

SERVICE DELIVERY CHARTER

The **Department of Economic Development and Tourism** is committed through this Service Charter to provide services to you.

OUR VISION

The **Department of Economic Development and Tourism's** vision is a Western Cape that has a vibrant, innovative and sustainable economy, characterised by economic growth and employment.

OUR MISSION

The Department of Economic Development and Tourism will provide quality leadership to the Western Cape economy through the Department's understanding of the economy, its ability to identify economic opportunities and potential, and its contribution to government economic priorities. The Department will enhance the productive and competitive capability of the provincial economy. It will catalyse economic growth and employment through:

- investment promotion and catalytic infrastructure;
- export and growth;
- addressing skills gaps;
- accelerating the ease of doing business; and
- resource resilience.

OUR RESPONSIBILITY TO YOU

- We will respond to all our emails within 48 hours.
- We will answer telephone calls within three rings.
- When you write to us we will acknowledge receipt of your letter within three working days. We will send a reply within seven working days. If we cannot respond within seven working days we will explain why and indicate when you can expect a reply.
- When you submit an application or request, we will provide a fair and objective assessment based on the information submitted. We will give you informed, useful and constructive feedback.
- All complaints and correspondence pertaining to the Minister of Economic Opportunities by clients or potential clients will be responded to in an efficient manner within one week of receipt thereof.

OUR SERVICES



YOUR RESPONSIBILITY TO US

We expect you to:

- Be civil, courteous and respect the dignity of official(s) who render the service to you.
- Be honest in your deliberations with us.
- Submit full and accurate information accompanied by recently certified copies of documentation needed or requested.
- Make yourself available as well as be willing to undergo empowerment programmes agreed upon.
- Embark on active application and implementation of plans, initiatives and advice received from the Department of Economic Development and Tourism.

CUSTOMER RIGHTS

You have the right to Batho Pele Principles especially the following:

- To be treated with courtesy and respect and in a dignified manner at all times.
- To be consulted about your service needs and the level and quality of service expectations.
- Full information upon request in an open and transparent manner.
- Access to prompt and efficient service in accordance with the service delivery standards.
 - An apology for and redress should any service lapses occur.

OUR REDRESS MECHANISM

- If you have a complaint, please tell us. We will apologise and put things right immediately. If you are not satisfied, we will investigate what went wrong and reply within seven working days.
- If we cannot deal with your telephonic query immediately, we will give you the name of the person to whom the query will be referred and give you an indication of when we expect them to reply.
- You are invited to send any suggestions, compliments, constructive criticism or recommendations for improvement of our services or standards to the following address:
Head of Communications,
Tel: **021 483 0848,**
E-mail: **Joe-Mark.Arnold@westerncape.gov.za**

Our performance will be assessed and reported on within the Annual Report and Citizen's Report which will be published and posted on our website.

WE VALUE BEING ACCESSIBLE

- That's why our buildings are accessible to people with disabilities.
- We will endeavour to render our services where possible, in all 3 official languages of the Western Cape.
- Office Hours: 07:30 - 16:00



**Western Cape
Government**
FOR YOU

Economic Development
and Tourism

OUR COMMITMENT:

We commit ourselves to a citizen centric and customer satisfaction approach in providing a public sector, economic development service. In carrying out our mandate and responsibilities, we will be guided by and uphold the eight BATHO PELE (People First) Principles. We are committed to providing our services based on our values of Care, Competence, Accountability, Integrity, Innovation and Responsiveness in order to protect and promote your rights and expand opportunities to achieve Better Together service delivery outcomes.

EXECUTIVE AUTHORITY DECLARATION:

I, David Maynier, commit the Department of Economic Development and Tourism in terms of the Public Regulations, 2016, Chapter 3, Part 3, 36 (f) and 37 to adhere to this charter.

Minister David Maynier, Minister of Finance and Economic Opportunities