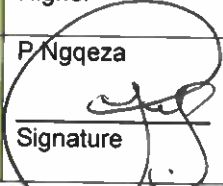
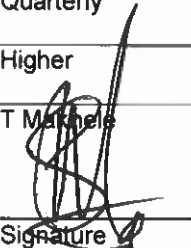


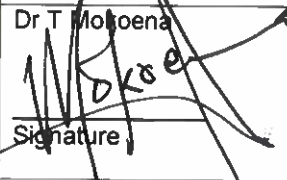
**PROGRAMME 3 ECONOMIC AND SMALL BUSINESS DEVELOPMENT**

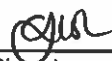

**2022/2023 Version 2**

**Integrated Economic Development Services**


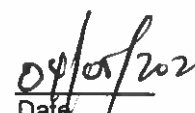
<b>Indicator Title</b>	<b>Number of export initiatives facilitated</b>
<b>Definition</b>	Assist SMME's by facilitating the process of completing export deals or agreements between FS businesses and relevant buyers.
<b>Source of data</b>	IED central registers
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	1. Approved SOP (including support criteria/qualifying criteria, types of initiatives, processes to be followed), 2. Implementation progress/monitoring reports, 3. Copies of agreements / MOU's (if relevant/if available) 4. Central register of all agreements concluded (with details of companies involved, products/services to be rendered and number of beneficiaries, finalization date) from 1 April 2022 to 31 March 2023.
<b>Assumptions</b>	Capacity of SMME's to deliver export quality products and/or services
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Annually
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	P Ngqeza  Signature
	10/05/22 Date


<b>Indicator Title</b>	<b>Number of black industrialists supported through incentives</b>
<b>Definition</b>	<p>Refers to the number of black owned and black managed businesses supported in the manufacturing sector through targeted and well defined interventions as described in Industrial Policy Action Plan (IPAP). Such businesses should have extensive experience, operations and track record in their respective sectors and value chains.</p> <p>These interventions may include, amongst others, preferential corporate income tax, reduced import tax duties, allowances and preferential rental rates.</p>
<b>Source of data</b>	Economic Planning
<b>Method of Calculation / Assessment</b>	Simple Count
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. SOP (incl. incentives types and qualifying criteria, processes to be followed),</li> <li>2. Implementation progress/monitoring reports,</li> <li>3. Notice/Invitation to apply for incentives on the Kwantu System, Website, via email or at the District Office;</li> <li>3. Formal letters of support, value of support (proof of payment if applicable),</li> <li>4. Central register of all industrialists (incl. beneficiary numbers, business details etc.) supported from 1 April 2022 to 31 March 2023</li> </ol>
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Quarterly
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	<p>T. Mitchell</p> <p> Signature</p> <p><u>04/05/22</u> Date</p>

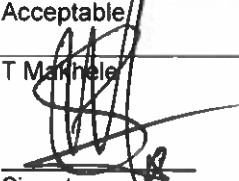

<b>Indicator Title</b>	<b>Number of interventions to improve competitiveness concluded</b>
<b>Definition</b>	Assessing the cost of doing business with a view to reduce it to increase competitiveness
<b>Source of data</b>	Gazettes; websites of municipalities
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ul style="list-style-type: none"> <li>• SOP (incl. types of identified intervention)</li> <li>• Annual report on the cost of doing business</li> <li>• Invitation (if available)</li> <li>• Attendance registers, Presentation</li> <li>• Central register of all interventions (incl. details of interventions implemented, completion date) form 1 April 2022 to 31 March 2023.</li> </ul>
<b>Assumptions</b>	Availability of data
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Non-cumulative
<b>Reporting Cycle</b>	Annually
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	<p>Dr T Mokoena</p> <p></p> <p>Signature</p> <p style="text-align: right;">05/05/2022</p> <p style="text-align: right;">Date</p>

Indicator Title	Number of value chains supported
Definition	Provide financial and non-financial support to initiatives intended to develop identified value chains in the priority sectors, as identified by Government. (Transport, Tourism, Manufacturing, Agriculture and Processing, Transport, Energy, ICT).
Source of data	IED Unit
Method of Calculation / Assessment	Simple count
Means of verification	1. Approved SOP (including support criteria/qualifying criteria and details of possible non-financial support, processes to be followed), 2. Implementation progress/monitoring reports; approved support submissions, 3. Signed financial support allocation letters/submissions and proof of payment for support initiatives (if applicable), 4. Central register of all value chains (including details of relevant businesses and beneficiary numbers, completion date) supported from 1 April 2022 to 31 March 2023.
Assumptions	Reliability of administrative data
Disaggregation of Beneficiaries (where applicable)	n/a
Spatial Transformation (where applicable)	n/a
Calculation type	Cumulative
Reporting Cycle	Quarterly
Desired performance	Higher
Indicator Responsibility	A Phitsane  Signature _____  Date _____



<b>Indicator Title</b>	<b>Number of procurement localization initiatives completed</b>
<b>Definition</b>	Focussed initiatives to support enterprises with locally produced goods and services to benefit from the government and private sector procurement spend.
<b>Source of data</b>	IED
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. Approved SOP (including support criteria/qualifying criteria, initiative types, and processes to be followed),</li> <li>2. Implementation progress/monitoring reports,</li> <li>3. Notice/Advertisement,</li> <li>4. Invitation, attendance register,</li> <li>5. Signed financial support allocation letters/submissions and proof of payment for support initiatives (if applicable),</li> <li>6. Database screenshots</li> <li>7. Central register of initiatives (including details of relevant businesses and beneficiary numbers, completion date) supported from 1 April 2022 to 31 March 2023.</li> </ol>
<b>Assumptions</b>	None
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Annually
<b>Desired performance</b>	Acceptable
<b>Indicator Responsibility</b>	<p>T Lekutle</p> <p>Signature</p> <p style="text-align: right;">22/01/2023 Date</p>

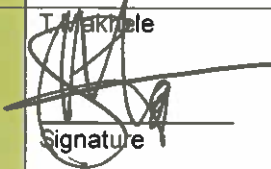

<b>Indicator Title</b>	<b>Provincial business incentive guideline developed</b>
<b>Definition</b>	<p>In order to attract investment and create a conducive environment for businesses to create jobs for youth, women and people with disabilities in particular, government need to offer standardized and/or customized incentives to prospective business investors, including tax incentives, reduced rental rates, etc., as a policy tool. The Guideline will be able to be used across different sectors of the economy.</p> <p>The provincial guideline will be used to assist strategic investment centres, including but not limited to Special Economic Zones, Industrial Parks, Clusters, as well as Free State Municipalities for incentive offerings to businesses.</p>
<b>Source of data</b>	IED
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. SOP (incl. identified incentives, processes to be followed),</li> <li>2. Approved Provincial Business Incentive Guideline Document,</li> <li>3. Implementation progress/monitoring reports, consultation invitations, programmes/agendas, minutes of consultations (if applicable);</li> <li>4. Central register of all guidelines developed from 1 April 2022 to 31 March 2023.</li> </ol>
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Non-cumulative
<b>Reporting Cycle</b>	Annually
<b>Desired performance</b>	Acceptable
<b>Indicator Responsibility</b>	<p>T Makhele</p> <p></p> <p>Signature</p> <p style="text-align: right;"></p> <p style="text-align: right;">Date</p>


<b>Indicator Title</b>	<b>Number of trade and investment strategies developed</b>
<b>Definition</b>	To develop and implement a provincial strategy on trade and investment that will be in line with the National Export strategy that is owned by the dtic.
<b>Source of data</b>	IED
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	1. SOP 2. Implementation progress/monitoring reports, 3. Approved version 1. strategy document (Initiator, Verifier and Approver), 4. Consultation, invitations, programmes/agendas, minutes of consultations, 5. Central register of all activities from 1 April 2022 to 31 March 2023.
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Annually
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	P Ngqeza  Signature 04/05/22 Date

<b>Indicator Title</b>	<b>Number of revitalization initiatives implemented</b>
<b>Definition</b>	<p>The Industrial Parks and the MAP SEZ are areas of key investment attraction. In order to attract investment, we need to ensure that our Industrial Parks are clean, well maintained and have services to ensure investors can conduct business without hindrance.</p> <p>This indicator deals with the activities to embark on revitalization of Industrial Parks through massification. This may involves cleaning, light maintenance and repairs at the Parks.</p>
<b>Source of data</b>	IED
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. SOP (incl. identified initiatives, processes to be followed),</li> <li>2. Implementation progress/monitoring reports, consultation invitations, programmes/agendas, minutes of consultations (if applicable);</li> <li>3. Proof of implementation (photos or handover reports)</li> <li>3. Central register of all activities conducted from 01 April 2022 until 31 March 2023.</li> </ol>
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Non-cumulative
<b>Reporting Cycle</b>	Annually
<b>Desired performance</b>	Acceptable
<b>Indicator Responsibility</b>	<p>T. Maphela</p> <p></p> <p>Signature</p> <p></p> <p>Date</p>



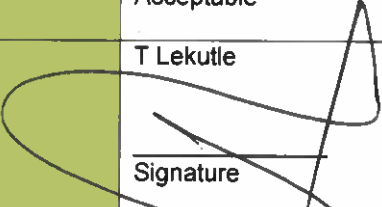
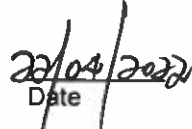
<b>Indicator Title</b>	<b>Number of management advisory reports compiled on the SEZ and industrial parks</b>
<b>Definition</b>	<p>The Industrial Parks and the MAP SEZ are areas of key investment attraction. The management of the SEZ and Industrial Parks also remains the responsibility of DESTEA, as the parent department.</p> <p>The activity refers to inspections, investigations, and interactive sessions with the tenants, and ultimately develop a comprehensive annual report with recommendations.</p>
<b>Source of data</b>	IED
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. SOP (incl. activities to be initiated, processes to be followed),</li> <li>2. Management Advisory Reports;</li> <li>3. Implementation progress/monitoring reports, consultation invitations, agendas, minutes of consultations (if applicable);</li> <li>4. Central register of all activities conducted from 01 April 2022 until 31 March 2023.</li> </ol>
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Non-cumulative
<b>Reporting Cycle</b>	Annually
<b>Desired performance</b>	Acceptable
<b>Indicator Responsibility</b>	<p>T. Mannele</p> <p> Signature</p> <p> Date</p>

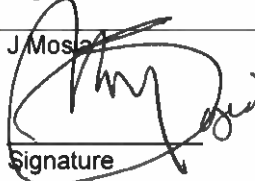
<b>Indicator Title</b>	<b>Number of ease of doing business intervention completed</b>
<b>Definition</b>	<p>The indicator refers to activities and interventions that would improve our ease of doing business index, with focus on costs. This index measures costs of doing business, including rental fees, electricity costs, rezoning for business, water tariffs, etc.</p> <p>In implementing this deliverable, towns or municipalities will be developed based on strategies to improve the cost of doing business, and seeking buy in from relevant stakeholders in adopting such a strategy.</p>
<b>Source of data</b>	Ease of doing business index; IED central registers
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. SOP (incl. intervention types, processes to be followed, timelines),</li> <li>2. Implementation progress/monitoring reports,</li> <li>3. Invitations, minutes of consultations; formal letters of support,</li> <li>4. Approved strategy;</li> <li>5. MOU's or agreements (if applicable)</li> <li>6. Central register of all intervention activities (incl. dates, intervention details, number of attendees) concluded from 1 April 2022 to 31 March 2023.</li> </ol>
<b>Assumptions</b>	None
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Quarterly
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	<p>T. Makhele</p> <p> Signature</p> <p> Date</p>

<b>Indicator Title</b>	<b>Number of regulatory reviews conducted</b>
<b>Definition</b>	Assessment of regulatory factors impacting the business environment in Free State
<b>Source of data</b>	Government gazettes, websites of Free State municipalities, Provincial Treasury inputs.
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ul style="list-style-type: none"> <li>• SOP (incl. processes and timelines);</li> <li>• Implementation progress reports;</li> <li>• Spreadsheet analysis or Review Report;</li> <li>• Central register of all activities from 1 April 2022 to 31 March 2023.</li> </ul>
<b>Assumptions</b>	Data are available
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Non-cumulative
<b>Reporting Cycle</b>	Annual
<b>Desired performance</b>	High
<b>Indicator Responsibility</b>	Dr T Mokoena
	 Signature _____ Date _____

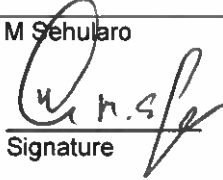
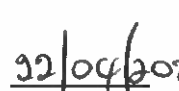
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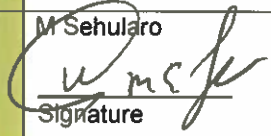
## ECONOMIC PLANNING AND RESEARCH



<b>Indicator Title</b>	<b>Number of municipalities supported</b>
<b>Definition</b>	Municipalities supported with integrated development planning and local economic planning in order to build relevant capacity. (Planning support)
<b>Source of data</b>	Economic Planning
<b>Method of Calculation / Assessment</b>	Simple Count
<b>Means of verification</b>	1. SOP (incl. list of identified municipalities, processes and procedures to be followed), 2. Invitations/requests, programmes, materials used, attendance registers, implementation progress/monitoring reports, copies of integrated IDP's, 3. Central register of municipalities supported (including number of attendees, municipality details, completion date) form 1 April 2022 to 31 March 2023.
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	N/A
<b>Spatial Transformation (where applicable)</b>	N/A
<b>Calculation type</b>	Non-cumulative
<b>Reporting Cycle</b>	Quarterly
<b>Desired performance</b>	Acceptable
<b>Indicator Responsibility</b>	T Lekutle  Signature  Date 22/04/2022 

<b>Indicator Title</b>	<b>Number of research documents on key factors impacting the provincial economy developed</b>
<b>Definition</b>	Research documents to reflect economic data on the performance of the economy, globally and locally; as well as on the sectors of the FS economy.
<b>Source of data</b>	Data from Statistics South Africa's surveys and reports, stakeholder consultations, economic articles; Global Insight, WOW and internet sources; external service providers and results from Destea surveys
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	1. Research plans, 2. Implementation progress reports, 3. Approved economic research documents, if outsourced (appointment letter, proof of payment, progress reports by SP), 4. Central register of all research activities from 1 April 2022 to 31 March 2023.
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	N/A
<b>Spatial Transformation (where applicable)</b>	N/A Research documents developed focusing on the identified elements in the sectors of the FS economy, with recommendations to guide economic policy interventions.
<b>Calculation type</b>	Non-cumulative
<b>Reporting Cycle</b>	Quarterly
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	J. Mos  Signature 25/04/2022 Date


## SMALL BUSINESS DEVELOPMENT

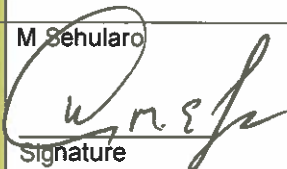
Indicator Title	No of SMME's supported
Definition	SMME support involves the growing of informal, start-up and small enterprises through the provision of financial and / or non-financial support.
Source of data	SBD
Method of Calculation / Assessment	Simple count
Means of verification	<ol style="list-style-type: none"> <li>1. SOP (including qualifying criteria and incentive types, processes to be followed),</li> <li>2. Notice/Invitation, Referral letter (If applicable), Submission to HOD/CFO,</li> <li>3. Implementation progress reports, formal allocation letters for funding, formal support commitment letters, proof of payment, proof of delivery (if not direct funding),</li> <li>4. Central register of all SMME's requesting support/identified for support (including business details, number of beneficiaries, type of support, request receipt date, completion date) from 1 April 2022 to 31 March 2023.</li> </ol>
Assumptions	Availability of resources
Disaggregation of Beneficiaries (where applicable)	<ul style="list-style-type: none"> <li>• Women, Youth and People with Disabilities (if available and or interested)</li> </ul>
Spatial Transformation (where applicable)	n/a
Calculation type	Cumulative
Reporting Cycle	Quarterly
Desired performance	Higher
Indicator Responsibility	M Sehularo  Signature
	 Date

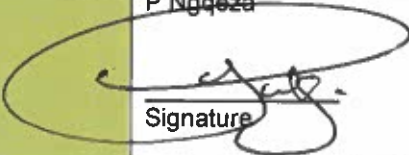
<b>Indicator Title</b>	<b>Percentage of previous year supported SMME's sustainable after 12 months</b>
<b>Definition</b>	Regular observation and recording of activities taking place in enterprise programme
<b>Source of data</b>	SBD
<b>Method of Calculation / Assessment</b>	Sustainable SMME's expressed as a percentage of the total number of SMME's selected to be assessed.
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. SOP (including a list of identified SMMEs supported in the previous financial year, processes, responsibilities and timelines)</li> <li>2. Implementation progress reports, examples of monitoring tools used (questionnaires, spreadsheets etc.), results summary report.</li> <li>3. Annual analysis report</li> <li>4. Central register of all SMME's assessed (incl. business details, number of beneficiaries, and date of assessment) from 1 April 2022 to 31 March 2023.</li> </ol>
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	N/A
<b>Spatial Transformation (where applicable)</b>	N/A
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Annually
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	M Sehularo  Signature
	22/04/2022 Date

<b>Indicator Title</b>	<b>Number of agreements facilitated</b>
<b>Definition</b>	Facilitate business or partnership agreements, which could be deemed beneficial to the productivity, efficiency, viability and feasibility of an enterprise or the greater community.
<b>Source of data</b>	SBD
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. SOP (incl. processes to be followed, qualifying criteria),</li> <li>2. Call for application or Initiation proof (emails or minutes);</li> <li>3. Implementation progress reports,</li> <li>4. Approved agreements / MOU's / MOA's / contracts / SLA's / commitment;</li> <li>5. Central register of all agreements facilitated (including relevant agreement party details, finalization date) from 1 April 2022 to 31 March 2023.</li> </ol>
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	<ul style="list-style-type: none"> <li>• Women, Youth and People with Disabilities (if available and or interested)</li> </ul>
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Bi - Annual
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	M Matsie  Signature
	 Date



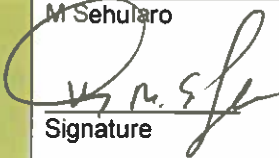
<b>Indicator Title</b>	<b>Number of BBBEE interventions conducted</b>
<b>Definition</b>	To enable DESTEA to give effect to BBBEE objectives as outlined in the BBBEE Act and the preferential procurement policy framework through different interventions focussing on Skills development, Enterprise and Supplier Development.
<b>Source of data</b>	SBD
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	1. SOP (incl. criteria for interventions and identified types of interventions, processes to be followed), 2. Implementation progress reports, invitations/agenda, materials used (if applicable), attendance registers, 3. Central register of all interventions (incl. type of intervention, beneficiary numbers, location details, completion date) conducted from 1 April 2022 to 31 March 2023.
<b>Assumptions</b>	Participation of key stakeholders; availability of funds
<b>Disaggregation of Beneficiaries (where applicable)</b>	N/A
<b>Spatial Transformation (where applicable)</b>	N/A
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Quarterly
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	M Matsie  Signature 31/03/2023 Date

<b>Indicator Title</b>	<b>Number of stokvels supported</b>
<b>Definition</b>	The aim is to support stokvels through training and empowerment initiatives (incl. funding where applicable).
<b>Source of data</b>	SBD
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	1. SOP (incl. identified initiatives to be implemented, selection criteria and targeted stokvels, processes to be followed), 2. Implementation progress reports, media materials (if applicable), if training was conducted, then invitations, attendance registers 3. Proof of payment (if applicable), proof of delivery or services rendered (if applicable), 4. Central register of all initiatives concluded (incl. details of relevant stokvel, beneficiary numbers, initiative details, completion date) from 1 April 2022 to 31 March 2023.
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Quarterly
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	M. Sehularo  Signature 22/04/2022 Date

<b>Indicator Title</b>	<b>Number of enterprises assisted with access to markets</b>
<b>Definition</b>	Enterprises exposed to markets through various platforms such as exhibitions, trade fairs outbound missions, flea markets, training that provides information regarding markets and linkages to other businesses 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 dtic.
<b>Source of data</b>	IED
<b>Method of Calculation / Assessment</b>	Simple count.
<b>Means of verification</b>	1. Approved SOP (including support criteria/qualifying criteria, types of assistance, processes and procedures to be followed), 2. Implementation progress/monitoring reports, 3. Call for applications, 4. Central register of all enterprises which requested assistance or was identified for assisted (with details of enterprises assisted, beneficiary numbers, assistance details, completion date) from 1 April 2022 to 31 March 2023.
<b>Assumptions</b>	None.
<b>Disaggregation of Beneficiaries (where applicable)</b>	<ul style="list-style-type: none"> <li>• Target for Women</li> <li>• Target for Youth</li> <li>• Target for People with Disabilities</li> </ul>
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Quarterly.
<b>Desired performance</b>	Higher performance
<b>Indicator Responsibility</b>	P Ngqeza  Signature 04/05/22 Date

<b>Indicator Title</b>	<b>Number of pro-active inspections conducted on business compliance with various industry standards</b>
<b>Definition</b>	Proactive inspections to determine compliance with a number of industry standards (e.g. RMI, Motor Industry Ombudsman, etc.), for the benefit of consumers. The Consumer Protection office must ensure that these standards are complied with. Non-compliance is superseded by an imposition of a fine – section 111 of CPA. These are conducted intermitted through unannounced inspections, scheduled inspections via <i>PROVJOINTS</i> including Blitz Operations and inspections as directed by the Accounting Officer.
<b>Source of data</b>	Economic Planning
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. SOP</li> <li>2. Pro-active inspection plan (incl. inspection types, identified locations, types if businesses to be inspected, timeframes, processes to be followed),</li> <li>3. Invitations to participate in PROVJOINT inspections, approved site inspection reports (signed by initiator, verifier and authorizer), implementation progress/monitoring reports,</li> <li>4. Central register of all inspections (incl. business details, result of inspections, arrests details, charge details, and dates) conducted from 1 April 2022 to 31 March 2023.</li> </ol>
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Non-cumulative
<b>Reporting Cycle</b>	Quarterly
<b>Desired performance</b>	Acceptable
<b>Indicator Responsibility</b>	T Radikeledi Signature



<b>Indicator Title</b>	<b>Number of training and skills development initiatives facilitated</b>
<b>Definition</b>	Training initiatives, as identified via needs analysis processes, implemented to support enterprises in achieving operation efficiency and sustainability.
<b>Source of data</b>	SBD
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	<ol style="list-style-type: none"> <li>1. SOP (including identified training events, types of training planned, service provider or internal, processes to be followed, qualifying criteria),</li> <li>2. Invitations, attendance registers, presentations/training material, proof of payment (if applicable), proof of services rendered (if applicable), implementation progress reports,</li> <li>3. Central register of all training and skills development initiatives facilitated (excluding Stokvel training) (incl. beneficiary numbers and training details, dates) from 1 April 2022 to 31 March 2023.</li> </ol>
<b>Assumptions</b>	Lack of participation by enterprises
<b>Disaggregation of Beneficiaries (where applicable)</b>	<ul style="list-style-type: none"> <li>• Women, Youth and People with Disabilities (if available and or interested)</li> </ul>
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Annually
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	<p>M Sehularo</p>  <p>Signature</p> <p style="text-align: right;">22/04/2022 Date</p>

<b>Indicator Title</b>	<b>Number of consumer awareness sessions conducted</b>
<b>Definition</b>	To make Free State consumers aware of their consumer rights and prevent the exploitation of consumers by suppliers of services and goods and to comply with the Consumer Rights Act requirements.
<b>Source of data</b>	Economic Planning
<b>Method of Calculation / Assessment</b>	Simple count
<b>Means of verification</b>	1. SOP (including details on awareness areas, processes and procedures to be followed), 2. Session notices/invitations, programmes, presentation/media material, attendance registers, implementation progress/monitoring reports, 3. Central register of all sessions conducted (incl. session dates and number of attendees) from the 1 April 2022 to 31 March 2023.
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Quarterly
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	Radikeledi Signature

  
 21 APR 2022  
 Date  
 Consumer Protector for the Free State's  
 Consumer Affairs Court

<b>Indicator Title</b>	<b>Number of consumer complaints resolved within prescribed timeframes</b>
<b>Definition</b>	All received disputes between consumers and service providers are resolved within 90 calendar days from a receipt of a complete dispute document.
<b>Source of data</b>	SBD Branch
<b>Method of Calculation / Assessment</b>	Simple count:
<b>Means of verification</b>	1. SOP (incl. processes, legislated timeframes) 2. Comprehensive central case register from 1 <sup>st</sup> April 2022 to 31 <sup>st</sup> March 2023 (including opening balance from previous year, date of receipt, date of conclusion, case description, official responsible, case status, value of resolved cases, resolved within 90 days (Yes/No), monthly progress reports), 3. Proof of engagements with the business/defendant. 3. Implementation progress/monitoring reports.
<b>Assumptions</b>	Availability of resources
<b>Disaggregation of Beneficiaries (where applicable)</b>	n/a
<b>Spatial Transformation (where applicable)</b>	n/a
<b>Calculation type</b>	Cumulative
<b>Reporting Cycle</b>	Quarterly
<b>Desired performance</b>	Higher
<b>Indicator Responsibility</b>	T. Radikeledi

Signature

21 APR 2022

Consumer Protector for the Free State's  
Consumer Affairs Court