



economic development & tourism

Department of Economic
Development and Tourism

NORTHERN CAPE
REPUBLIC OF SOUTH AFRICA

SERVICE STANDARDS

VISION

A radically transformed economy in the Northern Cape

MISSION

Accelerating the economic growth & development of the Northern Cape Province through diversification, empowerment, employment, business creation & sustainable development.

VALUES AND PRINCIPLES

Batho Pele

Professionalism

Integrity

4 E's – Effectiveness, Efficiency, Economy, Excellence

Services rendered by the department per programme

Programmes					
Programme 1 Administration	Programme 2 Integrated Economic Development Services	Programme 3 Trade and Sector Development	Programme 4 Business Regulation and Governance	Programme 5 Policy, Research and Development	Programme 6 Tourism
Sub-Programmes					
1.1 Corporate services	2.1 Enterprise Development	3.1 Trade and Investment Promotion	4.1 Governance	5.1 Economic Policy Development	6.1 Tourism Growth
1.2. Financial Management services	2.2 Regional Economic Development Support	3.2 Sector Development	4.2 Regulation Services	5.2 Research and Development	6.2 Tourism Development
	2.3 Economic Empowerment	3.3 Strategic Initiatives	4.3 Consumer Protection	5.3 Knowledge Economy and Innovation	
				5.4 Monitoring and Evaluation	
Services					

- Recruitment and Appointment of staff - Payments to suppliers - Tender Processing - Registration of suppliers	- Assisting Enterprises with new business registrations, - Development of business plans, - Appraisals of business plans submitted to funding agencies, - Facilitation of market access through exhibitions and trade fairs, - Provision of grant funding from EGDF, and - Training on financial and business management skills.	- Export readiness assessments - Investor facilitation and attraction - Facilitate preferential mining procurement for businesses	- Protection of consumer rights - Consumer awareness	- Economic policy advisory services and alignment of DGDS and IDPs - ICT skills development for SMME's	- Tourist guides registration and development - Tourism skills development - Advice on grading of tourism establishments - Financial and non-financial support for Tourism experience.
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In the delivery of our mandate we commit to observe all the Batho Pele Principles in the following way; we will;

- Serve our clients promptly and courteously
- Provide a friendly and helpful service
- Inform clients about all departmental services
- Wear name tags while on duty for easy identification to our clients
- Where a telephone is not answered within five rings a caller is diverted to the switchboard to leave a message
- Treat all our clients and the general public with respect
- Keep clients Information confidential
- Empty suggestion boxes and attended to complaints every morning (working days)

SERVICES AND STANDARDS

We provide the following Services to our clients;

- Payments to suppliers within 30 days of receipt of invoice and valid documentation
- Registration of suppliers within 5 working days after receipt of complete registration documentation.
- Facilitate Business plan development and appraisals - Feedback within 30 working days
- Facilitate new business registrations - Referral letter to a registration institution issued within 1 working day.
- Facilitate access to finance - Feedback on financial application provided within 2 months after receipt of application.
- Facilitate business skills development - Business skills development provided to SMMEs quarterly.
- Export readiness assessments - Feedback on the outcome of the assessment provided within 2 working days
- Investor facilitation and attraction - Monthly consultation with investors and funders
- Protection of consumer rights - Cases resolved within 90 days of receipt.

- Economic policy advisory services and alignment of DGDS and IDPs - Value adding economic policy advisory services
- ICT skills development for SMME's - Accredited industry related ICT skills development
- Tourist guides registration within 30 working days
- Tourism skills development - Accredited training which is endorsed by the tourism enterprise partnership
- Advice on grading of tourism establishments - Enquiries responded to within 7 working days
- Tourism experience and support municipalities and communities - Sound advice provided within 7 working days and assessment within 90 working days

Our Clients can access our services at the following buildings:

Metlife Towers Corner Knight and Stead streets Kimberley	Kayalabantu Building 2 Cecil Sussman Street Kimberley	Kimberley Diamond and Jewellery Centre 25 Villiers Street Kimberley	Umzimkulu Building Corner Elliot & Kelvin Streets Kimberley	ANLAR Building McDougal Street Kimberley
<p><u>Contact details</u> Switchboard: 053 839 4000 Office of the HOD: 053 839 4002 Website: economic.ncape.gov.za</p>				