



**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**

**EXTERNAL SERVICE STANDARDS  
2023 – 2024**

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## 1. INTRODUCTION

In his first address to the Senior Management of Department of Economic, Small Business Development, Tourism and Environmental Affairs, DESTEA, the MEC Thabo Meeke implored management to double their efforts in serving the people of the Free State. *“Improving service delivery is a continuous process and not a once-off activity”*, he said. Nothing provides a better resonance to the **Service Standards**, than the very remarks. The Service Standards provide a mechanism through which provision of services can be monitored on on-going basis and to effect change to ensure continuous improvement.

DESTEA draws its mandate from the constitution and entails provision of services around Environmental Management, Promotion and Protection of Biodiversity, Tourism and Economic Development and Support. The development of Service Standards is meant to provide a guide to both the service recipients (citizens, businesses, organisations, etc.) and the Department, on quantity, quality and timelines in relation to the services provided.

Service Standards which are **rules of engagement** in the provision of services, provide an element of certainty and predictability in that they outline the following:

- I. The time it will take to provide a particular service, turnaround time.
- II. The obligation on the service recipients (end users).
  - a. Documents to provide.
  - b. Where applicable, costs implications for service to be rendered.
- III. Steps to be taken in case service rendered is not acceptable.

Service Standards provide the behavioral attributes that lead to consistent service delivery and continuous improvement. Together with other Operations Management Framework blocks, like Standard Operating Procedures and Business Process Mapping, they serve as a base in the development of the Departmental Norms and Standards.

## 2. POLICY MANDATE AND CORE FUNCTIONS OF THE DEPARTMENT

This section lists the main policies and their implications for Departmental Programmes. Selected Provincial policies will be analysed further to specify their connotations with the Department.

Programme Name and Core Function	Mandate	Implications
Economic Development: SMME Development	<ul style="list-style-type: none"> <li>• National Policy and Strategy Framework from the DTI</li> <li>• Municipal Public-Private Partnership Regulations</li> <li>• NDP/MTSF</li> </ul>	Promote policy objectives, facilitate strategy implementation and align programmes to encourage SMME development in the Province.
Economic Development: Local Economic Development	<ul style="list-style-type: none"> <li>• Policy Guidelines for Implementing LED in South Africa, March 2005</li> </ul>	Influence the manner in which practitioners in all three spheres of government understand approach and implement LED in South Africa.

	<ul style="list-style-type: none"> <li>• NDP/MTSF</li> </ul>	
Investment Promotion	<ul style="list-style-type: none"> <li>• Policies formulated by the DTI and delegated to Provinces</li> <li>• NDP/MTSF</li> </ul>	Promote domestic and foreign direct investment in the Province.
Spatial Development Initiatives, Industrial Development and Strategies	<ul style="list-style-type: none"> <li>• Policies derived from the DTI, Special Economic Zone (SEZ) and Regional Industrial Development Strategy (RIDS) Programmes</li> <li>• NDP/MTSF</li> </ul>	New industrial zones and development programmes to be identified and implemented in line with Spatial Development Framework.
Environmental Affairs: Protected Areas Management	<ul style="list-style-type: none"> <li>• Game Management Policy</li> <li>• Private Nature Reserve Policy</li> <li>• NDP/MTSF</li> </ul>	To coordinate the implementation, regulation and administration, as well as monitoring and evaluation of protected areas.
Integrated Environmental Management	<ul style="list-style-type: none"> <li>• Integrated Pollution and Waste Management Policy, (IP &amp; WM 2004)</li> <li>• Biodiversity White Paper</li> <li>• Various regulations in terms of some of the above legislation i.e. Environmental Impact Assessment (EIA) Regulations.</li> <li>• NDP/MTSF</li> </ul>	Implementation and regulation of legislation related to environmental protection and management.
TOURISM	<ul style="list-style-type: none"> <li>• National Tourism Sector Strategy</li> </ul>	Significant growth of sustainable Tourism economy in South Africa

### 3. VISION

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

### 4. 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.”

## 5. CORE VALUES

The following are the core values of the Department:

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

## 6. OUR MANDATE

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

1. Trade
2. Tourism
3. Casinos, racing, gambling and wagering
4. Consumer protection
5. Environment Affairs
6. Industrial promotion and business development
7. Provincial public enterprises
8. Liquor licences and control of undertakings that sell liquor to the public

Furthermore, the Department's constitutional mandate is derived from Section 24 of the Constitution, which emphasises that:

Everyone has the right to:

- a. An environment that is not harmful to their health or well-being; and
- b. Have the environment protected, for the benefit of present and future generations, through reasonable legislative and other measures that:
  - i. prevent pollution and ecological degradation;
  - ii. promote conservation; and
  - iii. secure ecologically sustainable development and use of natural resources while promoting justifiable economic and social development.

## 7. LEGISLATIVE MANDATE

Programme	Legal Mandate	Implications
Administration	<ul style="list-style-type: none"><li>• Public Service Act, 1994 as amended by Act 30 of 2007</li></ul>	To provide for the organisation and administration of the public service of the Republic, the regulation of the conditions of



Economic Development: SMME Development	• Public Administration Management Act, 2014	employment
	• Public Finance Management Act - Act 1 of 1999	Regulates management of Public Finances
	• State Information Technology Agency (SITA) Act	Facilitate transformation in the IT sector of government
	• Protected Disclosures Act - Act No 26 of 2000	Provides procedure for disclosure of information regarding unlawful or irregular conduct within public service.
	• Promotion of Access to Information Act, 2000	Promote the right of access to information, to foster a culture of transparency.
	• Promotion of Administrative Justice Act, no. 3 of 2000	Embraces Batho Pele principles and promotes South African citizens' right to just administration
Economic Development: Gambling & Betting Administration	• National Small Business Act, 1996 (Act No. 102 of 1996) and Amendments	Promote policy objectives, facilitate strategy implementation and align programmes to encourage SMME development in the Province.
	• Business Act 1991, (Act No. 71 of 1991)	
Economic Development: Compliance Monitoring	• Broad Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003)	Promote broad based economic empowerment in the province.
	• Free State Gambling and Liquor Act	The Act replaces Free State Gambling and Racing Act, 1996 (Act No. 6 of 1996)
Economic Development: Liquor Administration	• Credit Agreement Act 1980, (Act No. 75 of 1980)	Business compliance monitoring and redress.
	• Liquor Act 1989, (Act No. 27 of 1989)	Regulating the micro-manufacturing, retailing and distribution of liquor in the Province.
Economic Development: Trade Inspection	• National Liquor Act, 2003 (Act No. 59 of 2003)	
	• Trade Metrology Act, 1973 (Act No. 77 of 1973)	Ensure compliance with trade metrology and credit agreement regulations.
Economic Development:	• Credit Agreement Act, 1980 (Act No. 75 of 1980)	
	• Free State Consumer Affairs (Unfair Business Practices) Act,	Investigation, control and prohibition of unfair business practices. Referral of matters in

Consumer Protection	<ul style="list-style-type: none"> <li>1998 (Act No. 14 of 1998)</li> <li>Consumer Protection Act No 68 of 2008</li> </ul>	<ul style="list-style-type: none"> <li>terms of the National Consumer Affairs Act.</li> </ul>
Environmental Affairs	<ul style="list-style-type: none"> <li>National Environmental Management Act, 1998(Act No.107 of 1998) and Amendments</li> <li>Environmental Management: Biodiversity Act, 2004 (Act No. 10 of 2004)</li> <li>Free State Nature Conservation Ordinance , 1969 (Ordinance No. 8 of 1969)</li> <li>National Environmental Management: Protected Areas Act, 2003 (Act No.57 of 2003)</li> <li>National Heritage Recourses Act, 1999 (Act No. 25 of 1999)</li> <li>World Heritage Conservation Act, 1999 (Act No. 49 of 1999)</li> <li>Game Theft Act, 1991 (Act No. 105 of 1991)</li> <li>National Water Act, 1998 (Act No. 36 of 1998)</li> <li>National Environmental Management: Waste Act, 2008 (Act No.59 of 2008)</li> <li>National Environmental Management: Air Quality Act, 2004 (Act No. 39 of 2005)</li> <li>Veld and Forest Fire Act, 1998 (Act No. 101 of 1998)</li> <li>Conservation of Agricultural</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory framework for the management and protection of environmental resources and coordination.</li> <li>Regulates and sets out the mechanisms for managing and conserving South Africa's biodiversity, its components and institution</li> <li>Regulate protected areas.</li> <li>Ensuring the protection and effective management of National Heritage and World Heritage Sites.</li> <li>Providing a framework for the implications of game theft.</li> <li>Providing a regulating framework on water usage in the Province.</li> <li>Regulates waste management; provides for national norms and standards for regulating the management of waste by all spheres of government; and provides for the licensing and control of waste management activities.</li> <li>Regulates air quality.</li> <li>Provide a regulatory framework for the prevention and combat of veldt and forest fires.</li> <li>Ensuring the conservation of vital agricultural</li> </ul>

Tourism	Resources Act, 1983 (Act No. 43 of 1983)	resources in the Province
	• Animal Protection Act, 1962 (Act No.71 of 1962)	• Ensuring the protection of various animal species in the Province
	• Tourism Act, 1993 (Act No.72 of 1993)	To make provision for the promotion of tourism in the Republic; and further to regulate and rationalize the tourism industry
	• Free State Tourism Authority Act, 2005 (Act No. 3 of 2005)	Provide legal and operational framework for tourism promotion and development in the Province.
	• Tourism second amendment Act No.70 of 2000	Act provides for training and registration of tourist guides; and make provision for a code of conduct and ethics for tourist guides.



**8. SERVICE STANDARDS**

<b>SERVICE STANDARDS</b>						
<b>SERVICE AREA</b>	<b>KEY SERVICE</b>	<b>Quantity</b>	<b>Quality</b>	<b>Responsible Unit</b>	<b>Time Period</b>	<b>Statement</b>
<b>OFFICE OF THE MEC</b>						
<b>Oversight and Compliance</b>	Handle Environmental Impact Assessment and Authorization Appeals	All Appeals to be handled within legislated time frames.	NEMA 107 of 1998 and NEMA National Appeal Regulations.	MEC Office MEC Office	Within 20 days	On submission of all the relevant documents within 20 days of receiving a decline, the MEC will handle the Appeal within 20 days.
	Handle Complaints Appeals	All Appeals	DESTEA SOP and Legislative Framework (Public Service Regulations, 2016)		Within 21 Days	Upon receipt of an appeal, the Office of the MEC will attend to the matter and provide a feedback within 21 days.
<b>OFFICE OF THE HOD</b>						
<b>Administration and Compliance</b>	Handle Complaints and Queries	Handle all complaints and/or queries	Departmental Legislative Framework (Public Service Act / Regulations, 2016)  SOP on Complaints and Compliments	Office of the HOD	Handle complaints within 28 day (depending on their complexity)	Upon receiving the complaint and provision of requested documentation/information, the Office of the HOD will resolve the complaint within 28 days.
<b>ENVIRONMENTAL AFFAIRS</b>						

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Responsible Unit	Time Period	Statement
Biodiversity and Conservation	Regulate the use of Biodiversity through the issuance of permits.	2 500 Permits	NEMA, 107 of 1998. Environmental Management: Protected Areas Act 57 of 2003 Environmental Management: Biodiversity Act, 2004 (Act 10 of 2004) and all Regulations thereto Criminal Procedure Act, 51 of 1977. FS Nature Conservation Ordinance; Ordinance 8 Of 1969	Biodiversity Management	Issue TOPS Permits within 21 working days.	Upon electronic (E-Permit System) submission of a completed application and a proof of payment (of required fee) and supporting documentation, the Department will issue the applicant with a TOPS Permit within 30 working days after all due processes have been conducted.
	Conduct Compliance Inspections on brown and green issues.	550 inspections 6 Section 24 G Applications	NEMA, 107 of 1998. National Environmental Waste Management Act No.59 of 2008.		Within 7 days for Brown Issues and within 5 days for Green Issues.	Routine compliance will be carried by the Department.  In case of reported incidents, the Environmental Management Inspector will conduct inspection and, where pertinent and where unlawful acts against the

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			<p>NEM: AQUA Environmental Conservation Act 73 of 1989.</p> <p>Criminal Procedure Act, 51 of 1977.</p> <p>Biodiversity Act, 2004 (Act 10 of 2004)</p> <p>Ordinance 8 of 1969</p>			<p>environment and/or biodiversity are identified, will conduct a full investigation (which may include seizing evidence, arrest of suspects, etc.)</p> <p>Where transgression is established, admission of guilt fines or directives can be issued. In serious cases, a docket will be opened and the matter will be handed to the NPA for prosecution.</p>
<b>Environmental Management</b>	Process Waste Management Licenses (WMLs) and Environmental Impact Assessments (EIAs).	100% of Waste Management Licenses and 100% EIAs within the legislated timeframes.	<p>NEMA, 107 of 1998.</p> <p>Environmental Impact Assessment Regulations and National Environmental Management: Waste Act (NEMWA) No. 59 of 2008</p>	<b>Environmental Quality Management</b>	<p>Basic Assessment within 197 days and Full Scoping &amp; Environmental Impact Assessment with 300 days.</p>	<p>Upon submission of a completed application by a Consultant and the receipt of R2 000.00 application fee for Basic Assessment or R10 000.00 for Full Scoping &amp; Environmental Impact Assessment application fee, the Department will capture an application on NEAS and acknowledge receipt within 10 days.</p> <p>Review and issue EIA or Waste License within 197 days for Basic Assessment. OR Review and issue EIA or Waste License within 300 days for Full Scoping &amp;</p>

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						Environmental Impact Assessment.
	Support Recycling Enterprises.	Support 5 Recycling Businesses	NEMWA (Act No. 59 of 2008).		Annually	Following submission of a request by waste pickers or reclaimers, Department will offer informal training, that will be followed by providing trolleys, personal protective equipment within 1 – 3 months so as to incorporate all stakeholders in addressing waste management issues or to increase participation in circular economy.
<b>Environmental Planning</b>	Review all IDPs (environmental content as per requirements, DA/3.5).	Review 23 municipal IDPs	Chapter 3 of the National Environmental Management Act 107 of 1998, Local Government Municipal Systems Act No. 32 of 2000, National Strategy for Sustainable Development and Cooperative Governance Act	<b>Environmental Planning and Coordination</b>	Within 2 months	Upon receiving a request from the Department of Cooperative Governance and Traditional Affairs (CoGTA), the Department will review the IDPs of the Metro, Local and District Municipalities to ensure environmental matters are integrated within the Local Governments IDPs.



SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Responsible Unit	Time Period	Statement
			No. 14 of 2005.			
<b>Biodiversity Management</b>	Support of Biodiversity Initiatives	Support 10 Black Game Farmers	National Environmental Management Act, 107 of 1998; Biodiversity Act, 2004 (Act 10 of 2004)	<b>Protected Areas</b>	Annually	Upon submission of the request and proof of title deed of the farm, the department will provide mentoring to prospective game farmer in consideration of the readiness of his/her facility, subject to approval by the HOD.
<b>Conservation</b>	Conservation of Biodiversity	1 site added to the conservation estate.	National Environmental Management Act: Protected Areas Act 57 of 2003.	<b>Protected Areas Development and Support</b>	Annually	New sites will be identified and engagements with land owner(s) will commence.  If the property is deemed suitable, the declaration processes will follow, which may take in excess of 2 years.
<b>Environmental Empowerment</b>	Capacity Building and Awareness	350 job opportunities created.	BCEA 1997: Ministerial Determination for the Expanded Public Works Programme, Occupational Health and Safety Act No.	EPWP Unit	Appoint people within 2 months of receiving the grant.	Upon the receipt of the grant from the National Department of Public Works, the Department will issue invitations for applications and successful individuals will be hired for the duration of the programme.

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			85 of 1993. Section 24 of the Constitution			
		Conduct 50 capacity building sessions and 32 environmental awareness sessions.	National Environmental Management Act 107 of 1998. Section 24 of the Constitution	Environmental Empowerment Services	Within 1 month	Upon securing venue and organizing the targeted group with municipalities/schools, the Department will conduct several environmental awareness sessions throughout the calendar month.
		120 schools participating in environmental programme.	Foundation for Environmental Education (FEE) Guidelines and Standard of Portfolio Development to qualify as an Eco-School. National Environmental Management: Biodiversity Act 10 of 2004. Section 24 of the Constitution of the Republic of South Africa		Annually	After registering schools that have applied to participate in the environmental programme during the first quarter of the financial year. The Department will provide schools with the environmental programme that must be followed throughout the year. Department will evaluate each school at the end of the 4 <sup>th</sup> Term of the school calendar, and successful schools will be presented with an awards such as an Eco School Green Flag or an International Green Flag.

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		5 open spaces transformed into Eco-Friendly areas.	National Environmental Management Act 107 of 1998. Section 24 of the Constitution.		3 months	Once a request has been received from the community or internal or other external stakeholders, the Department will perform adjudication and verification of the request and recommend the project/ programme for implementation.
<b>Environmental Management</b>	Cleaning of towns (Good Green Deeds)	20 Towns.	Section 24 of The Constitution. NEMWA (Act No. 59 of 2008). National Water Act No. 36 of 1998.	<b>Environmental Quality Management</b>	Annually	Department together with the communities to physically clean townships and rivers in promoting clean and healthy environment
<b>SMALL BUSINESS AND ECONOMIC DEVELOPMENT</b>						
<b>Supply Chain</b>	Support SMMEs through procurement opportunities.	Pay Service Providers within 30 Days.	Public Finance Management Act. NO. 1 OF 1999 as amended by. Public Finance Management Amendment Act, No. 29 of 1999. ACT.	<b>SCM</b>	Payment within 30 days	Department to pay a service provider within 30 days after the service has been provided or goods delivered and submission of a correct invoice and delivery note.
			Applicable Treasury Regulations			

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SERVICE AREA	KEY SERVICE	Quantity	Quality	Responsible Unit	Time Period	Statement
Enterprise Development	Support SMMEs through procurement opportunities: Focus on Youth, Women and	70% of procurement of goods and services from SMMEs	MTFS 2019 – 2014		Annual	The Department to procure at least 70% of its most frequently procured commodities from SMMEs owned by priority groups.
	Support and Development of enterprises	500 + 100 SMMEs provided with business support (latter by BDS)	Policy on Enterprise Development and Support (2017) Revised (2018)	Enterprise Development Support Directorate	Delivery of equipment and support within 90-120 days	The Enterprise Development Support Directorate will provide enterprises with support that includes: Information; Compliance (SARS, Labour, CSD, CIPC registration), Training plus links to strategic partnership.
		40 Enterprises	Destea Enterprise and Development and Support Policy, Inward and Outward mission policy DTI incentives	Developmental Support and Coordination of funding	Within 1 year	The Department will process all the requests/applications of qualifying SMMEs within one year upon receipt of all the supporting documents as per Destea Enterprise policy and Inward and Outward mission.
		6 Sector Development - Value Chain supported (in various sectors)	Destea Enterprise and Development and Support Policy,	Sector Development Support	Within 1 year	On submission of requests from enterprise together with all the supporting documents (e.g tax clearance, CIPC) Department will verify, assess the application and approve/decline within 1 year.




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Economic Research and Planning	Improve the Ease of doing business	2	Red Tape Reduction Action Plan (2020-2023)	Economic Research and Planning	1 year	Upon holding Red Tape Reduction Awareness Workshops, DESTEAs to identify the service(s) to assess for ease/cost of doing business. Once completed, DESTEAs will compile a report and make a presentation to affected District, Local Municipality or Regulatory Body.
	Alignment of the municipalities LED strategy with the FSGDS.	Review 23 Local municipalities LED strategies	Chapter 4 of the Free State Growth and Development Strategy (FSGDS)	Economic Planning	Within one year	The Department will review the LED strategies on regular basis and ensure that all the local municipalities LED's are reviewed within 12 months.
Integrated Economic Development	Facilitate access to funding for Black Industrialists from the Development Finance Institutions	2 Black Industrialists supported	Destea Enterprise and Development and Support Policy and the Black Industrialists Incentive Scheme (BIS) guidelines	Economic Planning	Within one year	The Department will process all the requests within one year upon receipt of all the supporting guidelines as Destea Enterprise and Development Policy and the Black Industrialist Scheme guidelines
Consumer Protection Office	Consumer Protection	Resolve All consumer-related disputes lodged	Consumer Protection Act, 2008 (Act No. 68 of 2008 & Free State's Consumer Affairs Act, 1998 (Act No. 14 of	Business Regulations and Governance	90 days	Department will elevate the complaint to the Consumer Affairs Court after it would not have been resolved for whatever reason during mediation stage

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Responsible Unit	Time Period	Statement
			1998)			
Tourism Support and Development	Training, Registration of tourist guides and maintenance of the tourist guide database	All qualifying applicants	Tourism Act no 3 of 2014 National Tourism Sector Strategy 2016-2026 Provincial Tourism Sector Strategy 2020-2030	Tourism Directorate	Renewals within 2 working days.	On the payment of R240.00 and submission of renewal application, signed code of conduct and working permit for foreign nationals may the Department issue a permit within 2 working days and name badge within 2 months.
					Registrations within 2 working days	For new applications the above is also applicable together with a CATHSETTA accredited qualification
	Conduct Tourism and Hospitality Safety inspections	8	Tourism Act no 3 of 2014	Tourism Development and Support	Quarterly	Upon the receipt of the report on non-compliance, the Department with the assistance of SAPS will investigate the complaint.  The Provincial Registrar may issue a warning, impose the prescribed fine, which may not exceed R10 000.00, or withdraw the registration as a tourist guide for a period not exceeding 5 years.

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Responsible Unit	Time Period	Statement
	Support Tourism Enterprises with access to funding.	10	Enterprise Development and Finance	Tourism Support and Development	Delivery of equipment and support within 90	Submission of requests from the client together with all the supporting documents (e.g tax clearance, CIPC) Department will verify, assess the application and approve/decline within 90 days. If not approved valid reason should be mentioned.
	Facilitate Tourism Development Support Programmes	5	TGCSA Grading Criteria and Core Requirements	Tourism Support and Development	Quarterly	On receiving a request for assistance with grading by an establishment, DESTEA will conduct a pre-assessment and forward to <b>Enterprise Development</b> for further handling.
<b>COMMUNICATION</b>						
<b>Communication Services</b>	Promotion of Departmental services and products	Handle all media enquiries	Media Liaison Strategy	Communication Service Directorate	Within 24 hours	Upon receipt of media enquiry, the Department will respond to the enquiry with relevant and up to date information
<b>LEGAL SERVICE</b>						
<b>Legal Administration and Advisory</b>	Handle all PAIA Enquiries (access to information)	Attend to all PAIA requests.	PAIA PAJA	Legal Service Directorate	Within 30 days	PAIA request will be regarded as duly lodged upon receipt of completed Form J750 and payment of

SERVICE STANDARDS						
SERVICE AREA	KEY SERVICE	Quantity	Quality	Responsible Unit	Time Period	Statement
						Request Fee of R47 and 45c/copy.
<b>CORPORATE SERVICE</b>						
<b>Human Resource</b>	Recruitment and selection	Fill all vacant and funded posts	Public Service Act, 1994 Public Service Regulations, 2016	HR Directorate	Vacant funded posts advertised within 6 months and filled within 12 months.	HRM will advertise all posts vacated as a result of natural attrition on a Bi-annual basis and be filled within 12 months. Identified critical posts to be advertised annually and filled within 12 months.
<b>Organisational and Human Resource Development</b>	Recruit and place graduates and students interns	Subject to allocated budget	Public Service Regulations, 2016 PFMA	OHRD	Within 1 year	Once budget allocation is provided for DESTEA following approval of its application, youth will be invited to apply for internship or learnership.

  
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**Dr. Mbulelo Nokwequ**  
**HOD: DESTEA**

29/9/23  
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**DATE:**





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

### 9.1. What is a 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.

### 9.2. Laying a complaint

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

1. Contact the relevant manager as provided in the Service Charter.
2. Should you still be unhappy with the response you received, please contact the Customer Care Unit by Email, WhatsApp, Online or Telephone of the Department by email, post, fax or telephone:

Telephone	051 400 9500
Email	<a href="mailto:customercare@destea.gov.za">customercare@destea.gov.za</a>
WhatsApp	082 947 5394
Online	Download Kwantugo from Google Playstore (Android only)

### 9.3. Process followed to address your complaint

Upon receipt of your complaints or query, we will:

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

### 9.4. Mediation

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

Telephone	051 400 4714
Email	<a href="mailto:officeofthemec@destea.gov.za">officeofthemec@destea.gov.za</a>

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.

## 10. 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

## 11. 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.

## 12. OUR PERFORMANCE AGAINST OUR STANDARDS

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