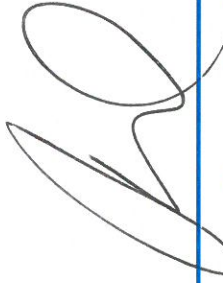


# SERVICE STANDARDS SCHEDULE

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**Executive Authority**  
**Economic Opportunities**

**Date:** 13/5/2013

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## **BUSINESS UNIT ARCHITECTURE**

Integrated Economic Development Services  
Directorate Enterprise Development  
Directorate Red Tape Reduction  
Business Regulation and Governance  
Office of the Consumer Protector  
Tourism, Arts and Entertainment  
Tourism Regulation

**INTEGRATED ECONOMIC DEVELOPMENT SERVICES**

Business Unit	Services	Service Standard
<b>Directorate Enterprise Development</b>	Assist existing SMME's and Cooperatives	<ul style="list-style-type: none"> <li>We will acknowledge the receipt of funding application within 3 working days of receipt thereof</li> <li>Feedback on progress of the applications to be given to SMME's &amp; Cooperatives within 2 weeks after application is received.</li> <li>Final response to be given after 30 calendar days.</li> </ul>
<b>Directorate Red Tape Reduction</b>	Call Centre enquiry for ad hoc red tape-related matters and specific investigations	<ul style="list-style-type: none"> <li>A red tape enquiry for assistance will be lodged within 24 hours of receipt and an automatic acknowledgement of receipt will be sent immediately to the Client, once lodged.</li> <li>Red Tape enquiry will be investigated within 3 working days after the enquiry has been lodged.</li> <li>Feedback on the investigation of Red Tape enquiry will be provided within 10 working days after the query has been lodged.</li> </ul>




**BUSINESS REGULATION AND GOVERNANCE**

Business Unit	Services	Service Standard
<b>Office of the Consumer Protector</b>	Consumer Complaint Management	<ul style="list-style-type: none"> <li>We will acknowledge receipt and lodge the consumer complaint within 48 hours of receipt of complaint.</li> <li>The process of investigating a consumer complaint will start within 3 working days after all relevant information has been provided by the parties involved.</li> <li>Feedback on the investigation by the Consumer Protector will be provided within 15 working days after receipt of all the relevant documentation.</li> <li>We will do our best to finalise cases as soon as possible but this will depend on the facts and merits of each case.</li> </ul>

TOURISM, ARTS AND ENTERTAINMENT

Business Unit	Services	Service Standard
Tourism Regulation	Registration of Tourist Guides	<ul style="list-style-type: none"><li>• Tourism Regulation: Registration of Tourist Guides: New Tourist Guide license registration will be approved and issued within 20 working days after a correctly completed application form with relevant documents attached are received.</li><li>• Renewals of Tourist Guide license registration will be approved and issued within 10 working days after a correctly completed application form with relevant documents attached are received.</li><li>• Upgrading of Tourist Guide license registration will be approved and issued within 10 working days after a correctly completed application form with relevant documents attached are received.</li></ul>

*Handwritten initials/signature*

\* I WANT OUR REGION TO

BECOME KNOW FOR

" EASE OF DOING BUSINESS "

SO I WANT A PLAN ON HOW

WE WILL HAVE THESE

SERVICE STANDARD TIME FRAME

*Handwritten signature*