

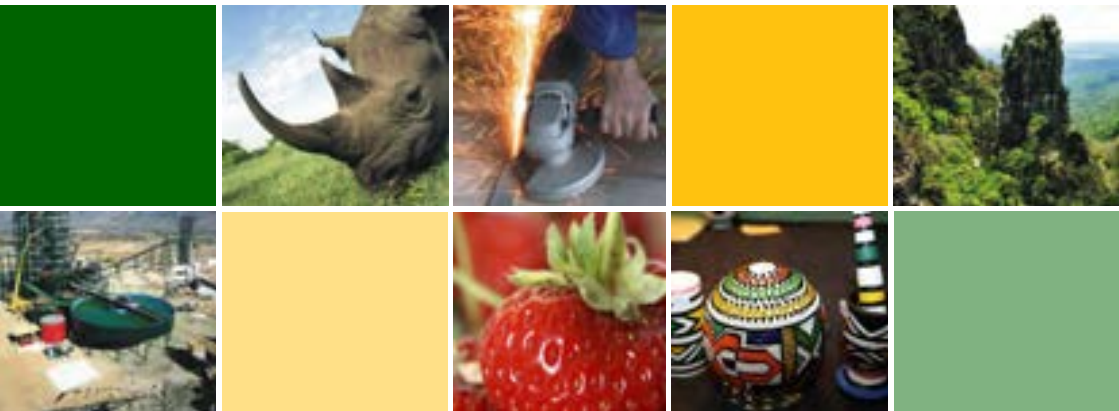


**economic development  
& tourism**

MPUMALANGA PROVINCE  
REPUBLIC OF SOUTH AFRICA



# COMPREHENSIVE ECONOMIC DEVELOPMENT SERVICES



[www.dedt.mpumalanga.gov.za](http://www.dedt.mpumalanga.gov.za)

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# Introduction

Government has a responsibility to provide communities with information as prescribed by the Constitution of the Republic of South Africa, Act 108 of 1996.

In this regard, the Government Communicator's Handbook enjoins government communication practitioners to employ among other communication concepts, Development Communication, in order to communicate government services and programmes to the people.

Nora Quebral defines Development Communication as “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 greater social equality and the larger fulfilment of the human potential”.

In the context of South Africa, Development Communication becomes more relevant, in addressing historical, social and economic factors, which limited access to information, services and participation by the citizens. The majority of our people are not able to access information and government services meant to change their socio-economic standing due to lack of access to both traditional and contemporary digital multimedia platforms.

This **Comprehensive Economic Development Service Booklet** thus provides an alternative form of disseminating valuable government information to our people. The booklet is strategically designed to offer our stakeholders, a One-stop paper-based information 'portal', for economic development services in the Province.

Communication is not a once off event in a department/institution, rather a continuous activity that supports government service delivery and enhances public trust and active citizenry. Accordingly, we have deliberately develop this Booklet to enhance constant interaction with citizenry, particularly those who does not have access to the internet and social media.

This Booklet covers the work and services of the Department, including its public entities and government's development finance institutions, such as the SEDFA, NEF, NYDA, IDC, and many others.

We hope that the information contained in this Booklet will help unlock your entrepreneurial potential and eagerness to participate in the economic activities of the Province.

**#LetsGrowMpumalangaTogether**

**#LeaveNoOneBehind**





Ms MC Masilela, MPL  
*MEC: Economic Development and Tourism*

# Message From The MEC

**A**s the MEC responsible for Economic Development and Tourism matters in the Province, my mandate is to oversee the work of the Department (Economic Development and Tourism), in nurturing and growing the economy of the Province, so as to create the much-needed jobs for our people. Our role, as government, is to put in place policies and strategies which will pave the way and accelerate economic growth. Growing the economy will bolster government's effort in the fight against the stubborn triple challenges of unemployment, poverty and inequality. However, we rely on partnerships with the private sector; given that jobs are actually created by that sector.

The Premier of Mpumalanga, Mr Mandla Ndlovu while delivering his inauguration address, he instructed the newly appointed Members of the Executive Council of the 7th Administration to work tirelessly to improve the lives of our people. As the MEC responsible for Economic Development and Tourism, I have a responsibility to ensure that through this Department, government is able to address the triple challenges of unemployment, poverty and inequality. The Department reaffirms its commitment to create a conducive environment for business to thrive, which will in turn translate to inclusive economic growth.

Accordingly, through collaboration with Finance Development Institutions, we continue to offer financial and non-financial support to SMMEs and Cooperatives, with preference given to those owned by women and the youth. The ANC-led government remain steadfast in our commitment to forge partnership with the private sector; to enable our SMMEs and Cooperatives to participate in the private sector value chain in construction, mining, agriculture and tourism, amongst others.

After taking the oath of office, Premier Mandla Ndlovu gave me the marching orders to focus on tourism development and growth. The Premier wants us to create our own Table Mounting at Mariepskop with its own cable car; he wants us to create our own waves; he wants tourists to experience everything they go for in Cape Town and Durban all in one in our province.

As the dedt, we have four (4) Public Entities which are our implementing agents; namely, the Mpumalanga Economic Growth Agency (MEGA); Mpumalanga Economic Regulator (MER), Mpumalanga Tourism and Parks Agency (MTPA), and the newly established Mpumalanga Nkomazi Special Economic Zone (SEZ).

This Booklet, thus, comes in handy as it provides comprehensive information on where our people can receive assistance; what type of information they can acquire; so as to enable them to meaningfully participate in economic activities of the Province. This is what we call development communication – providing information to the residents so that they can improve their socio-economic standing; their lives.

Accordingly, the Booklet covers the work and services of the Department, including its public entities and government's development finance institutions, such as Small Enterprise Development and Finance Agency (SEDFA), National Empowerment Fund (NEF), National Youth Development Agency (NYDA), the Industrial Development Corporation (IDC), and many others.

I anticipate that this Booklet will stimulate your entrepreneurial appetite. Please utilise the information contained in this Booklet to unlock township and rural economic activities.

***Let's Grow Mpumalanga together by sharing information!***

Yours in economic development and growth,

**MAKHOSAZANE CHRISTINE MASILELA, MPL**  
**MEC: ECONOMIC DEVELOPMENT AND TOURISM**

## INTEGRATED ECONOMIC DEVELOPMENT

The purpose of the programme is to stimulate economic growth through the promotion of HDI stimulate economic growth in the Province.

### 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:

Tel:013 766 4802  
Fax:013 766 4614

#### Registration of Cooperatives

Tel:013 766 4802  
Mbombela Square  
Opposite Mpumalanga High Court  
Building 4, 45 Samora Macheal  
Mbombela  
1201

### Directorate:Economic Empowerment

#### Service Offerings:

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

#### For More Information:

Tel:013 766 4143 / 4182

### 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:

Tel:013 766 4596  
Fax:013 766 4614

## TRADE AND SECTOR DEVELOPMENT

**The purpose of the programme is to support the development of industries within key economic sectors of the Province and create a conducive environment for trade and investment.**

### **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:**

##### **Head Office**

Tel: 013 766 4200

##### **Ehlanzeni District Office**

Tel: 013 766 4834/4806

##### **Nkangala District Office**

Tel: 013 766 7575

### **Directorate: Sector Development**

#### **Service Offerings:**

- Establish and support Industrial Development hubs.

##### **Emalahleni Office**

Tel: 013 692 5848 / 6300



## BUSINESS REGULATIONS AND GOVERNANCE

The purpose of the programme is to ensure an equitable, socially responsible business environment that allows fair trade and the protection of consumer rights.

### 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:

Nelspruit: 013 766 4802

Nkangala: 013 947 2240

Bushbuckridge: 078 842 644

eMalahleni: 013 692 6300

### Directorate: Business Regulation

#### Service Offerings:

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

#### For More Information:

Tel: 013 766 4112

Fax: 013 766 4614



## ECONOMIC PLANNING

The programme is responsible for provision of economic policy direction and strategies, in addition to conducting research on the provincial economy to inform strategy development.

### Directorate: Policy and Planning

#### Service Offerings:

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

#### For More Information:

Tel: 013 766 4340 / 4532

### 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:

Tel: 013 766 4245

### Directorate: Knowledge Management

#### Service Offerings:

- Provide data, information and intelligence on the economy.

#### For More Information:

Tel: 013 766 4215 / 4188

### 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:

Tel: 013 766 4331

## TOURISM

**The purpose of the programme is to ensure tourism sector policy development, regulation, compliance and promotion of sector transformation in the Province.**

### **Directorate: Tourism**

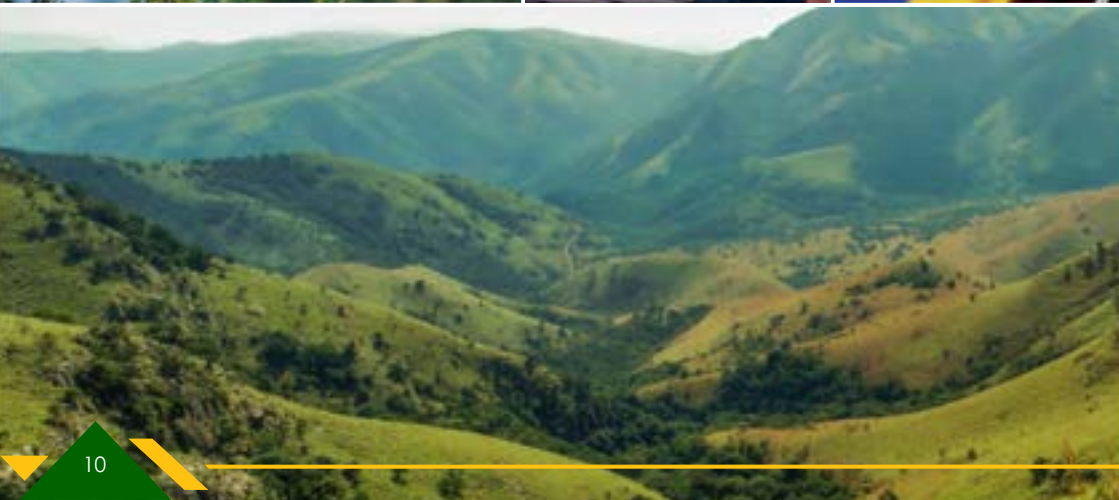
#### **Service Offerings:**

- 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:**

Tel: 013 766 4582



# MPUMALANGA ECONOMIC GROWTH AGENCY (MEGA)

## A Public Entity of the dept

The Mpumalanga Economic Growth Agency (MEGA) is a public entity of the Department mandated to provide funding and promote foreign trade and investment in Mpumalanga for the benefit of Historically Disadvantaged Individuals.

## 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:

MEGA Office Park  
02 Eastern Boulevard  
Riverside Park  
Mbombela  
1202

Tel: 013 492 5818

Fax: 087 756 7523

Nkangala Region: 013 656 3231

Gert Sibande Region: 017 634 8458

Ekandustria Office: 013 933 3008

Siyabuswa Office: 013 973 1049

Facebook: Mpumalanga Economic Growth Agency

Twitter: @MEGAMPumalanga

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



## MPUMALANGA TOURISM AND PARKS AGENCY (MTPA)

### A Public Entity of the *dedt*

The Mpumalanga Tourism and Parks Agency (MTPA) is a public entity of the Department established to provide for the sustainable management and promotion of tourism and nature conservation in the Province and to ensure the sustainable utilisation of natural resources.

### 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:

Private Bag x 11338

Mbombela

1201

N4 National Road, Hall's Gateway, Mafaffin

Tel: 013 065 0859 / 88

E-mail: [info@mtpa.co.za](mailto:info@mtpa.co.za)

[www.mpumalanga.com](http://www.mpumalanga.com) and [www.mtpa.co.za](http://www.mtpa.co.za)

Facebook: Mpumalanga Tourism and Parks  
Agency

Twitter: @Mtpatourism



## MPUMALANGA ECONOMIC REGULATOR (MER)

### A Public Entity of the dept

The Mpumalanga Economic Regulator (MER) is an agency of the Department of Economic Development and Tourism established to regulate gambling and liquor in the Mpumalanga Province.

### Service Offerings:

- Ensure the suitability of all persons wishing to participate in the gambling industry within Mpumalanga;
- Ensure that gambling activities regulated by the MER 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 MER in accordance with acceptable corporate governance practices;
- Promote responsible gambling in the Mpumalanga Province.

### For More Information:

Tel: 013 750 8000

Fax: 013 750 8099

Website: [www.mer.org.za](http://www.mer.org.za)

Facebook: Mpumalanga Economic Regulator

Twitter: @MPEconomicReg

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



MPUMALANGA  
ECONOMIC REGULATOR  
*An Entity of the Department of Economic  
Development and Tourism*







# **GOD's** WINDOW





## CONSUMER COURTS

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 District
- Bethal Magistrates Court - Gert Sibande and Nkangala District.

### For More Information:

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.

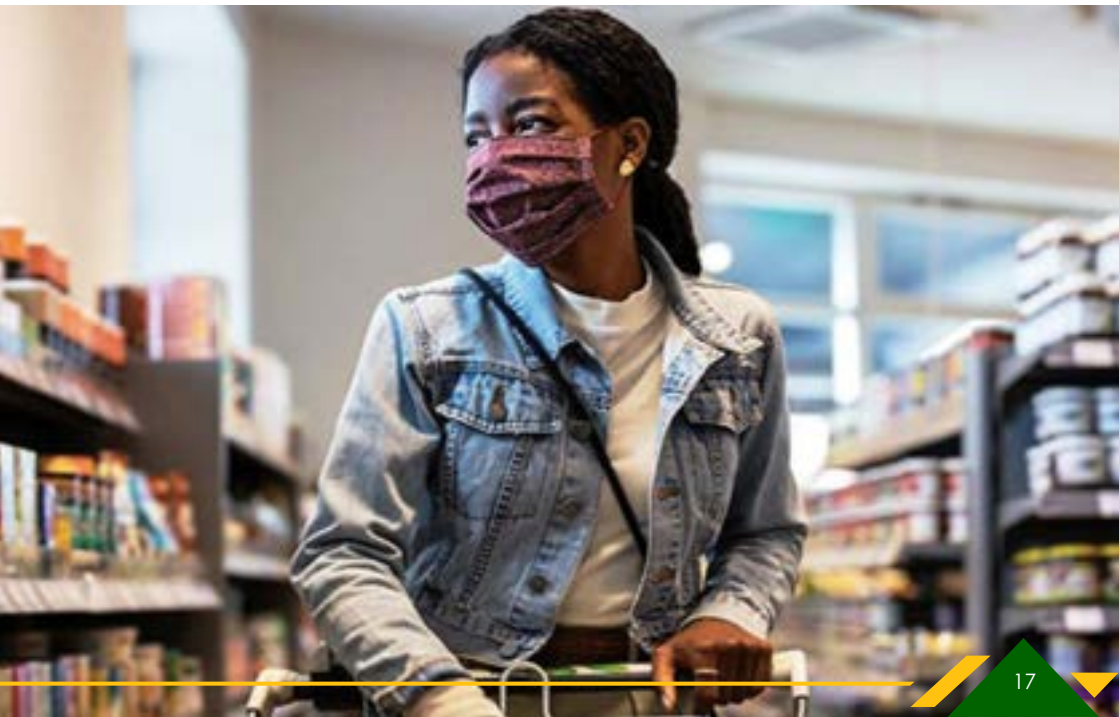
### Service Offerings:

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

### For More Information:

01 Dr. Lategan Road  
Groenkloof  
Pretoria

Tel: 012 428 700  
[www.thencc.gov.za](http://www.thencc.gov.za)



## THE NATIONAL CREDIT REGULATOR (NCR)

The NCR was established under National Credit Act 34 of 2005 (the Act). The NCR is a South African government agency that regulates the credit industry in South Africa.

### 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:

127 – 15th Road, Randjespark  
Midrand  
Johannesburg  
1685

Tel: 011 554 2763/ 0860 627 627

[www.ncr.org.za](http://www.ncr.org.za)



## INDUSTRIAL DEVELOPMENT CORPORATIONS (IDC)

### Service Offerings

The corporation was established to spearhead the development of domestic industrial capacity, especially in view of the shortage of manufactured goods experienced as a result of the disruption of trade between Europe and South Africa during the Second World War

### What we do

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

### 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
- Mental, 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 R1 million and a maximum of R1 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:

Corner Ferreira and Streak Street  
7th Floor  
MAXSA Building  
Nelspruit  
1200

Tel: 013 752 7724

Fax: 013 752 8139

**Enquires:** 086 069 3888

South Wing Municipal Building  
Lurgi Square  
Secunda, 2302

**Enquires:** 086 069 3888

23 Botha Avenue Rhodes, Hitech House  
Witbank, 1035

**Enquires:** 086 069 3888

[www.idc.co.za](http://www.idc.co.za)

## SMALL ENTERPRISE DEVELOPMENT AND FINANCE AGENCY

We provide comprehensive support to build and sustain competitive small enterprises. Our services focus on promoting entrepreneurship, creating an enabling environment, and ensuring equitable access to resources.

Whether through business assessments, technology upgrades, or financial solutions, SEDFA offers customized services that guide businesses at every stage of their journey.

### Non-Financial Support

- Business needs assessment
- Product bundling and system navigation
- Business development services (BDS)
- Technology and system upgrading
- Infrastructure facilitation
- Supply chain integration and market linkages
- Business formalization and compliance
- Case management / Life cycle monitoring



### Financial Support

- Business needs assessment
- Credit Guarantees and Credit Enhancement
- Retail Finance
- Wholesale Finance
- Equity Investment (MSMEs and Other)
- Fund Management (Public and Private Clients)
- Investment Property Management

### For More Information:

**info@sedfa.org.za** for any inquiries. You can still apply for services through the individual websites of SEFA, SEDFA, and CBDA.

### Mbombela

Corner Ferreira and Streak Street  
3rd Floor, Suite 301  
MAXSA Building  
Nelspruit, 1200  
Tel: 013 755 3923

### OR

16 Brander Street  
Bi-Water Building, Suite 102  
Nelspruit, 1200  
Tel: 013 755 8730



# NATIONAL YOUTH DEVELOPMENT AGENCY (NYDA)

## Service offerings

The mission of the National Youth Development Agency is to mainstream youth issues into society and facilitate youth development with all sectors of society.

## 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:

- Business Consulting Services Voucher Programme (BCSVP).
- Business Opportunities Services Support (BOSS).
- Volunteer Mentorship
- 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

Office no 7 & 8 Imbizo Place  
Samora Machel Drive, Mbombela  
1200  
Tel: 087 158 7829

### eMalahleni

24 Smuts Avenue, Erf 173, Emalahleni  
1035  
Tel: 087 158 7958

### Secunda

Kiwiet Office Park, Block D (Third Door)  
Secunda, 2302  
Tel: 087 158 7936



## 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:

##### Mbombela

13th Ferreira Street  
MAXSA Building, 2nd Floor  
Mbombela  
1200

Tel: 013 754 9860 / 0861 633 678

Fax: 013 754 9860

[mpumalanga@nefcorp.co.za](mailto:mpumalanga@nefcorp.co.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:

Mbombela Square  
(opposite Mpumalanga High Court)  
Building 4, 45 Samora Machel Drive  
Mbombela  
1201

Call Centre: 013 766 4802 / 086 100 2472

Fax: 086 517 7224

Email: [info@cipc.co.za](mailto:info@cipc.co.za)



Companies and Intellectual  
Property Commission

a member of the **dti** group



## THE DETD CONTACT DETAILS

Offices	Telephone Numbers	Physical Address
Head Office	Tel: 013 766 4004	<b>Nokuthula Simelane Building</b> (Building No. 4) No. 7 Government Boulevard Riverside Park Extension 2 Mbombela, 1201
Ehlanzeni District Office	Tel: 013 766 4802	Ehlanzeni Regional Office Mbombela Square (Opposite Mpumalanga High Court) Building 4, 45 Samora Machel Drive Mbombela, 1201
Bushbuckridge Office	Tel: 078 804 2644	Stand No: A376 Bakoena Shopping Center Maviljan A Bushbuckridge, 1280
Gert Sibande District Office		No 13 de Jager Street Ermelo, 2351
eMalahleni Office	Tel: 013 652 5848	Midland Centre Cnr Rosemead & Ryan Street Klipfontein eMalahlen, 1035
Kwa - Mhlanga Government Complex	Tel: 013 9472240 Fax: 013 947 2544	Old Government Building Building 2, 1st Floor KwaMhlanga 1022



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## economic development & tourism

MPUMALANGA PROVINCE  
REPUBLIC OF SOUTH AFRICA



### Physical Address:





**Nokuthula Simelane Building**  
No. 7 Government Boulevard  
Riverside Park | Extension 2  
Mbombela  
1201



### Postal Address:

Private Bag X 11215  
Mbombela  
1200  
Mpumalanga Province

### Contact Details:

 Tel: 013 766 4004  
 [www.dedtmpumalanga.gov.za](http://www.dedtmpumalanga.gov.za)  
 @MpumalangaDEDT  
 @dedtmp

*Appreciation goes to all the stakeholders who supplied the relevant information*



*"Lets Grow and Transform the Economy of Mpumalanga Together"*