

Strategic Objective 2: Build mutually-beneficial regional and global relations, to advance South Africa's trade, industrial policy and economic development objectives

the dti outcome	Output	Performance indicator	Baseline information	2011/12 Target	2012/13 Target	2013/14 Target
	Increased intra-SADC trade in services.	Signed SADC Trade in Services Protocol, Agreed negotiating guidelines Services negotiations in one priority sector completed and initiated in others.	Services protocol agreed but not yet signed by Ministers; negotiating guidelines agreed but negotiations not yet commenced.	Services Protocol signed by Ministers, approved by Summit, and negotiations initiated	Ratify and initiate negotiation of service protocol	Complete Services negotiations in one priority sector and initiate in others.
	Implemented SACU 5 point plan.	Report on progress in 5 priority areas produced	SACU Agreement not fully implemented. Council agreement on priority areas	Report on agreed work plan for regional industrial intervention.	Report on SA contribution on a targeted work programme on sectors agreed.	Report on implementation of work programme on targeted sectors.
	Concluded Trilateral SADC-EAC-COMESA FTA (T-FTA)	Progress report produced on T-FTA Concluded T-FTA negotiations SA Position established SACU Position established	MFN tariffs (no preference)	Develop SA Position and produce report Develop SACU position and produce report	Report on engagement in negotiations on the T-FTA	Report on the concluded T-FTA negotiations extending preferential access to 70-80% of tariff lines.
	Strengthened national contribution to the New Partnership for Africa's Development (NEPAD)	Report produced on assessing the progress of PoA	Previous PoA	Produce a report on analysis of the implementation of previous PoAs.	Report on inputs for FOCAC and India-Africa PoA.	Report on input into the 3 rd Africa EU Summit PoA.

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the dti outcome	Output	Performance indicator	Baseline information	2011/12 Target	2012/13 Target	2013/14 Target
Improved trade, investment and infrastructure development in Africa	Developed 4 infrastructure projects through spatial development initiatives (SDIs)	Progress reports on SDI produced	SDI report as at March 2011	Report on four (4) SDI projects prepared to value of R2 to R4 billion	Report on the preparation and implementation of SDI projects	Report on implementation of SDI projects
	3-5 functioning SDIs	Number and value of infrastructure projects developed		1 X R1bn SDI project implemented		
Increased manufacturing exports to new high growth markets	Projected Exports under EMIA	Value of exports	R770m	R800m	R850m	R900m
	National exporter development programme implemented	Number of small companies trained	300 new companies trained	500 new companies trained	750 new companies trained	1000 new companies trained
Increased value added exports to and strategic investment from targeted countries	Promoted South African products in targeted high-growth markets by managing 52 national pavilions	Number of committed projects	16 National Pavilions	18 National Pavilions	18 National Pavilions	18 National Pavilions
	Estimated number of companies financially assisted	Number of companies financially assisted	280	310	330	350
	Promoted South African products in target high-growth markets by conducting 129 trade missions	Number of committed projects	34 Trade Missions	40 Trade Missions	44 Trade Missions	45 Trade Missions
	Developed of regional export promotion strategies and action plans for high growth markets based on market intelligence	Number of international trade initiatives	6 International Trade Initiatives	6 International Trade Initiatives	6 International Trade Initiatives	6 International Trade Initiatives

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the dti outcome	Output	Performance indicator	Baseline information	2011/12 Target	2012/13 Target	2013/14 Target
Increased investment	Increased investment in targeted sectors	Value of investment pipeline	R30 billion	R40 billion	R45 billion	R49,9 billion
Increased Investment	Investments conferences/pavilions/ presidential missions to promote South Africa as investment destination conducted	Value of investment in targeted sectors	R 30 billion	R 40 billion	R 45 billion	R 49,9 billion

Strategic Objective 3: Facilitate broad-based economic participation through targeted interventions to achieve more inclusive growth

Strategic Objective 3: Facilitate broad-based economic participation through targeted interventions to achieve more inclusive growth						
the dti Outcome	Output	Performance Indicator/ Measure	Baseline Information	Performance Targets		
				2011/12	2012/13	2013/14
Increased growth in SMME and co-ops (by #, jobs and contribution to GDP)	Supported the establishment of SMMEs via the seca Technology Programme (stp)	Number of new SMMEs created.	313 new SMMEs	244 new SMMEs	268 new SMMEs	295 new SMMEs
	Supported the establishment of small scale co-operatives in IPAP priority sector	Number of jobs supported	1024 jobs	1050 jobs	1155 jobs	1270 jobs
		Total number of sustainable small-scale co-operatives established	Assisted 10 co-operatives to date in terms of establishment.	120 small-scale co-operatives	200 small scale co-operatives	300 small-scale co-operatives
Reduced cost structures and regulatory burden for small businesses	Co-operative Development Agency or equivalent established	Established Agency or equivalent	Draft business case developed	Finalise Business case	Source funding for the Agency	Incubation of Agency prior to full establishment
	Expanded Centre for Entrepreneurship	Number of centers of entrepreneurship implemented	Concept framework for expansion approved	One (1) centre implemented	Four (4) centres implemented in existing 4 universities. Rollout in 2 FET colleges.	Nil
	SMMEs initiatives reviewed	SMME Review Report implemented, monitored and evaluated	Review panel appointed	Implement recommendations of the review report	Monitor the implementation of the recommendations.	Evaluate the implementation of the review recommendations

Strategic Objective 3: Facilitate broad-based economic participation through targeted interventions to achieve more inclusive growth

the dti Outcome	Output	Performance Indicator/ Measure	Baseline Information	Performance Targets	Performance Targets	Performance Targets
Increased access to business development and market access support	Financial Support for the establishment of the dti – Foundation of African Business and Consumer Services onsite training programme through FABCOS Academy provided	Number of enterprises trained and mentored	Partnership agreement signed between seda, the dti and FABCOS	960 enterprises trained and mentored	1440 enterprises trained and mentored	Nil
		Programme reviewed and approved		Nil	Nil	Review the programme
Increased firm level productivity	Supported companies through workplace challenge programme	Revised Workplace challenge programme approved	Impact analysis report approved	Revised Workplace challenge Programme.	Nil	Nil
		Number of new participating companies	250 companies	300 companies	450 companies	600 companies
		Number of industrial clusters rolled-out	Information on clustering approach	Three (3) new industrial clusters rolled-out	Two (2) industrial clusters rolled-out	Two (2) industrial clusters rolled-out
		Number of graduate placements	Expression of interest to conduct graduate placement in WPC companies	100 unemployed graduates	200 unemployed graduates	300 unemployed graduates

Strategic Objective 3: Facilitate broad-based economic participation through targeted interventions to achieve more inclusive growth

the dti Outcome	Output	Performance Indicator/ Measure	Baseline Information	Performance Targets	Performance Targets	Performance Targets
Increased participation of previously marginalised people and regions in the mainstream economy.	Developed and implemented Amended B-BBEE Act and Codes of Good Practice for B-BBEE	Approved BBBEE Amendment Bill	Drafted TOR for review of BBBEE Act	Develop Draft amendment B-BBEE Bill and submit to Cabinet for approval	Draft Amended B-BBEE introduced in Parliament and approved	Monitoring and evaluation of the implementation of the Act
		Approved Codes of Good Practice for BBBEE Report on the implementation of the Act produced	Drafted Codes of Good Practice for BBBEE	Implementation of the reviewed Codes of Good Practice for BBBEE	Implementation of the reviewed Codes of Good Practice for BBBEE	Monitoring and evaluation of the implementation of the Good Practice for BBBEE
	Developed and implemented National Strategic Framework on Gender and Women Empowerment	Approved National Strategic Framework on Gender and Women Empowerment implemented Assessment report of the impact of the framework on women's participation in the economy	Scoping exercise completed Revised first draft of the strategy	Approve and implement the National Strategic Framework on Gender and Women Empowerment	Implementation of the National Strategic Framework on Gender and Women Empowerment across government Departments	Monitor and assess the impact of the framework on women's participation in the economy
	Supported women accessing finance through Isivande Women's Fund (IWF)	Number of new projects supported	17 Projects to the value of R26, 817, 154 Approved	50 New Projects Supported	100 New Projects Supported	150 New Projects Supported

Strategic Objective 3: Facilitate broad-based economic participation through targeted interventions to achieve more inclusive growth

the dti Outcome	Output	Performance Indicator/ Measure	Baseline Information	Performance Targets	Performance Targets	Performance Targets
Balanced spatial economic development	Implemented CIS and BBSDP	Number and value of Enterprises supported CIS & BBSDP	CIS: 115 BBSDP: 1086	CIS: 130 BBSDP: 1 455	CIS: 135 BBSDP: 1 600	CIS: 145 BBSDP: 1 760
	Projected Jobs to be supported under CIS & BBSDP	Number of projected jobs supported under CIS & BBSDP	CIS: 575 BBSDP: 1 300	CIS: 650 BBSDP: 1 700	CIS: 675 BBSDP: 1 900	CIS: 725 BBSDP: 2 000
	Identified and approved spatial development projects	Number of spatial development projects initiated	No baseline as yet	1 project	1 project	2 projects

Strategic Objective 4: Create a fair regulatory environment that enables investment, trade and enterprise development in an equitable and socially responsible manner

the dti Outcome		Output	Performance Indicator/ Measure	Baseline Information	Performance Targets		
					2011/12	2012/13	2013/14
Reduced regulatory compliance costs	Impact of regulation on business and economic citizens assessed and monitored	Number of Regulatory Impact Assessment (RIA) reports Produced Report on RIA with recommendation approved by Cabinet	3 Reports on RIA conducted	Produce three (3) Reports on RIA with recommendation (National Credit Act, Liquor Act, Companies Act Regulations)	3 Reports on RIA approved by Cabinet	Nil	
				Co-ordinate legislation audit for assessment and review and produce a report	Report on alignment of audited legislation and implementation of findings	Nil	
Enforce fair business practices	Policy and legislative developed and reviewed	Number of policies developed and submitted to Cabinet Number of approved regulation developed and published	3 Policies developed	1 Policy developed and submitted to Cabinet (IP)	Nil	Nil	
				3 Regulations developed	Develop and publish 4 Regulations (Gambling, National Credit Act, Estate Agency and National Lotteries)	Develop and publish two (2) Regulations (IP and National Lotteries)	Develop and publish one (1) set of Regulations (IP)
				2 Bills developed	Develop 2 Bills (Estate Agency & National Lottery)	Develop 1 Bill (IP)	Nil

Strategic Objective 4: Create a fair regulatory environment that enables investment, trade and enterprise development in an equitable and socially responsible manner

the dti Outcome	Output	Performance Indicator/ Measure	Baseline Information	Performance Targets		
				2011/12	2012/13	2013/14
Enhanced consumer confidence in the markets	Enhanced stakeholder interaction	Approved stakeholder management strategy developed, implemented and reviewed	Nil	Stakeholder management strategy developed and approved	Implementation and monitoring of the strategy	Implementation, monitoring and reviewing of the strategy
		Number of policy positions and treaties developed and approved for publication	4 Policy positions and opinions papers produced	Produce 4 policy positions and treaties for publication	Produce 4 policy positions and /or treaties for publication	Produce 4 policy positions and treaties

Strategic Objective 5: To create a professional, competitive and customer-focused working environment that ensures effective and efficient service delivery

Strategic Objective 5: To create a professional, competitive and customer-focused working environment that ensures effective and efficient service delivery						
the dti Outcome	Output	Performance Indicator/ Measure	Baseline Information	Performance Targets		
				2011/12	2012/13	2013/14
Skilled and capable workforce	Annual Adjusted HR Plan implemented	Percentage (%) of Implementation of the Annual HR related Plans	To be determined	100%	100%	100%
		Percentage (%) of vacancy rate	19,1%	18%	17.5%	17%
		Percentage (%) of staff turnover	9,3%	9%	8.8%	8.6%
		Percentage (%) of People With Disability	2,25%	2,3%	2.4%	2.5%
		Percentage (%) of Women employed in senior management positions	41%	42%	43%	44%
		Percentage (%) of Implementation of Phase 2 of ICT Infrastructure Plan	3%	100%	Nil	Nil
		Percentage (%) of Implementation of ICT Security Plan	30%	80%	100%	100%
		Number of days taken to process payment after receipt of invoice	Ninety percent (90%) of all creditors payments made within 21 days	Ninety-two percent (92%) of all creditors payments made within 21 days	Ninety-three percent (93%) of all creditors payments made within 21 days	Ninety-five percent (95%) of all creditors payments made within 21 days
		Upgraded ICT infrastructure implemented				
		ICT Security Plan implemented				
Efficient and effective service delivery	Upgraded ICT infrastructure implemented	Percentage (%) of Implementation of Phase 2 of ICT Infrastructure Plan	3%	100%	Nil	Nil
	ICT Security Plan implemented	Percentage (%) of Implementation of ICT Security Plan	30%	80%	100%	100%
	Creditors Payments	Number of days taken to process payment after receipt of invoice	Ninety percent (90%) of all creditors payments made within 21 days	Ninety-two percent (92%) of all creditors payments made within 21 days	Ninety-three percent (93%) of all creditors payments made within 21 days	Ninety-five percent (95%) of all creditors payments made within 21 days

Strategic Objective 5: To create a professional, competitive and customer-focused working environment that ensures effective and efficient service delivery

the dti Outcome	Output	Performance Indicator/ Measure	Baseline Information	Performance Targets		
				2011/12	2012/13	2013/14
Efficient and effective service delivery	Annual Ethics Management Plan implemented	Percentage (%) Implementation of Ethics Management Plan	To be determined	100%	100%	100%
	Effective oversight of public entities	Approved Framework in place and implemented	Draft governance Framework	Approval and implementation of the Governance Framework	Implementation of the Framework	Implementation and review of the Governance Framework
	Service Delivery Improvement Plan (SDIP) implemented	Approved SDIP implemented and reviewed	Approved SDIP	Implement the SDIP	Implement the SDIP	Implement and review the SDIP
	Programme focused publications	Number of programme focused publications developed and published	5 programme focused publications	8	12	12
	Targeted integrated multimedia awareness campaigns	Number of targeted integrated awareness campaigns per year	6 Targeted integrated awareness campaigns	6	6	6
	User-friendly and effective access points for the dti clients and stakeholders	Percentage functionality of the website	New website launched	100% operational and up to date website	100% functional interactive website with social media capabilities	100% functional interactive website with social media capabilities

2.3 Financial Plan (MTEF Projections)

The Medium Term Expenditure Framework (MTEF) provides for an appropriation by Parliament of R21, 726 billion over the 3-year period. During the 2011 MTEF, the dti in line with government's strategic objectives reprioritised the budget baseline to align it to ensure a more equitable allocation of resources to bridge the economic divide and broaden economic participation thus creating new jobs, increasing exports and creating a fair regulatory environment.

VOTE 35: TRADE AND INDUSTRY (ECONOMIC SERVICES AND INFRASTRUCTURE)			
SUMMARY OF EXPENDITURE ESTIMATES			
	2011/12	2012/13	2013/14
R Million	Medium-Term Estimates		
Programmes	Medium-Term Expenditure Framework(MTEF)		
Administration	466,270	499,423	558,780
International Trade and Economic Development	129,679	132,595	139,934
Empowerment and Enterprise Development	839,695	863,124	909,349
Industrial Development	1,266,895	1,487,194	1,490,974
Consumer and Corporate Regulation	231,671	242,109	256,712
The Enterprise Organisation	3,469,114	3,743,267	3,795,792
Trade and Investment South Africa	306,131	315,115	332,080
Communication and Marketing	77,441	84,077	88,816
TOTAL FOR PROGRAMMES	6,786,896	7,366,904	7,572,537
Change to 2010 Budget Estimate	29,528	102,908	(40,349)
Economic classification			
Current payments	1,172,351	1,236,391	1,338,281
Compensation of employees	602,237	644,161	676,425
Salaries and wages	522,596	568,113	596,007
Social contributions	79,641	76,048	80,418
Goods and services	570,114	592,230	661,856
Administrative fees	4,215	4,622	4,805
Advertising	22,475	23,861	24,577
Assets less than the capitalisation threshold	929	979	1,028
Audit cost: External	9,627	8,017	10,787
Bursaries: Employees	2,660	2,822	2,977
Catering: Departmental activities	4,787	5,200	5,453
Communication	18,091	18,897	20,115
Computer services	11,728	14,602	18,425
Consultants and professional services: Business and advisory services	91,945	89,780	94,018
Consultants and professional services: Infrastructure and planning	-	-	-
Consultants and professional services: Laboratory services	-	-	-

VOTE 35: TRADE AND INDUSTRY (ECONOMIC SERVICES AND INFRASTRUCTURE)

SUMMARY OF EXPENDITURE ESTIMATES

	2011/12	2012/13	2013/14
R Million	Medium-Term Estimates		
Programmes	Medium-Term Expenditure Framework(MTEF)		
Consultants and professional services:			
Legal costs	7,559	5,698	5,871
Contractors	18,134	19,127	19,497
Agency and support/outsourced services	6,311	5,971	6,247
Entertainment	1,463	1,563	1,651
Fleet services (including government motor transport)	94	200	350
Housing	-	-	-
Inventory: Food and food supplies	-	-	-
Inventory: Fuel, oil and gas	95	200	250
Inventory: Learner and teacher support material	-	-	-
Inventory: Materials and supplies	324	410	460
Inventory: Medical supplies	-	-	-
Inventory: Medicine	-	-	-
Medsas inventory interface	-	-	-
Inventory: Military stores	-	-	-
Inventory: Other consumables	539	540	556
Inventory: Stationery and printing	12,453	13,364	13,985
Lease payments	166,665	182,430	192,243
Property payments	15,363	14,794	15,609
Transport provided: Departmental activity	320	240	295
Travel and subsistence	101,140	104,813	111,497
Training and development	13,462	14,203	14,984
Operating expenditure	22,701	23,093	25,417
Venues and facilities	37,034	36,719	70,669
Transfers and subsidies	5,600,414	6,117,579	6,223,969
Provinces and municipalities	-	-	-
Departmental agencies and accounts	969,125	1,053,884	1,134,238
Universities and technikons	4	4	4
Foreign governments and international organisations	34,668	34,838	36,820
Public corporations and private enterprises	4,581,917	5,010,953	5,034,022
Non-profit institutions	14,700	17,900	18,885
Households	-	-	-
Payments for capital assets	14,131	13,019	10,277
Buildings and other fixed structures	-	-	-
Machinery and equipment	9,873	10,001	9,795
Software and other intangible assets	4,258	3,018	482

VOTE 35: TRADE AND INDUSTRY (ECONOMIC SERVICES AND INFRASTRUCTURE)			
SUMMARY OF EXPENDITURE ESTIMATES			
	2011/12	2012/13	2013/14
R Million	Medium-Term Estimates		
Programmes	Medium-Term Expenditure Framework(MTEF)		
TOTAL	6,786,896	7,366,904	7,572,437

Part C: Links to Other Plans

3.1 Asset Management Plan

As part of the Public-Private Partnership (PPP) agreement, the concessionaire will, for the duration of the contract period, own and maintain assets such as the land, buildings and the majority of the furniture items. Departmental assets excluded from this agreement include departmental vehicles, computer equipment and certain furniture items.

Departmental assets are managed in accordance with the policies issued by National Treasury and an asset register is maintained on the Logistical Information System (Logis). **the dti** complied with the minimum requirements of the Asset Management Reforms, as issued by National Treasury.

3.2. Information Technology Plan

3.2.1 IT Capacity and Performance Enhancement

The Office of the Chief Information Officer (OCIO) will engage in initiatives to achieve an optimised IT infrastructure that addresses business requirements for **increased availability, enhanced information security** and **improved performance**. Such initiatives will include the acquisition of the necessary technology and human resources to achieve this goal.

3.2.2 IT and Business Alignment

In order to ensure that IT adds tangible value to the business of **the dti**, the OCIO plans to review the current Master Systems Plan (MSP), to ensure that it addresses the service delivery needs of the Department. To this end, an enterprise architecture (EA) will be developed for **the dti**, which will form the basis of the new IT plan. This approach is in line with the directive from the Government Information Technology Officers (GITO) Council and is a best-practice approach to ensure that IT planning and execution are aligned to the business requirements. Henceforth, all IT acquisitions will be informed by the EA. In essence, the focus will be on improving information management across **the dti**.

3.2.3 IT Governance

The OCIO intends enhancing IT governance across **the dti** to achieve the following:

- Clear accountability for IT;
- Deriving value from IT investments;
- Improved IT effectiveness, through continuous service improvement and performance management;
- Legislative and regulatory compliance;
- Quality management; and
- IT benefit realisation.

3.3 Risk Management

Risk management involves assessing, qualifying and quantifying business risks, then taking measures to control or reduce them, to enhance the ability of the department to achieve its strategic and operational objectives. The Department implements best practice risk management methodology to guide **the dti** management on how to handle the risks. This will be done by providing a process of identifying, analyzing and controlling risks through constant monitoring and reviews, and assisting management with mechanisms to mitigate risks identified at both strategic and operational levels.

Within this function, a Fraud Prevention Plan has been developed, the implementation of which assists in creating awareness and combating fraud and corruption. The National Anti-Corruption Hotline is promoted as part of **the dti's** ongoing "*be silent no more*" campaign, and an ethical culture within **the dti** is promoted by implementing the Ethics Management Framework. A newly established email-based ethics help desk will further assist to enhance the ethical culture in the department.

3.4. the dti Service Delivery Improvement Plan

Service delivery improvements were prompted by commitments made in the State of the Nation Address, as delivered by President Jacob Zuma, which seek to make government services more accessible to the public and resolve any existing service delivery blockages. **the dti** is fully committed to making the coming year one of faster action and improved performance, which will assist in building a competitive economy, capable of accelerating growth and industrial development along a path that generates decent jobs.

The faster turn-around times in certain instances, by as much as fifty percent or more, will be achieved through improved business processes and the deployment of suitable technological solutions. **the dti** management team also envisages that the SDIP will provide predictability around service offerings to clients also enhance transparency in respect of the Department's work.

Table: Service Delivery Improvement Plan

Key Service	Service Beneficiary	Current Standard	Desired Standard
Payments	<ul style="list-style-type: none"> Suppliers of goods and services Other state departments Public entities Parliament and the Auditor-General (indirect) 	90% of all creditor payments made within 21 days	95% of all payments made within 21 days
Public Sector SMME Payment Assistance Hotline	<ul style="list-style-type: none"> SMMEs National, provincial & local government departments Council of Trade & Industry Institutions (COTII) Parliamentary Committees 	An average of 10 incidents of payments not made within the prescribed 30-day period are reported to the Call Centre – 60 to 90 days (varying periods)	An average of 10 incidents of payment not made within the prescribed 30 day period are reported to the Call Centre – 15 to 30 days
Issue permits for importation or exportation of nonproliferation-related items	Industries registered with the Non-Proliferation Council (NPC)	Eight (8)-week turn-around time	As per current standard
Support Programme for Industrial Innovation (SPII): Financial support to develop new products	SMMEs	59 projects approved in 2009/10	80 projects approved in 2010/11
Provide consumer protection information	<ul style="list-style-type: none"> Business Non-governmental organisations (NGOs) Other consumer Protection authorities &/ or entities Agencies 	<ul style="list-style-type: none"> 90% of self-help advice within 48 hours 90% of business advisory opinions or clarifications within average of 14 days 	<ul style="list-style-type: none"> 95% of self-help advice within 24 hours 95% of business advisory opinions and clarifications within an average of 10 days
Intellectual property, company and close corporation complaints and investigations, in terms of Sections 254 to 258 of the Companies Act, No. 61 of 1973	Current registrant	95% complaints resolved within an average of three months	100% complaints resolved within an average of three months
Company and intellectual property enforcement: awareness	SMME Business Companies	95% of all enquiries received finalised within 30 days	100% of all enquiries received finalised within 30 days

Key Service	Service Beneficiary	Current Standard	Desired Standard
Registration of liquor manufacturers and/or distributors Renewal of applications for National Liquor Authority (NLA) registrants	<ul style="list-style-type: none"> Prospective NLA registrants Current NLA registrants 	75% of applications processed within 120 days	90% of applications processed within 90 days
Processing of Enterprise Investment Programme (EIP) and Small-Medium Enterprise Development Programme (SMEDP) applications and Claims	SMMEs	<ul style="list-style-type: none"> 60% of EIP applications processed in 120 days 70% of EIP claims processed in 90 days 50% of SMEDP claims processed in 120 days 	<ul style="list-style-type: none"> 70% of EIP applications processed in 120 days 80% of EIP claims processed in 90 days 60% of SMEDP claims processed in 120 days
Processing of Black Business Supplier Development Programme (BBSDP) applications and claims	Black SMMEs	<ul style="list-style-type: none"> 80% of BBSDP applications processed within 3 months 80% of BBSDP claims processed within 30 days 	<ul style="list-style-type: none"> One hundred percent 100% of BBSDP applications processed within 6 weeks 100% of BBSDP claims processed within 20 days
EMIA scheme: Group trade missions to provide assistance to South African exporters in marketing their products and services in international markets, by participating in specific trade missions	<ul style="list-style-type: none"> South African manufacturers and service providers Export Councils/ Individual associations/ Joint Action Groups (JAGs) Trade promotion organisations Provincial Investment Promotion Agencies (PIPAs) Provincial Department of Economic Development Other national departments Chambers of Commerce 	Average of 330 firms assisted annually	Average of 350 applications assessed annually
the dti Customer Contact Centre handles enquiries and complaints regarding the dti and CIPRO products and services	<ul style="list-style-type: none"> Entrepreneurs Companies General public 	60% of customer enquiries handled within 60 seconds or a minute	80% of customer enquiries handled within 60 seconds or one minute

3.5 Public Entities reporting to the Minister

Name of the Public Entity	Mandate and Purpose
National Empowerment Fund (NEF)	The NEF was established by the National Empowerment Fund Act, 1995 (Act No. 105 of 1995). Its focus is to promote and facilitate black economic equality and transformation. It provides finance and financial solutions to black business across a range of sectors, and structures accessible retail savings products for black people based on state owned equity investments. Its mandate and mission is to be Government's funding agency in facilitating the implementation of broad based black economic empowerment (BEE) in terms of BEE codes of good practice.
Export Credit Insurance Corporation (ECIC)	The Export Credit Insurance Corporation (ECIC) was established in terms of the Export Credit and Foreign Investments Insurance Act 2001 (Act No. 9 of 2001, as amended). It is a self-sustained, national export credit agency. Its mandate is to facilitate and encourage South African export trade by underwriting export credit loans and investments outside South Africa to enable South African contractors to win capital goods and services in other countries. It evaluates export credit and foreign investment risks and provides export credit and foreign investments insurance cover on behalf of the South African Government.
National Gambling Board (NGB)	The National Gambling Board (NGB) was established in terms of the National Gambling Act, 2004 (Act No. 7 of 2004). It was established to monitor and investigate, when necessary, the issuing of national licenses by provincial licensing authorities entering into agreements with those authorities in respect of steps to be taken to correct any deficiencies, making recommendations, monitoring the socio-economic patterns of gambling activity within the Republic and in particular must research and identify factors relating to, and patterns, causes, and consequences of- (i) the socio-economic impact of gambling; and (ii) addictive or compulsive gambling
National Lotteries Board (NLB)	The National Lotteries Board (NLB) was established in terms of the National Lotteries Act, 1997 (Act No. 57 of 1997) as amended. It monitors and enforces the implementation of the national lottery and the establishment of private lotteries and promotional competition. It manages the National Lottery Distribution Trust Funds, which distributes proceeds from its share of the lottery sales to worthy causes.
National Credit Regulator (NCR)	The National Credit Regulators (NCR) was established in terms of the National Credit Act, 2005 (Act No. 34 of 2005). It is responsible for the promotion and support the development, where the need exists, of a fair, transparent, competitive, sustainable, responsible, efficient, effective consumer credit market and promotes historically disadvantaged persons; low income persons and communities; and remote, isolated or low density populations and communities in the end-user credit market. It conducts research and proposes policies to the Minister in relation to any matter affecting the consumer credit industry, including but not limited to proposals for legislative, regulatory or policy initiatives that would improve access to credit for persons contemplated above.
National Consumer Tribunal (NCT)	The National Consumer Tribunal (NCT) was established in terms of the National Credit Act, 2005 (Act No. 34 of 2005). It adjudicates any application that may be made to it, and makes any order provided for in respect of such an application; or allegations of prohibited conduct by determining whether prohibited conduct has occurred and, if so, by imposing a remedy. It grants order for costs, and can exercise any other power conferred on it by law.

Name of the Public Entity	Mandate and Purpose
Companies and Intellectual Property Commission (CIPC)	The Companies and Intellectual Property Commission (CIPC) was established in terms of the Companies Act, 2008 (Act No. 719 of 2008), as amended. It was established to enforce intellectual property and company laws, including the registration of companies; promote voluntary resolution disputes arising between a company and a shareholder or director, without intervening in, or adjudicating on the dispute; monitor patterns of compliance; evaluate complaints; and initiate investigations, including referring matters to a court; and appearing before the court or the Companies Tribunal.
Estate Agency Affairs Board (EAAB)	The Estate Agency Affairs Board (EAAB) was established in terms of the Estate Agency Affairs Act, 1976 (Act No. 112 of 1976). The objective of the EAAB is to maintain and promote the standard of conduct of estate agents and regulate the activities of estate agents, having due regard for the public interest.
Small Enterprise Development Agency (seda)	The Small Enterprise Development Agency (seda) was established in terms of the National Small Business Act, 2004 (Act No. 29 of 2004, as amended). It provides non-financial business development and support services for small enterprises in partnership with other role players. Its mission is to develop, support and promote small enterprises to ensure their growth and sustainability.
South African Bureau of Standards (SABS)	The South African Bureau of Standards (SABS) was established in terms of Standards Act, 2008 (Act No. 8 of 2008). It aims to develop, promote and maintain South African National Standards; promote quality in connection with commodities, products and services; and render conformity assessment services and matters connected therewith.
South African National Accreditation System (SANAS)	The South African National Accreditation System (SANAS) was established in terms of Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice Act, 2006 (Act No. 19 of 2006). The aim of the SANAS is to accredit or monitor for Good Laboratory Practice (GLP) compliance purposes, organizations falling within its scope of activity; promote accreditation as a means of facilitating international trade and enhancing South Africa's economic performance and transformation; promote and competence and equivalence of accredited bodies; and promote the competence and equivalence of GLP complaint facilities.
National Metrology Institute of South Africa (NMISA)	The National Metrology Institute of South Africa (NMISA) was established in terms of Measurement Units and Measurement Standards Act, 2006 (Act No. 18 of 2006). It is responsible for realising, maintaining and disseminating the International System of Unit (SI). It maintains and develops primary scientific standards of physical quantities for South Africa and compares those standards with other national standards to ensure global measurement equivalence.
National Regulator for Compulsory Specifications (NRCS)	The National Regulator for Compulsory Specifications Act, 2008 (Act No. 5 of 2008) provides for the establishment of this institution. The Act protects consumers and promotes South Africa's competitiveness by ensuring that regulated products manufactured and sold in the marketplace meet minimum safety, health and fair trade requirements.
National Consumer Commission (NCC)	National Consumer Commission (NCC) was established in terms of the Consumer Protection Act, 2008 (2008). The Commission is responsible for carrying out the functions and exercising the powers assigned to it. In carrying out its functions, the Commission may <i>review</i> international developments in the field of consumer protection; or consult any person, organisation or institution with regard to any matter relating to consumer protection;