

SERVICE DELIVERY STANDARDS FY2024/2025



NGGB

National Gambling Board
South Africa

a member of **the dtic** group





SERVICE DELIVERY STANDARD

Outputs	Facilitated revenue generation in the LPM industry	Targeted investigations completed on the circumstances of the illegal gambling activity	Turnaround time for resolution of queries lodged with the NGB	Facilitated revenue generation in the LPM industry	Advisory notes on uniformity in relation to gambling legislation	Published and disseminated research and industry trends to the gambling industry and regulators for informed decision making	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	Processing Regulation 3(2)b applications in terms of Regulations on Limited Payout Machines 2000	Processing confiscated winnings in terms of Section 16 of the National Gambling Act, 2004 (Act 7 of 2004)	Complaints handling and Resolution of disputes	Maintained functional national registers; Maintained operational National Central Electronic Monitoring System	Statutory advice in terms of S65 of the National Gambling Act, 2004 (Act 7 of 2004)	Trend Analysis	Payment of invoices	Administration of bids
PAIA	Available on request to beneficiaries	Available on request to beneficiaries	Available on request to beneficiaries	Automatically available to beneficiaries	Available on request to beneficiaries	Automatically available to beneficiaries	Available on request to beneficiaries	Available on request to beneficiaries
Service Beneficiary	Provincial Licencing Authority Site Operators Route Operators	Provincial Licencing Authority Financial Service Providers (Banks) Punters Judiciary Law enforcement agencies	Stakeholders Provincial Licencing Authority Licensees	Provincial Licencing Authority Site Operators Route Operators 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 public awareness campaigns	Gambling Regulatory fora	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	Governance/ oversight meetings Bidders briefing sessions
Service standards	Performance in terms NGB Operational Plan 30 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 NGB Operational Plan 10 days turnaround time from date of request for 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 Advisory reports are provided quarterly	Performance in terms of Strategic Plan and Annual Performance Plan Gambling Sector Performance report provided quarterly	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 (1085 Francis Baard Street (formerly Schoeman Street), Hatfield, 0028)	NGB offices (1085 Francis Baard Street (formerly Schoeman Street), Hatfield, 0028)	NGB offices (1085 Francis Baard Street (formerly Schoeman Street), Hatfield, 0028); NGB website www.ngb.org.za ; info@ngb.org.za ; the dtic offices; Fraud hotline (email) fraudalert@ngb.org.za	Central registry at NGB offices (1085 Francis Baard Street (formerly Schoeman Street), Hatfield, 0028)	NGB offices (1085 Francis Baard Street (formerly Schoeman Street), Hatfield, 0028); National Gambling Policy Council minutes	NGB offices (1085 Francis Baard Street (formerly Schoeman Street), Hatfield, 0028); NGB website www.ngb.org.za ; the dtic offices	NGB website www.ngb.org.za ; NGB offices (1085 Francis Baard Street (formerly Schoeman Street), Hatfield, 0028)	NGB tender box at NGB offices (1085 Francis Baard Street (formerly Schoeman Street), Hatfield, 0028); NGB website www.ngb.org.za National Treasury eTender portal www.etenders.gov.za



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 website is available 24 hours, 7 days a week	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 NGB website is available 24 hours, 7 days a week
Information	Acknowledgement of receipt of application from PLA Correspondence to PLA on application 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	Acknowledgement of receipt of the complaint Feedback on the complaint lodged Feedback on the resolution	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)
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)	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	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	Services and reports are provided free of charge	Forms are provided free of charge Services are free of charge with the exception of services listed in terms 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



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