

Western Cape Department of Economic Development and Tourism (DEDAT)

Service Standards

OUR SERVICES:

The Department provides the following services:

- **Programme 1: Administration:** To provide strong, innovative leadership, and to deliver clean, efficient, cost effective, transparent and responsive corporate services to the Department.
- **Programme 2: Integrated Economic Development Services:** To promote and support an enabling business environment for the creation of opportunities for growth and jobs.
- **Programme 3: Trade and Sector Development:** To stimulate economic growth in targeted sectors through industry development, trade and investment promotion.
- **Programme 4: Business regulation and Governance:** To ensure an equitable, socially responsible business environment in the Western Cape – through general interventions within the trading environment and through specific interventions mandated by the Constitution and national and provincial legislation and policies.
- **Programme 5: Economic Planning:** To provide support to the provincial leadership and enable economic growth through the generation and co-ordination of economic research and planning, and through the active support of key economic thematic drivers and enablers that will stimulate economic growth across the economy and within sections of the economy.
- **Programme 6: Tourism, Arts and Entertainment:** To facilitate the implementation of an integrated tourism strategy that will lead to sustained and increased growth and job creation in the tourism industry.
- **Programme 7: Skills Development and Innovation:** To facilitate the provisioning of human capital and innovation skills in order to deliver on Economic Human Resource Development needs of the Western Cape.

Key Services	Overall Service Quality standards					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Provide access to the services.	100% access to DEDAT buildings and premises. Wayfinding and signage boards installed in our offices and are, legible and written in the 3 official languages of the Province.	Provision of access to all DEDAT buildings and premises are equipped for all people and people with disabilities in line with the Batho Pele requirements.	Western Cape Citizens	DEDAT building entrances and exits including lifts and ablution services.	Access time period occurs 07:30 – 16:00 daily	100% provision of access to DEDAT buildings are for clients and potential clients and includes ablution facilities, entrances, exists and lifts to facilitate easy access to people with disability in the Batho Pele documentation.
Comply with official languages.	100% compliance of the three (3) official languages.	Compliance of the three (3) official languages is intended to serve clients in their preferred language of choice in line with the Western Cape Policy.	Western Cape citizens	DEDAT service delivery environment.	Compliance time period occurs daily within approved DEDAT business hours.	100% daily compliance of the three (3) official languages are intended to render services to clients and potential clients in line with the Western Cape Policy.
Render customer care.	100% of DEDAT office employees and front-line staff render customer care.	Render customer care is to treat clients with dignity, respect, humanity and courtesy in line with Front Office standards, DEDAT requirements, Batho Pele Handbook.	Western Cape Citizens	DEDAT service delivery environment.	Render customer care occurs daily within approved DEDAT business hours.	100% rendering of customer care service by DEDAT employees and front-line staff who treat citizens with dignity, respect, humility and courtesy at all service delivery sites in line with front office standards, DEDAT requirements, Batho Pele Handbook.

Key Services	Registration of Tour Guides and Monitoring in the Province as per the Tourism Act 3 of 2014					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Processing of new Tourist Guide registrations and licences.	100 % new registrations processed on new system.	Managed in terms of the Tourism Act 3 of 2014.	Tourist Guides Industry Associations Tourism Industry	Western Cape	All new Tourist Guide registration applications processed within 20 working days once all required supporting documentation has been received.	Improved processes for new Tourist Guide registration and licences as per the Registration of Tourist Guides in the Province as per the Tourism Act 3 of 2014. In terms of tourism regulation, the tourist guiding sector in South Africa is governed by the National Tourism Act 3 of 2014 and the Regulation to Tourist Guiding.
Processing of renewal and upgrade of Tourist Guide licences.	100% of renewal licenses are processed on new system.	Managed in terms of the Tourism Act 3 of 2014.	Tourist Guides Industry Associations Tourism Industry	Western Cape	All renewal and upgrade applications processed within 20 working days once all required supporting documentation has been received.	Improved processes for the renewal and upgrade of licences as per the Tourism Act 3 of 2014. In terms of tourism regulation, the tourist guiding sector in South Africa is governed by the National Tourism Act 3 of 2014 and the Regulation to Tourist Guiding.
Regular inspections conducted to ensure compliance in terms of regulating a sustainable tourist guiding sub-sector.	100% (of set APP target) of identified tour guides.	Inspections are conducted in terms of the regulations and standards of the Tourism Act.	Tourist Guides Industry Associations Tourism Industry	Western Cape	Quarterly/bi-annual inspections conducted.	Improved processes to ensure compliance in terms of regulating a sustainable tourist guiding sub-sector or the Registration of Tourist Guides in the Province as per the Tourism Act 3 of 2014. In terms of tourism regulation, the tourist guiding sector in South Africa is governed by the National Tourism Act 3 of 2014 and the Regulation to Tourist Guiding.
Manage and resolve complaints relating registrations and renewals by means	100% of complaints received via email are managed and responded to.	Complaints are dealt with in line with the Complaints Management	Tourist Guides Industry Associations	Western Cape	Complaints are responded to within a time period of 48 hours from date of receipt.	100% of complaints received are responded to within a time period of 48 hours in line with the Complaints Management

of dedicated email service.		Framework and Batho Pele Handbook.	Tourism Industry			Framework and Batho Pele Handbook.
Key Services	Office of the Consumer Protector in the Western Cape by virtue of the provisions of provincial and national legislation					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Resolve consumer complaints.	100% (of set APP target) of consumer complaints received are resolved.	In terms of the provisions of provincial and national legislation as envisaged in Schedule 4 Part A of the Constitution.	Consumers Small Businesses NGO's Government Departments Local Authorities	Western Cape	<p>100% of complaints resolved within 90 days as per APP targets.</p> <p>Acknowledge receipt and logged consumer Complaints are responded to within a time period of 48 hours from date of receipt.</p> <p>The process of investigating a consumer complaint will start within 3 working days after all relevant information has been provided by the parties involved.</p> <p>Feedback on the investigation by the Consumer protector will be provided after 15 working days after receipt of all the relevant documentation.</p>	The projects and operations linked to the services of the OCP are primarily geared towards a citizen-centric service since it provides dispute resolution services between consumers and suppliers, as mandated in terms of the Western Cape Consumer Affairs (Unfair Business Practices) Act 10 of 2002.
Consumer Education Programmes rolled out	100% (of set APP target) of planned programmes rolled out.	In terms of the provisions of provincial and national legislation		Western Cape	100% of planned Educational programmes rolled out as per set targets.	
Key Services	Business Support Helpline Service					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Business cases resolved.	100% of APP targets achieved.	Red Tape Reduction Helpline Service is provided in accordance with the Annual Performance Plan (APP), the Provincial Strategic Plan (PSP) and the RTRU's SOP (revised, where necessary).	Provide effective and efficient Business Support Helpline Service to citizens of the Western Cape	Western Cape	<p>An enquiry will be assigned to an investigator and investigated within 48 hrs of receipt.</p> <p>Feedback to the client on the investigation of the enquiry will be provided once a week until resolved/closed.</p>	Helping businesses to remove blockages through the reduction of red tape as part of the Ease of Doing Business programme emanating from the Recovery plan of the Province.

			e.g., Business owners, SMMEs, Municipalities, Business Associations & Forums.			
Service Complaints Management	100% resolution and satisfaction rate where possible. Complaints received by the service is reflected via the satisfaction rate and addressed accordingly.	Role of investigator clearly outlined as per the vision of the EODB to manage the query satisfactorily.	Business owners SMMEs Municipalities Business Associations & Forums	Western Cape	An enquiry will be assigned to an investigator and investigated within 48 hrs of receipt. Feedback to the client on the investigation of the enquiry will be provided once a week until resolved/closed. Acknowledged within 48 hours of receipt.	Helping businesses to remove blockages through the reduction of red tape as part of the Ease of Doing Business programme emanating from the Recovery plan of the Province.

MR VELILE DUBE
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DATE:

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