



## KWAZULU-NATAL PROVINCE

ECONOMIC DEVELOPMENT, TOURISM  
AND ENVIRONMENTAL AFFAIRS  
REPUBLIC OF SOUTH AFRICA



# DEPARTMENTAL SERVICE STANDARDS

### OPENING HOURS

Mon- Fri

08H00 – 16H30

Lunch 13H00 -13H45

### CLOSED ON PUBLIC HOLIDAYS

### PHYSICAL ADDRESS:

#### Head Office

270 Jabu Ndlovu

Pietermaritzburg

3201

#### uMgungundlovu District

217 Burger Street

Pietermaritzburg

#### eThekwini District

22 Dorothy Nyembe Street

8<sup>TH</sup> Floor

Durban

#### Ugu District

46 Bisset Street

Port Shepstone

#### uThukela District

94 Murchison Street

#### Harry Gwala District

1 Northway Drive

Ixopo

#### iLembe District

Greenville building corner

of Link Road and R102

#### Amajuba District

43 Harding Street

Newcastle

#### uMzinyathi District

26 Beaconsfield Street

Dundee

#### uMkhanyakude District

Mzololo Avenue

Mkhuze

Lot 55D Kiepersol Street

Mtubatuba

#### King Cetswayo District

Aloe Loop Avenue

Veld En Vlei

Richards bay

#### Zululand District

Legislature building 2<sup>nd</sup> floor

### BATHO PELE PRINCIPLES

- Consultation
- Service Standards
- Access
- Courtesy
- Information
- Openness and Transparency
- Redress
- Value for Money
- Service Delivery Impact
- Rewarding Excellence
- Leadership and Strategic Direction

Website

[www.kznedtea.gov.za](http://www.kznedtea.gov.za)

Contact Number

033 264 2500

Beating the drum for service delivery





## Departmental Programmes

### 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

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

| UNIT                                     | SERVICES   | SERVICE STANDARDS  |
|--|--|--|
| Administration                           | Payment of suppliers                                       | 30 working days  |
|  | Recruitment process from advert to appointment             | 180 working days   |
| Integrated Economic Development Services | Registration and funding of businesses                     | 25 working days (generic)  |
|  | Cooperatives capacity building                             | 25 working days (generic)  |
| Trade Sector                             | Project generation and management                          | 25 working days (generic)  |
| Business Regulations and Governance      | Consumer Complaints Handling                               | 90 working days  |
| Economic Research, Strategy Planning     | Publishing of research                                     | 25 working days (generic)  |
| Tourism Development                      | Registration and Renewal of Tourist Guides accreditation   | 21 working days  |
|  | Procurement of Tourist of Guides badges                    | 60 working days  |
|  | Registration and Renewal of Tourism Business Applications  | 21 working days  |
| Environmental Management                 | EIA Enquiries  | 21 working days  |
|  | Processing of applications for Environmental Authorization | Time frames applicable to the different application process:<br>107 days (Basic Assessment Report);<br>43 days (scoping report)<br>107 days (EIR)<br>30 days (P1 Amendment)<br>107 days (P2 Amendment) |

DR N ZULU

HEAD OF DEPARTMENT:

ECONOMIC DEVELOPMENT TOURISM AND ENVIRONMENTAL AFFAIRS

DATE