



**economic development
& tourism**

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



COMPREHENSIVE ECONOMIC DEVELOPMENT SERVICES



Nokuthula Simelane Building (Building No. 4)
No 7 Government Boulevard
Riverside Park Ext 2, Mbombela, 1201
www.mpumalanga.gov.za/dedt

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Introduction

“Development communication is the art and science of human communication applied to the speedy transformation of a country and the mass of its people from poverty to a dynamic state of economic growth that makes possible greater social equality and the larger fulfilment of the human potential.” – Nora Quebral; Quoted in Development Communication – Rhetoric and Reality by Pete Habermann and Guy de Fontagalland.

This booklet was produced with the aim of providing a comprehensive government services offerings to communities. We hope it will provide our people with almost all their information requirements relating to economic development issues.



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MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA





Mr Sikhumbuzo Eric Kholwane, MPL
MEC

Meet the Member of the Executive Council (MEC) for Finance, Economic Development and Tourism, Mr Sikhumbuzo Eric Kholwane, MPL

Profile

Current

- **Member of the Executive Council (MEC) for Finance, Economic Development and Tourism (since 30 May 2014)**
- Member of the African National Congress
- Member of the Central Executive Committee of the South African Communist Party
- Provincial Chairperson of the SACP

Previous positions held

MEC Kholwane served as a Member of Parliament from 2004 – 2014. During this time he became:

- Chairperson of the Portfolio Committee on Communications
- Member of the Portfolio Committee on Communications
- Member of the Portfolio Committee on Safety and Security



Political Career

As the former student activist during the early years of his participation in the struggle for freedom, MEC Kholwane also served in:

- The Provincial Executive Committee of the SACP;
- The African National Congress as REC Ex-Officio member of ANC Bohlabela;
- Member of the Political Education Sub-Committee;
- Convener of Caucus: Administration, Finance and ICT Unit and ANC Branch Secretary.

He also participated and led the worker's struggle in various capacities such as:

- NEHAWU Provincial Secretary;
- NEHAWU Regional Secretary, and
- NEHAWU Branch Secretary.

Education

Academically, MEC Kholwane has a Nursing Diploma (Mpumalanga Nursing College); LLB (University of South Africa); Advanced Diploma in Human Resource and Advanced Diploma in International Economics (University of the Western Cape).

INTEGRATED ECONOMIC DEVELOPMENT

Directorate: Enterprise Development

Service Offerings:

- Advise and support potential entrepreneurs to establish businesses
- Facilitate the establishment of cooperatives
- Develop and support SMME's and cooperatives
- Conduct entrepreneur programmes for target groups (youth, women and people with disability)
- Assist SMME's and Cooperatives to access funding
- Capacitate cooperatives to comply with Cooperatives Legislation and Regulations
- Advocate for SMME's to access procurement opportunities within provincial departments

For more information Contact:

Mr P Maseko
Tel: 013 766 4378 / 4482
Fax: 013 766 4614
E-mail: masekop@mpg.gov.za

Registration of Cooperatives

Mr P Khumalo
Tel: 013 766 4833
30 Brown Street
Nelspruit
1200

Directorate: Economic Empowerment

Service Offerings:

- Link empowerment groups to large corporations
- Monitor compliance to BBBEE by corporations

For more information Contact:

Ms I Serakalala
Tel: 013 766 4143
Fax: 013 766 4614
E-mail: iserakalala@mpg.gov.za

Directorate: Regional and Local Economic Development

Service Offerings:

- Develop, support and review LED plans
- Provide strategic economic development support to municipalities
- Develop investment incentive strategies in districts

For more information Contact

Mr S Mohlala
Tel: 013 766 4596
Fax: 013 766 4614
E-mail: SMohlala@mpg.gov.za



TRADE AND SECTOR DEVELOPMENT

Directorate: Trade and Investment Promotion

Service offerings:

- Develop and implement the Mpumalanga Export Strategy
- Provide information, advise on export trade opportunities and export awareness campaigns
- Monitor the value of exports and investment through the implementation of the Export and Investment Strategies
- Implement Bilateral Trade and Investment Initiatives
- Develop and implement the Mpumalanga Investment Strategy
- Facilitate the participation of emerging exporters at trade shows and trade missions in collaboration with the Mpumalanga Economic Growth Agency
- Assist companies to register as exporters/importers
- Assist in preparations for international fairs as and when requested by *the Dti*

For more information Contact:

Head Office

Mr Andre van Niekerk
 Tel: 013 766 4181
 Cell: 082 816 6907
 E-mail: Avanniekerk@mpg.gov.za

Ehlanzeni Regional Office

Mr. SW Dlamini
 Tel: 013 766 4834/4806
 Cell: 0795455 391
 E-mail: WisemanD@mpg.gov.za

Gert Sibande Regional Office

Ms. T Marwala
 Tel: 017 811 3944
 Cell: 083 925 1687
 E-mail: TMuthige@mpg.gov.za

Directorate: Strategic Initiative

Service Offerings:

- Support infrastructure projects

For more information Contact:

Mr Andre van Niekerk
 Tel: 013 766 4181
 Cell: 082 816 6907
 E-mail: Avanniekerk@mpg.gov.za

Directorate: Sector Development

Service Offerings:

- Establish and support Industrial Development hubs

For more information Contact:

Tel: 013 766 4534 / 4462
 Fax: 013 766 4614



BUSINESS REGULATIONS AND GOVERNANCE

Directorate: Consumer Protection

Service Offerings:

- Protect consumers from unfair business practices
- Provide information on Consumer rights and responsibilities
- Provide Consumer advice
- Handle consumer Complaints
- Adjudicates on consumer cases to ensure redress (Consumer Court)

How To Lodge your complaint

Complain to the branch manager or customer care office of the business concerned before asking the Consumer Protection Office to intervene. The office has trained staff (investigators) to help resolve your complaint and advise you on your rights as a consumer.

Ways of Complaining

• In Person

Put your complaint in writing so that you can hand it over to the person you spoke to.

• Telephone complaints

First find out if there is a toll-free helpline you can call. If not, call the head office and ask to speak to the person in charge of consumer complaints or customer service

• Complaint by letter

Address the letter to the Managing Director or Chief Executive Officer.

For more information contact:

- Ermelo: 017 811 4830
- Nkangala: 013 947 2240
- Bushbuckridge: 078 842 644
- Witbank: 013 692 7934/5848
- Nelspruit: 013 766 4943

Directorate: Business Regulation

Service Offerings:

- Regulate gambling and betting activities in the Province (Mpumalanga Gambling Board)
- Implement business licensing and trading hours legislation (Mpumalanga Liquor Authority)
- Create awareness on the effects of liquor and gambling (Consumer Education)

For more information contact:

Mr T Makwetla
Tel: 013 766 4112
Fax: 013 766 4614
E-mail: imakwetla@mpg.gov.za

ECONOMIC PLANNING

Directorate: Policy and Planning

Service Offerings:

- Analyse and review economic policies
- Develop and review sector strategies
- Develop sector plans

For more information Contact:

Mr N Nkonyane
Tel: 013 766 4340
Fax: 013 766 9119
E-mail: nathin@mpg.gov.za

Directorate: Research and Development

Service Offerings:

- Conduct and commission research on the provincial economy.
- Develop and implement the Provincial Employment, Investment and Economy Cluster's research agenda
- Conduct and coordinate quality economic research to support and inform the development and the implementation of economic strategies and plans in the Province
- Analyse the implications of the global and national economic developments on the provincial economy

For more information Contact:

Ms N Mphathele
Tel: 013 766 4245
Fax: 013 766 4610
E-mail: namphathele@mpg.gov.za

Directorate: Knowledge Management

Service Offerings:

- Provide data, information and intelligence on the economy

For more information Contact:

Mr M Kgaka
Tel: 013 766 4148 / 4215
Fax: 013 766 4614
E-mail: mkgaka@mpg.gov.za

Directorate: Monitoring and Evaluation

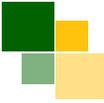
Service Offerings:

- Support, oversight and performance monitoring and evaluation
- Coordinating implementation of partnership
- Review of Legislative and policy framework
- Performance monitoring and evaluation on implementation of partnership

For more information Contact:

Ms M Mhlanga
Tel: 013 766 4331
Fax: 013 766 4614
E-mail: mmhlanga@mpg.gov.za





TOURISM

Service Offerings:

- Develop tourism related policies, strategies and legislation
- Support local municipalities to develop tourism plans, strategies and programmes
- Facilitate community participation in the tourism sector

For more information Contact:

Mr J Mdluli

Tel: 013 766 4582

Fax: 013 766 4614

E-mail: jdmdluli@mpg.gov.za





MPUMALANGA LIQUOR AUTHORITY (MLA)

• Public Entity of the dedt

The key responsibility of the Mpumalanga Liquor Authority is to consider applications for liquor Licences in terms of the Mpumalanga Liquor Licensing Act 2006 (Act 5 of 2006)

Service Offerings:

- The Department is responsible for the liquor matters in the Province of Mpumalanga
- Licence applicants in terms of the said Act
- Facilitate the entry of new participants into the liquor industry
- Ensure that all participants in the liquor industry fully comply with all applicable legal prescripts pertaining to the liquor industry
- Establish and maintain Provincial Liquor Register of all persons and entities licensed in terms of the Act
- Advise the MEC for Finance, Economic Development and Tourism on the social impact of alcohol abuse
- Liquor Trade inspectors are responsible for conducting inspections at new/ proposed liquor premises before the licence is issued to ensure that the premises is suitable for the type of licence issued and ready to go into business

For more information Contact:

Chairperson

Mr JS Matsane

Tel: 082 436 5134 / 013 752 3774 / 013 753 3611

Secretary

NS Gama

Tel: 082 782 5634 / 013 752 3774 / 013 753 3611



MPUMALANGA ECONOMIC GROWTH AGENCY (MEGA)

• A Public Entity of the debt

Service Offerings:

Financial support

- Seasonal Loans
- Business Loans
- Revolving Credit Facility
- Agricultural Enterprise Acquisition Scheme
- Small Equipment / Technology Loans
- Production Support
- Facilitation of Technical Training
- Facilitation of Technical Advice

Enterprise Development support

- Market facilitation
- Development of new business opportunities
- Product packaging and branding
- Product market information dissemination
- Management Support
- Business counselling
- Facilitation of business training
- Project management support
(for infrastructure loans clients)

For more information contact:

Head Office: 33 Van Rensburg Street, Mbombela 1201

P.O.Box 5838, Mbombela 1200

Tel: 013 752 2440

Fax: 013 752 2468

Nkangala Region - Tel: 013 656 3231

Gert Sibande Region - Tel: 017 634 8458

www.mega.gov.za



MPUMALANGA TOURISM AND PARKS AGENCY (MTPA)

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Service Offerings

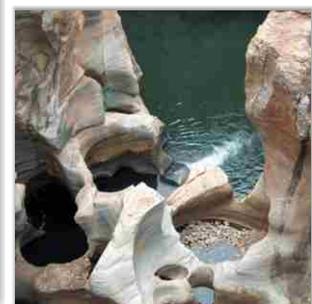
- Management and conservation of bio-diversity and eco-systems within the Province.
- Management of MTPA protected areas.
- Development and marketing of tourism in the Province.
- Promotion and creation of socio-economic growth and transformation within the tourism and conservation industry in the Province.

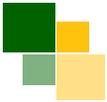
For more information contact:

Private Bag x 11338
Mbombela
1201
N4 National Road, Hall's Gateway, Matabuffin

Tel: 013 759 5300/01
Fax: 013 752 4186
E-mail: info@mtpa.co.za

www.mpumalanga.com and www.mtpa.co.za





MPUMALANGA GAMBLING BOARD (MGB)

• A Public Entity of the debt

Service Offerings:

- Ensure the suitability of all persons wishing to participate in the gambling industry within Mpumalanga;
- Ensure that gambling activities regulated by the MGB are conducted fairly, honestly and free of criminal influence and exploitation;
- Ensure that the regulation of gambling is effective and efficient.
- Render support and advice to the MEC responsible for gambling issues and ensure that the Government's policy on gambling is implemented;
- Cooperate with the National Gambling Board and other stakeholders on matters of mutual interest;
- Conduct research, with a view to advise Government on the socio-economic impact of gambling within the Province;
- Perform the functions of the MGB in accordance with acceptable corporate governance practices;
- Promote responsible gambling in the Mpumalanga Province.

For more information contact:

Tel: 013 750 8000
Fax: 013 750 8099

Private Bag X 9908
White River
1240

Website on: www.mgb.org.za

Toll-free helpline 0800 006 008 – National Responsible Gambling Programme (NRGP)



CONSUMER COURTS

- Ehlanzeni
- Nkangala and Gert Sibande (Shared)

The Consumer Affairs Court is established in terms of Section 13 of the Mpumalanga Consumer Affairs Act, Act No.6 of 1998

Service Offerings:

- Adjudicate on matters of unfair business practices referred to it by the Consumer Protector. The process of initiating proceedings before the Consumer Affairs Court is by way of issuing summons to the respondent business/supplier, which served through the office.
- Any party affected is entitled to his own representation either by an attorney or advocate whilst the consumer is represented by the Consumer Protector.
- Proceedings before the Court are open to the public.

Sittings of the Court are every Thursday

- Nelspruit Magistrate Court- Ehlanzeni Region
- Bethal Magistrates Court -Gert Sibande and Nkangala Region.

For more information Contact:

Ms Stella Mnisi
Tel: 013 752 3761 / 3774 / 3746
Fax: 013 752 3729 / 766 9401



NATIONAL CONSUMER COMMISSION (NCC)

The NCC was established as an organ of the state within the public administration but as an institution outside the public service in terms of section 85 of the Consumer Protection Act, No. 68 of 2008.

Service Offerings:

- Investigate alleged contraventions of the Act
- Administer and enforce the Act

For more information Contact:

Commissioner Mr E Mohamed
E-mail: E.Mohamed@thncc.org.za
Deputy Commissioner Ms T Mabuza
E-mail: T.Mabuza@thncc.org.za
Head of Enforcement Ms P Moilwa
E-mail: P.Moilwa@thncc.org.za
Tel: 012 761 3000

The DTI Campus, Mulayo Block E, 77 Meintjies Street,
Sunnyside,
Pretoria

Tel: 012 940 4500 / 0860 026 6786.
Fax: 086 151 5229.
Email: Nnetshitomboni



THE NATIONAL CREDIT REGULATOR (NCR)

Service Offerings:

The National Credit Act requires the Regulator to

- Carry out education, research, policy development and registration of industry participants
- Investigate complaints, and ensure the enforcement of the Act
- Promote the development of an accessible credit market, particularly to address the needs of historically disadvantaged persons, low income persons, and remote, isolated or low density communities
- Register credit providers, credit bureaux and debt Counsellors

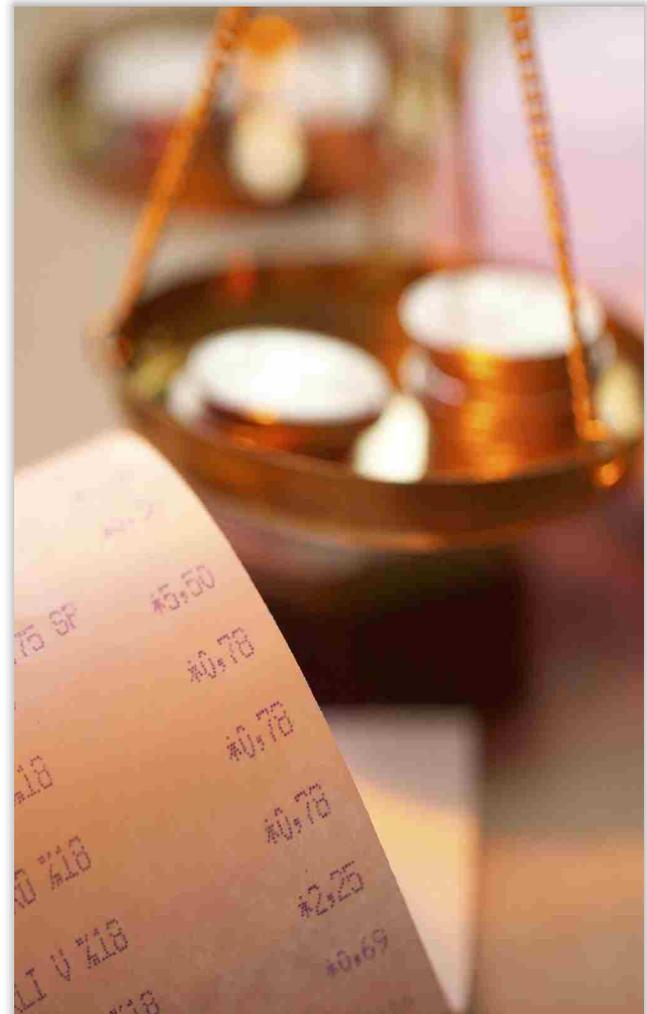
For more information Contact:

Tel: 0860 627 627 / 011 554 2600

Toll number: 0860 627 627

E-mail: dccomplaints@ncr.org.za

www.ncr.org.za



INDUSTRIAL DEVELOPMENT CORPORATIONS (IDC)

Service Offerings

What we do

Through partnerships, the IDC provides funding in support of industrial capacity development

We do this by:

- Proactively identifying and funding high-impact projects
- Leading the creation of viable new industries
- Using our diverse industry expertise to drive growth in priority sectors
- Taking up higher-risk funding in early-stage and high-impact projects

The primary outcome of the IDC's activities:

- To facilitate the creation of sustainable direct and indirect jobs

IDC funding under Strategic Business Unit:

- Agro-Industries Unit
- Chemicals and Allied Industries
- Forestry and Wood Products Unit
- Media and Motion Picture Unit
- Green Industries Unit
- Healthcare Unit
- Information, Communication and Technology Unit
- Metal, Transport and Machinery Products Unit
- Mining and Minerals Beneficiation Unit
- Strategic High Impact Projects and logistics Unit
- Tourism Unit
- Textiles and Clothing Unit
- Venture Capital Unit
- Africa Unit

IDC funds start-up and existing businesses to a minimum funding requirement of R 1 million and a maximum of R 1 billion.

Funding terms: short, medium- and long terms loans.

Additional Services: IDC's business support programme offers non-financial support to entrepreneurs. The support is available during pre-and post-approval stages, including assistance to distressed clients.

For more information contact:

Physical Address: Upper Level, Nelcity Building,
Cnr Samora Machel & Paul Kruger Street
P O Box 3740
Mbombela
1200

Tel: 013 752 7724

Fax: 013 752 8139

Enquires: 086 069 3888

SouthWing Municipal Building
Lurgi Square
Secunda
2302

Enquires: 086 069 3888

23 Botha Avenue Rhodes, Hitech House
P O Box 1494
Witbank
1035

Enquires: 086 069 3888

www.idc.co.za



SMALL ENTERPRISE FINANCE AGENCY (SEFA)

HOW TO APPLY

- Applicants should approach **Sefa's** nearest regional office for the initial basic assessment
- Regional office will issue and assess application forms for qualifying applicants
- Due diligence is performed by **Sefa** and applications are then submitted to the Credit Committee for a decision
- The Credit Committee's decision is then communicated to the applicant and in case of approved facilities, the client enters into a contractual obligation with **Sefa**
- Funds are then transferred to the successful client and post investment monitoring and /or mentorship support is provided (where applicable)

For more information

Regional Manager

Sabelo Mamba

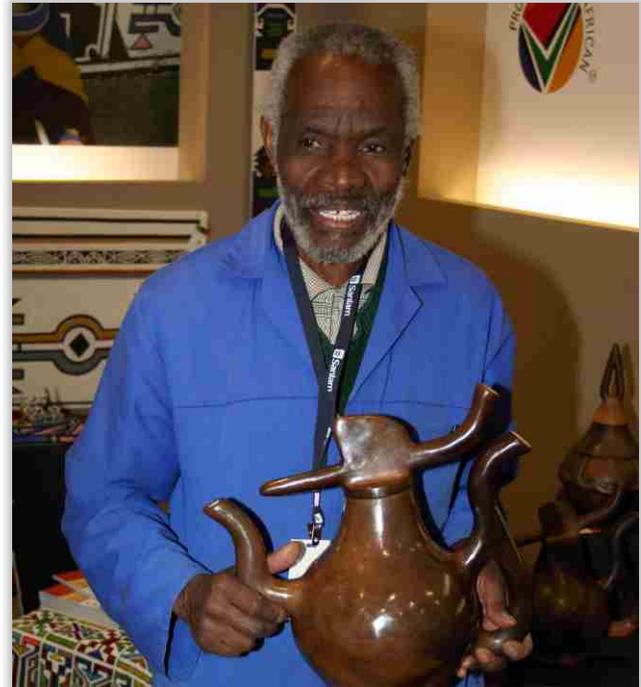
Upper level Nelcity Building,

Cnr Samora Machel and Paul Kruger Streets

Mbombela, 1201

013 755 2370

sefa
Small Enterprise Finance Agency



NATIONAL YOUTH DEVELOPMENT AGENCY (NYDA)

Service offerings

GRANT FUNDING

The biggest aim for grant funding is to promote entrepreneurship amongst the youth who are just coming into existence and beginning to display signs of future potential but not yet fully developed.

Youth owned enterprises will benefit from the grant programme starting from a R1000 to R100 000 grant.

Young people accessing the grant will have to commit to participate in the NYDA mentorship and voucher programme for a minimum of 2 years.

BUSINESS DEVELOPMENT SERVICES

Business Development Services (BDS) is aimed at increasing youth participation in the mainstream economy by assisting an entrepreneur through various non-financial support interventions, namely:

- 1.1 Business Consulting Services Voucher Programme (BCSVP)
- 1.2 Business Opportunities Services Support (BOSS)
- 1.3 Volunteer Mentorship
- 1.4 Entrepreneurship Development Programme (EDP)

CAREER GUIDANCE

The aim of career guidance is to assist the youth in making informed choices about work/ life and their future by providing career related information to youth who are still at school, studying, skilled, unskilled, unemployed or employed.

Solomon Mahlangu Scholarship Fund

The Solomon Mahlangu Scholarship Fund (SMSF) was established to create industrialists as an investment towards youth development.

The purpose of this fund is to avail financial support to youth to enable them to pursue quality education in an institution of higher learning, with youth in rural areas as primary target.

For more information

Mbombela Full Service Branch

Tel: 013 752 4628

Fax: 013 756 0100

Physical Address:

Nedbank Centre, Shop No 8, 30 Brown Street, Mbombela 1201

Secunda Full Service Branch

Tel: 017 631 500/9501

Physical Address:

Shop No 2, Game Park Centre
Horwood Street, Secunda, 2302
P O Box, 7068, Secunda 2302

eMalahleni Full Service Branch

Tel: 013 656 6534/5

Fax: 086 609 4260

Physical Address:

Office no. 22 & 23, Eph
Medical Centre (old Cosmos Building)
Ground Floor, Cnr Mandela & Hofmeyer Street
eMalahleni, 1035



NATIONAL YOUTH DEVELOPMENT AGENCY



NATIONAL EMPOWERMENT FUND (NEF)

NEF is mandated to promote and facilitate black economic equality and transformation.

Through its Fund Management Division, the NEF provide funding to black entrepreneurs to support new and existing business ventures with start-up, franchising and expansion capital and with the acquisition of equity interests in existing business for transformation purposes.

Service offerings

The Imbewu Fund

- Entrepreneurship Finance
- Procurement Finance
- Franchise Finance
- Rural and Community Development Projects

The Corporate Fund

- Acquisition Finance
- Project Finance
- Expansion Capital
- Strategic Projects Finance

Non-Financial Business Support

- Pre-Investments Business Support Unit
- Post-Investments Business Support Unit
- Legal Services unit

For more information contact:

Call centre: 086 163 3835

Tel: +27 11 305 8000

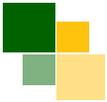
Fax: +27 11 305 8001 / 013 754 9860

E-mail: info@necorp.co.za / qokoseb@necorp.co.za

16 Brander Street Mbombela, 1201

www.necorp.co.za





SMALL ENTERPRISE DEVELOPMENT AGENCY (SEDA)

Seda Mission: to develop support and promote small enterprise to ensure their growth and sustainability in co-ordination and partnership with other role players.

Target Market

Approximately 20% of Seda's focus is on medium enterprise whilst 80% of its focus falls onto the small, micro (formal and informal) and co-operative enterprises. Seda has 42 branches, 9 provinces offices, and 42 Technology incubators spread across the country.

Seda Branches

Provide offerings that assist business in various phases of their life cycle.

Seda BusinessTalk

Offerings focusing on clients who want information on starting a business.

Seda Business Start

Provides tools and techniques for clients who are ready to start a business and want assistance and directions.

Seda Business Build

Offerings focusing on clients who want skills to sustain and strengthen their businesses.

Seda Business Grow

Offerings focusing on clients who want to grow their businesses and expand nationally and internationally.

For more information contact

Bushbuckridge

Tel: 013 799 1804

E-mail: dmonyela@seda.org.za

Ehlanzeni

Tel: 013 754 4380

E-Mail: pminisi@seda.org.za

Gert Sibande

Tel: 017-634 4339

E-Mail: fbogatsu@seda.org.za

Nkangala

Tel: 013-6556 976

E-Mail: sndwandwe@seda.org.za

Nkomazi

Tel: 013-790 1183

E-Mail: mnetshisaulu@seda.org.za





COMPANIES AND INTELLECTUAL PROPERTY COMMISSION (CIPC)

Service Offerings:

- Registration of Companies, Co-operatives and Intellectual Property Rights (trade marks, patents, designs and copyright) and maintenance thereof
- Disclosure of Information on its business registers
- Promotion of education and awareness of Company and Intellectual Property Law
- Promotion of compliance with relevant legislation
- Efficient and effective enforcement of relevant legislation
- Monitoring compliance with and contraventions of financial reporting standards, and making recommendations thereto to Financial Reporting Standards Council (FRSC)
- Licensing of Business rescue practitioners
- Report, research and advise Minister on matters of national policy relating to company and intellectual property law

For more information contact:

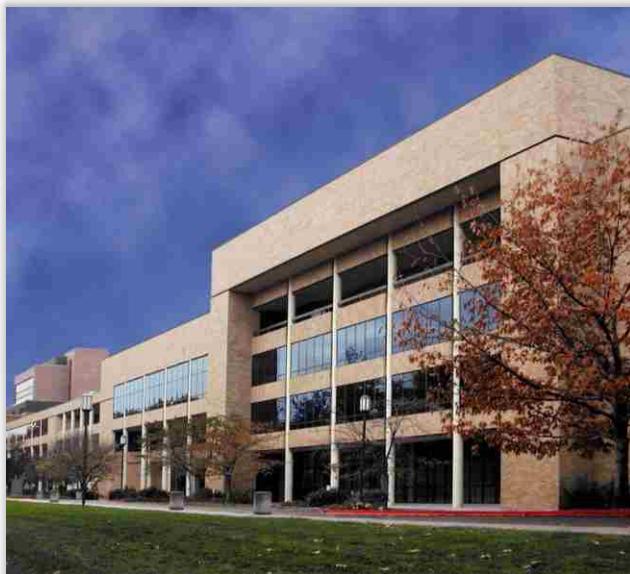
Call Centre: 013 766 4482 / 086 100 2472 (CIPC)

Fax: 086 517 7224

Email: info@cipc.co.za

Or alternatively:

Department of Economic Development and Tourism
Nedbank Building, 6th Floor
30 Brown Street
Mbombela
1201



THE DEDT CONTACT DETAILS

Offices	Telephone Numbers	Physical Address
Head Office	Tel: 013 766 4004 Fax: 013 766 4614	No 7 Government Boulevard Riverside Park Extension 2 Mbombela, 1201
Ehlanzeni Regional Office	Tel: 013 766 4802	Ehlanzeni Regional Office 15 Vanrensburg Street Nelplex building Mbombela, 1201
Bushbuckridge Office	Tel: 078 804 2644	Protea Building R40 Main Road Bushbuckridge 1280
Gert Sibande Regional Office	Tel: 017 811 4830	No 13 de Jager Street Ermelo, 2351
eMalahleni Office	Tel: 013 652 5848	Midland Centre Cnr Rosemead & Ryan Street Klipfontein eMalahleni, 1035
Kwa - Mhlanga Government Complex	Tel: 013 9472240 Fax: 013 947 2544	Old Government Building Building 2, 1st Floor KwaMhlanga 1022
MLA	Tel: 013 752 3761	No.14 Bateleur Building Nel Street Mbombela, 1201



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Appreciation goes to all the stakeholders who supplied the relevant information

