



**destea**

department of  
economic, small business development,  
tourism and environmental affairs  
FREE STATE PROVINCE

**THE DEPARTMENT OF ECONOMIC, SMALL  
BUSINESS  
DEVELOPMENT, TOURISM AND ENVIROMENTAL  
AFFAIRS**

**SERVICE CHARTER  
2021- 2022**

**As MEC and Managers of Department of Economic, Small Business Development, Tourism and Environmental Affairs, we PLEDGE ourselves to provide the Public with services as outlined in the Service Charter and Service Standards**

  
\_\_\_\_\_  
**Mr. M Mohale**  
**MEC: DESTEA**

**Date:** 15 March 2021

  
\_\_\_\_\_  
**Dr. M Nokwequ**  
**HOD: DESTEA**

**Date:** 11 March 2021

<b>TABLE OF CONTENTS</b>		<b>Page</b>
1.	Who are we	3
2.	Our Mandate	3
3.	Our Vision	3
4.	Our Values	3
5.	Mission	4
6.	Where can we be found	4
7.	Contact details of MEC/HOD/Communication Manager	4
8.	Head Office Senior Managers	4
9.	Service Centres, Resorts and Reserves Managers	5
i.	Districts Service Centres	5
ii.	Resorts	5
iii.	Reserves	6
10.	Services offered	7
11.	Customer Care, lodging a complaint and queries	10
12.	Your rights	11
13.	Your obligations	12
14.	Our performance against standards	12

## 1. WHO ARE WE?

Department Economic, Small Business Development, Tourism and Environmental Affairs.

## 2. OUR MANDATE

To create an enabling environment for sustainable growth through economic development and environmental oversight.

The DESTEA's constitutional mandate is derived from the Schedule 4 and 5 of the Constitution of the Republic of South Africa, which requires the Department to oversee and administer the following:

1. Business Regulation
2. Environmental Affairs
3. Trade
4. Tourism
5. Casinos, racing, gambling and wagering
6. Consumer protection
7. Industrial Promotion and Business Development
8. Provincial Public Enterprises
9. Liquor Licences and Control of Undertaking that Sell Liquor to the Public

## 3. VISION

"A transformed economy and a prosperous society that is living in harmony with its natural resources".

## 4. OUR VALUES

The following are the core values of the Department:

- Excellence
- Focussed
- Responsive
- Innovative
- Decency
- Conscientiousness

## 5. MISSION

“To lead environmentally sustainable economic growth and transformation for the benefit of the Free State province and its citizens, through coordination, integration and mobilization of opportunities, efforts and resources.”

## 6. WHERE CAN WE BE FOUND?

<b>Physical Address:</b>	113 St. Andrews Street Bloemfontein 9301
<b>Call Centre No.:</b>	(051) 404 9600
<b>Email</b>	<a href="mailto:enquiries@destea.gov.za">enquiries@destea.gov.za</a>
<b>Website:</b>	<a href="http://www.edtea.fs.gov.za">www.edtea.fs.gov.za</a>
<b>OFFICE HOURS:</b>	07:30-16:00

## 7. CONTACT DETAILS: MEC, HOD AND COMMUNICATIONS MANAGER

NAME	DESIGNATION	Contact details	
Mr. M Mohale	Member of Executive Council (MEC)	051 400 4904 / 4714	<a href="mailto:nkwadipob@destea.gov.za">nkwadipob@destea.gov.za</a>
Dr. M Nokwequ	Head of Department	051 400 4913/14	<a href="mailto:Hod_Office@destea.gov.za">Hod_Office@destea.gov.za</a>
Mr. K Tau	Head of Communications	051 400 9542	<a href="mailto:tauk@destea.gov.za">tauk@destea.gov.za</a>

## 8. HEAD OFFICE SENIOR MANAGERS

HEAD OFFICE	NAME	CONTACT NO	EMAIL.
Chief Financial Officer	Mr. L Kalane	051 400 4916	<a href="mailto:kalanel@destea.gov.za">kalanel@destea.gov.za</a>
Acting Deputy Director General: Environmental Affairs	Ms. N Nkoe	051 400 9410	<a href="mailto:nkoe@destea.gov.za">nkoe@destea.gov.za</a>
Acting Chief Director: Integrated Economic Development	Mr. T Makhele	051 400 4924	<a href="mailto:makhelet@destea.gov.za">makhelet@destea.gov.za</a>

Acting Chief Director: Small Business Development	Ms. P Ngqeza	051 400 4935	<a href="mailto:ngqezap@destea.gov.za">ngqezap@destea.gov.za</a>
Chief Directorate: Corporate Services	Vacant	051 400 9569	<a href="mailto:tlalem@destea.gov.za">tlalem@destea.gov.za</a>
Director: Consumer Protection	Mr. T Radikeledi	051 400 4852	<a href="mailto:radikelt@destea.gov.za">radikelt@destea.gov.za</a>
Director: Tourism Development and Support	Ms. M Mahlatsi	051 400 9405	<a href="mailto:mahlatsim@destea.gov.za">mahlatsim@destea.gov.za</a>
Director: Security, Fraud and Anti-Corruption	Mr. A Kotsi	051 400 4742	<a href="mailto:kotsia@destea.gov.za">kotsia@destea.gov.za</a>

## 9. CONTACT DETAILS: SERVICE CENTRES, RESERVES AND RESORTS MANAGERS

### i. DISTRICTS SERVICE CENTRE

DISTRICT	MANAGER	CONTACT No.	E-MAIL
Fezile Dabi	Ms. N Lentsa	083 968 2647	<a href="mailto:lentsan@detea.fs.gov.za">lentsan@detea.fs.gov.za</a>
Mangaung / Thaba Nchu	Ms. M Mohono	082 559 7944	<a href="mailto:mohonom@destea.gov.za">mohonom@destea.gov.za</a>
Lejweleputswa	Ms. T Maleka	057 357 5871 072 537 2950	<a href="mailto:malekat@destea.gov.za">malekat@destea.gov.za</a>
Thabo Mofutsanyana	Ms. R Booi	058 713 1965 072 717 5626	<a href="mailto:booir@detea.fs.gov.za">booir@detea.fs.gov.za</a>

### ii. RESORTS

DISTRICT	RESORT	MANAGER	CONTACT NO.	FAX NO/EMAIL
<b>MANGAUNG</b>	Phillip Sanders	Mr. L Johnson	051 441 4015 060 968 3405	<a href="mailto:johnsonl@destea.gov.za">johnsonl@destea.gov.za</a>
	Soetdoring	Ms C. Simwinji	051 433 9002 060 968 3297	051 433 1168 <a href="mailto:simwinjic@destea.gov.za">simwinjic@destea.gov.za</a>
	Maria Moroka	Ms V Ramotsabi	051 873 2427 060 968 3486	051 873 2466 ramotsabiv@destea.gov.za
<b>XHARIEP</b>	Gariiep	Ms. L Ndayi	051 754 0048 060 968 3217	051 754 0108 ndayil@destea.gov.za
	Tussen Die Revier	Vacant	051 763 1000/1	051 763 1001
<b>LEJWELEPUTSWA</b>	Willem Pretorius	Mr. N Krause	057 651 4003/4 060 968 3262	057 651 4005 <a href="mailto:krausen@destea.gov.za">krausen@destea.gov.za</a>

	Sandveld	Ms. M Ngobeni	053 433 1701 /2 060 968 3355	053 433 1090 ngobenim@destea.gov.za
<b>Fezile Dabi</b>	Koppies	Ms. K Fete	056 777 0919/ 27 060 968 3358	056 777 0920 086 620 3995 <a href="mailto:koppiesdamnr@telkomsa.net">koppiesdamnr@telkomsa.net</a> feted@destea.gov.za
<b>THABO MOFUTSANYAN A</b>	Sterkfontein Dam	Mr. S Kgodumo	058 622 3520 060 968 3402	058 622 1772 <a href="mailto:sterkfonteinresort@destea.gov.za">sterkfonteinresort@destea.gov.za</a> <a href="mailto:kgodumom@destea.gov.za">kgodumom@destea.gov.za</a>
	Seekoeivlei Resort Memel	Mr. E Manganyi	058 924 0183 060 968 3435	058 924 0159 <a href="mailto:manganyir@destea.gov.za">manganyir@destea.gov.za</a>

### 9.1 RESERVES

DISTRICT	RESERVE	MANAGER	CONTACT NO.	FAX NO / EMAIL
<b>MANGAUNG</b>	Caledon N/R	Mr. Leeuw	051 583 2000/1/ 060 968 3496	051 583 2003 086 776 4222 <a href="mailto:leeuwm@destea.gov.za">leeuwm@destea.gov.za</a>
	Maria Moroka	Mr. N Ngwenya	051 873 2427 066 487 2945	051 873 2466 <a href="mailto:ngwenyan@destea.gov.za">ngwenyan@destea.gov.za</a>
	Rustfontein N/R	Ms. G Sebetlele	051 528 2926 060 968 3186	051 528 2192 <a href="mailto:sebetleleg@destea.gov.za">sebetleleg@destea.gov.za</a>
	Kalkfontein N/R	Mr J. Josling	051 723 1027/8 060 968 3456	086 260 0999 / 051 723 0134 <a href="mailto:joslingj@destea.gov.za">joslingj@destea.gov.za</a>
	Barthurst N/R	Mr. Mohale	051 442 7080 083 489 3932	051 422 2109 <a href="mailto:mohalem@destea.gov.za">mohalem@destea.gov.za</a>
	Soetdoring N/R	Ms. L Kelly	051 433 1167 060 968 3215	051 433 1168 <a href="mailto:kellyl@destea.gov.za">kellyl@destea.gov.za</a>
<b>XHARIEP</b>	Gariep N/R	Mr. F van den Berg	051 754 0026/48 060 968 3198	051 754 0108 <a href="mailto:vdbergf@destea.gov.za">vdbergf@destea.gov.za</a>
	Tussen die Riviere N/R	Mr. A Van der Westhuizen	051 763 1002 060 968 3175	051 763 1003 086 691 1929 <a href="mailto:andrev@destea.gov.za">andrev@destea.gov.za</a>
<b>LEJWELEPUTSW A</b>	Sandveld N/R	Mr D Erasmus	053 433 1701/2/3 060 968 3241	053 433 1090 <a href="mailto:erasmusd@destea.gov.za">erasmusd@destea.gov.za</a>
	Willem Pretorius N/R	Ms M Matsikiri	057 651 4168 082 395 9436	057 651 4158 <a href="mailto:matshikirim@destea.gov.za">matshikirim@destea.gov.za</a>

	Erfenis N/R	Mr. S van Rensburg	057 733 2125 060 968 3178	086 590 5146 057 733 2085 <a href="mailto:JVREnsburg@destea.gov.za">JVREnsburg@destea.gov.za</a>
<b>FEZILE DABI</b>	Koppies Dam N/R	Mr. R Lotze	056 777 2033/4 060 968 3567	056 777 2034 <a href="mailto:lotzer@destea.gov.za">lotzer@destea.gov.za</a>
<b>THABO MOFUTSANYANA</b>	Sterkfontein Dam N/R	Mr JJ. Joubert	058 622 3520 060 968 3125	086 715 2345 058 622 1772 <a href="mailto:joubertjj@destea.gov.za">joubertjj@destea.gov.za</a>
	Seekoeivlei N/R	Mr. M Pretorius	058 924 0183 060 968 3193	058 924 0159 <a href="mailto:pretoriusm@destea.gov.za">pretoriusm@destea.gov.za</a>

## 10. SERVICES OFFERED

Outcome	Service Rendered	Explanation	Contact Person	Documentation
<b>OFFICE OF THE MEC</b>				
Effective bio-diversity management	Handles EIAs Appeals.	Appeals for EIA Applications for developments that were turned down by Departmental Committee.	Ms. B Nkwadipo 113 St Andrews Str. 5 <sup>th</sup> Floor, BFN. ☎ 051 400 4907 / 4904	Appellants must submit application for free with relevant documents within 90 days of receiving a decline letter.
<b>ENVIRONMENTAL AFFAIRS</b>				
Effective bio-diversity management	Issue Biodiversity Permits.	Issues various permits: Hunting licenses, CITES permits, TOPS permits Captivity permits, Trophy licenses, Game fencing and certificates.	Mr. Dave Hayter 113 St Andrews Str. Ground-Floor, BFN. ☎ 051- 400 4798 / 9526 / 27 / 36	Completed Permit application forms, proof of payment and other documents that may be required.

Outcome	Service Rendered	Explanation	Contact Person	Documentation
Effective bio-diversity management	Process EIAs Applications and Waste Licenses.	Ensure healthy environment through processing of Waste Management Licenses and EIAs.	Dr. S Fuku 113 St Andrews Str. 4 <sup>th</sup> Floor, BFN. ☎ 051 400 4781 / 4810	Application form Basic Assessment Report Scoping Report Environmental Impact Report plus proof of payment for Private Developers.
Improved investment and growth in the Biodiversity Economy	Establish Black Game Ranchers.	Assist qualifying black farmers in establishing game farms by donating and/or loaning them game.	Ms. N Nkoe 113 St Andrews Str. 4 <sup>th</sup> Floor, BFN. ☎ 051 400 4800	Letter of application for assistance and Copy of farm title deed.
Regulatory Environment Enforcement	Review the Municipal IDPs	IDPs are reviewed for their environmental content in line with DA/3.5 requirements	Ms. N Nkoe 113 St Andrews Str. 4 <sup>th</sup> Floor, BFN. ☎ 051 400 4800	Department to be provided with Draft IDPs to review them for free before they are passed by Councils.
Effective bio-diversity management	Establish stewardship sites for the conservation.	Secure areas of privately owned land for the conservation of biodiversity and the expansion of the province's protected area estate.	Mr. D Hayter 113 St Andrews Str. 4 <sup>th</sup> Floor, BFN. ☎ 051 400 9502	Site applications ( MEC Approval) Minutes of meetings and attendance registers.
Reduced provincial waste disposal to landfills	Provide waste management related services.	Attend to hazardous waste incidents and spillages.	Dr. S Fuku 113 St Andrews Str. 4 <sup>th</sup> Floor, BFN. ☎ 051 400 4781 / 4810	Incident report.
Effective bio-diversity management	Enforce compliance with environmental management legislation.	Investigate non-compliance with biodiversity/ conservation management legislation.	Mr. Dave Hayter 113 St Andrews Str. Ground-Floor, BFN. ☎ 051- 400 4798	Routine inspections except in cases of Lodged Complaints.



Outcome	Service Rendered	Explanation	Contact Person	Documentation
Increased economic growth	Provide affordable leisure facilities for the public.	Provision of holidaying and camping facilities at the Resorts and Reserves.	Mr. T Sibeko 113 St Andrews Str. 4 <sup>th</sup> Floor, BFN. ☎ 051-400 9497 / 9510	Reservation details and proof of payment.
Effective mitigation of climate change in vulnerable sectors.	Registration of Eco-Schools and Establishment of Environmental Clubs.	Raise awareness and increase participation in environmental activities.	Ms. K Ntsala 113 St Andrews Str. First Floor, BFN. ☎ 051-400 4834 4906	Registration as eco-school.  Registration as Conservancy.
<b>SMALL BUSINESS AND ECONOMIC DEVELOPMENT</b>				
Improved Economic growth	Assist SMMEs with Micro Enterprise Incentives	Enterprise development involves the growing of informal, start-ups and small enterprises through the provision of financial and non-financial support, assisting in their growth and sustainability.	Mr. M Sehularo 113 St Andrews Str. 2 <sup>nd</sup> Floor, BFN. ☎ 051 400 9620	Business plan, business proposals, Tax Clearance, Registration certificate, Partnership agreement; SA ID copy and proof of residence
Improved economic growth	Establish business Hubs to supports startups.	To support the start-ups and early stage of new business ventures by providing them with working space and development environment for their growth and sustainability	Mr. M Sehularo 113 St Andrews Str. 2 <sup>nd</sup> Floor, BFN. ☎ 051 400 9620	Tax Clearance, Registration certificate, Partnership agreement; SA ID copy and proof of residence
Improved economic growth	Support SMMEs through procurement opportunities.	Department to procure at least 70% of its most frequently procured commodities from the SMMEs.	Mr. P Tlhabanelo 113 St Andrews Str. Ground Floor, BFN ☎ 051 400 9636	Registration in the CSD, submission of quotations or quotations with necessary documentation as requested.

Outcome	Service Rendered	Explanation	Contact Person	Documentation
Improved economic growth	Provide support to small scale miners	Finance permit application and Environmental Impact Assessment (EIA) for potential small scale miners	Ms. Mpolokeng Mokalobe 113 St Andrews Str. 2 <sup>nd</sup> Floor, BFN. ☎ 051 400 9588/95	Business registration documents. Business concept. Registration in the CSD.
Reduced illicit economic activity and corruption	Resolve Consumer Disputes.	Handle consumer complaints within 90 days through mediation and/or taking the matter to the Consumer Court.	Mr. T Radikeledi 113 St Andrews Str. 2 <sup>nd</sup> Floor, BFN. ☎ 051 400 9611 / 56	Completed Standard Complaint Form and an affidavit.
<b>TOURISM DEVELOPMENT AND SUPPORT</b>				
Reduced illicit economic activity and corruption	Registration of Tourist Guides.	Registration of tourist guides and maintenance of the tourist guide database.	Ms. M Mahlatsi 113 St Andrews Str. 7 <sup>th</sup> Floor, BFN. ☎ 051 400 9405	First Aid Certificate, Proof of Payment of Registration Fee and Listing on Provincial Registrars Data Base.
Transformed economic structure	Support Tourism SMMEs.	Support tourism enterprises with funding and access to market opportunities	Ms. M Mahlatsi 113 St Andrews Str. 7 <sup>th</sup> Floor, BFN. ☎ 051 400 9405	CIPC Compliant/ Business Registration documents
Reduced illicit economic activity and corruption	Identification of tourism hotspots for policing purposes	Identify tourism hotspots to ensure that tourist are safe when visiting a destination	Ms. M Mahlatsi 113 St Andrews Str. 7 <sup>th</sup> Floor, BFN. ☎ 051 400 9405	Inspection report

## 10. CUSTOMER CARE, LODGING A COMPLAINT AND DEALING WITH QUIRIES

### 10.1. Laying a complaint

If you want to complain about service standards which are not met, the following steps should be undertaken:

1. Contact the relevant manager as indicated in the contact details table provided above.
2. Should you still be unhappy with the response you received, please contact the communication unit of the Department by email, post, fax or telephonic on the following contact details:

<b>Postal Address:</b>	Mr. Kgotso Tau Head of Communications Private Bag x 20801 Bloemfontein 9300
<b>Tel:</b>	(051) 400 9542
<b>Email:</b>	tauk@destea.gov.za

## 10.2. Process followed to address your complaint

Upon receipt of your concerns, we will:

1. Acknowledge receipt of your formally lodged query within 5 working days;
2. Provide you with the name of the person handling your query, and;
3. Provide the specific time when to expect a full response.

Should you still be unsatisfied with the response provided, contact Office of the Head of Department (HOD) on the following details:

<b>Postal Address:</b>	Dr. Mbulelo Nokwequ Head of Department Private Bag x 20801 Bloemfontein 9300
<b>Tel:</b>	051) 400 4913
<b>Email:</b>	HOD_Office@detea.fs.gov.za

Please tell us what you think of our services & standards and whether you think we are meeting them.

We will appreciate any comments and/or criticism you may have.

## 11. YOUR RIGHTS

As a customer you have the right to be treated according to the Batho Pele principles, especially the following:

- Courteous at all time;
- Openness and transparency;
- Correct and accurate information;

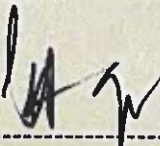
- Prompt and efficient service delivery;
- Redress and an apology for lapses in our service, and;
- Privacy respected at all times

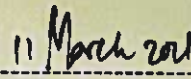
## 12. YOUR OBLIGATIONS

Service delivery is a two way process and therefore, you are requested as a service beneficiary, to be courteous, civil and respect the dignity of officials working with you.

## 13. OUR PERFORMANCE AGAINST OUR STANDARDS

We shall publish the results of our performance against our service standards each year in our Annual Report.

  
-----  
Dr. Mbulelo Nokwequ  
HOD: DESTEА

  
-----  
DATE:

