Annexure E

ECONOMIC AND SMALL BUSINESS DEVELOPMENT 1. INTERGRATED ECONOMIC DEVELOPMENT Date | | | | | | | | | | | | | Dr Thabo Mokoena: **Chief Director** Number of initiatives implemented to attract investors Indicator title The initiatives that are created to expose the enterprises to the Short definition markets, access to funding, business matchmaking and or showcasing the products in a form of exhibition, as well as presenting the enterprise development. To expose the enterprises to the different platforms in ensuring the Purpose/importance development, sustainability of the businesses and linkages to the investors locally and internationally. Source/collection of | Databases from Departments and Municipalities, ILO, Business data Associations Method of calculation & Simple count Evidence type Evidence = Approved reports (initiator, verifier and approver); list of all potential investors engaged and central register of initiatives from 1 April 2019 to 31 March 2020. Information from other Departments, Municipalities and ILO. **Data limitations** Output. Type of indicator Simple count Calculation type Reporting cycle Bi annually **New indicator** No. **Desired performance** Higher Indicator responsibility Mrs. P. Nggeza Date: 11/06/2019 Signature:

Indicator title	Number of trade and investment strategies developed	
Short definition	To develop a trade and investment strategy in line with the National	
	Export Strategy of thedti.	
Purpose/importance	To guide the province with regards to trade ,export and investment	
Source/collection of data	Administrative data, thedti Strategy	
Method of calculation &	Simple Count	
Evidence type	Evidence = Approved version 1. strategy document developed,	
	(Initiator, Verifier and Approver) and central register of strategies developed from 1 April 2019 to 31 March 2020	
Data limitations	The dti	
Type of indicator	Output	
Calculation type	Periodic	
Reporting cycle	Bi-annually	
New indicator	Yes	
Desired performance	Higher	
Indicator responsibility	Mrs P Nggeza	
	Signature:	

Indicator title	Number of enterprises assisted with access to markets	
Short definition	Enterprises exposed to markets through various platforms such as	
	exhibitions, trade fairs, outbound missions, flea markets and linkages to other business in line with the priority areas that are identified in DESTEA strategies. This includes enterprises that have successfully been assisted to participate in international EXPOs organised by the external role-players, such as the dti.	
Purpose/importance	To ensure sustainability of enterprises by market access opportunities. This is to counter the collapse of enterprises due to a lack of marketing opportunities and/or physical markets.	
Source/collection of data	Administration data	
Method of calculation &	Simple count.	
Evidence type	Evidence = Outcome reports, list of potential markets and central register of all enterprises assisted from 1 April 2019 to 31 March 2020.	
Data limitations	None.	
	Disaggregation targets for 2019/20 are only estimates and may deviate between planned districts.	
Type of indicator	Output.	
Calculation type	Simple count.	
Reporting cycle	Quarterly.	
New indicator	Yes.	
Desired performance	Higher performance	
Indicator responsibility	Mrs. P. Ngqeza	
	Signature:	

Indicator title	Number of outward missions undertaken	
Short definition	Outward missions supported or initiated that are intended to promote Free State in priority sectors in strategically identified countries, aligned to the Free State Trade and Investment Strategy.	
Purpose/importance	To facilitate bilateral agreements and form partnerships with identified strategic countries to invest in the province and to create markets.	
Source/collection of data	Administrative data	
Method of calculation &	Simple Count	
Evidence type	Evidence = Mission Reports (Initiator, Verifier and Approver), signed agreements (if applicable) and central register of all outward missions from 1 April 2019 to 31 March 2020.	
Data limitations	IGR	
Type of indicator	Output.	
Calculation type	Periodic	
Reporting cycle	Bi Annually	
New indicator	Yes.	
Desired performance	Higher	
Indicator responsibility	Mrs P. Ngqeza Signature:	

Indicator title	Number of inward missions attended
Short definition	Inward missions supported or initiated that are intended to promote Free State in priority sectors, with focus on strategically identified countries, aligned to the Free State Trade and Investment Strategy.
Purpose/importance	To facilitate bilateral agreements and form partnerships with identified strategic countries to invest in the province and to create markets.
Source/collection of data	Administrative data
Method of calculation &	Simple Count
Evidence type	Evidence = Mission Reports (Initiator, Verifier and Approver), signed agreements (if applicable) and central register of all inward missions from 1 April 2019 to 31 March 2020.
Data limitations	IGR
Type of indicator	Output.
Calculation type	Non-Cumulative
Reporting cycle	Quarterly.
New indicator	No
Desired performance	Higher
Indicator responsibility	Mrs P Ngqeza
	Signature: Date: // Oc/2019
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Indicator title	Number of value chains supported within the prioritized sectors	
Short definition	Provide non-financial support to initiatives intended to develop value chains such as cluster formations, and formation of business hubs. The support may include provision of business premises, registration of clusters and linking of businesses with potential financiers. The focus is on priority sectors, as identified by Government. (Transport, Tourism, Manufacturing, Agriculture and Processing, Transport, Energy, ICT)	
Purpose/importance	To reduce business mortality rates by facilitating cluster developments (Value chains) and hubs, to support and mentor SMME's and to grow employment in the province.	
Source/collection of data	Administrative data	
Method of calculation & Evidence type	Register of SMME's supported, Reports on support of each initiative, central register of value chains supported from 1 April 2019 to 31 March 2020.	
Data limitations	Reliability of administrative data	
Type of indicator	Output	
Calculation type	Cumulative counting of operational forums.	
Reporting cycle	Annually	
New indicator	Yes.	
Desired performance	Higher performance is desired.	
Indicator responsibility	Mrs M. Mokaløbe Signature: Date: 2019 0419	

Indicator title	Number of projects supported in mining towns	
Short definition	Financial or non-financial support (excluding training) provided for any project/business as long as it is within a provincial mining town. The support may include unblocking challenges in a business that threaten survival, market linkages, provision of grants or linking businesses with potential financiers.	
Purpose/importance	Diversifying the economies of mining towns to reduce dependence on mineral resources as the primary source of economic and employment growth.	
Source/collection of data	Administrative data	
Method of calculation &	Counting the number of business projects supported. Evidence =	
Evidence type	Signed letters of support, and/or approved support submissions, and/or signed financial support allocation letters, outcome reports on support provided, central register of all projects supported from 1 April 2019 to 31 March 2020.	
Data limitation	Reliability of administrative data	
Type of indicator	Output.	
Calculation type	Cumulative counting the operational forums.	
Reporting cycle	Annually	
New indicator	Yes.	
Desired performance	Higher performance is desired.	
Indicator responsibility	Mrs M. Mokalobe Signature: 2019 06/11	

In dia ston 4:41 -	Number of costs assertic consists building cossions coordinated
Indicator title	Number of sector specific capacity building sessions coordinated
Short definition	Conduct capacity building (training, workshops, group
	discussions/information sharing) sessions within agro-processing,
	mining, manufacturing, transport, ICT and renewable energy
	sectors, in partnership with Seta's and other private organizations.
Purpose/importance	To improve product quality and productivity levels of enterprises in
	prioritized sectors.
Source/collection of	Databases.
data	
Method of calculation &	Count number of sessions coordinated per quarter. Evidence =
Evidence type	programmes/agenda's, attendance registers, outcome reports for
	each session; central register of all sessions coordinated from 1
	April 2019 to 31 March 2020.
Data limitation	Lack/insufficient support from SETA's and other supporting
	organizations.
Type of indicator	Output.
Calculation type	Counting.
Reporting cycle	Quarterly.
New indicator	Yes.
Desired performance	Higher performance is desired.
Indicator responsibility	Mrs M. Mokalobe
Indicator responsibility	19113 WICKGIODE
	Signature:

Indicator title	Number of opportunities created in digitalization	
Short definition	Supporting 4 th industrial revolution initiatives, including government's initiative of digital migration from analogue television, by supporting enterprises within the sector and facilitating awareness and training initiatives. The support will relate to ICT content development and manufacturing of relevant deliverables (machine, equipment or accessories)	
Purpose/importance	To ensure participation of previously disadvantaged individuals within digital television space.	
Source/collection of data	Databases.	
Method of calculation &	Count number of opportunities initiated or supported. Evidence =	
Evidence type	Opportunity outcome reports, agreements/MOU's (if applicable) central register of all opportunities created from 1 April 2019 to 31 March 2020.	
Data limitation	Dependency on databases.	
Type of indicator	Output.	
Calculation type	Counting.	
Reporting cycle	Quarterly.	
New indicator	Yes.	
Desired performance	Higher performance is desired.	
Indicator responsibility	Mrs M. Mokalobe Signature: Date: 2019/06/11	

Indicator title	Number of sector forums coordinated	
Short definition	Establishment of sector specific forums for stakeholders to share information, collectively plan, implement projects and deal with challenges within the sector. Focus will be on some of the prioritised sectors (mining, manufacturing and agro-processing), ensure that they are fully operational i.e. meetings are held quarterly or as outlined in the terms of reference.	
Purpose/importance	To promote coordination between businesses for improved bargaining power, collective planning and execution of business initiatives.	
Source/collection of data	Administrative data	
Method of calculation &	Count the number of established. Evidence = TOR, invitations,	
Evidence type	programmes/agenda, minutes of forum meetings, attendance	
	registers, outcome reports, central register of all forums coordinated from 1 April 2019 to 31 March 2020.	
Data limitation	Reliability of administrative data	
Type of indicator	Output.	
Calculation type	Cumulative counting the operational forums.	
Reporting cycle	Annually	

New indicator	Yes.	
Desired performance	Higher performance is desired.	
Indicator responsibility	Mrs M. Mokalobe	
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	Signature:	Date: 2019 06 1)

2. ECONOMIC PLANNING

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Indicator title	Number of black industrialists support through risk sharing, mode	
Short definition	The Black Industrialists Policy aims to leverage the state capacity to unlock the industry potential that exists within black owned managed businesses in the manufacturing sector through targeted and well defined interventions as described in Industrial Policy Action Plan (IPAP). The policy is further underpinned by the National Development Plan (NDP), BEE and the PPPFA.	
Purpose/importance	The policy seeks to promote industrialists characterised by deeper levels of participation in the mainstream industrial economy by historically disadvantage economic citizen. This objective will be achieved by providing comprehensive support packages of access to markets, training and funding.	
Source/collection of	ESBD Branch	
data		
Method of calculation &	Simple Count	
Evidence type	Evidence = Reports (Initiator, verifier, approver.); formal letters of support and Central register of all industrialists supported from 1 April 2019 to 31 March 2020.	
Data limitations	Unavailability of funds	
Type of indicator	Output	
Calculation type	Non-cumulative	
Reporting cycle	Annually	
New indicator	Yes	
Desired performance	High performance is desired	
Indicator responsibility	Mr. Tefo Lekutle Signature: Date:	

Indicator title	Number of capacity building sessions conducted for municipalities	
Short definition	Municipalities are by law required to develop both legally compliant and credible Local Economic Development (LED) Strategies and Integrated Development Plans (IDPs).	
Purpose/importance	The purpose of the capacity building sessions are to advise on issues relating to national and provincial policy/strategy alignment, national and provincial mandate alignment, alignment to DESTEA and entity projects and programmes and to achieve synergy between the three spheres of government.	
Source/collection of data	ESBD Branch	
Method of calculation &	Simple Count	
Evidence type	Evidence = Invitation/requests, programmes/agendas, minutes/outcome reports, attendance registers and central register of all sessions conducted from 1 April 2019 to 31 March 2020.	
Data limitations	None	
Type of indicator	Output.	
Calculation type	Non-Cumulative	
Reporting cycle	Periodic	
New indicator	Quarterly	
Desired performance	Higher Performance	
Indicator responsibility (Mr. Tefo Lekutle Signature: Date: 16/08/2019	

Number of amiliations approved by DATO
Number of applications approved by BATC.
Enterprises assisted with access to funding as per their proposals submitted to the department by adjudicating the applications for funding through Business Assessment Technical Committee (BATC)
To identify, assess and recommend funding support by various
institutions such as FDC, IDC, Commercial Banks, SEFA and NEF,
amongst others.
ESBD Branch
Simple Count
Evidence = Invitations, agenda, minutes/outcome reports and
Central register of all applications received from 1 April 2019 to 31
March 2020.
Poor quality of applications received
Output.
Periodic
Quarterly
Yes
Higher
Mr Tefo Lekutle /
Signature: Date: 06/04/2019
Signature: Date: VE/VV/69

Indicator title	Number of provincial economic strategies developed
Short definition	Development of a provincial economic development approach, aligned with the FSGDS, NDP and MTSF.
Purpose/importance	To identify opportunities and explore high value economic interventions required in the province. The PEDA will serve as an implementation roadmap for high level strategies.
Source/collection of	ESBD branch
data	
Method of calculation &	Simple Count
Evidence type	Evidence = Approved version 1 strategy and central register of all strategies developed from 1 April 2019 to 31 March 2020.
Data limitations	Inputs from key stakeholders
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Satisfactory
Indicator responsibility	Mr. Tefo Lekutle Signature: Date: 06/06/2019
	Signature: Date: W/ 3/19

In distance and	Number of consumer augrenoes compaigns conducted
Indicator title	Number of consumer awareness campaigns conducted
Short definition	To make Free State consumers aware of their consumer rights.
Purpose/importance	To prevent the exploitation of consumers by suppliers of services
	and goods and to comply with the Consumer Rights Act
	requirements.
Source/collection of	ESBD Branch
data	O'mala and
Method of calculation &	Simple count
Evidence type	Evidence= Campaign concept document, campaign notices;
	campaigns programmes; presentation materials; outcome reports
	(initiator, verifier, approver); central register of all campaigns conducted from 1 April 2019 to 31 March 2020.
Data limitations	Lack of public participation
Data illitations	Disaggregation targets for 2019/20 are only estimates and may
	deviate between planned districts.
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Qualiterly
New indicator	No No
Desired performance	Satisfactory
Indicator responsibility	
maioato. responsibility	16.10
	Mr Timoth Radikeledi Signature: Date: 11 -00-2019
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Indicator title	Number of consumer complaints received sumer protector for the Free State's All received disputes/cases between consumer and service
Short definition	All received disputes/cases between consumers and service
	providers/suppliers from e-complaints/e-services system.
Purpose/importance	To ensure that all consumer disputes/complaints are recorded and
	to increase service delivery and overall customer satisfaction (To
	uphold requirements of Fundamental Consumer Rights Act.)
Source/collection of	ESBD Branch
data	O'anala a cont
Method of calculation &	Simple count:
Evidence type	Evidence= Comprehensive case register, central register of all cases received from 1 April 2019 to 31 March 2020 (including
	opening balance from previous year).
Data limitations	None
Type of indicator	Output
Calculation type	Reriodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Acceptable
Indicator responsibility	Mr. Till delikolodi
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	Signature. Date! 1 -U0 - State's
	tor the Free size
	mer Protection Office
	Signature. Date! 1 -00 - Corsumer Protection Office Consumer Protection Office

Indicator title	Number of consumer complaints resolved within 90 days
Short definition	All received disputes between consumers and service providers are resolved within 90 calendar days from the day of registration on the e-complaints system.
Purpose/importance	To ensure efficient turn-around time for the finalization of consumer disputes and to increase service delivery and overall customer satisfaction. (To uphold requirements of Fundamental Consumer Rights.)
Source/collection of data	e-complaints system
Method of calculation &	Simple count:
Evidence type	Evidence= History pages of resolved cases (only those that appear
	as "resolved" without a date on the system). Comprehensive case
	status register (Including annual opening and closing balances),
	and central register of all cases resolved from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Cumylative
Reporting cycle	Quartarly
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Mr Tinton Radikeledi
	Signature Date: 1/06/2019
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Indicator title	Number of pro-active inspections conducted on business
1.0	compliance with various industry standards
Short definition	Proactive inspections to determine compliance with a number of industry standards (e.g. RMI, Motor Industry Ombudsman, etc.), for the benefit of the consumers. The Consumer Protection office must ensure that these standards are complied with. These are conducted intermitted through unannounced inspections and scheduled inspections via <i>PROVJOINTS</i> .
Purpose/importance	To ensure compliance by retailers with industry standards.
Source/collection of data	ESBD Branch
Method of calculation &	Simple count
Evidence type	Evidence = Concept document for Blitz sessions, invitations to participate in PROVJOINT inspections, approved site inspection reports (signed by initiator, verifier and authorizer) and central register of all inspections conducted from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Acceptable /
Indicator responsibility	Mr Timorth, Radikeledi Signature: Date: Protector for the Free State's Consumer Protection Office

. 3. SMALL BUSINESS DEVELOPMENT

Mr Modise Sehularo: Acting Chief Director Signature WM. G. Jenuaro Date 06/06/2519

Indicator title	Number of business information sessions conducted
Short definition	Business information session is where information is shared with enterprises to give a more in depth look at the products, services and incentives of the department and its entities. These sessions are held with relevant stakeholders (NEF, Sefa, Seda, NYDA and IDC, FLISP), SOEs (Transnet, ESKOM, etc.), private sector (banks, training institutions etc.) other government departments and municipalities (Deeds, NDT, Treasury, Human Settlements etc.).
Purpose/importance	To ensure that enterprises are exposed to funding and business development opportunities in order to facilitate their growth opportunities.
Source/collection of data	ESBD
Method of calculation &	Evidence = Invitations/requests, programmes/agendas,
Evidence type	minutes/approved sessions reports, attendance registers and central register of all sessions conducted from 1 April 2019 to 31 March 2020.
Data limitations	None Disaggregation target for 2019/20 are only estimated and may deviate between planned districts.
Type of indicator	Output
Calculation type	Period
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher
Indicator responsibility	Signature: WM. C. Service Date: D6/06/2=18

Indicator title	Number of BBBEE interventions conducted
Short definition	To enable DESTEA to give effect to BBBEE objectives as outlined in the BBBEE Act 53, 2003 and the Preferential Procurement Policy Framework Act 5, 2000.
Purpose/importance	Departmental initiatives aimed at BBBEE promotion through preferential procurement, local procurement and set-aside government expenditure improvement.
Source/collection of data	ESBD Branch
Method of calculation &	Simple count
Evidence type	Evidence = Concept document, approved outcome reports (initiator, verifier, approve), programmes/agendas, invitations/requests and central register of all interventions conducted from 1 April 2018 to 31 March 2019.
Data limitations	None Disaggregation targets for 2018/19 are only estimates and may deviate between planned districts.
Type of indicator	Regulatory systems
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	No
Desired performance	High
Indicator responsibility	Signature: Date: 06 06 2019

Indicator title	Number of Economic Development forums facilitated
Short definition	The aim create a platform where LED Managers, municipal officials, sector departments, academia and representatives from public and private sector can engage in meaningful dialogue and collective decision-making to improve the socio-economic status of the province.
Purpose/importance	To coordinate economic development initiatives across all spheres in order to achievement economic and employment growth.
Source/collection of data	ESBD Branch
Method of calculation &	Simple count
Evidence type	Evidence = Approved minutes/outcome reports (initiator, verifier, approver), invitations, programmes/agendas; presentation materials; central register of all forums facilitated from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Signature: Date: OC OC 2015
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Indicator title	Value of funding sourced from external stakeholders
Short definition	To lobby funding from various external stakeholders (private sector, civil society etc.).
Purpose/importance	To financially supplement departmental programmes aimed at developing and capacitating SMMEs and Cooperatives in the Free State.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple Count Evidence = Approved concept document, approved outcome reports (Initiator, Verifier, Approver), approved confirmation of funds or support/services in kind received and central register of stakeholders lobbied and funds sourced from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Annually
New indicator	Yes
Desired performance	Higher
Indicator responsibility	Ms M Matsie
	Signature: Date: CG OG 2019

Indicator title	Number of red tape reduction interventions conducted
Short definition	To create a conducive environment for doing business at a municipal level.
Purpose/importance	To reduce non-essential procedures, forms, licenses and regulations that add to the cost of dealing with government, or anything obsolete, redundant, wasteful or confusing that reduces the competitiveness of the province (such as by-laws, zoning complications, etc.), which stands in the way of economic growth and job creation.
Source/collection of data	ESBD Branch
Method of calculation & Evidence type	Simple count, Evidence = Intervention Plans/Concept documents, post intervention assessments/outcome reports, approved minutes of intervention sessions, attendance registers (if applicable) and central register of all interventions conducted from 1 April 2019 to 31 March 2020.
Data limitations	None
Type of indicator	Regulatory systems
Calculation type	Periodic
Reporting cycle	Quarterly
New indicator	No
Desired performance	High
Indicator responsibility	Ms K Ntsala
	Signature: Date Diction N

Indicator title	Number of LED capacity building sessions at municipal level.
Short definition	Training of LED officials at the Municipalities promotes the concept of strengthening the capacity and building the skills of the officials responsible for implementation of LED in Free State
Purpose/importance	To empower LED officials with skills (grant accessing, business plan development, concept document development, etc.) which will enable them to better understand and participate in relevant process flows supporting local economic development.
Source/collection of data	ESBD
Method of calculation& evidence type	Simple count Evidence: Outcome reports (Initiator, Verifier and Approver), Invitation/Request for capacity building sessions, Presentations and/or workshop materials, attendance registers, programs and central register of all capacity building sessions from 1 April 2019 to 31 March 2020.
Data limitations	Availability of LED officials
Type of indicator	Output
Calculation type	Periodic
Reporting cycle	Bi-Annually
New indicator	Yes
Desired performance	High
Indicator responsibility	Ms K Ntsala Signature: Date: 18/06/19

Indicator title	Number of enterprises supported
Short definition	Enterprise development involves the growing of informal start-up
	and small businesses through the provision of finance and support
	assisting in their growth and sustainability.
	 Non-financial support through technical and business management skills development.
	Financial support through Township and Rural Economy Support Programme.
	Shared economic infrastructure facilities (container parks and hubs)
Purpose/importance	The aim is to:
	To ensure sustainability and growth of businesses
	Improve enterprise profitability and growth
	Improve enterprise competitiveness
	Reduce failure rate
Source/collection of	FORD D
Source/collection of data	ESBD Branch
Method of calculation &	Simple count
Evidence type	Evidence = List of enterprises supported; approved training
	Outcome reports (initiator, verifier, approver), attendance registers
	(TOF SKIIIS development only); presentations/training materials
	Tormal allocation letter for funding or facilities and Central register
Data limita di	of all enterprises supported from 1 April 2019 to 31 March 2020
Data limitations	None
Type of indicator	Output
Calculation type Reporting cycle	Periodic
New indicator	Quarterly No
Desired performance	
Indicator responsibility	Mr M Sehulare
a.cator responsibility	WII IVI SCITULATO
	Signature: Date: 18 06 19