



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



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1. INTRODUCTION

This serves as the service catalogue that provides the citizen with array of services that this Department is offering and the obligation on the side of citizen to access such services. Not only are services listed together with concomitant responsibility of citizen to access such services, but the document will also provide turnaround times (standards) by which time citizen can expect the service to be rendered. This is aimed at addressing the issue of service delivery, which is a corner stone this government.

2. CORE FUNCTIONS OF THE DEPARTMENT

The Department comprises of three components namely Economic Small Business Development, Tourism and Environmental Affairs. The core functions undertaken within these components are as follows:

ENVIRONMENTAL AFFAIRS	TOURISM	ECONOMIC AND SMALL BUSINESS DEVELOPMENT
Ensure biodiversity conservation	Radically grow the tourism sector's contribution to the provincial economy	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	Radically transform the tourism sector	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
Batho Pele	Putting People First.
Learning and Innovation	Encourages recognition of new information and techniques by instilling a culture of learning and innovation.
Professionalism	All personnel should act professionally at all times when delivering services.
Team work	Encourages team work to accomplish its mandates more effectively.
Trustworthiness	Creates a high level of trust among working groups and individuals.
Integrity	All should hold a sense of justice and fairness towards others and clients.
Honesty	Personnel to provide accurate and full feedback to their colleagues, managers and clients.

6. 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
- Environmental Management and Conservation
- Provincial Public Entities dealing with Economic Development, Gambling & Liquor and Tourism

7. Legislative Mandate

Programme Name and Core Function	Legal Mandate
	Economic Development
SMME Development	<ul style="list-style-type: none"> • Free State Development Corporation Act 5 of 1995 • National Small Business Act, 1996 (Act No. 102 of 1996) and Amendments • Business Act 1991, (Act No. 71 of 1991) • National Small Business Amendment Act, 2004 (Act No. 29 of 2004) • Broad Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003)
Gambling & Betting Administration	<ul style="list-style-type: none"> • National Gambling Act (No. 7 of 2004) • Free State Gambling and Liquor Authority Act, 2010 (Act No.6)

Programme Name and Core Function	Legal Mandate
Consumer Protection	<ul style="list-style-type: none"> of 2010) Free State Consumer Affairs (Unfair Business Practices) Act, 1998 (Act No. 14 of 1998)
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) Free State Liquor Act, 2007 (Act No. 3 of 2007)
Trade Inspection	<ul style="list-style-type: none"> Trade Metrology Act, 1973 (Act No. 77 of 1973) Credit Agreement Act, 1980 (Act No. 75 of 1980)
Environmental Affairs	
Protected Areas Management	<ul style="list-style-type: none"> National Environmental Management Act, 1998 (Act No.107 of 1998) and Amendments Environmental Conservation Act, 1989 (Act No. 7 of 1989) Free State Nature Conservation Ordinance , 1969 (Ordinance No. 8 of 1969) Environmental Management: Biodiversity Act, 2004 (Act No. 10 of 2004) National Environmental Management: Protected Areas Act, 2003 (Act No.57 of 2003) National Heritage Recourses Act, 1999 (Act No. 25 of 1999) World Heritage Conservation Act, 1999 (Act No. 49 of 1999) Game Theft Act, 1991 (Act No. 105 of 1991) National Water Act, 1998 (Act No. 36 of 1998) National Environmental Management: Waste Act, 2008 (Act No.59 of 2008) National Environmental Management: Air Quality Act, 2005 (Act No. 39 of 2005) Veld and Forest Fire Act, 1998 (Act No. 101 of 1998) Conservation of Agricultural Resources Act, 1983 (Act No. 43 of 1983) Animal Protection Act, 1962 (Act No.71 of 1962)
Tourism	
Tourism	<ul style="list-style-type: none"> Tourism Act, 1993 (Act No.72 of 1993) Free State Tourism Authority Act, 2005 (Act No. 3 of 2005)



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8. Service Standards

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
SUPPLY CHAIN MANAGEMENT						
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 the service provider within 30 days after the receipt of the correct invoice.
	To obtain quotations from suppliers for services and/or goods	Minimum of 3 quotations to be secured within 7 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 Directorates	Provide Directorates with quotations for services and/or goods within 7 days	SCM to solicit a minimum of three quotations from service providers within 7 working days upon the receipt of the request from Directorates.

SERVICE STANDARDS						
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	To obtain quotations from suppliers for services and/or goods for value that is between R30 000.00 and R500 000.00.	Minimum of 3 Bids to be secured within 10 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 Directorates	Provide Directorates with quotations for services and/or goods within 10 days	SCM to solicit a minimum of three quotations from service providers within 10 working days upon the receipt of the request from Directorates.
	To invite bids for services and/or goods for value that is above R500 000.00 threshold.	Issue the bid document to the potential bidders within advertisement period	Public Finance Management Act, NO. 1 OF 1999 as amended by. Public Finance Management Amendment Act, No. 29 of 1999. ACT. To regulate Applicable Treasury Regulations	Service Providers	Award the tender to the successful bidder within 90 days after closing of the bid	The Department will appoint the successful bidder within 90 days after closing of the bid upon the receipt of all requested documents like filled bid documents, tax clearance certificates and others as specified.

ENVIRONMENTAL AFFAIRS



SERVICE STANDARDS

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
Compliance and enforcement	Enforce Compliance with Environment Management Legislation.	Issue 4 200 Biodiversity Permits to individuals and organization whose activities evolve around usage of natural resource.	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	Biodiversity Permit issued within 10 working days	Upon submission of a filled application form and submission of proof of payment of required fee, the Department will issue the applicant with Biodiversity Permit within 10 working days.
	Conduct Enforcement Actions for Non-Compliance.	Business or operations that fails to ensure their compliance with provisions on Biodiversity and (fauna and flora)	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.	Permit Holders (Persons and entities involved in the use of natural resource)	Ongoing Process	Upon the receipt of the biodiversity permit, the department will conduct routine inspection on business or activity to ensure adherence to the conditions related to the permit.

SERVICE STANDARDS						
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Environmental Management			Criminal Procedure Act, 51 of 1977. National Water Act, 36 of 1998.			
	Designation of Environmental Management	Carry 90 (brown issues namely, Environmental Authorisation, Waste	National Environmental Management Act, 107	Officials who have completed EMI Course offered by	Demand driven	Upon completion of the EMI Course, the MEC on the advice of the HOD,
	Inspectors "Green Scopions"	Licenses, Complaints, etc) compliance inspections to enforce compliance to regulations related to environmental management.	of 1998. National Environmental Waste Management Act No.59 of 2008. NEM:AQA Environmental Conservation Act 73 of 1989. Criminal Procedure Act, 51 of 1977.	DEA.		will appoint/designate Environmental Management Inspector(s) who will conduct routine inspections (which will include seizing evidence), investigate acts on non compliance to environmental legislations.

SERVICE STANDARDS

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Environmental Management	Issue and Review environmental impact assessment	Review and Issue 80% of the EIA applications received by the department every year.	National Environmental Management Act, 107 of 1998 (as amended)	Industries/Companies Government General Public	197 days for the Department to review and issue Environmental Authorization (Basic Assessment) 300 days for the Department to review and issue Environmental Authorization (Full Scoping & Environmental Impact Report). NB: Transitional arrangements applied on old EIA regs August 2010.	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 Environmental Authorization within 197 days for Basic Assessment. OR Review and issues Environmental Authorization within 300 days for Full Scoping & Environmental Impact Report
	Issue Waste Management Licences(WML)	Process 80% of applications received for Waste Licence each year.	National Environmental Waste Management Act No.59 of 2008	Government Industries/Companies	197 days for the Department to review and issue Waste Management Licences (Basic	Upon the receipt of R2 000.00 application fee for Basic Assessment or R10 000.00 for Full Scoping & Environmental Impact Report application

SERVICE STANDARDS						
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				General Public	Assessment-BA). 300 days for the Department to review and issues Environmental Authorisation within the legislated time frames (Full Scoping & Env. Impact Report - S&EIR).	fee, the Department will capture applications on NEAS and acknowledge within 10 days. Review and issue Environmental Authorisation within 197 days for Basic Assessment. OR Review and issues Environmental Authorisation within 300 days for Full Scoping & Environmental Impact Report
	Train Waste Management Facilities on Waste Information System	Train 5 Waste Management Facilities on WIS	National Environmental Waste Management Act No.59 of 2008	Waste Management Facilities (Landfill sites)	Annually and also demand driven	Upon the receipt of the request, the Department will provide the training to the requester with 1 day training within 3 months.

SERVICE STANDARDS						
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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	Please provide the standard	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.
	Marketing of Resorts	Conduct 4 marketing actions	Hospitality Industry norms and standards	Private Persons Institutions (schools, departments, companies, etc.)	Please provide the standard	The department to provide clients with facilities for accommodation and or conferencing upon the payment of required fee.
EPWP	Creation of job opportunities through departmental EPWP grant	Create 75 jobs through EPWP	National Environmental Management Act, 107 of 1998 (as amended) Basic Conditions of Employment Act, 1997 Ministerial Determination 4: Expanded Public Works Programme Public Finance Management	Youth Women Persons with disabilities	Appoint people within 2 months of receiving grant letter	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.

SERVICE STANDARDS

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
Environmental planning and coordination.	Review of the Integrated Development Plans for environmental content from municipalities.	Conduct 24 Reviews of IDPs.	Amendment Act, No. 29 of 1999. ACT. National Environmental Management Act, 107 of 1998; Hazardous Substances Act 15 of 1973 Environmental Management: Biodiversity Act, 2004 (Act No. 10 of 2004)	4 Districts 19 Local Municipalities 1 Metro	Annually	Department will review of the IDPs of the Metro, District Municipalities and Local Municipalities bi-annually upon the receipt of the IDP documents.
Environmental Empowerment Services	Empower schools through the creation of environmental awareness programme. Train community members as rangers.	Register 110 Schools Train 200 rangers.	National Environmental Management Act, 107 of 1998. Departmental Environmental Awareness initiative National Environmental Management Act, 107 of 1998.	Schools Community members	Annually. Annually	Department will register the school for this programme in 4 weeks after having submitted the application forms. Department will offer training for this programme annually after individuals/organisations have submitted the request within 2 months.

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ECONOMIC AND SMALL BUSINESS DEVELOPMENT						
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	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	New and Existing Business	1 year	Department will assist to process the request in 12 months after receiving the



SERVICE STANDARDS

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			and policies			supporting documents: Business Plan Partnership agreement if any, Tax Clearance, Registration Certificate and Business 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 –	Business Municipalities Sector Departments	Quarterly	One report per quarter will be produced reflecting on key economic indicators and sectors driving the provincial economy.

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			2016/17			
	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.
	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.

SERVICE STANDARDS

SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
Small Business Development.	Support of existing SMMEs.	Support 100 SMMEs.	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 (MESPP)	Formal and Informal Businesses	Within 3 months	Department will provide assistance to SMME 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.	Support 150 SMMEs.	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 (MESPP)	Formal and Informal Business	12 months (Existing) 24 months (new)	Departmental will provide assistance to the SMME withing in 24 months in line with the Process Flow (Business registration, business plan , access-skills, markets, finance and incentives and aftercare) Necessary documents to be obtained .

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
	Support of existing cooperatives.	Support 15 cooperatives.	Co-operatives Act, No 14 of 2005 Co-operative Amendment Act, No 6 of 2013	Registered Cooperatives	Within 3 months	Department will provide assistance to Co operatives 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 co-operatives.	Develop 20 co-operatives.	Co-operatives Act, No 14 of 2005 Co-operative Amendment Act, No 6 of 2013	Registered Cooperatives	12 months (Existing) 24 months (New)	Departmental will provide assistance to the Co operative within 24 months in line with the Process Flow (Business registration, business plan , access- skills, markets, finance and incentives and aftercare) Necessary documents to be submitted.

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
	Facilitate the migration from Small to Middle Enterprises	Facilitate 500 small business	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)	Small Businesses	Within 24 months	Department to assist SMMEs and Cooperatives within 24 months through Portfolio Management Mechanism.
TOURISM						
Tourism Planning	Provide Regulatory Framework for Tourism.	01 Provincial Tourism Safety Plan.	National Tourism Safety Strategy. Provincial Tourism Safety Plan (Done by SAPS).	Tourists, Travelers, Tour Operators, Tour Guides, Hospitality,	12 months	DESTE to develop Tourism safety plan to ensure compliance and safety of tourists, travellers in the province and collaborate jointly with SAPS within 12 months after public and stakeholder consultation
			Tourism Act 3, 2014, National Tourism			

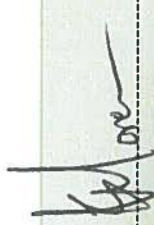


SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Target Group	Standard	Statement
	Established Provincial Tourist Guide Association	2 Formalized Provincial Structure.	Sector Strategy.	Tourism industry and stakeholders.	06 months	DESTEa to establish two Tourist Guide Association to inform the provincial plans in 06 months
Tourism Growth and Development	Flea Market.	2 Flea Markets	Rural Tourism Strategy, Domestic Tourism Growth Strategy and the National Tourism Sector Strategy.	Tourism SMMEs, community enterprises based in municipalities.	04 months	The Department will facilitate the establishment of two Flea Markets in two on the districts of the province after engagements with relevant stakeholders, including municipalities
	Facilitate Grading of Tourism Establishments in the Province	Facilitate 80% of requests received	Rural Tourism Strategy, Domestic Tourism Growth Strategy, the National Tourism Sector Strategy and National Tourism Service Excellence Strategy	Hospitality sector within the tourism industry	03 months	DESTEa to assist with facilitation of the grading an establishment within three months after payment of stipulated prizes and adjudication processes has been completed by TGCsa.
	Develop New and Upgrade Existing Tourism Attractions through TIP	Facilitate infrastructural development of tourism products, expansion of existing ones	Rural Tourism Strategy, Domestic Tourism Growth Strategy and the National Tourism Sector Strategy	Tourism enterprises and the community	12 months	Upon the submission of required documents that include business plan, title deed, IDP/letter of support from the Municipality, the DESTEa will facilitate a process of submitting the proposal to NDT for

SERVICE STANDARDS						
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						development of new and existing tourism products. The process may take 12 months before implementation.
	<ul style="list-style-type: none"> Facilitate development of Tourism Cooperatives 	<ul style="list-style-type: none"> Develop two cooperatives. 	Free State Tourism Master Plan, National Tourism Sector Strategy, Rural Tourism Strategy, Cooperative Act, Tourism Act 2014, National Tourism Domestic Strategy	Community people who are interested in starting a tourism enterprise	04 months	Enterprise development and ensure that emerging businesses are supported and are formally registered to become an entity that operates fully and functionally
	<ul style="list-style-type: none"> Free State Transformation Plan 	<ul style="list-style-type: none"> 01 Transformation Plan developed 	National Tourism Transformation Plan, Tourism Act 3, 2014	Tourism Industry	Annually	Ensure that the province address BBEEE Tourism Charter and that PDI enjoys the economic spin-offs of tourism
	School Competition Program	100 Schools	Rural Tourism Strategy and National Tourism Sector Plan	Grade 09-12 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 schools. It takes about 06 months to complete the application and awarding processes.

SERVICE STANDARDS						
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Tourism Transformation	Facilitate development of Tourism Cooperatives	02 cooperatives.	Free State Tourism Master Plan, National Tourism Sector Strategy, Rural Tourism Strategy, Cooperative Act , Tourism Act 2014, National Tourism Domestic Strategy	Community people who are interested in starting a tourism enterprise	04 months	The Department will facilitate the establishment of the cooperative within 4 months after receiving all the relevant documents: ID; Constitution and proof of payment.
	Free State Transformation Plan	01 Transformation Plan developed	National Tourism Transformation Plan, Tourism Act 3, 2014	Tourism Industry	Annually	After conducting consultation with stakeholders within the Tourism Industry, the Department will develop Provincial Tourism Plan with 12 months

SERVICE STANDARDS						
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	School Competition Program	1 school competition	Rural Tourism Strategy and National Tourism Sector Plan	Grade 09-12 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 application.


 MR. T MOREMI
 ACTING HOD: DESTEA

03/07/2015
 DATE:

