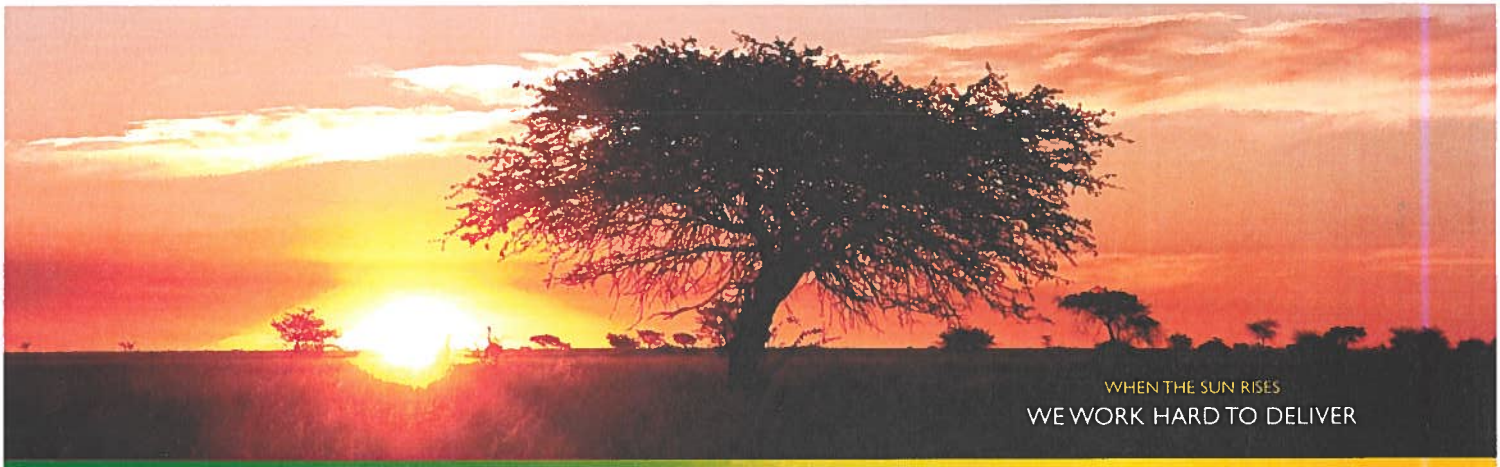
economic development
& tourism
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

MPUMALANGA
THE PLACE OF THE RISING SUN



SERVICE DELIVERY CHARTER

2026

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1. OVERVIEW

The Department espouses a set of beliefs as indicated in the Batho Pele Principles. We believe that customers deserve value for money from the taxes and charges they pay, and that they have the right to consultation, courtesy, information and the opportunity to express their views in relation to Departmental services and experiences.

The mandate of the Department is to stimulate economic growth and development towards creating sustainable and decent employment, economic transformation and alleviation of poverty. Our vision and mission are aimed at achieving the following strategic intents:

- **Vision of the Department**: An inclusive globally competitive economy;
- **Mission Statement**: Drive economic growth that creates decent employment and promote sustainable development.

The ensuing Service Delivery Charter and Standards commit the Departmental management and employees to the people-centric model of service delivery and hereby outlines our advocacy.

2. WHO WE ARE

We are a Department mandated to advance measures that address the socio-economic challenges faced by the Province namely unemployment, poverty and inequalities. The current *Strategic Plan (2025 – 2030)* positions the Department as the lead coordinator of Medium-Term Development Plan (MTDP) Priority 1: Drive Inclusive Growth and Job Creation, while also contributing to Priority 2: Reduce Poverty and Tackle the High Cost of Living; and Priority 3: Build a Capable, Ethical and Developmental State.

In support of the MTDP (2025–2029), the strategic focus of the Department is to grow the economy, create jobs, reduce poverty and inequality, attract investment, industrialize the province, strengthen tourism, support MSMEs and black industrialists, drive the just energy transition, and build a capable and ethical developmental state. These interventions are intended to create a thriving, inclusive and globally competitive Mpumalanga economy.

In the execution of our mandate, we aim to create customer value through thought leadership in policy and strategy, stakeholder coordination and executive oversight. The latter focuses on the work performed by departmental Agencies, including the Mpumalanga Economic Growth Agency, Mpumalanga Economic Regulator, Mpumalanga Tourism and Parks Agency, and the Nkomazi Special Economic Zone Agency. Other strategic partnerships include the Mpumalanga Stainless Steel Initiative, and the Mpumalanga Green Cluster Agency.

3. THE SERVICES WE RENDER:

The Department provides the following key services:

i. Administration
ii. Integrated Economic Development
iii. Trade and Sector Development
iv. Business Regulation and Consumer Protection
v. Economic Planning; and
vi. Tourism.

4. OUR CUSTOMERS

Our Customers are:

i. Internally, all staff in the employment of the Department and its Entities, i.e. Mpumalanga Economic Growth Agency, Mpumalanga Tourism and Parks Agency, Mpumalanga Economic Regulator, and Nkomazi Special Economic Zone Agency.
ii. Externally, members of the public, Government Departments and Agencies, and the business community.

5. OUR SERVICE STANDARDS ARE:

5.1. In delivering excellent customer service, we commit ourselves to:

i. Meet the needs of all our customers by providing accessible, high-quality services
ii. Respect people's privacy, dignity, religious and cultural beliefs
iii. Greet customers in an appropriate manner and be polite at all times
iv. Treat all customers the way we would expect to be treated ourselves

v. Identify ourselves, take responsibility for the actions and make time for our customer
vi. Listen carefully, and make sure we understand the complaint or query of the customer
vii. Use an appropriate method of communication to respond promptly and positively to the needs and expectations of the customer
viii. Adapt and respond effectively to different customer needs
ix. Apologise if there is a delay and offer customer a choice of waiting or making another appointment
x. Explain to the customer if there is a breakdown in service and keep customers informed
xi. Respond in a straightforward way when we cannot meet a customer request, and give reasons
xii. Work with others, as a team, to discuss options suited to a customer's needs
xiii. Identify ourselves by wearing name tags/badges

5.2. In **dealing with phone enquiries,** we commit to:

i. Answer all incoming calls promptly and within five rings
ii. Greet the customer politely and identify ourselves and the name of the Department
iii. Apologise if there has been a delay in answering a call
iv. Speak clearly to avoid any misunderstanding and respond in a polite and professional way
v. Take responsibility for calls and make every effort to deal with them, and be as helpful and informative as possible
vi. Know how to use the phone system and have an understanding of the work of different sections within the Department
vii. Let the caller know that we will give a reply as soon as possible, and by whom, if we are unable to deal with an enquiry immediately.

5.3. When **dealing with written correspondence**, such as faxes, letters and e-mails, we will ensure that our communication as customer focused, clear, understandable, written in plain English, it is timely and appropriate to the person receiving it.

5.4. In **handling letters**, we will:

i. Acknowledge all letters and e-mails within five working days of receiving customer enquiry. This will include informing the customers who will be dealing with their enquiry, and how they can contact the

ii. people concerned

iii. Date-stamp and record all forms of correspondence on the day we receive them

iv. Send a detailed reply to the customer within fourteen working days of receiving the enquiry. If we are unable to do this, we will let the customer know and inform them when they can expect a full reply.

v. Make clear to the customer what the next step is, where appropriate

5.5. In **handling e-mails**, we will:

i. Regularly check our e-mails for correspondence sent by customers

ii. Acknowledge all e-mails within five (5) working days and send a full response, with contact details, within fourteen working days

iii. Explain to the customer the reason for the delay if we cannot send a full response within fourteen days

iv. Clearly explain the next step to the customer, where appropriate

v. Use an auto-signature that provides detailed contact information, such as name and job title of the person responding, and Departmental contact numbers

vi. Use the "Out-Of-Office Assistant" when out of the office, using standard text which offers an alternative e-mail or phone numbers

5.6. On the **management of complaints**, we will provide the customer with various methods for lodging complaints, including, telephonic, face-to-face, and in writing.

i. We will acknowledge complaints within five (5) working days and full written responses will be sent within fourteen working days of receipt

ii. When handling a complaint over the phone or face to face we will:

iii. Deal with the complaint in a professional manner, actively listen to the customer's complaint and acknowledge it

iv. Clearly communicate the solution and next steps to the customer, and provide the customer with accurate and timely information

5.7. When **handling a complaint in writing** we will:

i. Acknowledge the complaint, and maintain a professional and polite tone

ii. Provide a clear answer/advice back to the customer pertaining to their complaint

iii. If a customer is not satisfied, he or she is encouraged to lodge a complaint by writing to the Department of Economic Development and Tourism

6. PHYSICAL ACCESS:

The Department will provide clean, accessible public offices that ensure privacy, comply with occupational health and safety standards. As part of this, we will facilitate access for people with disabilities and others with specific needs. Departmental services will be accessible at Head Office and Regional Offices, as indicated under item 8.

7. YOUR OBLIGATIONS

Our customers are, however, obliged to treat Departmental staff in the same manner they would expect to be treated.

8. WHERE CAN WE BE FOUND

i. Head Office:

No. 7 Government Boulevard, Nokuthula Simelane Building, 1st Floor Riverside Government Complex

Private Bag X11215, Mbombela 1200 Website: www.mpumalanga.gov.za

Tel.: (013) 766 4004; Fax Number: (013) 7664614

ii. KwaMhlanga Office

Building No. 2, First Floor Government Complex, KwaMhlanga 1023

Private Bag X2340 KwaMhlanga 1023

Tel. (013) 947 2240; Fax: (013) 947 2544

iii. eMalahleni Office

Midland Centre

24 Rosmead Road, Del Judor Klipfontein Ext 16, eMalahleni.

P.O. Box 383 eMalahleni, 1035

Tel: (013) 690 2595; Fax: (013) 690 3704

iv. ***Ehlanzeni District Office***

Mbombela Square (Opposite Mpumalanga High Court). Building 4, 4th Floor, Samora Machel Drive, Mbombela.

Tel: (013) 766 4595

v. ***Gert Sibande District Office***

13 De Jager Street, Ermelo, 2350

Tel: (017) 8114 830

vi. ***Bushbuckridge Office***

R40 Main Road, Protea Building, Private Bag x 9392, Bushbuckridge, 1280

Tel. (013) 799 1477

9. OUR AGENCIES AND NON-PROFIT ORGANISATIONS

i. ***Mpumalanga Economic Regulator***

First Avenue, White River, Private Bag x 9908, White River, 1240

Tel. +27 (13) 750 8000; Fax (013) 750 8099. Email: ceo@mer.org.za

ii. ***Mpumalanga Tourism and Parks Agency***

Hall's Gateway on the N4, Private Bag x 11338, Nelspruit, 1200

Tel. +27 (13) 759 5300; Fax (013) 755 3928. Email: info@mtpa.co.za

iii. ***Mpumalanga Economic Growth Agency***

MEGA Office Park, 02 Eastern Boulevard, Riverside, Mbombela, 1201

P O Box 5838, Mbombela, 1200

Tel. +27 (13) 492 5818. Email: info@mega.gov.za

iv. ***Mpumalanga Stainless Steel Initiative***

12 Dr. Mandela Drive Aerorand, Middelburg Mpumalanga

Tel.: +27 (13) 246 1528. Email: admin@mpstainless.co.za

v. ***Mpumalanga Green Cluster Agency***

7 Dolerite Street, Suite 8 1st Floor, Dolerite Building, Middelburg

Cell: 083 440 1010. Email: info@mpumalangagreencluster.co.za

vi. **Nkomazi Special Economic Zone**

Portion 58 Farm, Komatipoort Townlands, 182 JU, Komatipport,1340
Head Office 02 Eastern Boulevard, Riverside, Mbombela, 1201
Phone No +27 (13) 492 5818. Email: info@nsez.co.za

OFFICIAL SIGN OFF:

Ms F.I SERAKALALA
HEAD: ECONOMIC DEVELOPMENT AND TOURISM
DATE: 02 / 11 / **2026**

APPROVED/~~NOT APPROVED~~

Ms J. SIDELL, MPL
MEMBER OF THE EXECUTIVE COUNCIL
DATE: 02 / 11 / **2026**