



the dti

Department:  
Trade and Industry  
REPUBLIC OF SOUTH AFRICA

## the dti Service Delivery Charter

### Vision

A South Africa that has a vibrant economy, characterised by growth, employment and equity, built on the full potential of all citizens. To this end, the Department of Trade and Industry (**the dti**) seeks to be an outwardly focused, customer-centric organisation.

### Mission

**the dti** aims to:

- Provide leadership to the South African economy through its understanding of the economy, ability to identify economic opportunities and potential, and contribution to Government's economic priorities;
- Act as a catalyst for the transformation and development of the economy;
- Respond to the challenges and opportunities of the economic citizens and contribute to the achievement of Government's strategic objectives; and
- Provide a predictable, competitive, equitable and socially responsible environment for investment, enterprise and trade.

**Its values are:**

- Delivery
- Trust
- Integrity

**The services the dti provides are:**

- Financial assistance
- Issuing and renewal of liquor licences
- Development of industrial policy
- Enterprise development
- Export promotion and development
- Investment promotion and facilitation
- Development of trade policy
- Broaden economic participation through the empowerment of previously marginalised groups

**the dti will uphold Batho Pele principles by committing to the following:**

- When you call us, we will answer most of your calls within 60 seconds and identify ourselves by name. We will also endeavour to treat our customers with **courtesy** at all times.
- When you visit us, we will welcome you, identify ourselves by wearing name tags, address you with respect and deal with your query/enquiry promptly. All our clients will without reservation have equal **access** to all services rendered at their nearest offices.
- When you write to us, to lodge a complaint, we will acknowledge receipt within five working days and direct your enquiry to the appropriate section and/or persons. As part of the **redress** mechanism, we have a dedicated customer contact number **0861 843 384** where you can direct your complaints and queries.
- We will maintain our **service standard** of ensuring that payment claims and/or invoices submitted to us are processed within 30 days.


- We undertake to **consult** our clients on the level and quality of the services that we provide.
- We will endeavour to make **information** relating to the services provided available in all official languages.
- We will ensure **value for money** through the effective, efficient and economical utilisation of resources.
- We will be **open and transparent** by ensuring that we publicly report on our performance against the set standards.


#### Our performance against our standards

- We will publish the results of our performance against our standard each year in the *Annual Citizens Report*.
- We will be open and transparent about how far our actual performance compares with set standards.

#### Our offices at located as follows:

General Queries and Complaints	Investment-Related Queries
For <b>general queries</b> , please contact <b>the dti</b> Customer Contact Centre <b>Working Hours:</b> Monday – Friday, from 08h00 until 17h00  <b>Tel:</b> 0861 843 384 <b>Fax:</b> 0861 843 888 Enquiries, compliments and suggestions can be sent to the following e-mail address: <a href="mailto:contactus@thedti.gov.za">contactus@thedti.gov.za</a> For complaints, please send an e-mail to: <a href="mailto:complaints@thedti.gov.za">complaints@thedti.gov.za</a>	
Head Office Physical Address	Head Office Postal Address
<b>the dti</b> , 77 Meintjies Street, Sunnyside, Pretoria, Gauteng, 0002	<b>the dti</b> , Private Bag X84, Pretoria, Gauteng, 0001
KwaZulu-Natal	
<b>Physical Address:</b> 136 Victoria Embankment, corner Victoria Embankment and Fenton Lane <b>Tel: 031 305 3389</b> <b>Fax: 031 582 3901</b>	<b>Postal Address:</b> P.O. Box 3189, Durban, 4000
Western Cape	
<b>Physical Address:</b> 1st floor, 80 Waldorf Building, St Georges Mall, Cape Town, 8001 <b>Tel: 021 480 8050</b> <b>Fax: 021 422 5104</b>	<b>Postal Address:</b> P.O. Box 1280, Cape Town , 8000
Eastern Cape	
<b>Physical Address:</b> 5th floor Africorp House, 30 Govan Mbeki, Port Elizabeth , 6001 <b>Tel: 041 582 1267</b> <b>Fax: 041 582 3901</b>	<b>Postal Address:</b> P.O. Box 465, Port Elizabeth, 6000

Signed:  ..... (DG/HOD) Date: .....28/09/2012.....

Signed:  ..... (Minister/MEC) Date: .....02/10/2012.....