



**economic development & tourism**

Department of Economic  
Development and Tourism

**NORTHERN CAPE**

**REPUBLIC OF SOUTH AFRICA**

## **SERVICE DELIVERY CHARTER**

*“Our Promise to You”*

### **WHAT IS OUR COMMITMENT TO OUR CLIENTS**

**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
- Help our clients to make the right choice in accessing our services
- Wear name tags while on duty for easy identification to our clients
- Answer telephone calls within 5 rings-excluding lunch time(13:00 – 13:30)
- Where a telephone is not answered within five rings a caller is diverted to another person or 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;**

1. Payments to suppliers within 30 days of receipt of invoice and valid documentation
2. Registration of suppliers within 5 working days after receipt of complete registration documentation.
3. Facilitate Business plan development and appraisals - Feedback within 30 working days
4. Facilitate new business registrations - Referral letter to a registration institution issued within 1 working day.
5. Facilitate access to finance - Feedback on financial application provided within 2 months after receipt of application.
6. Facilitate business skills development - Business skills development provided to SMMEs quarterly.
7. Export readiness assessments - Feedback on the outcome of the assessment provided within 2 working days
8. Investor facilitation and attraction - Monthly consultation with investors and funders
9. Protection of consumer rights - Cases resolved within 90 days of receipt.
10. Economic policy advisory services and alignment of DGDS and IDPs - Value adding economic policy advisory services
11. ICT skills development for SMME's - Accredited industry related ICT skills development
12. Tourist guides registration within 30 working days
13. Tourism skills development - Accredited training which is endorsed by the tourism enterprise partnership
14. Advice on grading of tourism establishments - Enquiries responded to within 7 working days
15. Tourism experience and support municipalities and communities - Sound advice provided within 7 working days and assessment within 90 working days

**WHAT DOES IT COST OUR CLIENTS TO ACCESS OUR SERVICES**

Departmental Services are rendered to all our clients for free except for the following services;

- Tourist guiding fees as per the NC Tourism Act, 2008
- Liquor licence fees as per Northern Cape Liquor Act, 2008(amendment of the Act 2010)
- Gambling licence fees as per the Northern Cape Gambling Act, 2008(amendment of the Act 2010)

**Our Clients can access our services at the following buildings:**

Metlife Towers Corner Knight and Stead streets Kimberley	Khaya la Bantu Building 2 Cecil Sussman Street Kimberley	Kimberley Diamond and Jewellery Centre 25 Villiers Street Kimberley	Umzimkulu Building Corner Elliot & Kelvin Streets Kimberley
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**Contact details**

Switchboard: 053 839 4000  
Office of the HOD: 053 839 4002  
Website: [www.econ.ncape.gov.za](http://www.econ.ncape.gov.za)

**If our clients are not happy with our services they must contact us on the following details;**

**Contact details**

▪ **Office of Executive Manager:**

- Administration : 053 839 4020
- Small Business Development : 053 802 1646
- Trade and Sector Development : 053 830 4899
- Business Regulation and Governance : 053 839 4019/ 053 839 4028
- Policy, Research and Innovation : 053 830 4823
- Tourism : 053 830 4895

- **Office of the HOD** : 053 839 4002
- **Office of the MEC** : 053 830 8401
- **Office of the Premier** : 053 838 2600
- **Presidential Hotline** : 17737

**OR**

***Make use of suggestion boxes placed at the above mentioned addresses***

**Managing Complaints**

The following will unfold after a complaint is received from our clients;

- A written acknowledgement will be sent to the client indicating the reference number and contact details of the person in charge of investigation into a complaint within 24 hours after receipt.
- Confidentiality of the complainants will be respected at all times to prevent possible intimidation and victimisation.
- A verbal progress report will be provided to the client every 2 weeks of the investigation
- A written progress report will be provided to the client once a month.

- The client is entitled to at any given time during working hours contact the investigator for progress
- Complaints will be resolved within 60 working days from the date of receipt.
- The client will be furnished with a letter indicating the outcome of the complaint within 7 working days after the complaint is resolved( after the 60 working days expired)
- Complaints will be reviewed and evaluated every 3 months after being resolved to ensure that they do not recur and service delivery is improved.

If the complaint is not resolved within 60 working days, a comprehensive report stating the reasons for not resolving the complaint will be provided to the client with new dates.

*Batho Pele Call Centre: 0860 428 392*

*National Anti-Corruption Hotline: 0800 701 701*