and Values of the department to enable us to respond swiftly and effectively to the expectations of those we serve. We have embarked on a comprehensive effort to overhaul the leadership and governance capabilities of the Department. This is being done via various avenues which include organizational restructuring, planning and performance assessment improvements (Balanced Score Card) and the re-alignment of HR and SCM procedures and operations.

The Department of Economic, Small Business Development, Tourism and Environmental Affairs draws its mandate the constitution and entails provision of services around Environmental Management, Promotion and Protection of Biodiversity, Tourism Support, Economic Development and Support. This document (External Service Standards) is meant to guide both service beneficiaries (member of public) and service providers (departmental officials). In short, Service Standards can be viewed as the rules of engagement for providing services to the public. They provide clarity to service beneficiaries on quantity, quality and time in relation to the External services rendered. Service beneficiaries are entitled to know what they should expect from the department, how services will be delivered and what they cost, and what service beneficiaries can do when services they receive are not acceptable. External Service Standards provide the behavioral attributes that leads to consistent service delivery.

DESTEA present this service product offerings, to guide not only the service beneficiaries, but also to ensure service provided are rendered within stipulated requirements.

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:

ADMINISTRATION	TOURISM
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
ENVIRONMENTAL AFFAIRS	ECONOMIC AND SMALL BUSINESS DEVELOPMENT
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."

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. Core Values

The department is committed to upholding the following key values to ensure effective and efficient service delivery:

- Team Work
- Integrity
- Accountability
- Passion

6. 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 Quality and Protection

- 7.Environmental Law and enforcement
- 8.Environmental Education and awareness
- 9.Industrial Promotion and Small Business Development
10. Provincial Public Enterprises
11. Liquor Licences and Control of Undertaking that Sell Liquor to the Public

7. Legislative Mandate

Programme	Legal Mandate	Implications
Administration	<ul style="list-style-type: none"> • Public Service Act, 1994 as amended by Act 30 of 2007 • Public Administration Management Act, 2014 • Public Finance Management Act - Act 1 of 1999 • State Information Technology Agency (SITA) Act • Protected Disclosures Act - Act No 26 of 2000 • Promotion of Access to Information Act, 2000 • Promotion of Administrative Justice Act, no. 3 of 2000 	<p>To provide for the organisation and administration of the public service of the Republic, the regulation of the conditions of employment</p> <p>Regulates management of Public Finances</p> <p>Facilitate transformation in the IT sector of government</p> <p>Provides procedure for disclosure of information regarding unlawful or irregular conduct within public service.</p> <p>Promote the right of access to information, to foster a culture of transparency.</p> <p>Embraces Batho Pele principles and promotes South African citizens' right to just administration</p>
Economic Development: SMME Development	<ul style="list-style-type: none"> • National Small Business Act, 1996 (Act No. 102 of 1996) and Amendments • Business Act 1991, (Act No. 71 of 1991) 	<p>Promote policy objectives, facilitate strategy implementation and align programmes to encourage SMME development in the Province.</p>
Economic Development: Gambling & Betting Administration	<ul style="list-style-type: none"> • Free State Gambling and Liquor Act 	<p>The Act replaces Free State Gambling and Racing Act, 1996 (Act No. 6 of 1996)</p>
Economic Development: Compliance Monitoring	<ul style="list-style-type: none"> • Credit Agreement Act 1980, (Act No. 75 of 1980) 	<p>Business compliance monitoring and redress.</p>
Economic Development: Liquor Administration	<ul style="list-style-type: none"> • Liquor Act 1989, (Act No. 27 Of 1989) • National Liquor Act, 2003 (Act No. 59 of 2003) 	<p>Regulating the micro-manufacturing, retailing and distribution of liquor in the Province.</p>
Economic	<ul style="list-style-type: none"> • Trade Metrology Act, 1973 (Act 	<p>Ensure compliance with trade</p>

Development: Trade Inspection	<ul style="list-style-type: none"> No. 77 of 1973) • Credit Agreement Act, 1980 (Act No. 75 of 1980) 	metrology and credit agreement regulations.
Environmental Affairs	<ul style="list-style-type: none"> • National Environmental Management Act, 1998(Act No.107 of 1998) as Amended • Environmental Management: Biodiversity Act, 2004 (Act No. 10 of 2004) • Free State Nature Conservation Ordinance , 1969 (Ordinance No. 8 of 1969) 	<ul style="list-style-type: none"> • Regulatory framework for the management and protection of environmental resources and coordination. • Regulates and sets out the mechanisms for managing and conserving South Africa's biodiversity, its components and institution
	<ul style="list-style-type: none"> • National Environmental Management: Protected Areas Act, 2003 (Act No.57 of 2003) 	<ul style="list-style-type: none"> • Regulate protected areas.
	<ul style="list-style-type: none"> • National Heritage Recourses Act, 1999 (Act No. 25 of 1999) • World Heritage Conservation Act, 1999 (Act No. 49 of 1999) 	<ul style="list-style-type: none"> • Ensuring the protection and effective management of National Heritage and World Heritage Sites.
	<ul style="list-style-type: none"> • Game Theft Act, 1991 (Act No. 105 of 1991) 	<ul style="list-style-type: none"> • Providing a framework for the implications of game theft.
	<ul style="list-style-type: none"> • National Water Act, 1998 (Act No. 36 of 1998) 	<ul style="list-style-type: none"> • Providing a regulating framework on water usage in the Province.
	<ul style="list-style-type: none"> • National Environmental Management: Waste Act, 2008 (Act No.59 of 2008) 	<ul style="list-style-type: none"> • Regulates waste management; provides for national norms and standards for regulating the management of waste by all spheres of government; and provides for the licensing and control of waste management activities.
	<ul style="list-style-type: none"> • National Environmental Management: Air Quality Act, 2004 (Act No. 39 of 2005) 	<ul style="list-style-type: none"> • Regulates and monitor air quality.
	<ul style="list-style-type: none"> • Veld and Forest Fire Act, 1998 (Act No. 101 of 1998) 	<ul style="list-style-type: none"> • Provide a regulatory framework for the prevention and combat of veldt and forest fires.
	<ul style="list-style-type: none"> • Conservation of Agricultural Resources Act, 1983 (Act No. 43 of 1983) • Animal Protection Act, 1962 (Act No.71 of 1962) 	<ul style="list-style-type: none"> • Ensuring the conservation of vital agricultural resources in the Province • Ensuring the protection of various animal species in the Province
Tourism Support	<ul style="list-style-type: none"> • Tourism Act, 1993 (Act No 72) • National Tourism Sector Strategy 	<ul style="list-style-type: none"> • Significant growth of sustainable Tourism economy.

8. Service Standards

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
ADMINISTRATION						
Office of the MEC	Handle EIAs Appeals.	All appeals to be handled within legislated time-frame	NEMA 107 of 1998 and the NEM: National Appeal Regulations.	Environmental Assessment Practitioners and Developers.	Appeals to be handled within 90 days.	On submission of all relevant documents, the MEC will handle the appeal within 90 days.
Office of the HOD	Handle all Complaints and Queries.	Handle all complaints	Departmental Legislative Framework. Public Service	Internal Staff and External Stakeholders	Handle complaints within 5 working 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 8 hours.
Acquisition Management	Payment of service providers within 30 Days.	Pay all creditors within 30 Days.	Public Finance Management Act, NO. 1 OF 1999 as amended by Public Finance Management Amendment Act, No. 29 of 1999. ACT. Applicable Treasury Regulations	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.
Human Resource Management	Filling of Posts	Fill all vacant funded posts.	Public Service Regulations, 2016.	DESTEAs Units General Public	Vacant funded posts filled within 12 months after becoming vacant.	HRM will advertise all posts vacated as a result of natural attrition on a quarterly basis and identified critical posts bi-annually and fill them within 12 months

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Legal Services	Promote access to information by the public through handling of all PAIA Inquiries.	Attend to all PAIA requests.	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.	All media enquiries responded accurately within 24 hours of the time of receipt.	Adherence to Media liaison strategy	Media houses	Within 24hrs.	Upon receiving a media enquiry, the Department will respond to the enquiry with relevant, accurate and up to date information.

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ENVIRONMENTAL AFFAIRS						
Compliance and Enforcement	Issue Biodiversity Permits to individuals and organization whose activities evolve around usage of natural resources.	3 500 Permits	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	Issue Biodiversity Permit within 21 working days.	Upon submission of a filled application form and submission of proof of payment of required fee, the Department will issue the Permit within 21 working days after all internal processes have been done.
	Carry out compliance inspections on brown issues (namely, Environmental Authorisation Waste Licenses, Complaints, etc) to enforce compliance to regulations related to environmental management.	40 Inspections	National Environmental Management Act, 107 Of 1998. National Environmental Waste Management Act No.59 of 2008. NEM:AOA Environmental Conservation Act 73 of 1989. Criminal Procedure Act, 51 of 1977.	Officials who have completed EMI Course offered by DEA and appointed by MEC.	Within 24 hours of reported incident.	Routine compliance will be carried by the Department. In case of reported incidents, the Environmental Management Inspector(s) will conduct inspections (which will include seizing evidence), investigate acts on non-compliance to environmental legislations. Where transgression is established, the matter will be handed to NPA for



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Environmental Management	Ensure healthy environment through processing of Waste Management Licenses and EIAs to ensure.	80% of Waste Management Licenses and 60% Environmental Authorisations	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 issue EIA or Waste License within 300 days for Full Scoping & Environmental Impact Report
		Train 7 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 handlers with Waste Management Tools and Knowledge.

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	Support waste pickers	Support 200 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).	19	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.
Biodiversity Management.	Black Game Ranchers beneficiaries from donation of game various species	10 Black Game Ranchers.	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.

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Environmental Empowerment Services	Create work opportunities through environmental programmes (EPWP).	350 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 DESTE budget and also 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 12 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.
	Register schools for participation in an environmental programme.	Register 115 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 are encouraged 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

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	Cleaning of towns.	6 Towns.	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
ECONOMIC AND SMALL BUSINESS DEVELOPMENT						
Integrated Economic Development.	Assist Enterprises with Access to Markets	40 Enterprises	In accordance with applicable legislation, the dti and Destea programmes and policies	Enterprises within the priority sectors.	6 months to 1 year	Department will process a request through BA TC, Risk sharing model and other Instruments.
	Support Projects that Qualify for Co-Funding Arrangement with Development Funding Institutions (DFIs).	4 Projects	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



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						Permit from the municipality.
Economic Research and Planning.	To promote effective and efficient economic planning, research and innovation.	Produce 1 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 1 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
	Align Local Economic Development Plans to PEDS (Free State Growth and Development Strategy).	5 LED Plans.	Free State Growth and Development Strategy (FSGDS) Vision 2030	Metro, District and Local Municipalities	Annually	Department will review the 21 LED Strategies of the Metro, Local and District Municipalities to ensure they are aligned to the PEDS/FSGDS.
Consumer Protection Office.	Resolve Consumer Disputes.	All Disputes Lodged.	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 after receiving the filled Standard Complaint Forms and the statement by the complainant after completion of mediation process.	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.
	Number of consumer awareness campaigns	36 Campaigns		Consumers	9 Campaigns Quarterly	Department will conduct campaigns targeting people and business to raise

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	conducted					awareness about good consumer and unfair business practices.
Small Business Development.	SMMEs linked to big business.	10 SMMEs	National Small Business Act, 1996 (Act No. 102 of 1996) Broad Based Black Economic Empowerment Amendment Act, 2013 (Act No. 46 of 2013) Destlea programmes and policy on SMME support	Formal and Informal Businesses	Within 1 month	Upon the receipt of a request, Department will provide support to SMME and/or Cooperatives through the business assessment and skill needs assessment process.
	Coordinate Provincial Economic Development Initiatives Through the Provincial Economic Development Forum.	8 Meetings		Formal and Informal Business	1 Quarterly Meeting	The Department will convene Quarterly Provincial Economic Development Forum (PEDF) meetings through which Economic Development initiatives will be coordinated. This platform will also allow members to share best practices on economic development.
	Support Municipalities with various interventions relating to business regulation	4 Red Tape meetings with Municipalities		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.

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TOURISM SUPPORT						
Tourism Planning	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 renewal 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.
	Alignment of tourism development plans.	Complete 1 alignment report.	National Tourism Sector Plan Provincial Tourism Master Plan Rural Tourism Strategy	Municipalities	Annually	Upon receiving the IDP of the municipality, Department will review the IDP to ensure tourism matters are integrated within the Local Government IDP.
	Enforcement inspections.	Undertake 4 enforcement inspections.	Tourism Act No 3 of 2014	Tour Operators, Tour Guides, Hospitality Groups	Tourism Act No 3 of 2014	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

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Tourism Growth and Development						years imprisonment can be imposed by the court.
	Conduct Kasië Tourism Campaigns.	8 Campaigns	Provincial Tourism Master Plan Rural Tourism Strategy	Tourism Establishments	Bi-Annually	Skills transfer to black tourist guides and black tourism enterprises in SOPA prioritised towns.
	Establish Linkages with Private Sector for Tourism Development.	1 Linkages	National Tourism Sector Plan Provincial Tourism Master Plan Rural Tourism Strategy	Tourism Businesses	Bi-Annually	The Department will utilise its Tourism Database to establish linkages with the private sector for black owned tourism enterprises' mentorship and support by well established enterprises throughout the tourism value chain.
	Support Tourism SMMEs	4 SMMEs	National Tourism Sector Plan Provincial Tourism Master Plan Rural Tourism Strategy	Tourism Businesses	Quarterly	The Department will provide training opportunities, channel Tourism SMMEs to participate in the tourism development funds provided by national and provincial institutions.
	School Competition Program.	1 school competition	Rural Tourism Strategy and National Tourism Sector Plan	Grade 09-11 learners, tourism graduates, under graduates and Educators	06 months to a 12 months	DESTEA to initiate an HRD program targeting tourism, hospitality and consumer studies school after submission of

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	Facilitate business tourism events across all sectors for optimal socio-economic spin-offs.	1 Event	Free State Tourism Master Plan; Rural Tourism Strategy; Cooperative Act; FS Tourism Master Plan.	Events Companies	Annually	application. Entering of tourism awards where the best of the best are honoured and rewarded for providing service excellence. Lobbying of high impact business events across all sectors to be hosted in the Free State.

Approved by



MS GADIJA BROWN
HOD: DESTEA

DATE: _____

