

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

Administration Integ	amme 2	Programme 3	nes Programme 4	_			
Administration Integ	rated	ŭ	Programme 4				
Econo			•	Programme 5	Programme 6		
		Trade and	Business	Policy, Research	Tourism		
	omic	Sector	Regulation and	and			
Deve	lopment	Development	Governance	Development			
Servi	ces						
Sub-Programmes							
1.1 Corporate 2.1 E	nterprise	3.1 Trade and	4.1 Governance	5.1 Economic	6.1 Tourism		
services Deve	lopment	Investment		Policy	Growth		
		Promotion	4.2 Regulation	Development			
1.2.Financial 2.2 R	egional		Services		6.2 Tourism		
Management Econo	omic	3.2 Sector		5.2 Research	Development		
services Deve	lopment	Development	4.3 Consumer	and			
Supp	ort		Protection	Development			
		3.3 Strategic					
2.3 E	conomic	Initiatives		5.3 Knowledge			
Empo	werment			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 	- 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.
	financial and business management skills.				

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:

<u> </u>									
Metlife Towers Kayalabantu		Kimberley	Umzimkulu	ANLAR Building					
Corner Knight	Building	Diamond and	Building	McDougal					
and Stead streets	2 Cecil Sussman	Cecil Sussman Jewellery Centre		Street					
Kimberley	Street	25 Villiers Street	Kelvin Streets	Kimberley					
	Kimberley Kimberley		Kimberley						
<u>Contact details</u>									
Switchboard: 053 839 4000									

Switchboard: 053 839 4000 Office of the HOD: 053 839 4002 Website: economic.ncape.gov.za