



National Gambling Board
South Africa

a member of the dti group



**SERVICE
DELIVERY
STANDARDS
2018/19**



2. SERVICE DELIVERY STANDARDS (SDSs) OBJECTIVES

These 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:

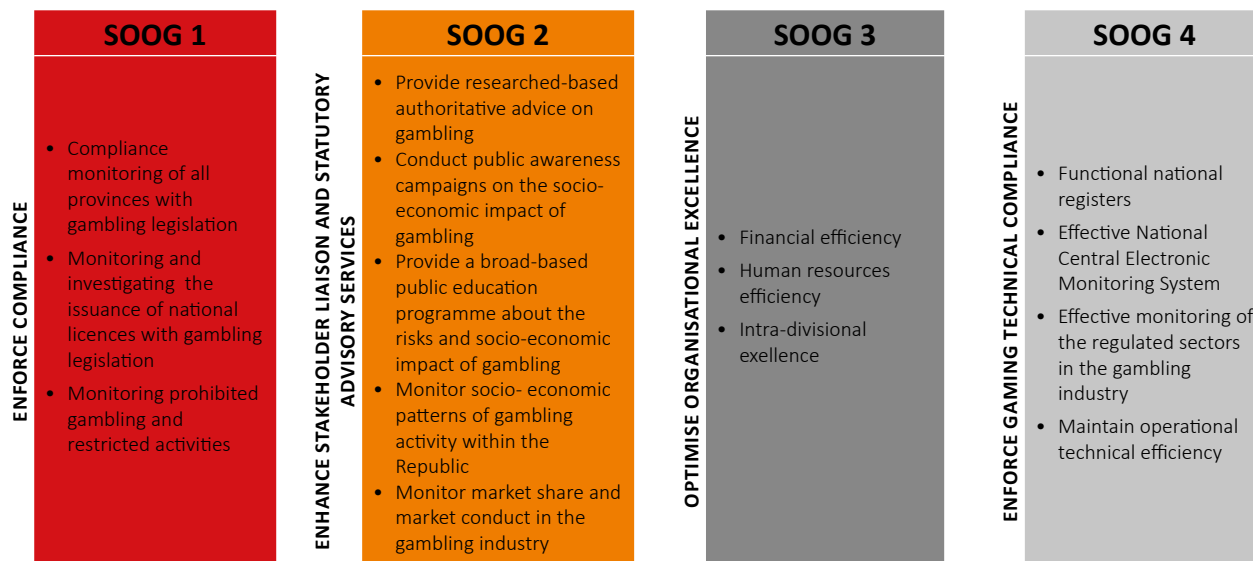
- Its mandate is clearly communicated to all stakeholders and is understood at all times.
- Exercise its mandate in an unbiased, fair and independent manner, free from undue influence and maintaining trust with all the stakeholders.
- Take accountability and undertake open and transparent decision-making.
- 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 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 APP.

The NGB’s SOOGs are set out as follows:



The NGB is established in terms of the National Gambling Act (NGA), 2004. The NGB is registered as a Schedule 3A Public Entity in terms of the 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.
 - 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 applies 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 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; PLAs' compliance monitoring of licensees; and PLAs' 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, management of resources	Compliance with PFMA requirements at all times; effective control, support, utilisation, 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	Payment of invoices	Administration of bids
Service Beneficiary	Provincial Licencing Authority Site Operators Route Operators	Provincial Licencing Authority Financial Service Providers (Banks) Punters Judiciary Law enforcement agencies	Provincial Licencing Authority Site Operators Route Operators Manufacturers	NGPC Provincial Licencing Authority Stakeholders the dti	Stakeholders the dti Portfolio Committee for Trade and Industry PLAs The public	NT NGB Suppliers and creditors the dti Parliament	NT 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 NGPC Meeting, Meetings	Gambling Regulatory fora NGPC Meeting, Meetings	Governance/ oversight 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 30 day turnaround time from date of receipt 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, NGPC minutes	NGB offices, NGB website (www.ngb.org.za), the dti offices	NGB website (www.ngb.org.za), NGB offices	NGB tender box at NGB offices (420 Witch Hazel Avenue, Eco Glades 2, Block C, Eco Park, Centurion, 0144)
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 NGB website is available 24 hours, 7 days a week	NGB officials readily available between 8 am and 4.30pm

SERVICE DELIVERY STANDARDS							
Outputs	Compliance evaluation assessment of nine provinces on economic and social development matters; PLAs' compliance monitoring of licensees; and PLAs' 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, management of resources	Compliance with PFMA requirements at all times; effective control, support, utilisation, 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	Payment of invoices	Administration of bids
Information	Acknowledgement of receipt of notice Report on findings NGB LPMs criteria Criteria and guidance notes for the licencing of LPMs	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	NGPC 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	NT's e-Tender Publication Portal Government Gazette NGB website Media publication (where applicable)
Openness and transparency	Strategic Plan Annual report National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act NGB website (www.ngb.org.za)	Strategic Plan Annual report National Gambling Act Public Finance Management Act NGB website (www.ngb.org.za) NT	Strategic Plan Annual report National Gambling Act Public Finance Management Act NGB website (www.ngb.org.za) NT
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 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 X27, 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

RP62/2018

ISBN: 978-0-621-46140-4

