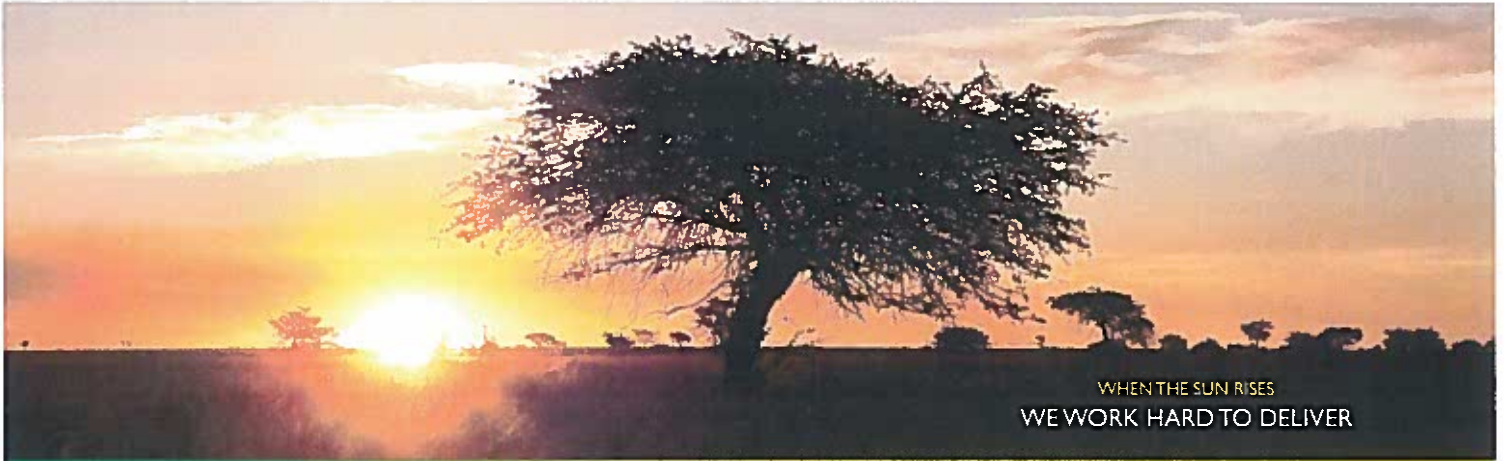




**economic development  
& tourism**

MPUMALANGA PROVINCE  
REPUBLIC OF SOUTH AFRICA



WHEN THE SUN RISES  
WE WORK HARD TO DELIVER

# SERVICE DELIVERY CHARTER

## 2020/2021 FINANCIAL YEAR

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## 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:

**Vision of the Department:** An inclusive globally competitive economy

**Mission Statement:** Drive economic growth that creates decent employment and promote sustainable development.

These Service Delivery Charter and Standards commits the Departmental management and employees 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 inequalities. This is inclusive of *fast-tracking growth, supporting priority sectors, job creation and promoting economic participation by all our people*. Our work in contributing to the Government's Medium Term Strategic Framework (MTSF) for 2019-2024 will focus on the following priorities:

- i. Influence the development growth patterns in the Province in order to build an accelerated, sustainable, equitable and inclusive economic growth path where people live and work;
- ii. Ensure a participatory economy where the youth, women, workers, rural masses, and the people with disabilities benefit from the natural and man-made wealth of the Province;

- iii. Enhance integrated regional growth and development through the fostering of public private partnerships for trade and investment to increase in the Province and regionally that Spatial Development Initiatives to be leveraged such as the Maputo Development Corridor.
- iv. Position infrastructure delivery programmes in a manner to support SMME and co-operatives that decent job opportunities can be created that allows for community participation.
- v. Utilise MOUs with both local and global strategic partners to consolidate existing markets; access new markets and attract foreign direct investment into the provincial economy
- vi. The Department has also adopted three outcome which will help in achieving the MTSF:
  - Outcome 1: Inclusive, diversified and growing economy;
  - Outcome 2: An ethical, well-coordinated, enabling and capable center of business excellence; and
  - Outcome 3: Inclusive, competitive and sustainable tourism industry.

The Department further provides governance oversight to three agencies, including 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:

- i. Integrated Economic Development
- ii. Trade and Sector Development
- iii. Business Regulation and Consumer Protection
- iv. Economic Planning; and
- v. Tourism.

#### **4. OUR CUSTOMERS**

Our Customers are:

- i. Internally, all staff in the employment of the Department and its Entities, i.e. Mpumalanga Economic Growth Agency, Mpumalanga Tourism and Parks Agency, Mpumalanga Economic Regulator.
- ii. Externally; Members of the general public, Government Departments and Agencies, and the Business community.

#### **5. OUR SERVICE STANDARDS ARE:**

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

- i. Meet the needs of all our customers by providing accessible, high-quality services
- ii. Respect people' privacy, dignity, religious and cultural beliefs
- iii. Greet customers in an appropriate manner and be polite at all times
- iv. Treat all customers the way we would expect to be treated ourselves
- v. Identify ourselves, take responsibility for the actions and make time for our customer
- vi. Listen carefully, and make sure we understand the complain or query of the customer
- vii. Use an appropriate method of communication to respond promptly and positively to the needs and expectations of the customer
- viii. Adapt and respond effectively to different customer needs
- ix. Apologise if there is a delay and offer customer a choice of waiting or making another appointment
- x. Explain to the customer if there is a breakdown in service and keep customers informed
- xi. Respond in a straightforward way when we cannot meet a customer request, and give reasons
- xii. Work with others, as a team, to discuss options suited to a customer's needs
- xiii. Identify ourselves by wearing name tags / badges



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

- i. Answer all incoming calls promptly and within five rings
- ii. Greet the customer politely and identify ourselves and the name of the Department
- iii. Apologise if there has been a delay in answering a call
- iv. Speak clearly to avoid any misunderstanding and respond in a polite and professional way
- v. Take responsibility for calls and make every effort to deal with them, and be as helpful and informative as possible
- vi. Know how to use the phone system and have an understanding of the work of different sections within the Department
- vii. Let the caller know that we will give a reply as soon as possible, and by whom, 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 ensure that our communication as customer focused, clear, understandable, written in plain English, it is timely and appropriate to the person receiving it.**

**5.4. In handling letters, we will:**

- i. Acknowledge all letters and e-mails within five working days of receiving customer enquiry. This will include informing the customers who will be dealing with their enquiry, and how they can contact the
- ii. people concerned
- iii. Date-stamp and record all forms of correspondence on the day we receive them
- iv. Send a detailed reply to the customer within fourteen 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.
- v. Make clear to the customer what the next step is, where appropriate

**5.5. In handling e-mails, we will:**

- i. Regularly check our e-mails to see if there were correspondences sent by customers

- ii. Acknowledge all e-mails within five working days and send a full response, with contact details, within fourteen working days
- iii. Explain to the customer the reason for the delay if we cannot send a full response within the fourteen days
- iv. Make clear to the customer what the next step is, where appropriate
- v. Use an auto-signature that provides detailed contact information, such as name and job title of the person responding, and Departmental contact numbers
- vi. 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 provide the customer with various methods for lodging complaints, including, telephonic, face-to-face, and in writing.

- We will acknowledge complaints within five working days and full written responses will be send within fourteen working days of receipt
- When handling a complaint over the phone or face to face we will:
- Deal with the complaint in a professional manner, actively listen to the customer's complaint and acknowledge it
- Clearly communicate the solution and next steps to the customer, and provide the customer with accurate and timely information

5.7. When **handling a complaint in writing** we will:

- Acknowledge the complaint, and maintain a professional and polite tone
- Provide a clear answer/advice back to the customer pertaining their complaint
- 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, as indicated under item 7.

## 7. YOUR OBLIGATIONS

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

## 8. WHERE CAN WE BE FOUND

### **i. Head Office: Riverside Government Complex**

Building No. 4, Nokuthula Simelane Building, 1<sup>st</sup> Floor, Government Boulevard  
Private Bag X11215, Nelspruit 1200 Website: [www.mpumalanga.gov.za](http://www.mpumalanga.gov.za)  
Tel.: (013) 766 4004; Fax Number: (013) 7664614

### **ii. KwaMhlanga Office**

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

### **iii. Witbank Office**

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

### **iv. Ehlanzeni Regional Office**

Van Rensburg Street Nelspruit 1200, Private Bag X 11215, Nelspruit, 1200  
Tel: (013) 766 4595

### **v. Gert Sibande District Office**

13 De Jager Street, Ermelo, 2350  
Tel: (017) 811 4830

### **vi. Bushbuckridge Office**

No. 367 A Maviljan R40 Main Road Bushbuckridge, Private Bag x 9392,  
Bushbuckridge, 1280  
Tel. (013) 799 1477



**9. OUR AGENCIES**

- i. Mpumalanga Economic Regulator*  
First Avenue, White River, Private Bag x 9908, White River, 1240  
Tel. (013) 750 8000; Fax (013) 750 8099
  
- ii. Mpumalanga Tourism and Parks Agency*  
Hall's Gateway on the N4, Private Bag x 11338, Nelspruit, 1200  
Tel. (013) 759 5300; Fax (013) 755 3928
  
- iii. Mpumalanga Economic Growth Agency*  
33 Van Rensburg Street, Nelspruit, Box 5838, Nelspruit, 1200  
Tel. (013) 752 2440; Fax (013) 752 2468.  
14 Nels Street, Batellia Building  
(013) 752 3761



**Mr SM MTSWENI**  
**HEAD: ECONOMIC DEVELOPMENT AND TOURISM**  
DATE: 06/10/2020

**APPROVED/~~NOT APPROVED~~**

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**Mr PS NGOMANE, MPL**  
**MEMBER OF EXECUTIVE COUNCIL**  
DATE: 07/10/2020