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# DESTEA BULLETIN



**destea**

department of  
Economic, Small Business Development,  
Tourism and Environmental Affairs  
FREE STATE PROVINCE

## SUPPORTING SMALL BUSINESS IS *BIG BUSINESS*



BLOEMFONTEIN:MEC Limakatso Mahasa took small business support to another level when she directly engaged more than 120 small businesses supported by DESTEA recently. Her message to Free State business community during the DESTEA Service Delivery Day was that DESTEA support economically viable and sustainable enterprises for the development, growth and transformation of the provincial economy.

The entrepreneurs have received both financial and none financial support from DESTEA and its entities. At the listening session were business people and individuals supported by small business development section with equipment, youth assisted from Tabalaza, others in agro processing, environment and consumers who were saved millions through the department's Consumer Protection Programme.

The highlight of the day was the listening session where the focus was the testimonies by beneficiaries about how they were assisted by the department and how their businesses have improved since the intervention by DESTEA.

One of the testimonies came from Mr. and Mrs. Pearce from the Stick and Stones Antiquity Company situated in Parys. They specialize in space saving furniture made from pallet

wood, recycled and made into nice new useable furniture for all households, indoor and outdoor designs. They had the opportunity to exhibit their products at one of national exhibition shows. Since the exposure through DESTEA's assistance at these exhibitions, the demand for their product has grown, they said.

Serasengoe Moodie and Sehularo Selaledi from Amity Development Solutions have a biltong



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producing company. The company is based in Thaba Nchu. Amity development solutions received assistance through agro-processing development fund pitching session. They have testified that since the intervention by DESTE, their business has now expanded to owning livestock. This means that they no longer have to buy their raw material elsewhere to produce biltong.

Responding after listening to the good stories of beneficiaries, MEC Limakatso Mahasa said SMMEs should make use of opportunities granted to them by the department and government in general. She further encouraged SMMEs to participate in discussions

with the department in an effort to ensure that nothing is done without their inputs. One of her commitments she made is that the closed clothing factory in Kroonstad will be re-opened to create jobs. Among others she would like to see the casino licence coming to Kroonstad.

Some of the SMMEs exhibited and sold their products to their counterparts, exhibitions consisted of design wear, beauty products, relish sauces and low energy saving mechanisms.

As part of the day's activities, the MEC announced the establishment of the Smouse Container

Park Development. This container park in Phomolong will provide opportunities for several local businesses.

From the Smouse Park, MEC Mahasa accompanied by Acting Mayor of Mophaka Local Municipality; Councillor Brandon Rooikrans interacted and engaged more than 500 community members of Maokeng township at Constantia Hall about services offered by the department. Community members had an opportunity to voice their challenges, amongst the issues raised was the need to open DESTE offices in Kroonstad and DESTE Environment office to assist

the local people to clean the grave yard. Generally, people were making business conversations.

MEC also indicated her plans for food festival and to open a shopping centre in Kroonstad. The MEC concluded by saying that people with viable business ideas should be assisted. She additionally handed over productive equipment to 21 emerging and deserving entrepreneurs. Equipment handed over ranged from laptops, fridges, lawn mower, hoover and trollies.

This was a true testimony that DESTE Small Business support is a runaway success.

## DESTE SERVICE DELIVERY DAY





## DESTE Small Business Support is a Runway Success



**destea**  
department of  
Economic, Small Business Development,  
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FREE STATE PROVINCE

The main focus and mandate of the Department of Economic, Small Business Development, Tourism and Environmental Affairs is to champion economic activities in the Free State in order to ensure that the government programmes make a difference in the lives of our People. The department offers financial as well as non-financial support to SMMEs from all sectors in an effort to ensure their development and sustainability.

The following funding incentives to suit the needs of various enterprises have been packaged and continue to enhance sustainability and success of enterprises in the Free State.

- Enterprise Development and Support Incentive:** Targeted at start-up enterprises; with the aim to provide enterprises with equipment and/or upgrade of business premises to support the business operations.
- Risk-Sharing Incentive:** This scheme is targeted at medium to large enterprises and is aimed at providing co-funding contribution on behalf of the enterprise to minimize the risk and thus unlocking access to funding from developmental funding institutions or commercial banks.
- Tabalaza:** A platform that links Free State businesses or ventures with potential investors/venture capital for support.
- Agro Processing:** Support and grow the Agro processing sector in the province.
- Incubator Support:** Acknowledge the important role played by the business incubators in the province and to support them and some of their top performing incubates.

MEC Limakatso Mahasa brought together recipients of DESTE Small Business Support to hear from them how they have been assisted. One of the beneficiaries of DESTE's Small Business Support Serasengoe Moodie of Amity Development Solutions says, "we were one of the recipients of Agro-processing grant and our business is growing from strength to strength because of the support, we are grateful".

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## PHUTHADITJHABA INDUSTRIAL PARK SHOULD BE EXPLORED TO BENEFIT NOT JUST THE PROVINCE, BUT THE ENTIRE COUNTRY



The strategic location of the Phuthaditjhaba Industrial Park should be explored to benefit not just the province, but the entire country. This was said by the Deputy Minister of Trade and Industry, Mr Bulelani Magwanishe who was speaking during the official launch the revitalised Phuthaditjhaba Industrial Park at the Phuthaditjhaba Multi-Purpose Centre in QwaQwa today.

The industrial park has been revitalised to the value of R50 million by the dti under its Industrial Parks Revitalisation Programme. Magwanishe said the Phuthaditjhaba Industrial Park which is part of Department of Trade and Industry (the dti) led Industrial Parks Revitalisation Programme (IPRP) is intended to respond unemployment in the province and should also be explored to benefit not just the province, but the entire country. He added the

province is strategic in many respects, most important being that it connects to six provinces and is the neighbour to the Mountain Kingdom of Lesotho.

"For this year, the Minister of Trade and Industry, Dr Rob Davies announced that R216 million has been set aside for the revitalisation of industrial parks. Phuthaditjhaba is one of the five industrial parks that stand to benefit, as we will be proceeding with the other phases of revitalisation. Today we recognise the completion of the first face of the programme in this industrial park, which was realised through an allocation of R50 million. This launch follows the completion of the first phase of the Botshabelo Industrial Park also here in the Free State," said Magwanishe.

Magwanishe stated that with the Free State Development Corporation commitment to woo in other Small Medium

and Micro-sized Enterprises to consider locating in the park, we are bound to drastically reduce unemployment which is very high in this area. Most importantly, Magwanishe said is it important for these parks to be properly maintained, for them to be able to sustain and increase their occupancy rate because the business friendly environment.

"We are here on the backdrop of the Investment Summit, which confirmed the confidence that the local private sector and multi-nationals have in South Africa, we therefore need to take advantage of these Industrial Parks to increase investment and create sustainable employment," said Magwanishe. Magwanishe also noted that there is hope for the South African

economy and that signifies hope for the people. "As we are to embark on phase two of the revitalisation programme, upon its completion we must be able to tell a story that, we have decreased the vacancy rate which currently stands at 40% and the employment rate which currently stands at 7518 has been hugely increased.

In her address the Free State Member of the Executive Council for Economic, Small Business Development, Tourism and Environmental Affairs, Ms Limakatso Mahasa said, Black Industrialist in the province should take the opportunities presented to them by the government. She challenged them to work with the government towards ensuring that the economy growth in the area is able to create the much needed jobs.





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Maluti a Phofung Local Municipality Cllr Gilbert Mokotso acknowledged the efforts and expressed graduate towards the revitalisation of the industrial area as it contributes drastically to the struggling economy of the municipality and looks forward to the infrastructural improvements that will come with the upgrade. The municipality waits in jubilation the commencement of Phase

two of the revitalisation as it further indicates more job opportunity for the locals.

The event was a collaboration amongst the Department of Trade and Industry (the dti), Department of Economic, Small Business Development, Tourism and Environmental Affairs (DESTE), Free State Development Corporation (FDC), as well as the Thabo

Mofutsanyane District and Maluti-a-Phofung Local Municipalities.

The revitalisation of the Phuthaditjhaba comprised of the upgrading of the security infrastructure including fencing, street lighting, installation of boom gates, pedestrian gates, installation of CCTV cameras and control room, as well as the refurbishment of high mast lights.

Caption: Free State Member of the Executive Council for Economic, Small Business Development, Tourism and Environmental Affairs, Ms Limakatso Mahasa , Morena E Moholo Morena Moremoholo Mopeli and Deputy Minister of Trade and Industry, Mr Bulelani Magwanishe, and MAP Exec Mayor Cllr Gilbert Mokotso

## Madeira Flower Festival



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As anticipated the DESTE soccer won the tournament after beating Lapeng FC from Pretoria 4-1 on spot kicks and pocketed prize money of R5000, Trophy, gold medals and a soccer kit. Unfortunately the same cannot be said with the

netball team as they were eliminated on the first round of the games.

In the name of supporting small businesses in the province and curb unemployment, DESTE donated a laptop and a

camera to Thabo Mopeli who is the owner of Taba Tsa Banna News, operating in Tumahole. The company was established in 2014 as online newspaper, and then in 2018 it became traditionally a print newspaper. The focus of the

newspaper is more on developmental news, educational, arts and culture and general news.

*A day well spent in Tumahole.*  
**#DesteaRocks**







Department of Economic, Small Business Development, Tourism and Environmental Affairs (DESTE) football and netball teams had enough in their locker for the inter departmental games that were hosted by the sister department in Mahikeng (North West Province) Department of Economic and Enterprise Development on the 23rd of November 2018 at Mmabatho Palms sports grounds. The games were between North West, Limpopo, Free State and Northern Cape. This was the return leg after Free State (DESTE) hosted both Northern Cape and North West last year at Grootvlei sports complex.

This year's games were what everybody anticipated as the fourth province (Limpopo) was invited. In the first game of soccer,

Limpopo sent a very strong message to all the opponents as they defeated the host 5-0. The second game Free State saw off Northern Cape 2-1 setting up a final show down with Limpopo. In the battle of third and fourth place North West managed to earn bronze medal after beating Northern Cape 4-3 on spot kicks.

On the other side of the pitch the ladies were also battling it out. In the first game Free State progressed to the finals after beating Northern Cape 19-9 and North West beat Limpopo 25-5 to face Free State for the battle of number one spot and gold medal. Northern Cape was fourth on the ladies table after losing 15-8 to Limpopo on the third and fourth place. In the final show down team Free State went down 5-35 at the expenses of the host

(North West) and take silver medal. Free State soccer team technical staff seemed to have done their homework properly as they defeated Limpopo 2-1 in what was regarded as the fight between David and Goliath and Free State were deemed underdogs coming to this fixture.

Team Free State scooped silver as North West emerged victorious on the final tie of volleyball and that saw Limpopo taking the bronze as Northern Cape continue with a string of poor results as they went home empty handed.

Later that day all roads led to Cookes Lake Resort just on the outskirts of Mahikeng for a networking session. Management and staff from all the departments were

present and shared ideas amongst themselves on how to improve service delivery and how these games can be beneficial to all of us going forward.

*What a wonderful weekend we all had at Mahika a Mmamosestanyana.*

The champions and the netball ball team were on the road again to partake at the Annual sports against crime in Tumahole (Parys) on 01 December 2018. The games were hosted by Elebone Multipurpose under the theme: 16 Days of Activism for Crime Against Women and Children. In the thick of things was the Secretary General of the ANC, Ace Magashule, MEC for DESTE Limakatso Mahasa, HOD Dr Mbulelo Nokwequ and other senior managers from the department.

*See Pg 4*

## CONSUMER PROTECTION OFFICE IMPROVE SERVICES FOR CONSUMERS



The Consumer Protection Office under the umbrella of the Department of Economic, Small Business Development, Tourism and Environmental Affairs is mandated by the Government of the Free State province through the Unfair Business Practices Act No. 14 of 1998 that became active from the 1st of April 2011 to protect consumers.

The aim of the Act is to provide for investigation, prohibition and control of Unfair Business Practices in the interest of Consumers in the Province and for that purpose establishes Consumer Protector's Office and the Consumer Court in the Province. The Consumer Protector has the power to investigate and prosecute complaints lodged in his office before Free State Consumer Court.

The act protects consumers from any unethical business practice, which may be any improper prejudice suffered by complainant or another person as a result of unfair

business practice/s including improper enrichment, receipt of improper advantage and dishonesty.

Unaware of their rights and the Consumer Protection Act, many consumers fall prey to unscrupulous business owners who still get away with providing substandard services or goods to unsuspecting consumers on a daily basis because many still do not know or understand their rights as consumers.

The department has been receiving an incredible upsurge of complaints and an avalanche of enquiries by consumers through telephone, fax or post and the walk in clients. Due to an increase in consumer complaints, the department has now added a new method to complaining which is the e-complaint system.

Here is how first time users can access the e-complaint system:

- Access the e-government portal through the e-services URL [www.eservices.gov.za](http://www.eservices.gov.za)
- Navigate landing page to register (click on register button)
- Follow the 5 steps registration processes
- Have your cell phone with you to receive the OTP number
- Enter the OTP number
- Create username and password
- Log on to the system
- Select e-service then click on e-complaint
- Select a department (consumer complaint free state)
- Then continue
- After accessing the e-complain follow the instruction menus and capture relevant information until the complaint logging process is complete
- Click submit

After the complaint is submitted, it will be captured on the system and the consumer inspector will call you to confirm receipt of the

complaint and start to work on it. It is the duty of the Consumer Protector and Staff of Protection Office to keep and treat the complaint confidential at all costs necessary, and if at all possible.

Since the start of the financial year in April 2018 to date, the Consumer Protection Office resolved 26 cases worth R1 509 744.03 which is the money that was returned back into the pockets of consumers.

Many consumers are losing lot of money by paying legal representative to handle their consumer complaints. Free Staters are urged to take advantage of this free and speedy service that government offers to its people. If your rights as a consumer have been violated, it is imperative to complain effectively to the right people so that the complaint is resolved quickly and free of charge.



## FREE STATE PROVINCIAL GOVERNMENT GIVING HOPE TO BURSARY HOLDERS



On the 20th October 2018 Free State Provincial Government delegation, amongst others the Hon Speaker from Xhariep District Municipality Mr Soloki Mqungquthu, DESTEA Acting HOD Dr Mbulelo Nokwequ together with management from Police, Roads and Transport, DESTEA and management of University of Johannesburg (UJ) and Wits University addressed students from UJ and Wits University who are Free State bursary holders

This auspicious event is the brain child of the Free State EXCO led by honourable Premier Sisi Ntombela has tasked a team consisting of Members of the Executive Council (MECs), Head of Departments, municipality representatives, and provincial bursary coordinators with visiting Free State Province bursary holders from various institutions across the country.

The purpose of the visits is for FS Provincial Government to interact, assess and monitor the progress of the

province bursary beneficiaries and to engage management of the universities.

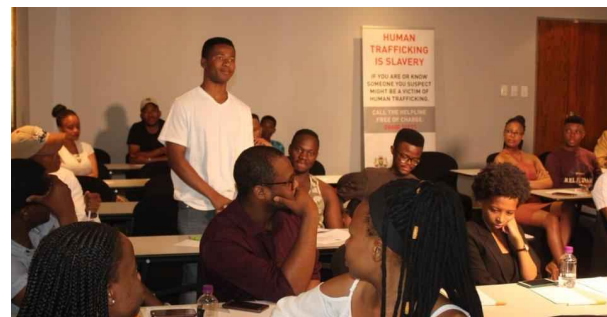
While delivering message of support DESTEA Acting HOD Dr Mbulelo Nokwequ emphasized the importance of the visit “it is important that we engage you so that we can be able to give support where necessary, work out your vision and purpose and be clear on what you want to achieve” he said.

Dr Nokwequ further committed that FS Government is willing to provide suitable conditions and environment for students to succeed. He also shared that the Free State Government is supporting 105 bursary holders between the two universities who are studying medicine and engineering amongst others.

The students were given an opportunity to engage and give inputs during an open discussion, some of the issues raised are students who

struggle with accommodation, scarcity of vacation work and the need for internships after graduating. The delegation gave a positive and encouraging response to the challenges and vowed to work on fixing them. Nkhi Ntshela from Thaba Nchu (Zone 2) studying at Wits University BSC in Engineering (Mining) shared her experience of being a bursary holder “this bursary has contributed significantly in my life. I have been exposed to world-class education through this funding and I am now able to navigate academic and personal challenges, it is an opportunity I do not take for granted” said Ntshela.

Another bursary beneficiary Nthabeleng Nyamane from Botshabelo, a Metallurgical and Materials Engineering 1st year student at Wits also had praises for the bursary fund. She was one of the top achievers in the province in 2017 matric results, “the bursary takes care of its students, the motivation from the provincial government keeps me positive” she said. Two of the deserving students Masabatha Makoatle from UJ and Ntsako Chauke from Wits University were handed some of the most needed study aids - laptops. Which are expected to make impact in their studies.



## Christmas came early for the community of Kroonstad



Christmas came early for the elderly, the destitute affected by disaster, children with disability and children from Ward 17 in Kroonstad, Moqhaka Local Municipality when MEC Mahasa put a smile on their faces by handing over food parcels, blankets, toys and sanitary towels.

The Christmas party was combined with the MEC's birthday. The community sang a happy birthday song to the MEC. DESTEA officials, the community and loved ones took turns wishing her a happy birthday, all expressing their gratitude on how she has touched and changed their lives for the better.

Conveying her gratitude and appreciation to everyone, the MEC said that it was appropriate to celebrate her birthday with the community because they have raised, taught and loved her through the years. “I became the woman that I am today because of you the people of Kroonstad”. She thanked them for the love, support and encouragement that they have shown to her.

This prestigious event was held at Kroonpark Holiday Resort, there was a variety of entertainment including jumping castles and games for children and a live band, performances by different local artists for the elderly. Part of the festivities of the day was the children showcasing their dance moves to the admiration of the crowd, a winner was awarded with cash.

About three hundred thrilled children were gifted with toy packages consisting of a scooter, game boards and dolls. Food parcels carried essentials such as mealie meal, rice, coffee, tea, cooking oil, pilchards, blankets and baked beans were handed over to the much appreciation of the five hundred elderly.



## DESTEA WOMEN'S HEALTH AND WELLNESS TAKE A CENTRE STAGE



Statistics shows that the number of working women has increased through the years, making them an integral part of South African workforce. The Department of Economic, Small Business Development, Tourism and Environmental Affairs is no different with a total of 299 women who contribute to the achievements and successes of the department.

Women face many challenges at home and at the workplace. These challenges have direct impact on how women function and perform at work. To contribute positively to the wellbeing of its women employees, the department dedicated a full day to engage its women on issues affecting their wellbeing and educate them on health topics such as different types of cancer, domestic and gender based violence, safety tips, sexual health, healthy lifestyle, skin care and nutrition.

Women's Health and Wellness day aims to raise awareness about women's health, to establish support and groups and for women in need, to establish

adherence clubs for those affected and infected by HIV/Aids diseases and to spread the message about preventable health problems and encourage early detection and treatment of diseases among women and girls.

*The programme started with a motivational talk by Mr. Tshediso Letlojane who advised women that they cannot always do everything by themselves, that team work is very important. Mr. Letlojane said investing in good relationships in the workplace is key for progress.*

Amongst the presenters was Warrant Officer Esterhysen who shared and demonstrated safety and defensive techniques for women when they encounter danger or feel unsafe.

The Acting DDG for Environmental Affairs, Me. Nozi Mabafokeng Nkoe shared her experiences with her women colleagues' and encouraged them to know their self-worth and who

they are. She advised women to work hard, have positive attitude and have humanity.

Sexual health, healthy lifestyle, domestic violence and cancer were some of the presentations done. Women also enjoyed a neck and shoulder massage, tested for cancer and were pampered with gifts.

Employees that are happy and healthy make a positive contribution to their employer by increasing productivity and decreasing absenteeism. The end results of such activities contribute to improved employee morale, reduced stress, commitment and increased production.



## MEC MAHASA ADDRESSED DESTEA STAFF AND HONORS THE LONGEST SERVING EMPLOYEES



Long Service Awards are a means of showing, appreciating and honoring employees who have dedicated all their lives, hard work and shown commitment to their work and in serving the community. They are meant to ensure that men and women who have selflessly served the South African government for more than a decade, understand how much of a big deal their commitment and loyalty are to an organization. This will boost their morale and inculcate a sense of pride in being a public servant.

The department of Economic, Small Business Development, Tourism and Environmental Affairs (DESTEA) acknowledged MEC Mahasa's invitation and assembled at Phillip Saunders on the 12th October 2018 in a special event to acknowledge, recognize and honor 49 employees for their long relationship with the public service and their sacrifices. Of the 49 recipients, 5 were honoured for serving 40 years, 10 for 30 years, 12 for 20

years and 22 for 10 years. Put together, the recipients have accumulated an unbroken total of 960 years in public service.

The recipients and their partners were dressed to kill for the occasion. The recipients were a combination of senior managers, middle managers, junior staff as well as general workers and come from head office and resorts and reserves.

Addressing all staff, MEC Mahasa said that for the first time she walked through the doors of DESTEA, she saw professional people. The MEC used the opportunity to publicly say "thank you" to all officials and acknowledged them for their commitment and hard work in ensuring service delivery and serving the people of the Free State Province.

She emphasised the importance of women supporting each other in the workplace. She further advised supervisors to create a conducive environment for staff.

"Let us build each other to grow and develop the Free State", said MEC Mahasa. The MEC's last words to staff were that her office door is always open for anybody who

wants to talk. Sharing her experiences and long lived life of working for the department for 40 years, Mme Mantjiyane said she started to work when she was only 20 years. She mentioned that she worked under the difficult conditions of apartheid but she is glad today to say she had conquered it all.

Ntate Japhta Mokgele, a recipient for 30 years said he has fallen so many times during the period of his work but through the support of his wife, he managed to get up, dust himself up, roll up the sleeves and get back to work. He encouraged colleagues to do the same when they think that they have hit a rock.

DESTEA choir got the guests into the right mood with their stage performance. MEC Mahasa could not resist the melodious tunes by the choir, she joined in on the singing.

