

## Department of Economic Development and Tourism

### Service Standards Schedule

#### A. OUR SERVICES:

The Department of Economic Development and Tourism (DEDAT) 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:** The purpose of this programme is 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.

## B. SERVICE STANDARDS FOR KEY FRONTLINE SERVICES:

### 1. General service quality standards

Key services	General 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.  Signage boards installed in our building and are, legible and written in 3 official languages of the province.	Provision of access to DEDAT building and premises are equipped for all people and people with disabilities in line with the Batho Pele requirements.	Western Cape citizens	DEDAT building entrance and exit including lifts and ablution services.	Access time period: Mondays to Fridays between 07:30 and 16:00.	100% provision of access to DEDAT building for clients and potential clients and includes ablution facilities, entrances, exists and lifts to facilitate easy access to people with disability in line with the Batho Pele requirements.
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 Language 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 Language Policy.
Render customer care	100% of DEDAT office employees and frontline staff render customer care.	Render customer care is to treat clients with dignity, respect, humanity and courtesy in line with DEDAT Service Charter and the Batho Pele Handbook.	Western Cape citizens	DEDAT service delivery environment.	<ul style="list-style-type: none"> <li>- Respond to all our emails within 48 hours</li> <li>- Answer telephone calls within 3 rings</li> <li>- Written correspondence will be acknowledge within receipt of your letter within 3 working days.</li> <li>- Replies will be sent within 7 working days.</li> </ul> If we cannot reply within 7 working days, we will explain why	100% rendering of customer care service by DEDAT employees and frontline staff who treat citizens with dignity, respect, humility and courtesy at all service delivery sites in line with the DEDAT Service Charter and Batho Pele Handbook.

					<p>and indicate when you can expect a reply.</p> <ul style="list-style-type: none"> <li>- 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.</li> </ul>	
Complaints Management	<p>100% of all complaints and correspondence pertaining to the Minister of Economic Opportunities by clients or potential clients will be responded to in an efficient manner.</p>	<p>All complaints dealt with in line with the DEDAT Service Charter and Batho Pele Handbook.</p>	Western Cape citizens	DEDAT service delivery environment.	<ul style="list-style-type: none"> <li>- Respond to all our emails within 48 hours</li> <li>- Answer telephone calls within 3 rings</li> <li>- Written correspondence will be acknowledge within receipt of your letter within 3 working days.</li> <li>- Replies will be sent within 7 working days.</li> <li>- If we cannot reply within 7 working days, we will explain why and indicate when you can expect a reply.</li> </ul>	<p>100% rendering of customer care service by DEDAT employees and frontline staff who treat citizens with dignity, respect, humility and courtesy at all service delivery sites in line with the DEDAT Service Charter and Batho Pele Handbook.</p>

## 2. Registration of tourist guides and monitoring in the province as per the Tourism Act 3 of 2014

Key services	Registration of tourist 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	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. 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% renewal of licenses processed	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% inspections of identified tourist guides	Inspections are conducted in terms of the regulations and standards of the Tourism Act	- Tour 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 to registrations and renewals by means of dedicated email service	100% of complaints received via email are managed and responded to	Complaints are dealt with in line with the standard operation procedures and Batho Pele Handbook	- Tourist guides - Industry Associations - Tourism Industry	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 standard operating procedures and Batho Pele Handbook.

### 3. Office of the Consumer Protector in the Western Cape by virtue of the provisions of provincial and national legislation

Office of the Consumer Protector in the Western Cape by virtue of the provisions of provincial and national legislation						
Key services	Quantity	Quality	Target group	Target area	Time period	Full statement
Resolve consumer complaints	100% of APP target for consumer complaints received resolved.	In terms of the provisions of provincial and national legislation as envisaged in Schedule 4 Part A of the Constitution.	<ul style="list-style-type: none"> <li>- Consumers</li> <li>- Small businesses</li> <li>- NGOs</li> <li>- Government departments</li> <li>- Local authorities</li> </ul>	Western Cape	<p>100% of APP target for complaints resolved within 90 days.</p> <p>Acknowledge receipt of complaint 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 planned programmes rolled out	In terms of the provisions of provincial and national legislation	<ul style="list-style-type: none"> <li>- Consumers</li> <li>- Small businesses</li> <li>- NGOs</li> <li>- Government departments</li> <li>- Local authorities</li> </ul>	Western Cape	100% of planned educational programmes rolled out.	100% of Consumer education programmes rolled out in accordance with DEDAT Annual Performance Plan.

#### 4. Business Support Helpline Service

Key services	Business Support Helpline Service					
	Quantity	Quality	Target group	Target area	Time period	Full statement
Business cases resolved	100% of APP targets for cases resolved 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	Provide effective and efficient Business Support Helpline Service to citizens of the Western Cape e.g., 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.	Helping businesses to remove blockages through the reduction of red tape as part of the Ease of Doing Business programme emanating from the Western Cape Recovery Plan.

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**S FOURIE**  
**HEAD OF DEPARTMENT**  
**DATE:**

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**D MAYNIER**  
**EXECUTIVE AUTHORITY: FINANCE AND ECONOMIC OPPORTUNITIES**  
**DATE:**