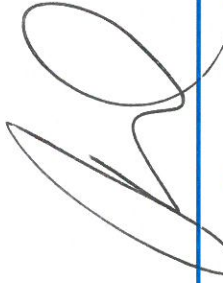


SERVICE STANDARDS SCHEDULE

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Executive Authority
Economic Opportunities

Date: 13/5/2013

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 |
|---|---|--|
| Directorate Enterprise Development | Assist existing SMME's and Cooperatives | <ul style="list-style-type: none"> We will acknowledge the receipt of funding application within 3 working days of receipt thereof Feedback on progress of the applications to be given to SMME's & Cooperatives within 2 weeks after application is received. Final response to be given after 30 calendar days. |
| Directorate Red Tape Reduction | Call Centre enquiry for ad hoc red tape-related matters and specific investigations | <ul style="list-style-type: none"> 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. Red Tape enquiry will be investigated within 3 working days after the enquiry has been lodged. Feedback on the investigation of Red Tape enquiry will be provided within 10 working days after the query has been lodged. |

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BUSINESS REGULATION AND GOVERNANCE

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

TOURISM, ARTS AND ENTERTAINMENT

| Business Unit | Services | Service Standard |
|--------------------|--------------------------------|--|
| Tourism Regulation | Registration of Tourist Guides | <ul style="list-style-type: none">• 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.• 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.• 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. |

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* 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

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