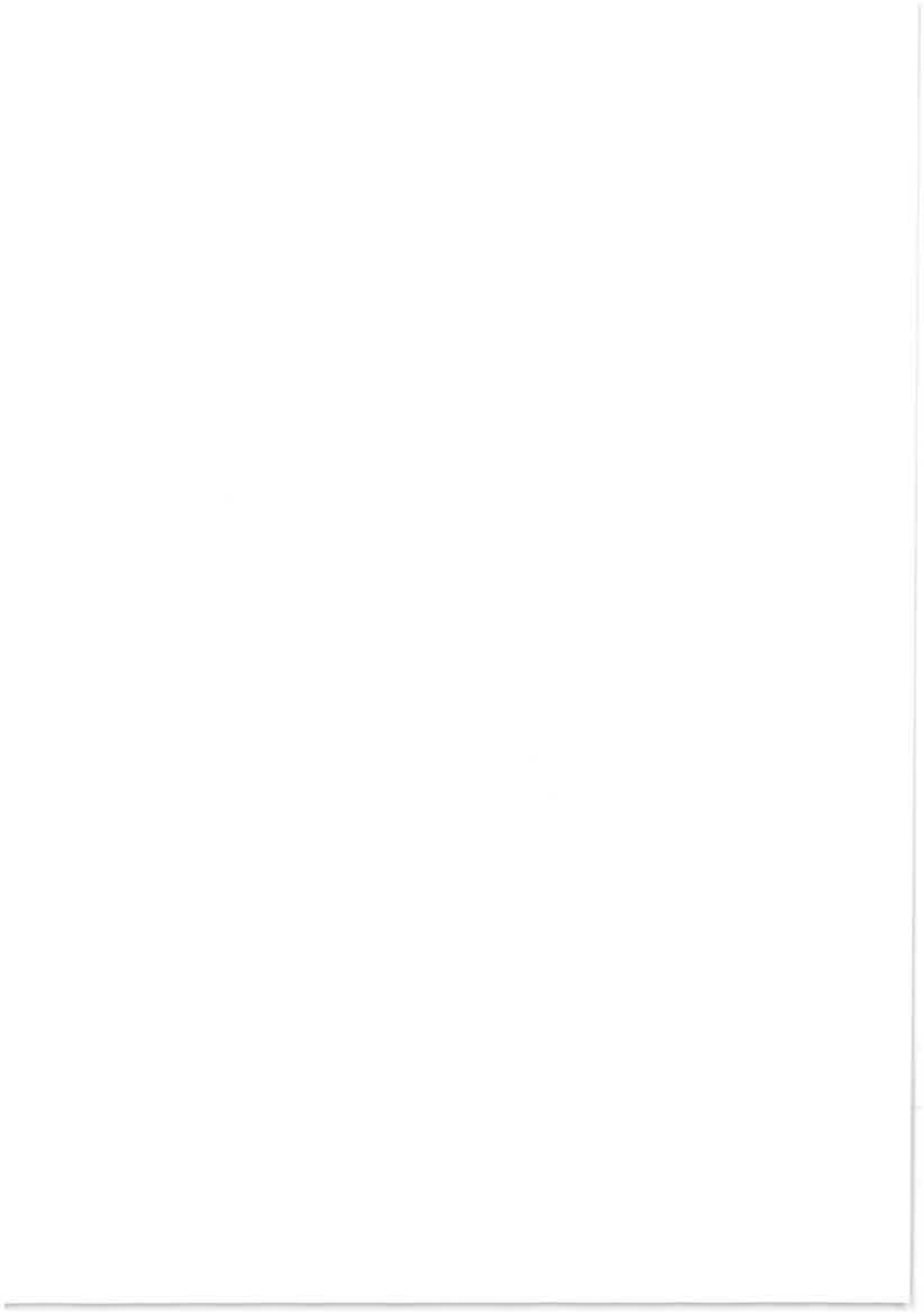




National Gambling Board
South Africa

a member of **the dti** group







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, 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.

1. PREFACE

The NGB is established in terms of the National Gambling Act, 2004 (Act 7 of 2004) under the Executive Authority 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 policy making".

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; and
- We serve: all citizens will get good service from public servants.

Batho Pele is based on the following 8 principles:

Consultation	• citizens should be consulted about their needs
Standards	• all citizens should know what service to expect
Redress	• all citizens should be offered an apology and solution when standards are not met
Access	• all citizens should have equal access to services
Courtesy	• all citizens should be treated courteously
Information	• all citizens are entitled to full, accurate information
Openness and transparency	• all citizens should know how decisions are made and departments are run
Value for money	• all services provided should offer value for money

Service delivery standards 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 (SDSs) OBJECTIVES

These service delivery standards (SDSs) provide the context for expected standards for NGB's regulatory services and institutional management.

The SDSs have been compiled taking into account the NGB's regulation, structures, vision, mission and strategic objectives.

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 SDSs is conditional upon stakeholder cooperation and engagement.

The NGB is expected to comply with Strategic Outcome Oriented Goals (SOOGs) in order to discharge its mandate. NGB has also developed its Standard Operating Procedures in line with government Imperatives, NGB's Strategic Plan and Annual Performance Plan.

The NGB's SOOGs are set out as follows:



The NGB is established in terms of the National Gambling (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 Sections 32, 21 and 65 of the NGA, as follows:

- Oversight of gambling in the Republic of South Africa by:
 - Evaluating the issuing of national licences by the 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; and
 - 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; and
- 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						
OUTPUT	CONDUIT	PROHIBITED GAMBLING AND RELATED ACTIVITIES DETECTED	COMPLAINT AND FUNCTIONAL REGISTERS FOR GAMBLING INFRASTRUCTURE AND DEVICE	STATUTORY ADVICE IN TERMS OF S65 OF THE NATIONAL GAMBLING ACT	RESEARCH REPORTS ON THE SOCIO-ECONOMIC IMPACTS OF GAMBLING ACTIVITY WITHIN THE REPUBLIC	COMPLIANCE WITH IFRS REQUIREMENTS AT ALL TIMES. EFFECTIVE CONTROL, SUPPORT UTILIZATION, MAINTENANCE, MANAGEMENT OF RESOURCES
KEY SERVICE	TYPE B APPLICATION	UNLAWFUL WINNINGS	NATIONAL REGISTERS	STATUTORY ADVICE IN TERMS OF S65 OF THE NATIONAL GAMBLING ACT	RESEARCH REPORTS	ADMINISTRATION OF BIDS
Service Beneficiary	Provincial Licensing Authority Site Operators Route Operators	Provincial Licensing Authority Financial Service Providers (Banks) Punters Judiciary and Law Enforcement Agencies	Provincial Licensing Authority Site Operators Route Operators Manufacturers	National Gambling Policy Council Provincial Licensing Authority Stakeholders the dti	Stakeholders, the dti Portfolio Committee for Trade and Industry Provincial Licensing Authority The public	National Treasury, Prospective Service Providers the dti Parliament
Consultation	Gambling Regulatory Fora Meetings	Gambling Regulatory Fora Meetings Workshops Public awareness Campaigns	Gambling Regulatory Fora Meetings	Gambling Regulatory Fora National Gambling Policy Council Meeting Meetings	Gambling Regulatory Fora National Gambling Policy Council Meeting Meetings	Governance/ Oversight Meetings Bidders Briefing Sessions
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 time from date of receipt of all requisite documentation	Performance in terms of Strategic Plan and Annual Performance Plan 7 day turnaround time from date of request for 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 Maximum bid validity period of 180 days
Courtesy	NGB officials readily available between 8 am and 4.30pm	NGB officials readily available between 8 am and 4.30pm	NGB officials readily available between 8 am and 4.30pm	NGB officials readily available between 8 am and 4.30pm	NGB officials readily available between 8 am and 4.30pm NGB website is available 24 hours, 7 days a week	NGB officials readily available between 8 am and 4.30pm

SERVICE DELIVERY STANDARDS

OUTPITS	COMPLIANCE EVALUATION ASSESSMENT OF THE PROVISIONS ON ECONOMIC AND SOCIAL DEVELOPMENT (MATERIAL PAYS, COMPLIANCE MONITORING, QUALITY/NEEDS) AND PAYS TECHNIQUE COMPLIANCE	HIGH-RISK GAMBLING AND RESTRICTED ACTIVITIES DETECTED	COMPLAINT AND FUNCTIONAL REGISTERS FOR GAMBLING MACHINES AND TITLES	ADMINISTRATIVE ADVISE OR STATUTORY MATTERS LEGISLATION AND BILL DRAFT	RESEARCH REPORTS ON THE ECONOMIC PATTERNS OF GAMBLING ACTIVITY WITHIN THE PROVINCE	COMPLIANCE WITH FINANCIAL REQUIREMENTS AT ALL TIMES, EFFECTIVE CONTROL, SUPPORT, UTILISATION, MAINTENANCE, MANAGEMENT OF RESOURCES	COMPLIANCE WITH FINANCIAL REQUIREMENTS AT ALL TIMES, EFFECTIVE CONTROL, SUPPORT, UTILISATION, MAINTENANCE, MANAGEMENT OF RESOURCES
KEY SERVICE	TYPE/B APPLICATION	UNLAWFUL WINNINGS	NATIONAL REGISTERS	STATUTORY ADVISE IN TERMS OF 565 OF THE NATIONAL GAMBLING ACT	RESEARCH REPORTS	PAYMENT OF INVOICES	ADMINISTRATION OF BIDS
Information	Acknowledgement of receipt of notice, Report on findings, NGB limited payout machines criteria, Criteria and guidance notes for the licencing 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	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)
Openness and transparency	Strategic Plan Annual report and National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report and National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report and National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report and National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report and National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report and National Gambling Act Public Finance Management Act NGB website (www.ngb.org.za) National Treasury	Strategic Plan Annual report and National Gambling Act 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 cso@ngb.org.za info@ngb.org.za	Fraud hotline (email) fraudalert@ngb.org.za Or (Tel) 012 686-8800 cso@ngb.org.za info@ngb.org.za	Fraud hotline (email) fraudalert@ngb.org.za Or (Tel) 012 686-8800 cso@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 NGB website (www.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)



SERVICE DELIVERY STANDARDS						
COMPLIANCE EVALUATION ASSESSMENT OF RISK PROCESSES IN LICENSING AND SOCIAL DEVELOPMENT MATTERS PLCS CONDUCTING MONITORING OF LICENSEE AND PLCS TECHNICAL COMPLIANCE	PROHIBITED GAMBLING AND RESTRICTED ACTIVITIES DETECTED	COMPETENT AND FUNCTIONAL REGISTERED GAMBLING MACHINES AND DEVICES	AUTHORITATIVE ADVICE ON STATUTORY APPLICABLE LEGISLATION AND REPORTS	RESEARCH REPORTS ON THE SOCIO-ECONOMIC PATTERNS OF GAMBLING ACTIVITY WITHIN THE REPUBLIC	COMPLIANCE WITH PFMA REQUIREMENTS AT ALL TIMES, EFFECTIVE CONTROL, SUPPORT, UTILISATION MANAGEMENT OF RESOURCES	COMPLIANCE WITH PFMA REQUIREMENTS AT ALL TIMES, EFFECTIVE CONTROL, SUPPORT, UTILISATION MANAGEMENT OF RESOURCES
KEY SERVICE	UNLAWFUL WINNINGS	NATIONAL REGISTERS	STATUTORY ADVICE IN TERMS OF S65 OF THE NATIONAL GAMBLING ACT	RESEARCH REPORTS	PAYMENT OF INVOICES	ADMINISTRATION OF BIDS
Value for money	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. 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

*Problem Gambling is Treatable.
Gamble Responsibly.*

National Gambling Board

Physical Address

420 Witch-hazel Avenue, Eco Glades 2
Block C, Eco Park Centurion 0144

Postal Address

Private Bag X 27, Hatfield, 0002

Contact Details

Tel: +27 (0) 10 003 3475 Fax +27 (0) 86 618 5729

E-mail Info@ngb.org.za Web www.ngb.org.za

RP: 58/2017

ISBN: 978-0-821-45237-2

