



**economic development
& tourism**

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



WHEN THE SUN RISES
WE WORK HARD TO DELIVER

SERVICE DELIVERY CHARTER

2018 – 2019 FINANCIAL YEAR



Contents

	Page
1. Departmental Overview	3
a. Vision	3
b. Mission	3
2. Who are We	3
3. Services we render	4
4. Our Customers	4
5. Service standards	5
6. Physical Access	7
7. Customer obligation	8
8. Our hours of operation	8
9. Where and how can we be found	8
10. Our Agencies	9
11. Sign Off	9

1. OVERVIEW

The Department espouses a set of beliefs as indicated in the Batho Pele Principles. We believe that customers deserve value for money from the taxes and charges they pay, and that they have a right to consultation, courtesy, information and the opportunity to express their views in relation to Departmental services and experiences. The strategic intents of the Department are guided by the vision and mission statements, which are:

1.1. VISION OF THE DEPARTMENT:

An inclusive globally competitive economy.

1.2. MISSION STATEMENT:

Drive economic growth that creates decent employment and promote sustainable development through partnerships.

This Service Delivery Charter and Standards document commits the management and employees of the Department to the people-centric model of service delivery, and hereby outlines our advocacy.

2. WHO WE ARE:

We are a Department mandated to advance measures addressing the socio-economic challenges faced by the Province; namely unemployment, poverty and inequality. This is inclusive of fast-tracking growth, supporting priority sectors, job creation and promoting economic participation by all our people.

For the Medium Term Strategic Framework (MTSF) period for 2015-2020, the Department is expected to fulfil the following expectations:

- 2.1. Influence the development growth patterns in the Province in order to build and accelerate a sustainable, equitable and inclusive economic growth path where our people live;
- 2.2. Ensure a participatory economy where the youth, women, workers, rural masses, and the people with disabilities benefit from the (natural) wealth of the Province;



- 2.3. Enhance regional partnerships, including through public private partnerships, to increase trade and investment in the Province and the sub-region by, amongst others, leveraging on the Maputo Development Corridor;
- 2.4. Position our infrastructure delivery in a manner that enhances the development of SMMEs, creates decent job opportunities and allows participation of the communities through the promotion of co-operatives; and
- 2.5. Consolidate and position our State Owned Enterprises to draw on a larger asset base in order to raise capital for the financing of large scale infrastructure projects necessary for the creation and sustenance of job opportunities.

The Department further provides governance oversight to four Entities, which are Mpumalanga Economic Growth Agency, Mpumalanga Economic Regulator and Mpumalanga Tourism and Parks Agency.

3. THE SERVICES WE RENDER:

The Department provides the following key services:

- 3.1. Administration
- 3.2. Integrated Economic Development Services
- 3.3. Trade and Sector Development
- 3.4. Business Regulation and Consumer Protection
- 3.5. Economic Planning; and
- 3.6. Tourism Services.

4. OUR CUSTOMERS:

Our Customers are:

- 4.1. Internally: all staff in the employment of the Department and its Entities, i.e. Mpumalanga Economic Growth Agency, Mpumalanga Tourism and Parks Agency and Mpumalanga Economic Regulator.
- 4.2. Externally: Members of the general public, Government departments, agencies; and the business community.

5. OUR SERVICE STANDARDS ARE:

5.1. In delivering excellent customer service, we commit ourselves to:

- 5.1.1. Meet the needs of all our customers by providing accessible, high-quality services;
- 5.1.2. Respect people's privacy, dignity, religious and cultural beliefs;
- 5.1.3. Greet customers in an appropriate manner and be polite at all times;
- 5.1.4. Treat all customers the way we would expect to be treated ourselves;
- 5.1.5. Identify ourselves, take responsibility for the actions and make time for our customers;
- 5.1.6. Listen carefully, and make sure we understand the complaint or query of the customer;
- 5.1.7. Use an appropriate method of communication to respond promptly and positively to the needs and expectations of the customer;
- 5.1.8. Adapt and respond effectively to different customer needs;
- 5.1.9. Apologise if there is a delay and offer the customer a choice of waiting or making another appointment;
- 5.1.10. Explain to the customer if there is a breakdown in service and keep customers informed;
- 5.1.11. Respond in a straightforward way when we cannot meet a customer's request and give reasons;
- 5.1.12. Work with others, as a team, to discuss options suited to a customer's needs, and
- 5.1.13. Identify ourselves by wearing name tags / badges.

5.2. In dealing with phone enquiries, we commit to:

- 5.2.1. Answer all incoming calls promptly and within five rings;
- 5.2.2. Greet the customer politely and identify ourselves and the name of the Department;
- 5.2.3. Apologise if there has been a delay in answering a call;
- 5.2.4. Speak clearly to avoid any misunderstanding and respond in a polite and professional way;



- 5.2.5. Take responsibility for calls and make every effort to deal with them, and be as helpful and informative as possible;
 - 5.2.6. Know how to use the phone system and have an understanding of the work of different sections within the Department; and
 - 5.2.7. Let the caller know that we will give a response as soon as possible, if we are unable to deal with an enquiry immediately.
- 5.3. When **dealing with written correspondence**, such as faxes, letters and e-mails, we will:
- 5.3.1. Ensure that our communication is customer focused, clear, understandable, and written in plain English, it is timely and appropriate to the person receiving it.
- 5.4. In **handling letters**, we will:
- 5.4.1. Acknowledge all letters and e-mails within five (5) working days of receiving customer enquiry. This will include informing the customers as to who will be dealing with their enquiry, and how they can contact the people concerned;
 - 5.4.2. Date-stamp and record all forms of correspondence on the day we receive them;
 - 5.4.3. Send a detailed reply to the customer within fourteen (14) working days of receiving the enquiry. If we are unable to do this, we will let the customer know and inform them when they can expect a full reply; and
 - 5.4.4. Make it clear to the customer what the next step is, where appropriate.
- 5.5. In **handling e-mails**, we will:
- 5.5.1. Regularly check our e-mails to see if there was correspondence sent by a customer;
 - 5.5.2. Acknowledge all e-mails within five (5) working days and send a full response, with contact details, within fourteen (14) working days;
 - 5.5.3. Explain to the customer the reason for the delay if we cannot send a full response within the fourteen working days;
 - 5.5.4. Make it clear to the customer what the next step is, where appropriate;



- 5.5.5. Use an auto-signature that provides detailed contact information, such as name and job title of the person responding, and Departmental contact numbers; and
 - 5.5.6. Use the "Out-Of-Office Assistant" when out of the office, using standard text which offers an alternative e-mail or phone numbers.
- 5.6. On the **management of complaints**, we will:
- 5.6.1. Provide the customer with various methods for lodging complaints, including, telephonic, face to face, and in writing;
 - 5.6.2. We will acknowledge complaints within five (5) working days and full written responses will be sent within fourteen (14) working days of receipt; and
 - 5.6.3. When handling a complaint **over the phone or face to face** we will:
 - 5.6.3.1. Deal with the complaint in a professional manner, actively listen to the customer's complaint and acknowledge it; and.
 - 5.6.3.2. Clearly communicate the solution and next steps to the customer, and provide the customer with accurate and timely information.
- 5.6. When **handling a complaint in writing** we will:
- 5.7.1. Acknowledge the complaint, and maintain a professional and polite tone;
 - 5.7.2. Provide a clear answer/advice back to the customer pertaining their complaint; and
 - 5.7.3. If a customer is not satisfied, he or she is encouraged to lodge a complaint by writing to the Department of Economic Development and Tourism.
- 6. PHYSICAL ACCESS:**
- The Department will provide clean, accessible public offices that ensure privacy, comply with occupational health and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs. Departmental services will be accessible at Head Office and Regional Offices where physical and residential addresses are, as indicated under item 9.



7. YOUR OBLIGATIONS

Our customers are however obliged to treat Departmental staff in the same manner they would expect to be treated.

8. OUR HOURS OF OPERATION

Monday to Friday: 07:45 to 16:15.

9. WHERE CAN WE BE FOUND

9.1. Head Office: Riverside Government Complex

Nokuthula Simelane Building No. 4, First Floor, Government Boulevard.
Private Bag X11215, Mbombela 1200. Website: www.mpumalanga.gov.za.
Tel.: (013) 766 4004; Fax Number: (013) 766 4614.

9.2. Kwa-Mhlanga Office

Building No. 2, First Floor, Government Complex, Kwa-Mhlanga 1023.
Private Bag X2340, Kwa-Mhlanga, 1023.
Tel. (013) 947 2240; Fax: (013) 947 2544.

9.3. Emalahleni Office

24 Street Rosmead and Ryan Street, Deljudor Klipfontein Ext 16.
P.O. Box 383, Emalahleni, 1035.
Tel: (013) 690 2595; Fax: (013) 690 3704.

9.4. Ehlanzeni Regional Office

13 Van Rensburg Street, Mbombela, 1200.
Private Bag, X11215, Mbombela, 1200.
Tel: (013) 766 4595.

9.5. Gert Sibande District Office

13 De Jager Street, Ermelo, 2350.
Private Bag X2777, Ermelo, 2350.
Tel: (017) 811 4830.



9.6. Bushbuckridge Office

R40 Main Road, Protea Building.
Private Bag X9392, Bushbuckridge, 1280.
Tel. (013) 799 1477.

10. OUR AGENCIES

10.1. Mpumalanga Economic Regulator

First Avenue, White River.
Private Bag X9908, White River, 1240.
Tel. (013) 750 8000; Fax (013) 750 8099.

10.2. Mpumalanga Tourism and Parks Agency

Hall's Gateway on the N4.
Private Bag x 11338, Mbombela, 1200.
Tel. (013) 759 5300; Fax (013) 755 3928.

10.3. Mpumalanga Economic Growth Agency

20 Paul Kruger Street, ABSA Square building, fourth floor, Mbombela, 1200.
Box 5838, Mbombela, 1200.
Tel. (013) 752 2440; Fax (013) 752 2468.

OFFICIAL SIGN OFF:

Mr NM SEBITSO
ACTING HEAD: ECONOMIC DEVELOPMENT AND TOURISM
DATE: 14/08/2018

Mr SE KHOLWANE, MPL
MEMBER OF EXECUTIVE COUNCIL
DATE: 29/08/2018