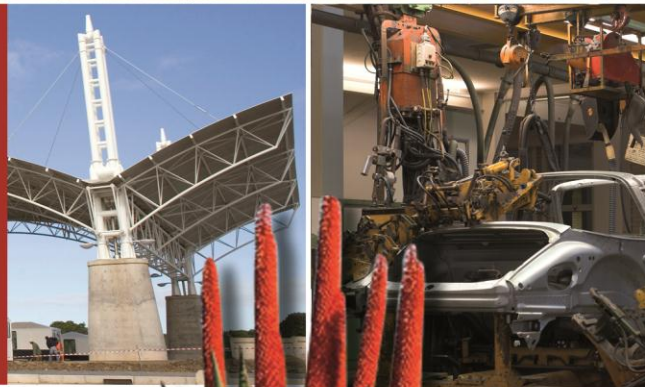




2010|2011 - 2012|2013  
SERVICE CHARTER



[ LEADING THE EASTERN CAPE TO A  
GREENER, MORE PROSPEROUS FUTURE ]



Province of the  
**EASTERN CAPE**  
ECONOMIC DEVELOPMENT AND  
ENVIRONMENTAL AFFAIRS

## **1. Purpose of this document**

The purpose of this document is to present a framework of DEDEA's service charter to enable staff and stakeholders to know and understand expected service levels and mechanisms for remedy. The charter is applicable to the DEDEA family comprising of Head Office, Regional Offices and Public Entities of the Department.

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### **Published by:**

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Copies of these Services Standards are also available on DEDEA's intranet and internet, at DEDEA Resource Centres, Customer Care and Communication Units.

## 2. Message of Support

The Department and its staff is committed to providing to its clients and stakeholders an innovative efficient and professional service. The main objective of the Department is to provide a conducive environment for distributive economic growth and development. This is carried out with due consideration of the heritage of our natural resources, flora and fauna. This service charter was developed with due consideration of clients and stakeholders of the Department. There is still sufficient room to make the service charter and standards more aligned to the needs and aspirations of all involved.

In order to adequately service you, I would like to ensure that you have all the necessary information and documentation before you approach the Department. This will assist our staff in providing services efficiently and effectively.

Internally, the Department is gearing itself to become a high performing organization while externally, partnerships and engagements with other role players is being emphasized.

Let's work together to achieve your objectives. This service charter outlines our commitment to customer service. The service charter will be monitored and reported on in the annual report of the Department.



Honourable MEC Mcebisi Jonas

**Department of Economic Development and Environmental Affairs**

## 3. We are at your service

The clients of the Department are varied. These include both internal and external customers. Externally, clients include service providers of the Department, National, Provincial and Local Government Departments and Public Entities, private companies, non profit organisations, academic institutions, and individuals who make use of the Department's services e.g. resource centres. The Department has a network of Public Entities through which the bulk of the Department's mandate is carried out viz:

- Eastern Cape Liquor Board (ECLB)
- Eastern Cape Gambling and Betting Board (ECGBB)
- Eastern Cape Development Corporation (ECDC)
- Eastern Cape Parks and Tourism Agency (ECPTA)
- Coega Development Cooperation (CDC)
- East London Industrial Development Zone (ELIDZ).

In addition, Regional Offices of the Department are to be found in all administrative centres of the Province. The Department also participates in other joint projects and programmes, in particular through the Economic Growth and Infrastructure Cluster and other IGR forums.

#### **4. Our vision for the future**

DEDEA's vision is of a Province where economic growth and sound environmental management underpin sustainable development.

#### **5. Our purpose**

The Department has adopted a single strategic goal: **By 2014, DEDEA will be recognised as an innovative professional organisation, which facilitates and regulates participation in a growing low-carbon Provincial economy.**

*The administration programme* has six sub-programmes whose purpose is to provide leadership, strategic management direction, financial and human capital management in accordance with legislation, regulations and policies of the Department and its Public Entities.

*The economic development programme* is primarily responsible for administering economic policies and appropriate strategies to promote sustainable business development and job creation. The overall goal of the programme is to sustain economic development through partnerships.

*The environmental affairs programme* is responsible for administering environmental policies that are cascaded from the national level. The portfolio is also responsible for developing strategies in line with the mandate of the Department. Importantly, the component regulates development and biodiversity through instruments such as the environmental impact assessments, compliance and enforcement and biodiversity management.

#### **6. Our outcomes**

The Department has five strategic outcomes which can be measured over the MTEF period:

- To improve the Department's image by addressing all four performance elements, namely Performance, Efficiency, Effectiveness and Accountability;
- To increase the number of individuals participating in economic activity in marginalised communities, particularly on the Wild Coast;
- To increase activities related to a low-carbon economy;
- To incrementally decrease the Provincial Carbon footprint; and
- To improve the status of the natural environment of the Province

#### **7. Our role**

The Department provides a basket of core external services which can be summarized as follows:

##### ***Economic Development***

- Create an enabling environment for mainstreaming enterprises owned by PDI's and HDI's into the economy
- Transform the economy for equitable distribution of wealth and sustainable growth
- Facilitate trade, export promotion and attract investment
- Co-ordinate localised production, manufacturing and trade based on nodes and clusters established to service local needs
- Actively promote the Green Economy
- Implement an enabling regulatory and licensing framework for liquor retailing, liquor manufacturing and gaming

- Actively promote responsible liquor usage and gambling
- Collect and remit revenue to the state
- Lobby for removal of business barriers, and promote consumer awareness
- Comply with the Unfair Business Practices Act and the Consumer Protection Act
- Guide decision making on economic growth and development, including in respect of the Green Economy
- Facilitate the dissemination of meaningful economic analysis to stakeholders in municipalities and communities.

### ***Environmental Affairs***

- Establish legislation, policies, programmes, procedures and systems that will effectively empower and support the core functional programmes of the Branch Environmental Affairs
- Conserve the diversity of landscapes, ecosystems, habitats, biological communities, populations, species and genes in the Eastern Cape and promote conservation and sustainable use of natural resources for the benefit of the people of the Eastern Cape
- Strive towards a safe and healthy environment for the people of the Eastern Cape through effective Environmental Impact Management, Air Quality Management and Waste and Pollution Management
- Utilize effectively environmental legislation to protect the environment and its resources from unlawful and unsustainable exploitation and negative impacts that could jeopardize environmental and economic sustainability in the Eastern Cape
- Empower and capacitate the external stakeholders of the Department to meaningfully participate in and contribute to effective environmental management in the Eastern Cape

### ***Administration***

- Provide overall political leadership and policy direction to the department from which the strategic objectives will flow.
- Implement strategic objectives of the department and overall management to ensure that the policy, programmes and commitments set by the Executing Authority are accomplished including provision of information and communication technology and knowledge services.
- Manage the Department's financial resources, budgeting, expenditure controls, effective provisioning and asset management and revenue collection.
- Provide and ensure support services enabling the department to realise its objectives, including Human Resources Planning and Practices, Organisational Development, Office Management and Communication.

## **8. Our Values**

DEDEA's ethics pillars are known by the acronym **LIFT**:

- **LEADERSHIP:** We accept responsibility to guide and direct the advancement of the Eastern Cape towards a Green Economy
- **INTEGRITY:** We adhere to high ethical and professional standards
- **FLEXIBILITY:** The department undertakes to ensure that it is able to respond appropriately and timeously to changed or changing circumstances
- **TEAMWORK:** We seek to honour our commitments through co-operative effort

## **9. Our service standards**

The Department subscribes to Batho Pele Principles and the Balasela Service Delivery Excellence Model. Listed hereunder are the current service standards:

### ***Economic Development***

- Standard 1. We shall strive to be available to our clients and support them by providing clear, accurate and relevant information about our services and programmes.
- Standard 2. All Consumer matters will be handled and disposed of as provided for in the Unfair Business Act.
- Standard 3. We will provide and update consumer educational materials at public institutions in the Province once every month.
- Standard 4. All regional and local economic development (LRED) projects will be assessed using funding instruments developed. Approved projects will receive funding within 2 months after approval.
- Standard 5. All applications for funding will be acknowledged within 7 days and decision made within 60 days.
- Standard 6. Economic research information will be made available throughout our network of offices and the website to all our key stakeholders within two weeks of publication.

### ***Environmental Affairs***

- Standard 7. We will provide and update environmental educational materials at public institutions in the Province once every month.
- Standard 8. All hunters across the province will receive licences upon payment of licence fees and within 72 hours of submitting applications with correct supporting documentation.
- Standard 9. Permits for Flora harvesting by applicants will be issued within 21 days of application and submission of correct documentation.
- Standard 10. We will inspect all acquired cycads within 14 days of acquisition.
- Standard 11. We will acknowledge all applications that require Environmental Impact Assessments within 14 days after all information has been received.
- Standard 12. Municipal officials will be capacitated on environmental matters once every two months through capacity building events.

## **Administration**

- Standard 13. We will record and acknowledge all written requests, complaints, queries and suggestions in writing within 5 working days of receipt and make full responses within 21 working days.
- Standard 14. All vacant funded posts will be filled within 3 months after the closing date of advertisement.
- Standard 15. All vacated critical posts will be advertised during the incumbent's notice period
- Standard 16. We shall provide ready access to information of a tender within 5 days of receiving a written request.
- Standard 17. All procurement requests will be finalized within 14 days from the date of receipt.
- Standard 18. All service providers will be paid within 30 days of receipt of correct invoices. Where invoices do not comply with requirements, this will be communicated to the service provider within 5 working days after the initial submission.
- Standard 19. We shall provide ready access to any information in line with the Access to Information Act within 5 days of receiving a written request.

## **10. How you can help**

### ***You can help us to meet our standards by:***

- Championing the cause for economic development and environmental management;
- Identifying economic and environmental opportunities, and transgressions and informing our offices,
- Treating our staff courteously
- Provide feedback and comments on the services we provide.
- Giving us sufficient and accurate information for us to provide the service you require.

### ***Internal and external review***

#### ***We will measure our performance by:***

- Monitoring our services against the stated standards and commitments, along with other performance indicators taken from our annual performance plan
- Reporting on how well we have met our standards quarterly and annually for staff and stakeholders respectively
- Reviewing and updating the service charter and standards annually to ensure its relevance to your needs
- We will conduct an independent review of this charter after three years.

## 11.Feedback

It is possible that we may not meet our commitments at all times. We welcome your suggestions for improving our services. If you are unhappy with the services rendered by the Department or its service agents and offices, we urge you to raise your concerns. We will treat any complaints seriously and will respond promptly.

## 12.Complaints/ Suggestions about service

If you are unhappy about the services provided by officials of the Department or its agencies, you may:

- Raise your concern directly with the official concerned;
- Ask the manager/ supervisor at the office where you were attended to and lodge a complaint;
- Contact and inform the Customer Care Unit;
- Contact and inform the Communications Desk;
- We will address all complaints in terms of the Promotion of Access to Information Act (PAIA), 2000 (Act 2 of 2000); and
- Write your dissatisfaction, you name, address and telephone or cell number and deposit in our complaints box found throughout our offices.

If not satisfied you may cascade your complaint by:

- Writing to the Regional Director of the Department;
- Writing to the Accounting Officer of the Department;
- Writing to the Member of the Executive Council of the Department; or
- Writing to the Premier of the Province

## 13.Contact information

<b>Head Office:</b> Independence Ave Indwe House Bisho	<b>Postal Address:</b> Private Bag X0054 Bisho 5605 <b>Telephone:</b> 040 609 3299/3094 <b>Facsimile:</b> 040 609 3219/3201 <b>E-mail:</b> <a href="mailto:Sixolile.Makaula@deaet.ecape.gov.za">Sixolile.Makaula@deaet.ecape.gov.za</a> <b>Website:</b> <a href="http://www.dedea.gov.za">www.dedea.gov.za</a>
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<b>Regional Offices</b>				
<b>PHYSICAL ADDRESS</b>	<b>POSTAL ADDRESS</b>	<b>TELEPHONE NO.</b>	<b>FAX NO</b>	<b>E-mail address</b>
<b>AMATHOLE REGIONAL OFFICE</b>				
Palm Square Business Centre. Kentia House, Beacon Bay 5200 Director: Mr L. Madlingozi Secretary: Ms Jackoleen Raphael	P/Bag 9060 East London 5200	043 707 4000 043 707 4002 Cell No. 082 853 1857	043 748 2097	<a href="mailto:Jackoleen.Raphael@deaet.ecape.gov.za">Jackoleen.Raphael@deaet.ecape.gov.za</a>
<b>CACADU REGIONAL OFFICE</b>				
Cnr of Belmont Terrace & Castle Hill Central Port Elizabeth 6000 Director: Mr Els Secretary: Ms Linda Bentz	P/Bag X5001 Greenacres 6057	041 508 5800 041 508 5808 Cell No. 082 776 9573	041 585 1937 041 585 1964	<a href="mailto:Linda.Bentz@deaet.ecape.gov.za">Linda.Bentz@deaet.ecape.gov.za</a>
<b>CHRIS HANI REGIONAL OFFICE</b>				
104 Cathcart Road, Old Royal Building Queenstown 5320 Director: Mr M.E. Ngetu Secretary: Ms N. Mangxa	P.O. Box 9636 Queenstown 5320	045 838 3983 045 808 4000	045 838 3981 045 838 3986	<a href="mailto:Nozuko.Mangxa@deaet.ecape.gov.za">Nozuko.Mangxa@deaet.ecape.gov.za</a>
<b>UKHAHLAMBA REGIONAL OFFICE</b>				
10 Smith Street, Aliwal North 9750 Director: Mrs N.C. Eddie Secretary: Ms Zanele Ntinga	P/BAG 1016 Aliwal North 9750	051 633 2901 Cell: 079 892 3544	051 633 3117	<a href="mailto:Zanele.Ntinga@deaet.ecape.gov.za">Zanele.Ntinga@deaet.ecape.gov.za</a>
<b>ALFRED NZO REGIONAL OFFICE</b>				
107 Hope Street, Kokstad 4700 Acting Director: Mr C. Theron Secretary: Ms Bongiwe Maduna	P/BAG 3513 Kokstad 4700	039 727 2445 039 727 4499 Cell: 082 458 4483/ 082 555 2790	039 727 3282	<a href="mailto:Bongiwe.Maduna@deaet.ecape.gov.za">Bongiwe.Maduna@deaet.ecape.gov.za</a>
<b>OR TAMBO REGIONAL OFFICE</b>				
Botha Sigcau Building, 5 <sup>th</sup> Floor Leeds Road, Mthatha 5099 Director: Mr S. Gabula Secretary: Ms Fikiswa Pungula	P/Bag X5029 Umtata 5100	047 5311 191 047 532 2445	047 5312 887 047 5326 736	<a href="mailto:Fikiswa.Pungula@deaet.ecape.gov.za">Fikiswa.Pungula@deaet.ecape.gov.za</a>

PUBLIC ENTITIES CONTACT DETAILS				
PHYSICAL ADDRESS	POSTAL ADDRESS	TELEPHONE NO.	FAX NO	E-mail address
<b>Eastern Cape Development Corporation</b>				
Ocean Terrace Park, Moore Street Quigney, East London CEO: Mr S Mase Contact Person: Lesley Govender PA to CEO: Zukiswa Dukisa	P O Box 11197 Southernwood East London 5213	043 7045611  0834102359	043 704 5700	<a href="mailto:zdukisa@ecdc.co.za">zdukisa@ecdc.co.za</a>
<b>EASTERN CAPE LIQUOR BOARD</b>				
34 Argyle Street EAST LONDON 5201 CEO: Mr Gonza Mati PA: Amanda Javu		043 701 8500/8510  073 350 1010	043 722 1492	<a href="mailto:Amanda.Javu@eclb.co.za">Amanda.Javu@eclb.co.za</a>
<b>EASTERN CAPE PARKS AND TOURISM AGENCY</b>				
Tourism Centre PA : Nonzuzo Phenduka Cell: 082 3425 419  6 St Marks Roads Southernwood East London Interim CEO: Mr S Liebenberg PA: Candie Albertyn	P O Box 18373 Quigney East London 5211  P.O. Box 11236 Southernwood 5213	043 742 4450  0794967917; 0828297904	043 701 9649	<a href="mailto:nonzuzo@ectourism.co.za">nonzuzo@ectourism.co.za</a>  <a href="mailto:Candie.albertyn@ecparks.co.za">Candie.albertyn@ecparks.co.za</a>
<b>EASTERN CAPE GAMBLING AND BETTING BOARD</b>				
ECGBB Building Quenera Drive Beacon Bay East London, 5201 CEO: Mr M Zwane PA: Nwabisa Makunga	P .O Box 15355 Beacon Bay 5205	043 7028300  0828012549	043 7482218	<a href="mailto:nwabisam@ecgbb.co.za">nwabisam@ecgbb.co.za</a>
<b>COEGA Industrial Development Zone</b>				
Corner Alcyon Road & Zibuko Street, Zone1, Coega IDZ, Port Elizabeth, 6000, South Africa CEO: Mr P. Silinga PA: Jenine Shroeder	P/Bag 6009 Port Elizabeth 6000	041 408 4800 041 403 0402  0833214617	041 408 4998	<a href="mailto:Janine.Schroeder@coega.co.za">Janine.Schroeder@coega.co.za</a>
<b>EAST LONDON Industrial Development Zone</b>				
Lower Chester Road Sunnyridge 5201 CEO : Mr S Kondlo PA: Lulu Giba	P O Box 5458 Greenfields East London 5208	043 702 8200/8206  071 6083145	043 736 6405  086 6681159	<a href="mailto:lulama@elidz.co.za">lulama@elidz.co.za</a>

## **14. Reports and Media Releases (over past 5 years)**

The Department has released a number of reports which can be accessed from the Departmental website and resource centres. In addition, our Public Entities maintain copies of reports on their respective websites. Documents which can be downloaded or requested from the Department include annual reports, policy statements, budget speech, official speeches, manuals, legislation, policies, photographs and forms. These documents will be provided free of charge without prejudice to the Department.



**HEAD OFFICE**

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