



**destea**

department of  
Economic, Small Business Development,  
Tourism and Environmental Affairs  
FREE STATE PROVINCE

## **PUBLIC NOTICE**

### **INTERRUPTION OF FREE STATE E-COMPLAINTS AND E-PERMIT SERVICES**

Clients or users of e-Complaints Free State and e-Permit Free State services provided by Department of Economic, Small Business Development, Tourism and Environmental Affairs are informed of interruption in the provision of these services due to the migration of e-Services to the Cloud infrastructure by SITA.

The interruption of the services will unfold in two phases. Phase 1, e-Complaints and e-Permit services will both not be available from the 29<sup>th</sup> August until restoration on the 30<sup>th</sup> August 2020. Phase 2 will start on the 04<sup>th</sup> of September 2020 to the 08<sup>th</sup> of September for e-Permit service and on the 04<sup>th</sup> to the 07<sup>th</sup> of September for e-Complaints service.

During these periods, Consumer Protection Office for e-Complaints as well as the Environmental Affairs (Biodiversity Unit) for e-Permit will use manual processes to continue rendering these services to the public.

To ensure service delivery to the people of the Free State and still comply with COVID 19 regulations and protocols, clients are advised not to personally visit the department but contact the respective offices using the details below.

#### **Consumer Protection office**

**Tel:** 082 773 9949

**Email:** radikelt@destea.gov.za

#### **Environmental Affairs (Biodiversity Unit)**

**Tel:** 082 040 4195

**Email:** nkoen@destea.gov.za

The end

#### **Issued by Communication Section**

**Department of Economic, Small Business Development, Tourism and  
Environmental Affairs**