



destea

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

SERVICE DELIVERY CHARTER

2022 - 2023

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: 29/08/2022


Dr. M Nokwequ

HOD: DESTEA

Date: 23/3/22

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1. WHO ARE WE?

Department of 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:

- i. Business Regulation
- ii. Environmental Affairs
- iii. Trade
- iv. Tourism
- v. Casino, racing, gambling and wagering
- vi. Consumer protection
- vii. Industrial Promotion and Business Development
- viii. Provincial Public Enterprises
- ix. 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:

- i. Excellence
- ii. Focussed
- iii. Responsive
- iv. Innovative
- v. Decency
- vi. 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?

Physical Address:	113 St. Andrews Street Bloemfontein 9301
Call Centre No.:	(051) 404 9600
Email	enquiries@destea.gov.za
Website:	www.edtea.fs.gov.za
OFFICE HOURS:	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	nkwadipob@destea.gov.za
Dr. M Nokwequ	Head of Department	051 400 4913/14	Hod_Office@destea.gov.za
Mr. T Makhele	Head of Communications	051 400 4924	makhelet@destea.gov.za

8. HEAD OFFICE EXECUTIVE/SENIOR MANAGERS

HEAD OFFICE	NAME	CONTACT NO	EMAIL.
Chief Financial Officer	Mr. L Kalane	051 400 4916	kalanel@destea.gov.za
Chief Director General: Environmental Management	Ms. N Nkoe	051 400 4800	nkoen@destea.gov.za
Acting Chief Director: Integrated Economic Development	Mr. T Makhele	051 400 4924	makhelet@destea.gov.za
Acting Chief Director: Small Business Development	Ms. P Ngqeza	051 400 4935	ngqezap@destea.gov.za
Chief Directorate: Corporate Services	Vacant	051 400 4711	tlalem@destea.gov.za
Director: Consumer Protection	Mr. T Radikeledi	051 400 4852	radikelt@destea.gov.za
Director: Tourism Development and Support	Mr. K Tau	051 400 9542	tauk@destea.gov.za
Director: Security, Fraud and Anti-Corruption	Mr. A Kotsi	051 400 4742	kotsia@destea.gov.za

9. SERVICE CENTRES, RESORTS AND RESERVES MANAGERS

I. DISTRICTS SERVICE CENTRE

DISTRICT	MANAGER	CONTACT No.	E-MAIL
Fezile Dabi	Ms. N Lentsa	082 443 5513	lentsan@destea.fs.gov.za
Mangaung	Ms. M Mohono	082 559 7944 051 400 9460	mohonom@destea.gov.za
Lejweleputswa	Ms. T Maleka	063 316 9135	malekat@destea.gov.za
Thaba Nchu	Ms. S Ramabolu	072 635 3674	ramabolus@destea.gov.za
Thabo Mofutsanyana	Ms. R Booie	072 717 5626 058 713 1965	booir@destea.gov.za

ii. RESORTS

DISTRICT	RESORT	MANAGER	CONTACT NO.	FAX NO/EMAIL
MANGAUNG	Phillip Sanders	Mr. L Johnson	051 441 4014/5 060 968 3405	johnsonl@destea.gov.za
	Soetdoring	Ms C. Simwinji	051 433 9002 060 968 3297	simwinjic@destea.gov.za
	Maria Moroka	Ms V Ramotsabi	051 873 2427 060 968 3486	ramotsabiv@destea.gov.za mariamorokaresort@gmail.com
XHARIEP	Gariep	Vacant	051 754 0048 060 968 3217	gariepdamresort@gmail.com
	Tussen Die Revier	Vacant	051 763 1000/1	tussendieriviere@gmail.com
LEJWELEPUTSWA	Willem Pretorius	Mr. N Krause	057 651 4003/4 060 968 3262	krausen@destea.gov.za nico.riana@yahoo.com
	Sandveld	Ms. M Ngobeni	053 433 1701 /2 060 968 3355	sandveldresort@gmail.com ngobenim@destea.gov.za
Fezile Dabi	Koppies	Ms. K Fete	056 777 0919/ 27/2034 060 968 3358	koppiesdamresort186@gmail.com koppiesdamnr@telkomsa.net feted@destea.gov.za
THABO MOFUTSANYANA	Sterkfontein Dam	Mr. S Kgodumo	058 622 3520/3892/ 1093 060 968 3402	058 622 1772 kgodumom@destea.gov.za
	Seekoeivlei Resort Memel	Mr. E Manganyi	058 924 1400/11 060 968 3435	manganyir@destea.gov.za

9.1 RESERVES

DISTRICT	RESERVE	MANAGER	CONTACT NO.	FAX NO / EMAIL
MANGAUNG	Caledon N/R	Mr. K Reid	051 583 2000/1/2 061 497 2535	051 583 2003 086 776 4222 kagishoreid29@gmail.com
	Maria Moroka	Ms. V Ramotsabi	051 873 2427 060 968 3486	ramotsabiv@destea.gov.za mariamorokaresort@gmail.com
	Rustfontein N/R	Ms. B Mbili	051 528 2926 076 698 5000	Bulelwa.mbili@gmail.com
	Kalkfontein N/R	Mr J. Josling	051 723 1027/8 060 968 3456	joslingj@destea.gov.za joslingja@gmail.com
	Barhurst N/R	Mr. M Mohale	051 442 7080 082 529 3203	mohalem@destea.gov.za mohale1968@gmail.com
	Soetdoring N/R	Ms. L Kelly	051 433 1167 060 968 3215	kellyl@destea.gov.za soetdoringresort@gmail.com
XHARIEP	Gariep N/R	Mr. F van den Berg	051 754 0026 /48 060 968 3198	vdbergf@destea.gov.za francois.destea@gmail.com
	Tussen die Riviere N/R	Mr. A Van der Westhuizen	051 763 1002 060 968 3175	andrev@destea.gov.za andre-aida@polka.co.za
LEJWELEPUTSWA	Sandveld N/R	Mr D Erasmus	053 433 1701 /2 /3 060 968 3241	erasmusd@destea.gov.za erasmus123@gmail.com
	Willem Pretorius N/R	Ms M Matshikiri	057 651 4168 066 487 2863	matshikirim@destea.gov.za tmatshikiri@gmail.com
	Erfenis N/R	Mr. S van Rensburg	057 733 2125 060 968 3178	086 590 5146 057 733 2085 JVREnsburg@destea.gov.za belinda.sep@gmail.com
FEZILE DABI	Koppies Dam N/R	Mr. R Lotze	056 777 2033/4 060 968 3567	lotzer@destea.gov.za robl@eject.co.za
THABO MOFUTSANYANA	Sterkfontein Dam N/R	Mr JJ. Joubert	058 622 3520 060 968 3125	joubertij@destea.gov.za joubert5168@gmail.com
	Seekoeivlei N/R	Mr. M Pretorius	058 924 0183 060 968 3193	pretoriusm@destea.gov.za moernepret37@gmail.com

10. SERVICES OFFERED

Outcome	Service Rendered	Explanation	Contact Person	Documentation
OFFICE OF THE MEC				
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 th Floor, BFN. ☎ 051 400 4904	Appellants must submit application for free with relevant documents within 90 days of receiving a decline letter.
ENVIRONMENTAL AFFAIRS				
Effective bio-diversity management	Issue Biodiversity Permits.	Issues various permits: Hunting licenses, CITES permits, TOPS permits Captivity permits, Trophy licenses, Game fencing and certificates.	Ms. N Nkoe 113 St Andrews Str. 4 th Floor, BFN. ☎ 051 400 9510 051- 400 9513/26/27	Completed Permit application forms, proof of payment and other documents that may be required.
Effective bio-diversity management	Process EIAs Applications and Waste Licenses.	Ensure healthy environment through processing of Waste Management Licenses and EIAs.	Ms. N Nkoe 113 St Andrews Str. 4 th Floor, BFN. ☎ 051 400 4817 / 4917	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 th Floor, BFN. ☎ 051 400 9510	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	Mr. M Walaza 113 St Andrews Str. 4 th Floor, BFN. ☎ 051 400 9518	Department to be provided with Draft IDPs to review them for free before they are passed by Councils.

Outcome	Service Rendered	Explanation	Contact Person	Documentation
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 th 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.	Mr. F Mathibe 113 St Andrews Str. Ground Floor, BFN. ☎ 051- 400 4851 /9519 /20	Incident report.
Effective bio-diversity management	Enforce compliance with environmental management legislation.	Investigate non-compliance with biodiversity/ conservation management legislation.	Mr. A Schlemmer 113 St Andrews Str. Ground Floor, BFN. ☎ 051- 400 9535	Routine inspections except in cases of Lodged Complaints.
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 th 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. C Erasmus 113 St Andrews Str. Ground Floor, BFN. ☎ 051-400 4834	Registration as eco-school. Registration as Conservancy.
ECONOMIC DEVELOPMENT				
Sustainable 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 nd Floor, BFN. ☎ 051 400 9620	Business plan, business proposals, Tax Clearance, Registration certificate, Partnership agreement; SA ID copy and proof of residence

Outcome	Service Rendered	Explanation	Contact Person	Documentation
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 nd Floor, BFN. ☎ 051 400 9620	Tax Clearance, Registration certificate, Partnership agreement; SA ID copy and proof of residence
Reduced illicit economic activity and corruption	Consumer Education and Protection	Educate consumers on their rights and to provide mediation and/or arbitration on consumer related disputes or complaints.	Mr. T Radikeledi 113 St. Andrew Street 2 nd Floor, BFN ☎ 051 400 4852	Online Completed form plus statement, ID copy and Proof of Payment
Improved economic growth	Support of Black Industrialists through incentive programmes	The Industrial Support Incentives (ISI) is aimed at propelling SMMEs towards production activity. It caters for Established, Emerging and Informal Manufacturers.	Mr. T Makhele 113 St. Andrew Street 2 nd Floor, BFN ☎ 051 400 4924	Bankable Business Plan CIPC Registration FS SA Citizen CSD Registered Valid Tax Clearance Business Plan/Proposal Financial Statements (12 months bank statements) BBEE Status Level 1
Improved economic growth	Improve the ease of doing business (Red Tape Reduction)	Work with municipalities to improve their process to eradicate red tape and speed-up process.	Mr. T Lekutle 113 St. Andrew Street 2 nd Floor, BFN ☎ 051 400 9618	Municipal Processes
TOURISM DEVELOPMENT				
Reduced illicit economic activity and corruption	Registration of Tourist Guides.	Registration of tourist guides and maintenance of the tourist guide database.	Mr. K Tau 113 St Andrews Str. 7 th Floor, BFN. ☎ 051 400 9407	First Aid Certificate, Proof of Payment of Registration Fee and Listing on Provincial Registrars Data Base.

Outcome	Service Rendered	Explanation	Contact Person	Documentation
Transformed economic structure	Support Tourism SMMEs.	Support tourism enterprises with funding and access to market opportunities	Mr. K Tau 113 St Andrews Str. 7 th Floor, BFN. ☎ 051 400 9407	CIPC Compliant/ Business Registration documents
Reduced illicit economic activity and corruption	Identification of tourism hotspots for inspection purposes	Identify tourism hotspots to ensure that tourist are safe when visiting a destination	Mr. K Tau 113 St Andrews Str. 7 th Floor, BFN. ☎ 051 400 9407	Inspection report

11. CUSTOMER CARE, LODGING A COMPLAINT AND DEALING WITH QUIRIES

11.1. What is Complaint?

A complaint is defined as an expression of dissatisfaction with any service provided, contracted, funded or regulated by the department. It relates to a specific episode, occurrence or provision of service that has resulted in an impact on any individual or group. A general expression of concern is not a complaint, nor is it an appealable matter.

11.2. 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 provided the Service Delivery Charter.
2. Should you still be unhappy with the response you received, please contact the Customer Care Unit by Email, WhatsApp, Online or Telephonic on the following contact details:

Tel:	(051) 400 9500
Email:	customercare@destea.gov.za
WhatsApp	082 947 5394
Online	Download Kwantugo from Google Playstore (Android only)

11.3. Process followed to address your complaint

Upon receipt of your complaint or query, we will:

1. Acknowledge receipt of your formally lodged query/complaint within 5 working days;
2. Investigate the matter.
3. Provide you with a response to your query/complaint within 28 days.

11.4. Mediation

Should you still be unsatisfied with the response provided, contact Office of the MEC on the following details:

Tel:	051) 400 4714
Email:	mecoffice@destea.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.

12. YOUR RIGHTS

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


- 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

13. 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.

14. 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: DESTEA

23/3/2022

DATE:

