



SERVICE COMMITMENT CHARTER 2025 – 2030

VISION

Attainment of a radically transformed growing, inclusive, innovative and sustainable economy in KwaZulu-Natal

MISSION

The department's mission is to:

- Provide leadership and facilitate integrated economic planning and growth
- Be a catalyst for economic transformation, job creation and sustainable development
- Implement strategies that drive economic growth and promote sound environmental management and climate resilience
- Create a conducive environment for trade, investment and tourism
- Develop, monitor and enforce sound business, environmental consumer protection framework

CORE SERVICES

The department's core services are summarised as follows:

- To drive the economic development strategies of the Province;
- To facilitate strategies to enhance the competitiveness of priority sectors of the economy, in line with the industrial development strategy;
- To promote the development of small business and social enterprises
- To promote and facilitate economic empowerment programmes
- To manage the Enterprise Development and Growth funds
- To provide an effective and efficient Consumer Protection Services
- To ensure effective and prudent Business Regulation in the Province
- To implement Regional and Local Economic Development initiatives
- To provide effective and efficient Environmental Management
- To provide Conservation Services

DEPARTMENT'S COMMITMENT TO THE CITIZENS

The department commits itself to the following:

- To provide excellent services to the citizens and its stakeholders
- To adhere to all the Batho Pele Principles
- To attend to queries in a professional manner and respond within the set time frames

OUR CUSTOMERS RIGHTS AND OBLIGATIONS

As EDTEA customers you are entitled to quality; sustainable; effective and efficient services.

EDTEA customer rights:

- a right to be treated with respect, courtesy and dignity
- a right to be provided with accurate and clear information (as regulated by PAIA)
- a right to express dissatisfaction with the manner in which services were provided
- a right to express gratitude for excellent services received
- a right to be offered an apology for an unsatisfactory service

Customer's obligation:

As EDTEA customers, you are expected to be polite, civil, courteous, respect the dignity and integrity of the officials you interact with.

**SERVICE STANDARDS
(HOW WILL WE ADDRESS YOUR QUERIES)**

In dealing with complaints as per the Citizen Complaints and Compliments Management Framework: -

Stage 1: Local resolution at the point of contact

Time Frames: Acknowledge verbal complaints immediately or within 24 hours of receipt

Stage 2: Local Investigation

Time frames for complex complaint: 15 working days

Stage 3: Internal Review

If there is still dissatisfaction after stage 2. Someone with higher authority carries out a further investigation and reviews the complaint

Time Frames: 10 working days

Stage 4: Independent Statutory Body

CONTACT DETAILS

HEAD OFFICE

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Pietermaritzburg
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OFFICE OF THE MEC

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TELEPHONE NUMBER

MEC'S Office: 033 328 8000
Head Office: 033 264 2500

SERVICE DELIVERY COMPLAINTS &

COMPLIMENTS OFFICER

Ms N Mchunu: 072 388 0030

"Beating the drum for services delivery"



APPROVED/NOT APPROVED

DR N ZULU

HEAD OF DEPARTMENT: ECONOMIC DEVELOPMENT,
TOURISM & ENVIRONMENTAL AFFAIRS

DATE