



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

eThekweni District

22 Dorothy Nyembe Street
8th Floor
Durban

Ugu District

46 Bisset Street
Port Shepstone

uThukela District

94 Murchison Street
Ladysmith

Harry Gwala District

Trigon Place
139a Margaret Street
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 Cetshwayo District

Aloe Loop Avenue
Veld En Vlei
Richards bay

Zululand District

Legislature building 2nd floor
King Dinuzulu Highway
Ulundi

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.kznedlea.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 complaints: 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

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 Authorizations	Time frames applicable to the different application process: 107 days (Basic Assessment Report); 43 days (scoping report) 107 days (EIR) 30 days (P1 Amendment) 107 days (P2 Amendment)

NB: The above timeframes will be adhered to provided all proper documentation is submitted

MR N NKONTWANA

HEAD OF DEPARTMENT:

ECONOMIC DEVELOPMENT TOURISM AND ENVIRONMENTAL AFFAIRS