



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

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

**Service Standards  
2018-2019  
Internal Stakeholders**



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## 1. INTRODUCTION

Our focus during this financial year will be on effective transformational leadership, innovation, accountability, attitudinal change, application of good governance practices, 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 from the constitution and entails provision of services around Environmental Management, Promotion and Protection of Biodiversity, Tourism Support, Economic Development and Support. This document (Internal Service Standards) is meant to guide both internal service recipients (officials) and service providers (departmental units). In short, Internal Service Standards can be viewed as the rules of engagement for providing services to the people requiring such services. They provide clarity to service recipients on quantity, quality and time in relation to the services rendered. Service recipients are entitled to know what they should expect from the Unit/Directorate, how services will be delivered and what they cost, and what service recipients can do when services they receive are not acceptable. Internal Service Standards provide the behavioral attributes that leads to consistent service delivery.

These Service Standard is presented to guide not only the service recipients, 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:

<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."

### 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 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
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Public Service Act, 1994 as amended by Act 30 of 2007</li> <li>• Public Administration Management Act, 2014</li> <li>• Public Finance Management Act - Act 1 of 1999</li> <li>• State Information Technology Agency (SITA) Act</li> <li>• Protected Disclosures Act - Act No 26 of 2000</li> <li>• Promotion of Access to Information Act, 2000</li> <li>• Promotion of Administrative Justice Act, no. 3 of 2000</li> <li>• Prevention and Combating of Corrupt Activities Act, 2003.</li> </ul>	<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> <p>To provide for the strengthening of measures to prevent and combat corruption and corrupt activities; to provide for investigative measures in respect of corruption and related corrupt activities</p>

## 8. Service Standards

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
<b>OFFICE OF THE MEC</b>						
Office of the MEC	Approval of submissions	All submissions received from the HOD's Office requiring approval and/or sign off by the MEC.	Public Service Act and/or Regulations. Departmental Policies.	DESTEA Employees	Approval and/or processing of submissions within 8 hours.	Notwithstanding the hectic and unpredictable schedule of the political office bearers (MEC), all submissions will be approved/processed within 8 hours of receipt.
	Handle Labour Relations Appeals	Handle all misconduct appeals.	Disciplinary Code and Procedures for the Public Service (PSCBC-Resolution 1 of 2003). Relevant prescripts which brought about the charges. Grievance Rules and Procedure for Public Service. Chapter 10 of the SMS Handbook, Rules for dealing with the grievances of members of the SMS in the Public Service Public Service Act, 1994 as amended, in terms of (Section 17 (3) (b)	DESTEA Employees	Appeals handled within 30 days.	The employee after receiving sanction must submit his or her sanction within 5 working days to the executing authority. MEC to attend to the appeal within 30 working days after the receipt of the appeal of the finding or sanction.
		Handle all grievance appeals/dissatisfaction within 8 hours.		DESTEA Employees	Grievances handled within 8 hours.	The MEC to respond to the aggrieved employee within 10 days after the receipt of the appeal/representation
Handle all representations made to the office of the MEC within 30 days		Employees who are dismissed in terms of Section 17 (3) (a) (i) of the Public Service Act, 1994 as amended (Abscondment)	Representations made handled within 30 days.	The MEC to respond to the representation made by the official who absconded/dismitted in terms of the Public Service Act within 30 working days.		



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	Process and/or vetting Permits Applications.	Vetting all permit applications received	NEMA 107 of 1998; NEM: National Appeal Regulations.	DESTEAs Permits Unit	Vetting of all permit applications within 8 hours.	Upon receipt of all documents required, the Office of the MEC will vet the application within 8 hours and submit to DDG: Environmental Affairs for approval.
	Handle complaints and queries.	Handle all complaints and queries.	Public Service Act and Regulations. Departmental Policies.	DESTEAs Employees	Handle all complaints within 8 hours.	Upon lodging a complaint, the Office of the MEC will provide the complainant with a feedback within 8 hours.
<b>OFFICE OF THE HOD</b>						
Office of the HOD	Approval of submissions	Handle all submissions	Departmental Legislative Framework (Public Service Act/Regulations; PFMA, NEMA)	DESTEAs	Approval of Submissions within 1 working day.	Upon submission of all relevant information – The HOD will approve the submission 8 hours
	Handle Complaints and Queries	Handle all complaints and/or queries.	Departmental Legislative Framework (Public Service Act/Regulations; PFMA; NEMA)	Internal Staff and External Stakeholders	Handle complaints within 1 working day (depending on their complexity)	Upon receiving the complaint and provision of necessary documentation, the HOD will respond to the lodged complaint within 8 hours.
Secretariat Unit	Provision of Secretariat Services	All Compile minutes and distribute them within 7 working days	Institutional Arrangements Other applicable legislations like MISS, PAIA	Departmental Management Structures and Standing Committees	Distribute minutes within 7 days	The Secretariat will compile the minutes and distribute the copies for verification/inputs within 7 days after the meeting.
<b>FINANCIAL MANAGEMENT</b>						

**SERVICE STANDARDS**

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Office of the CFO	Approval and/or verification of submissions	Process all submissions/requests.	Public Finance Management Act, NO. 1 OF 1999 as amended by: Public Finance Amendment Act, No. 29 of 1999, ACT.  Applicable Treasury Regulations.  Instruction Notes  Internal Memo  Practice Notes	DESTEА	1 Day to process submissions	Upon submission of all relevant information, the CFO will provide sound advice/recommendation/approval within 1 day on all submissions with financial implications before forwarded to the HOD for approval or Logis for processing.
Acquisition Management.	To obtain quotations from suppliers for services and/or goods for less than R30 000.00.	Process all requests received.		DESTEА Service and Goods Providers	Provide quotations within 4 working days.	SCM will solicit a minimum of three quotations from service providers within 4 working days upon the receipt of the request from Directorates.
	Procure goods and services through transversal contracts.	Process all requests received.		DESTEА Service and Goods Providers	Provide quotations within 2 working days.	SCM to solicit a quotation from service providers on transversal contract within 2 working days upon the receipt of the request from Directorates.
	To obtain quotations from suppliers for services and/or goods for value that is between R30 000. 00 and R500 000.00.	Process all requests received.		DESTEА Service and Goods Providers	Provide quotations within 10 working days.	SCM to solicit a minimum of three bids/price quotations from service providers within 10 working days upon the receipt of the request from Directorates.
	To procure goods and/or services for value that is above R500 000.00 threshold through tendering process.	Process all requests received.		DESTEА Service and Goods Providers	Award the tender within 60 days after closing of the bid.	The Department will appoint the successful bidder within 60 days after closing of the bid upon the receipt of all requested documents like filled bid certificates, tax clearance certificates and others as specified.



**SERVICE STANDARDS**

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Fleet, Auxiliary Services and Property Management	Allocate Office Space/ Accommodation to all officials who qualify	Allocate Office space to all qualifying officials.	GIAMA No 1 of 2010	DESTEA Officials	Request for Office Space processed within 5 working days.	Following notification of a new appointment, the directorate will allocate the office space within 5 working days after receiving a request.
	Provide Maintenance Services.	Attend to all reported incidents for maintenance.		DESTEA	Maintenance request handled within 2 days	The Directorate will attend to a maintenance request within 2 days after receiving the report and where needed, develop the specifications to SCM to source quotations from SCM. SCM processes will kick in and contingency measures will be provided where necessary.
	Disposal of Assets	Identify and dispose all obsolete, redundant and irreparable assets.	PFMA, 1 of 1999 as amended, TR 10 .SCM Framework 16A7	DESTEA PUBLIC	Quarterly	Department to ensure that disposable assets are dealt with and Asset Register is accordingly updated.
	Provision of GG transport	Process all requests for transport.	Departmental Transport Policy Transport Procedure Manual	DESTEA	Request processed within 3 working days.	Upon submission of all relevant documents, the Fleet Management Section will process the request within 3 working days subject to availability of GG cars.
	Cleaning	Clean all the Departmental premises.	OHS Act	Departmental Premises	Daily on regular intervals.	Departmental premises to be kept clean and tidy at all times
	Financial Accounting	Process all sundry payments.	PFMA, 1 of 1999 as amended, Treasury Regulation	DESTEA	Process within 5 days	Upon the receipt of the claims, Payroll will capture the claims immediately for payment.

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Financial Management	Provide Budgetary Services.	Provide advice and assistance on all requests.	PFMA, 1 of 1999 as amended. Treasury Regulation	DESTEA	Process within 1 day.	Upon the receipt of the request, CFO will make a shifting within a day. For shifting from one programme to the other that must be sanctioned by Treasury, CFO will process such request within one day and submit to PT for approval.
<b>CORPORATE SERVICE</b>						
Human Resource Management	Filling of Posts	Fill all vacant funded posts.	Public Service Regulations, 2016.	DESTEA Units	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
	Handling of Labour Relations Matter	Handle all misconduct cases within 90 days	Disciplinary Code and Procedures for the Public Service (PSCBC; Resolution 1 of 2003); Chapter 7 of SMS Handbook; Grievance Rules and Procedure for Public Service, and; Chapter 10 of the SMS Handbook, Rules for dealing with the grievances of members of the SMS in the Public Service.	DESTEA Employees	Misconduct cases finalised within 90 days.	Upon receipt of referral for misconduct, the LR must finalize the disciplinary matter within 90 days and grievance within 30 working days.

**SERVICE STANDARDS**

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
Organisational and Human Resource Development	Job Evaluation of Posts.	Complete job evaluation process within two months after receiving the request	Provincial Job Evaluation Strategy. Public Service Regulation, 2016, Chapter 4, Part 1	DESTEAs Units	Within two months.	Upon the receipt of the request, DESTEAs will ensure that posts are evaluated to determine the salary levels before they can be advertised and filled.
	Roll out of identified training programme.	Implement all identified training programmes.	Public Service Regulation, 2016.	DESTEAs Employees	Within a Year	Upon approval of the Workplace Skills Plan, Human Resource Development (HRD) will implement the identified training programmes.
Employee Health & Wellness Programme	EHWP offers crisis intervention services.	All affected employees and families.	EHWP Policies. Wellness Management	Employees and family members.	Crisis intervention provided immediately.	EHWP to offer crisis intervention immediately after the incident has been reported.
	EAP offers trauma defusing and trauma debriefing services.	Provide trauma defusing and debriefing to all affected employees and families.	HIV/AIDS, STI & TB Management Occupational Health & Safety Policy		Trauma defusing done within 24 hours and debriefing within 72 hours.	EAP to provide trauma defusing and debriefing after the incident has been reported.
	Conduct health and safety inspections audits.	All departmental facilities.	Amended Occupational Health & Safety Act no 85 of 1993		Within 6 months.	OHS Officer to conduct bi-annual inspection audits
	Conduct Health Risk Assessments and provide support to chronically ill officials.	All employees and all chronically ill employees.	SHERQ Management Policy Health and Productivity Policy		Health Risk Assessment done within 6 months. Support within 72 Hours.	EHWP to conduct Health Risk Assessment (HRA) bi-annually to support and enrol all affected employees in the Disease Management Programme (DMP)
	Provision of IT services (Internet and E-mails)	Provide services and access to all qualifying employees.	Departmental Corporate Governance of ICT Framework	DESTEAs Employees	Within 8 working hours.	Upon the receipt of the request, the ICT will provide the requested services within 8 working hours.



**SERVICE STANDARDS**

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	Develop IT specifications for Procurement of IT Equipment/Tools....	Process all requests.		DESTEA Employees	Compile within 8 working hours	Upon the receipt of the request, IT will provide users with correct and accurate specifications within 8 working hours.
<b>Legal Service</b>	Handle all Litigation and Legal Advice requests.	Process all legal advice requests.	Constitution of RSA, 1996 Public Service Act PFMA	DESTEA Units	Legal Advice within 7 working days of receipt of a request and within DIES for litigation	Upon the receipt of the request and provision of necessary documents, the legal opinion will be provided with 7 working days and within DIES for litigation.
	Drafting and Review of Departmental Legislation.	Process all requests.	Constitution of RSA, 1996	DESTEA Units	Within 30 Days	The Legal Service will finalize the request within 3 months to six months depending on complexity of the subject matter and consultation processes.
	Compile SLAs/MOA for the Department	Process all request.	Constitution of RSA, 1996 PFMA	DESTEA Units	Within 7 working days	The Legal Services will, within 30 days, upon the receipt of the instruction and all necessary documents received and all parties reached consensus complete the contract.
<b>Communication Services</b>	Handle all PAIA Enquiries.	Attend to all PAIA requests.	PAIA PAIA	All Interested Parties	Within 30 working days	DESTEA will acknowledge the request on access to documents within 5 days. The response to the request will be done between 7 days to 1 month depending on the classification of the document.
	Respond to media enquiries	Respond to all media enquiries.	Media liaison strategy	Media houses	Within 24hrs (with verified information)	Upon the receipt of media enquiry, Communication will reply with relevant, accurate and up to date information within 24 hours.
	Provide advice to corporate events.	Attend all plenary meetings of corporate events	Guidelines on Corporate and Departmental events	DESTEA Units	All events planned in accordance with the approved guidelines	Corporate events should be in line with policy

**SERVICE STANDARDS**

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	Brand and Reputation Management	Ensure that CI manual is compiled to at all times	Corporate Identity Manual	DESTEA Units	All branding is in compliance to Corporate Identity Manual	All printed material and stationery always in line with the CI manual
Security Service	<p>Security Clearance: Facilitate Vetting Process of the officials occupying critical posts (e.g. SMS, Supply Chain, MEC's &amp; HOD's Offices etc.) Pre-Screening of the Potential employees</p>	<p>Verification of the information provided (check if all the documents required are attached and the forms completed as required). Submit vetting or Pre-Screening Form/s to the State Security Agency within 5 days of receipt for further handling.</p>	<p>Public Service Act 103 of 1994 Protection of information Act, 1982 (though considered as outdated as it contains some provisions that are contrary to the constitution).</p>	<p>Officials occupying critical posts: Including, SMS, MEC Support Staff, HOD Support Staff, SCM, Finance; Audit and Legal.</p>	<p>Vetting process takes 12 months to be completed. Pre-Screening process takes 2 months to be completed.</p>	<p>State Security Agency (SSA) to provide feedback to the department. The department is expected to take necessary actions if needs be, based on the results provided by SSA.</p>
	Fraud Prevention and Anti - Corruption	<p>Conduct Awareness sessions to educate the officials about Fraud and Corruption and how to report such cases. Attend to Hot Line cases forwarded to the department by the Premier's Office. Investigate Fraud and Corruption cases.</p>	<p>Internal Security Policy Protected Disclosures Act Prevention and Combating of Corrupt Activities Act</p>	<p>Departmental Officials (including Reserves &amp; Resorts and Service Centres)</p>	<p>Quarterly Sessions  Within 40 days  Within 24 hours</p>	<p>Security Services to provide Fraud and Corruption awareness sessions to employees once every quarter  On receiving complaints lodged with ACH, Security Services to provide reports within 40 days to OTP/PSC. On Fraud and Corruption incidents, investigations will be done within 24 hours and the report provided within 30 days depending on complexity of the case. Security Services will liaise with other law enforcement agencies where applicable.</p>

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	Coordinate submission of Financial Disclosures.	100% submission of E-Disclosure forms.	Public Service Regulations of 2016, Chapter 3: Financial Disclosure of members of the Senior Management Services and certain other employees.	SMS Members	By 30 April of the new financial year.	Upon submission of financial disclosures by SMS, the Ethics Officer will conduct the analysis and forward all applications to the Executive Authority (MEC) and ensure that he/she signs them off to the Public Service Commission (PSC) before 31 May.
		All level 2 – 12 Officials conducting business outside work.		Level 2 – 12 Employees	Within a month	Upon receiving the request from the supervisor and proper due diligence conducted by the Ethics Officer, the application will be submitted to the MEC for approval.

Approved by

  
 MS GADIJA BROWN  
 HOD: DESTECA

DATE: \_\_\_\_\_

