

SERVICE DELIVERY STANDARDS (SDS)



SERVICE DELIVERY STANDARDS (SDS)

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Vision, mission and values

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ABBREVIATIONS

APP Annual Performance Plan

EA Executive Authority

NGA National Gambling Act

NGB National Gambling Board

NGPC National Gambling Policy Council

PFMA Public Finance Management Act, 1999 (Act 1 of 1999)

PLAs Provincial Licensing Authorities

SDS Service Delivery Standards

VISION, MISSION AND VALUES

VISION

To position South Africa as the pre-eminent jurisdiction with an exemplary and effectively regulated gambling industry.



MISSION

Lead the regulation of the gambling industry in the fulfillment of the National Gambling Act, 2004 (Act 7 of 2004), through an effectively regulated and supervised gambling industry that upholds domestic, continental and internationally recognised standards of compliance.



VALUES

Professionalism; moral integrity; transparency; commitment and consistency; effective implementation of resolutions; responsive communication; teamwork; respect and tolerance.



SERVICE DELIVERY STANDARDS (SDS) CONTINUED

1. PREFACE

The NGB is established in terms of the National Gambling Act (NGA), 2004 (Act 7 of 2004) under the Executive Authority (EA) of the Minister of Trade and Industry, in an effort to enable **the dti** to achieve its objectives and ultimately its mandate. The NGB's mandate is to promote gambling activities in a legal, safe and crime-free environment and protect punters from the over-stimulation of the latent need to gamble.

Public servants are at the forefront of service delivery. The success of government programmes and policies is dependent on service delivery.

Batho Pele is a belief set that is used to improve service delivery in the public administration and is an initiative that was introduced in 1997 to improve service delivery to ensure that developmental challenges facing government are addressed.

The importance of public participation is captured in Section 195(1)(e) of the Constitution, which states that "people's needs must be responded to, and the public must be encouraged to participate in policymaking".

Service delivery standards are a mechanism for the NGB to communicate its commitment to serving its stakeholders and to find ways to improve service delivery. This approach also requires the involvement of the public in holding the NGB accountable for the quality of service provided. This approach will encourage innovation and will assist the NGB to be result-driven. In other words, instead of looking for reasons why NGB cannot do something, they have to find better ways to deliver what people need.

The Batho Pele belief set has been summarised by this slogan: "We belong, we care, we serve." Batho Pele aims to ensure that all public servants put people first, and adhere to the following overarching framework:

- We belong: We are part of the Public Service and should work together and respect fellow colleagues
- We care: Caring for the public we serve – our customers
- We serve: All citizens will get good service from public servants.

Batho Pele is based on the following eight principles:



SERVICE DELIVERY STANDARDS (SDS) CONTINUED

Service delivery standards (SDS) facilitate both internal productivity and external service delivery expectations.

The service delivery standards set out the maximum number of business days that the NGB anticipates to attend to its stakeholders and is calculated from the business day following the date on which a request from a stakeholder was received.

2. SERVICE DELIVERY STANDARDS (SDS) OBJECTIVES

These Service Delivery Standards (SDS) provide the context for expected standards for NGB's regulatory services and institutional management.

The SDS have been compiled taking into account the NGB's regulation, structures, vision, mission and strategic regulatory outcomes.

The NGB is committed to the following guidelines for delivery of services to its stakeholders:

- Its mandate is clearly communicated to all stakeholders and is understood at all times.
- Exercise its mandate in an unbiased, fair and independent manner, free from undue influence and maintaining trust with all the stakeholders.

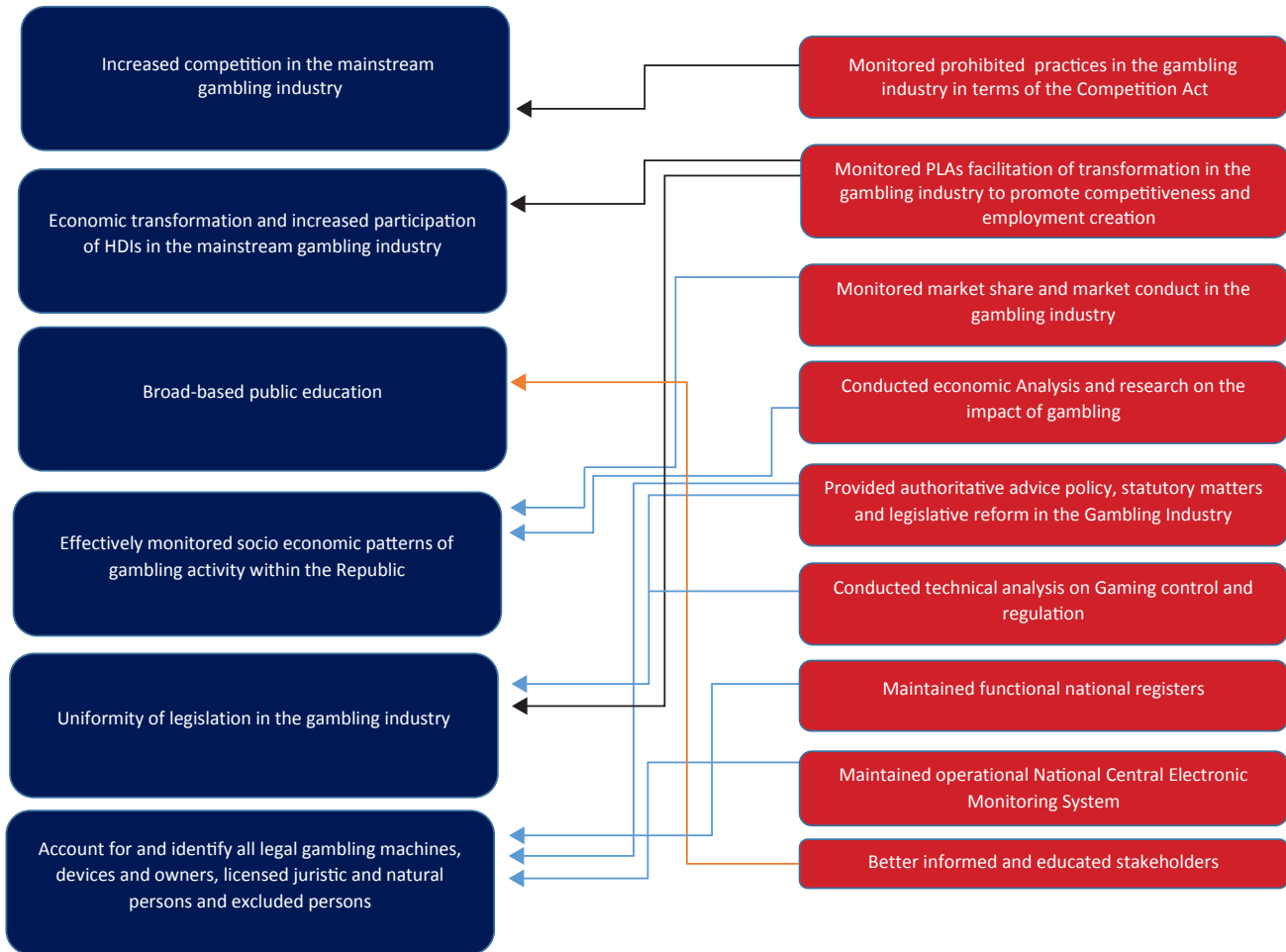
- Take accountability and undertake open and transparent decision-making.
- Maintain governing body structures which uphold integrity.
- Undertake to be accessible to all and free to engage with all the relevant stakeholders.
- Undertake to perform NGB's mandate efficiently, effectively and economically, within available financial and human resources.
- Undertake to perform and execute its mandate in accordance with all the applicable legislation.

The NGB's obligation to comply with the SDS is conditional upon stakeholder cooperation and engagement.

The NGB is expected to comply with Strategic Outcomes in order to discharge its mandate. NGB has also developed its strategic outcomes and outputs in line with government imperatives, NGB's Strategic Plan and Annual Performance Plan (APP).

SERVICE DELIVERY STANDARDS (SDS) CONTINUED

The NGB has ensured that its strategic outputs as set out in its APP are each aligned to its strategic outcomes. This alignment is indicated in the table below.



SERVICE DELIVERY STANDARDS (SDS) CONTINUED

The NGB is established in terms of the National Gambling Act (NGA), 2004 (Act 7 of 2004). The NGB is registered as a Schedule 3A Public Entity in terms of the Public Finance Management Act (PFMA), 1999 (Act 1 of 1999). The mandate of the NGB is set out in Sections 33 and 34, read with Section 65 of the NGA, as follows:

- Oversight of gambling in the Republic of South Africa by:
 - Evaluating the issuing of national licences by the Provincial Licensing Authorities (PLAs).
 - Evaluating the compliance monitoring of licensees by PLAs.
 - Conducting oversight evaluation of the performance of PLAs so as to ensure that the national norms and standards established by the NGA are applied uniformly and consistently throughout the Republic.
 - Assist PLAs to ensure that unlicensed gambling activities are detected.
- Research and monitoring of market conduct and market share.
- Monitoring socio-economic patterns of gambling activity and research and identifying patterns of the socio-economic impact of gambling and addictive or compulsive gambling.
- The NGB must also establish and maintain a national registry of every gambling machine or gambling device manufactured within, or imported to, the Republic, as well as maintaining all other legislative-prescribed registers.
- The NGB must investigate the circumstances of the gambling activity that relates to any unlawful winnings that the NGB has held in trust and either delivers the winnings to the person who won them if not found to be illegal winnings, or apply to the High Court for an order to declare the winnings to be forfeited to the state, if found to be illegal.
- The NGB must advise and provide recommendations to the National Gambling Policy Council (NGPC) on, amongst others, matters of national policy and legislative changes relating to gambling.

SERVICE DELIVERY STANDARDS							
Outputs	Compliance evaluation assessment of nine provinces on economic and social development matters; PLA compliance monitoring of licensees; and PLA technical compliance	Prohibited gambling and restricted activities detected	Compliant and functional register for gambling machines and devices	Authoritative advice on, statutory matters legislation and reforms	Research reports on the socio-economic patterns of gambling activity within the Republic	Compliance with PFMA requirements at all times; effective control, support, utilisation, maintenance and management of resources	Compliance with PFMA requirements at all times; effective control, support, utilisation, maintenance and management of resources
Key service	Type B application	Unlawful winnings	National registers	Statutory advice in terms of S65 of the National Gambling Act, 2004 (Act 7 of 2004)	Research reports	Payment of invoices	Administration of bids
Service beneficiary	Provincial Licencing Authority Site operations Route operations	Provincial Licencing Authority Financial Services Providers (Banks) Punters Judiciary Law enforcement agencies	Provincial Licencing Authority Site operations Route operations Manufacturers	National Gambling Policy Council Provincial Licencing Authority Stakeholders the dtic	Stakeholders the dtic Portfolio Committee for Trade and Industry Provincial Licencing Authority The public	National Treasury NGB suppliers and creditors the dtic Parliament	National Treasury Prospective service providers the dtic Parliament
Consultation	Gambling regulatory fora Meetings	Gambling regulatory fora Meetings, workshops and public awareness campaigns	Gambling regulatory fora Meetings	Gambling regulatory fora National Gambling Policy Council Meetings, Meetings	Gambling regulatory fora National Gambling Policy Council Meetings, Meetings	Governance/ oversight meetings	Governance/ oversight meetings Bidders briefing sessions

SERVICE DELIVERY STANDARDS (SDS) CONTINUED

SERVICE DELIVERY STANDARDS							
Outputs	Compliance evaluation assessment of nine provinces on economic and social development matters; PLA compliance monitoring of licensees; and PLA technical compliance	Prohibited gambling and restricted activities detected	Compliant and functional register for gambling machines and devices	Authoritative advice on, statutory matters legislation and reforms	Research reports on the socio-economic patterns of gambling activity within the Republic	Compliance with PFMA requirements at all times; effective control, support, utilisation, maintenance and management of resources	Compliance with PFMA requirements at all times; effective control, support, utilisation, maintenance and management of resources
Key service	Type B application	Unlawful winnings	National registers	Statutory advice in terms of 565 of the National Gambling Act, 2004 (Act 7 of 2004)	Research reports	Payment of invoices	Administration of bids
Service standards	Performance in terms of Strategic Plan and Annual Performance Plan 40-day turnaround time from date of receipt of all requisite documentation	Performance in terms of Strategic Plan and Annual Performance Plan 30-day turnaround from date of receipt of all requisite documentation	Performance in terms of Strategic Plan and Annual Performance Plan 7-day turnaround from date of receipt of all requisite documentation	Performance in terms of Strategic Plan and Annual Performance Plan Quarterly performance in terms of Strategic Plan and Annual Performance Plan	Performance in terms of Strategic Plan and Annual Performance Plan Quarterly performance in terms of Strategic Plan and Annual Performance Plan	Performance in terms of Strategic Plan and Annual Performance Plan 30-day turnaround from date of invoice	Performance in terms of Strategic Plan and Annual Performance Plan Maximum bid validity period of 180 days
Access	NGB offices	NGB offices	Central registry at NGB offices	NGB offices, National Gambling Policy Council minutes	NGB offices, NGB website (www.ngb.org.za) the dti offices	NGB website (www.ngb.org.za) the NGB offices	NGB tender box at NGB offices (420 Witch Hazel Avenue, Eco Park, Eco Glades, Block C, National Gambling Board)
Courtesy	NGB officials readily available between 08:00 and 16:30	NGB officials readily available between 08:00 and 16:30	NGB officials readily available between 08:00 and 16:30	NGB officials readily available between 08:00 and 16:30	NGB officials readily available between 08:00 and 16:30 NGB website is available 24 hours, 7 days a week	NGB officials readily available between 08:00 and 16:30 NGB website is available 24 hours, 7 days a week	NGB officials readily available between 08:00 and 16:30
Information	Acknowledgement of receipt of notice Report on findings NGB Limited Payout Machines criteria Criteria and guidance notes for the licensing of Limited Payout Machines	Receipt of notices Receipt of form NGB 2 Form NGB 2 – National Gambling Regulations 2004	Form NGB 1/1, Form NGB 1/2, Form NGB 2, Form NGB 3, Form NGB 4, Form NGB 5/1a, Form NGB 5/1b, Form NGB 6/1, Form NGB 6/2, Form NGB 7/1, Form NGB 7/2, Form NGB 8/2 in terms of National Gambling Regulations 2004	National Gambling Policy Council minutes	Yearly Annual Audited Gambling Sector Performance Report and Presentation Research report on the impact of gambling Information shared at conferences, seminars, workshops, meetings, forums, public events and exhibitions	Request for Quotations/Terms of Reference/ Requests for Proposals	National Treasury's e-Tender Publication Portal Government Gazette NGB website Media publication (where applicable)

SERVICE DELIVERY STANDARDS (SDS) CONTINUED

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Key service	Type B application	Unlawful winnings	National registers	Statutory advice in terms of S65 of the National Gambling Act, 2004 (Act 7 of 2004)	Research reports	Payment of invoices	Administration of bids
Openness and transparency	Strategic Plan Annual report National Gambling Act, 2004 (Act 7 of 2004) NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act, 2004 (Act 7 of 2004) NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act, 2004 (Act 7 of 2004) NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act, 2004 (Act 7 of 2004) NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act, 2004 (Act 7 of 2004) NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act, 2004 (Act 7 of 2004) Public Finance Management Act NGB website (www.ngb.org.za) National Treasury	Strategic Plan Annual report National Gambling Act, 2004 (Act 7 of 2004) Public Finance Management Act NGB website (www.ngb.org.za) National Treasury
Redress	Fraud hotline (email) fraudalert@ngb.org.za or (Tel) 012 686 8800 ceo@ngb.org.za info@ngb.org.za	Fraud hotline (email) fraudalert@ngb.org.za or (Tel) 012 686 8800 ceo@ngb.org.za info@ngb.org.za	Fraud hotline (email) fraudalert@ngb.org.za or (Tel) 012 686 8800 ceo@ngb.org.za info@ngb.org.za	ceo@ngb.org.za info@ngb.org.za	ceo@ngb.org.za info@ngb.org.za	Fraud hotline (email) fraudalert@ngb.org.za or (Tel) 012 686 8800 scm@ngb.org.za	Fraud hotline (email) fraudalert@ngb.org.za or (Tel) 012 686 8800 scm@ngb.org.za NGB website (www.ngb.org.za)
Value for money	Services offered and documents provided are free of charge	Services offered and forms provided are free of charge. Forms can be downloaded from the NGB website at no cost with the exception of court processes in terms of S16(4) of the National Gambling Act	Forms are provided free of charge Services are free of charge with the exception of services listed in terms of National Gambling and Provincial Gambling legislation Forms can be downloaded from the NGB website at no cost	Services are provided free of charge	Services and reports are provided free of charge	Services are provided free of charge	Services are provided free of charge with exception of services listed in terms of the PFMA and as set out in the bid document