



economic development
& tourism

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



COMPREHENSIVE ECONOMIC DEVELOPMENT SERVICES



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contents

Integrated Economic Development	Pg 6
Trade And Sector Development	Pg 7
Business Regulations & Governance	Pg 8
Economic Planning	Pg 9
Tourism Development	Pg 10
Mpumalanga Economic Growth Agency (MEGA)	Pg 11
Mpumalanga Tourism And Parks Agency (MTPA)	Pg 12
Mpumalanga Economic Regulator (MER)	Pg 13
Consumer Courts	Pg 16
National Consumer Commission (NCC)	Pg 17
The National Credit Regulator (NCR)	Pg 18
Industrial Development Corporations (IDC)	Pg 19
Small Enterprise Finance Agency (SEFA)	Pg 20
National Youth Development Agency (NYDA)	Pg 21
National Empowerment Fund (NEF)	Pg 22
Small Enterprise Development Agency (SEDA)	Pg 23
Companies And Intellectual Property Commission (CIPC)	Pg 24

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 Services Booklet** thus provides an alternate 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. This Booklet thus is intended to close the information gap and hunger experienced by the residents of the Province, moreover that the outbreak of COVID-19 pandemic has stopped all government public participation outreach programmes such as *Imbizos* with communities.

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.

Let's grow Mpumalanga together!





Ms NE Hlophe, MPL
MEC: Finance, Economic Development
and Tourism

Message From The MEC

As 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 advent of the COVID-19 pandemic has affected economies of all countries around the world, South Africa included. This has led to the lockdown of economic activities, and in South Africa, this was implemented from 27 March 2020. During the hard lockdown, economic activities came to a grinding halt and too a serious knock, as some businesses have even closed down permanently and led to some people losing their jobs.

In order to mitigate the impact of the lockdown, the Mpumalanga Provincial Government, through the our Department (*the dedt*) have developed the Mpumalanga Economic Reconstruction and Recovery Plan (MERRP) which has since been adopted by all stakeholders, including our municipalities and the private sector. The Plan highlights strategic infrastructure projects and initiatives which should be implemented to re-ignite economic growth in the Province, and create the much-needed jobs, especially for the unemployed youth.

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 the Small Enterprise Finance Agency (SEFA), Small Enterprise Development Agency (SEDA), 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,

NOMPUMELELO EVIDENCE HLOPE

MEC: FINANCE, 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 4378 / 4482
Fax:013 766 4614

Registration of Cooperatives

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:

Tel: 013 766 4143
Fax: 013 766 4614

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 Regional Office

Tel: 013 766 4834/4806

Gert Sibande Regional Office

Directorate: Strategic Initiative

Tel: 017 811 3944

Directorate: Sector Development

Service Offerings:

- Establish and support Industrial Development hubs.

For More Information:

Tel: 013 766 4534 / 4462

Fax: 013 766 4614



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
Ermelo: 017 8114830
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 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:

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

Fax: 013 766 9119

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

Fax: 013 766 4610

Directorate: Knowledge Management

Service Offerings:

- Provide data, information and intelligence on the economy.

For More Information:

Tel: 013 766 4148 / 4215

Fax: 013 766 4614

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

Fax: 013 766 4614

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

Fax: 013 766 4614



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:

Absa Square Building, 20 Paul Kruger Street
Mbombela
1200

Tel: 013 755 6328 / 013 492 5818

Fax: 013 755 1756

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



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, Mataffin

Tel: 013 065 0859/88

E-mail: info@mtpa.co.za

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

Facebook: Mpumalanga Tourism and Parks Agency

Twitter: @Mtpatourism



MPUMALANGA ECONOMIC REGULATOR (MER)

A Public Entity of the debt

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 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:

Tel: 013 750 8000

Fax: 013 750 8099

Website: 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*



A photograph of a steep, rocky hillside covered in dense green vegetation. The hillside is covered in various types of trees and shrubs, with some bare branches visible in the foreground. The sky is bright and overcast. The text "GOD's WINDOW" is overlaid on the image in a large, white, sans-serif font. "GOD's" is in a solid white font, while "WINDOW" is in a white outline font.

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

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.

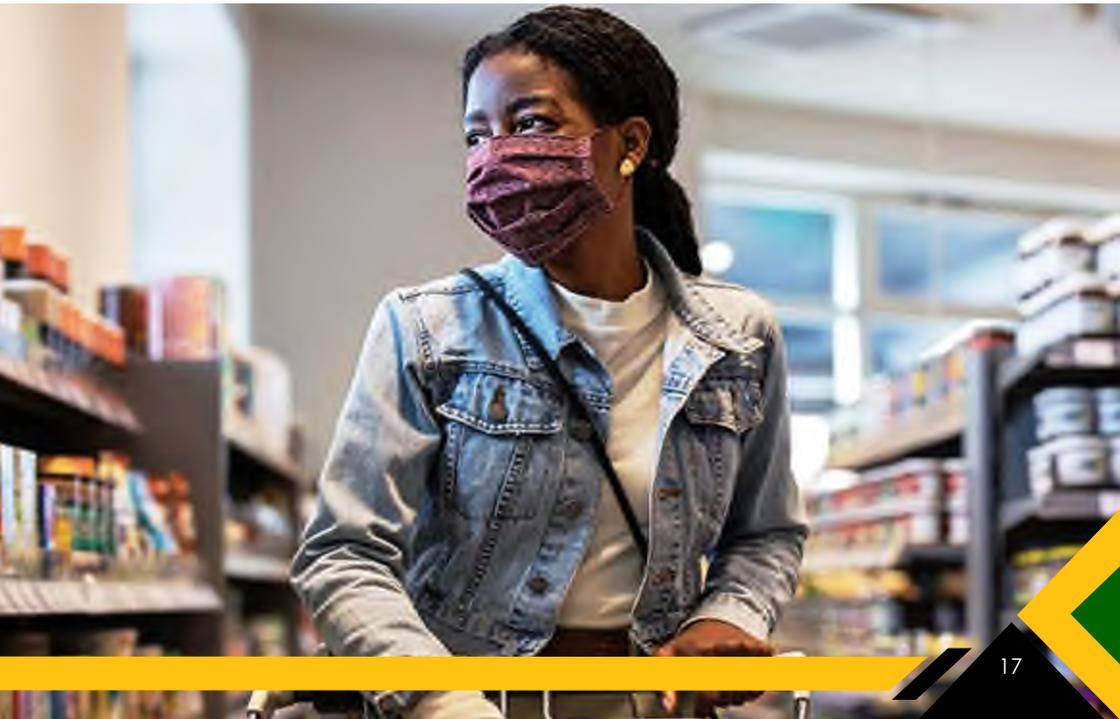
Service Offerings:

- 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



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



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:

Physical Address: Upper Level, Nelcity Building,
Cnr Samora Machel & Paul Kruger Street
Mbombela, 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



SMALL ENTERPRISE FINANCE AGENCY (SEFA)

SEFA's mandate is to foster the establishment, survival and growth of SMMEs and contribute towards poverty alleviation and job creation.

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:

Mbombela

Corner Ferreira and Streak Street
3rd Floor, Suite 301
MAXSA Building
Nelspruit
1200

Tel : 013 755 3923

sefamp@sefa.org.za


Small Enterprise Finance Agency



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

Trust Building, 16 Brander Street
Nelspruit
1200

Tel: 013 754 9860 / 0861 633 678

Fax: 013 754 9860

mpumalanga@nefcorp.co.za



SMALL ENTERPRISE DEVELOPMENT AGENCY (SEDA)

SEDA is an agency of the Department of Small Businesses Development which provides non-financial support to small enterprises and Cooperatives.

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:

Mbombela

16 Brander Street
Bi-Water Building, Suite 102

Tel: 013 755 8730

Fax: 013 755 6043

Bushbuckridge

Tel: 013 7995 340

Fax: 013 7991 962

Malelane

Tel: 013 790 1183

Fax: 013 790 1798

Ehlanzeni

Tel: 013 754 4380

Fax: 013 755 2703

Secunda

Tel: 017 634 4339

Fax: 017 631 4005

Witbank

Tel: 013 655 6970

Fax: 013 655 6986

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 4482 / 086 100 2472
(CIPC)

Fax: 086 517 7224

Email: 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 Fax: 013 766 4614	Nokuthula Simelane Building (Building No. 4) No. 7 Government Boulevard Riverside Park Extension 2 Mbombela, 1201
Ehlanzeni Regional 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 Regional Office	Tel: 017 811 4830	No 13 de Jager Street Ermelo, 2351
eMalaheni 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



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
 Fax: 013 766 4614
 : www.dedt.mpumalanga.gov.za
 : @MpumalangaDEDT
 : @dedtmp

Appreciation goes to all the stakeholders who supplied the relevant information



"Lets Grow and Transform the Economy of Mpumalanga Together"