

2010|2011 - 2012|2013  
SERVICE STANDARDS



LEADING THE EASTERN CAPE TO A  
GREENER, MORE PROSPEROUS FUTURE



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

## Purpose of this document

The purpose of this document is to present a framework of service standards to enable staff and stakeholders to know and understand expected service levels which will be monitored and assessed using the time, quality and quantity dimensions. The standards are applicable to DEDEA head office, Regional Offices and Public Entities of the Department.

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Copies of these Services Standards are also available on DEDEA's intranet and internet, Resource Centres and Communications Unit.

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## Foreword by the MEC

Responding to a call to transform and improve service delivery, the Department has developed Service Standards. These spell out WHAT services will be provided at what level and HOW they will be provided. The emphasis is on improving the efficiency and effectiveness of the services delivered by the Department. These standards should be read together with the Annual Performance Plan (APP), the Policy Speech and Service Delivery Improvement Plan (SDIP).

All departmental employees and clients are invited to participate in monitoring of efficiency and effectiveness with which services are delivered. This Charter binds the departmental management and officials to be accountable for the promises made in our policy documents and plans. Service standards will be reviewed on an annual basis. Officials, customers and stakeholders are encouraged to make sure standards maintained or exceeded.



Honourable MEC Mcebisi Jonas

## Preface

Section 32 of the Constitution of the Republic of South Africa of 1996 provides for the universal right of access to information held by the State to facilitate the exercise or protection of any right by citizens, e.g. the right to access public services in an equitable, convenient and cost-effective manner.

Service Standards of the Department of Economic Development and Environmental Affairs (DEDEA) were developed in line with the Public Service Regulation of 2001, the Public Finance Management Act of 1999 and the White Paper on the Transformation of the Public Service of 1995 (WPTPS). The Department is obliged to develop service standards, communicate, monitor, review and report annually.

The service standards of the Department are guided by the following legislation and regulations:

- Batho Pele White Paper (No 1459 of 1997)
  - Principle # 2: Service Standards: Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect
- **Public Service Regulations** (C1 & C2, No 20117, July 1999)
- **PFMA** ( No. 1 of 1999) stipulates that strategic plans cannot be developed in isolation and that they must be integrally linked to a department's SDIP
- **Promotion of Administrative Justice Act** (No. 3 of 2000) provides a legal framework within which administrators must operate when making decisions
- A recent judgment (unanimous decision) in the constitutional court has linked the equality clause in the **Constitution**, [Section 126(3)] to the need for government departments to have a set of minimum standards (Mashava v President of the Republic of South Africa and others, CCT67/03)
- **Directives from national departments** to provincial departments regarding service standards and the Department's legislated mandate.

The core sub-programmes of the Department developed these service standards with special emphasis on external services. Although consultation with key stakeholders was limited, previous experience in providing services to our clients and stakeholders has shaped the contents.. This process was guided by methodologies and guidelines provided by the Department of Public Service and Administration and the Office of the Premier in the Eastern Cape Province.

The Department started developing Service Standards in the 2006/07 financial year. The standards are designed to improve services for the benefit of clients and stakeholders of the Department. Service Standards will:

- Empower clients and stakeholders of the Department by clearly defining what standards the Departmental service will be provided;
- Provide a platform for clients and stakeholders to improve the quality of service;
- Define the minimum services to be provided by the Department; and
- Raise the standard of accountability.

## Service provision process

The Planning, Monitoring, Evaluation and Reporting unit (PMER) under the Strategic and Information Management Chief Directorate, together with the Corporate Services Chief Directorate, are responsible for overseeing the implementation and accountability of service standards.

Service Standards will be integrated within operational plans of various units. Quarterly reports will be provided to assess progress against Service Standards. Assessments will take various forms including customer

surveys and analysis. Tools will be developed to monitor, evaluate and disseminate Service Standards and performance thereof.

The Department is responsible for ensuring the delivery of services in line with its mandate. These services may also be performed by Public Entities under the ambit of the Department. In some cases, service delivery agreements will be entered into between the Department and other service agencies such as Universities.

The accounting officer of the Department is responsible for making sure that services are rendered as planned.

## Key Policy and Legislation Governing DEDEA Operations

<b>PROGRAMMES</b>	<b>CORE FUNCTIONS</b>	<b>ENABLING POLICY OR LEGISLATION</b>
Administration	Financial Management, Administrative & Planning Support	Public Finance Management Act (1) of 1999 Treasury Guidelines on Planning National Treasury Framework for Supply Chain Management
	Corporate Services- Human resource development, organizational development, office management, labour relations and communications	Public Service Act, Regulations Employment Equity Act Skills Development Act; Skills Development Levies Act 9 of 1999 Basic Conditions of Employment Act; Labour Relations Act; PSCBC Resolutions
	Information Management	Public Service Regulations, 1999 SITA Act 88 of 1998
	Monitoring & Evaluation of Programmes and Public Entities	PFMA 1 of 1999 Treasury Guidelines on Planning
Economic Development	Economic Growth & Development Strategy Formulation and Implementation	National Policy, Strategies and Legislation Provincial Growth and Development Plan
	Marketing of the Eastern Cape; Trade Promotion and Investment Attraction; Development Finance; IDZ Programme Support; SMME Development and Support	Eastern Cape Development Corporation Act 2 of 1997 National Small Business Act of 1995
	Gambling & Betting Regulation	National Gambling & Betting Act Gambling and Betting Act (5) of 1997:EC
	Consumer Protection	Consumer Affairs Unfair Business Practices Act (5) of 1998:EC Credit Agreement Act
	Trade Inspection	Sales & Services Act 25 of 1965
	Regulation of The Liquor Industry	National Liquor Act 59 of 2003 EC Liquor Act 10 of 2003 (EC)
Environmental Affairs	Develop regulatory framework to promote conservation of biodiversity & protection of the environment for sustainable development in the Province	National Environmental Management Biodiversity Act (NEM:BA) National Environmental Management Protected Areas Act (NEM:PAA) Nature & Environmental Conservation Ordinance 19 of 1974 Ciskei Conservation Act 10 of 1987 Transkei Environmental Conservation Decree 9 of 1992 National Forest Act 84 of 1998 Veld & Forest Fire Act 101 of 1998 Marine Living Resources Act, 1998 Fencing Act 31 of 1963 Mountain Catchment Areas Act 63 of 1970 Sea Shore Act 21 of 1935 National Environmental Management Act 107 of 1998 Environmental Conservation Act 73 of 1989
	Manage & monitor implementation of policy.	Marine Living Resources Act, 1998 Problem Animal Control Ordinance 26 of 1957

## Vision

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

## Mission

To lead economic development and environmental management in the Eastern Cape.

## Values

**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

## Key Services

The Department provides a basket of services which include:

Facilitation and promotion of economic development in the Province through collaborative participation of the private sector, public entities, government departments, Local Government, civil society interests;

Provision of specific regulatory and advisory services;

Conservation of diversity of landscapes, ecosystems, habitats, biological communities, populations, species and genes in the Province; and

Provision of efficient and effective support services related to administration, financial management, information technology, strategic management and corporate services.

## The 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 (LERED) 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. All service providers will be registered on the Department Supplier Database on submission of all application forms and mandatory documents within 72 hours.
- 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.

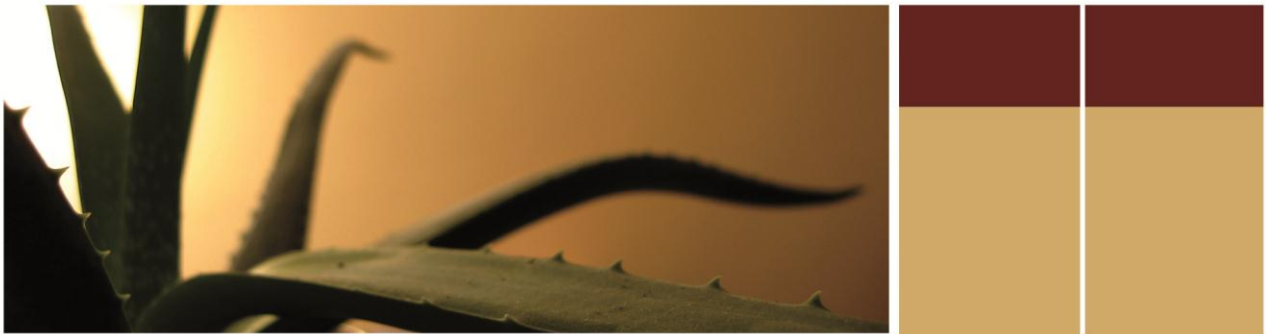
## **Assessment of service standards**

DEDEA's clients and stakeholders expect the services they receive to meet the standards and be of good quality. If the services are not up to standard, you have the right to complain and expect the Department and its agents to rectify the poor services.

Services will be monitored internally and externally on a quarterly and yearly period respectively. The monitoring and reporting of Departmental performance targets will be supplemented with that of service standards.

A number of instruments will be available through the Customer Care Unit to record and transact on complaints, compliments and suggestions. These include suggestion boxes, hotline number, and personal visits to Department offices.

Concerns and issues can also be raised with any other nearest government channels of choice.



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