



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
--	--	--	---

Contact details

Switchboard: 053 839 4000
Office of the HOD: 053 839 4002
Website: 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***