ESWATINI GOVERNMENT

MINISTRY OF INFORMATION, COMMUNICATIONS & TECHNOLOGY

"ADVANCING THROUGH INNOVATION"

2018/19

Submitted : 21 February 2019

TO: MINISTRY OF PUBLIC SERVICES
CLIENT SERVICES CHARTER - 2018-2022

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ACRONYMS

CBA	Commonwealth Broadcasting Association
CEO	Chief Executive Officer
COMESA	Common Market for Eastern and Southern Africa
EDRMS	Electronic Document and Records Management System
EBIS	Eswatini Broadcasting and Information Services
EIMPA	Eswatini Institute of Management and Public Administration
ENA	Eswatini National Archives
ENLS	Eswatini National Library Service
EPTC	Eswatini Posts and Telecommunications Corporation
ESARBICA	Eastern and Southern Africa Regional Branch of International Council on Archives
ESCCOM	Eswatini Communications Commission
ESWALINET	Eswatini National Library and Bibliographic Network
ETVA	Eswatini Television Authority
GCS	Government Computer Services
HOD	Head of Department
HRO	Human Resources Officer
ICA	International Counsel on Archives
ICCROM	International Centre for the study of the preservation and Restoration of Cultural Property
ICT	Information, Communications and Technology
IMD	Information and Media Development
ITU	International Telecommunications Union
KPI	Key Performance Indicator
MCO	Ministerial Communication Officer
MD	Managing Director
MICT	Ministry of Information, Communications and Technology
MWAE	Media Women Association of Eswatini
NADPP	National Association for Development Program Producers

NSI	National System of Innovation
PBA	Public Broadcasting Association
PESTEL	Political, Economic, Social, Technological, Environmental and Legal
PPP	Public Private Partnerships
PS	Principal Secretary
RSTI	Research, Science, Technology and Innovation
RSTP	Royal Science and Technology Park
SABA	Southern African Broadcasting Association
SACU	Southern African Customs Union
SADC	Southern African Development Community
SDG	Sustainable Development Goals
STI	Science, Technology and Innovation
R&D	Research and experimental Development

DEFINITION OF TERMS

- **Broadcasting –** The distribution of information using television, radio, Internet and intranet.

- **E-Commerce (Electronic Commerce) –** These are business activities involving; service providers, manufacturers, suppliers, consumers and intermediaries using computer networks such as the Internet.

- **E-Government –** It is the use of Information and Communication Technology to provide and improve government services, transactions and interactions with the public sector, clients, private sector and the global community.

- **Information and Communication Technology (ICT) –** Is about the use of computers, telecommunications, office systems and technologies for the collection, processing, storing, packaging and dissemination of information.

- **Internet Service Provider (ISP) –** A company which offers internet access and other services.

- **National System of Innovation (NSI)** - Is a network of institutions that are organized through linkages to relate to each other as elements of a collective system of knowledge creation and used a well as the technologies they use.

- **Research and experimental Development (R&D) –** Comprise creative and systematic work undertaken in order to increase the stock of knowledge including knowledge of human kind, culture and society and to devise new applications of available knowledge.

PREAMBLE

Her Royal Highness, Princess Sikhanyiso
Hounorable Minister ICT

It is my greatest pleasure to present the Ministry of Information, Communications and Technology (MICT) Service charter and Pledge document. This Service Charter consists of our promise to improve our service delivery by providing our customers with high quality services, promptly and with due diligence and courtesy.

My Ministry is further grateful for the efforts of His Majesty's Government and Cabinet for earmarking the agenda to improve service delivery mechanisms in Government Ministries, in response to achieving the country's First World status, in line with Vision 2022.

This Charter is a positive step towards improving the services we provide to our customers, and it proves to society that Government values their concerns, such that it has now adopted a Customer centric strategy as proven through this charter. This charter as a vital tool for advertising as well as creating awareness on the types of services that the Ministry provides through its seven (7) Departments and four (4) Parastatal organizations.

The commitments made in this document will also ensure we perform with excellence thereby take positive steps towards achieving our ambitious dream to be among world leaders in providing an enabling environment for the use of ICT. Information, Communications and Technology (ICT)

plays a pivotal role in national economic development. The use of ICT has penetrated all sectors of the economy from mining, marketing, communication, health care management and transport throughout the world and the Kingdom of Eswatini is no exception.

This Charter articulates our commitment and determination to bridge the digital divide, by ensuring universal access to ICTs and further provides for complaints and compliments redress mechanisms wherein the Nation may lodge their dissatisfaction.

My Ministry operates an open door policy, we encourage our customers to inform the designated officials about their complaints and areas where we serve them well, in order to help us improve. Officers will be expected to perform to their highest level, as we hope to achieve our Ministry's Vision as well as effectively contribute towards realization of our National Vision.

....
HER ROYAL HIGHNESS PRINCESS SIKHANYISO
MINISTER OF INFORMATION, COMMUNICATIONS AND TECHNOLOGY

PRINCIPAL SECRETARY- MAXWELL.M. MASUKU

The Ministry of Information, Communications and Technology (MICT) has the mandate to provide a conducive policy environment, accessible ICT infrastructure and quality services in order to eradicate information poverty through innovation and the leveraging of best international practices and values in ICT.

Information, Communications and Technology (ICT) is critical for the effective operation of Government and the delivery of services, by providing simpler effective and convenient services to citizens and businesses, thus enabling new online tools and amenities. The development of this charter has been characterized by a spirit of ownership and collaboration among the Executive Management, Heads of Department, Senior Officials and Stakeholders.

My most profound gratitude is extended to all Heads of Departments, the Ministry of Public Service's (MoPS), Management Services Division (MSD), and our stakeholders for their commitment, dedication and active participation throughout the Service Charter development cycle.

MICT is therefore implored to adhere to the standards as outlined in the charter to ensure that we effectively contribute towards the realization of the Vision 2022 goals. This vision depends on Ministries adhering to service excellence.

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M.M MASUKU
PRINCIPAL SECRETARY
MINISTRY OF INFORMATION, COMMUNICATIONS AND TECHNOLOGY

EXECUTIVE SUMMARY

The work of the Ministry of Information, Communications and Technology (MICT) is a vital and strategic sector of the Kingdom of Eswatini, since Information Communications and Technology (ICT) services are vital services needed to enhance the ability of all sectors of Government to contribute effectively towards the achievement of First World Status in line with the National Vision 2022 goals.

This client service charter document gives the exact location and contacts for offices where services can be obtained and major information in the charter is the following;

- The Portfolio Responsibilities of the Ministry, the Vision, Mission, Mandate Objectives and our Values.
- The Departments and Sections of the Ministry that are responsible for executing the Ministry's mandate
- Our Customers, Clients and Stakeholders.
- Our Service Standards and Commitments and what we do and how the services are rendered by the Ministry
- It also states what the client will experience from MICT and underpins the Customer Obligations when seeking services at the Ministry
- Our Customer Service Pledge

The charter document also provides on who can be contacted if stakeholders need to make a formal complaint and or who can be contacted when they need to make an appeal. Lastly the charter annexure gives a summary of services and the associated costs and turnaround time.

OBJECTIVES OF THE CHARTER

The Client Service Charter is meant;

- To inform clients and critical stakeholders about the Departments and services offered by our Ministry and how they can access them,

- To reform the Ministry, by transforming MICT to become more responsive to Client needs,

- To encourage professionalism and transparency in all our dealings

- To improve service delivery and,

- To enhance the Ministry's accountability in serving its Clients as per set standards.

1. INTRODUCTION

The Ministry of Information, Communications and Technology (MICT) was established in 2009. The Ministry is tasked with the mandate to provide a conducive policy environment, accessible Information Communication and Technology (ICT) infrastructure, and quality services in order to eradicate information poverty through innovation and the leveraging of best international practices and values in ICT.

The Ministry of ICT's role among others is to be the central and leading Government agency in developing ICT in the country, whose proper development and integration will positively spur economic growth. Eswatini's Ministry of ICT is one of the newest Ministries in the country. It has the mandate to ensure that the country forges ahead to attain regional competitiveness and international relevance in furthering the Vision 2022 goals.

1.1 MISSION STATEMENT

To provide a conducive policy environment, accessible ICT infrastructure and quality services, in order to eradicate information poverty by strengthening of the sector and following best practices and good values in ICT.

1.2 VISION
To be among world leaders in providing an enabling environment for the use of ICT.

1.3 MANDATE
- The mandate of the Ministry is formulation and administration of policy with respect to Information, Communication and Technology in accordance with Legal Notice No. 25 of 2009 and Legal Notice No. 189 of 2015.

- Regulating, monitoring and setting standards with oversight authority in all ICT issues.

- Establishment of an enabling legal and regulatory framework, promoting investments in technology development.

- Coordinate Research for Development in the Kingdom of Eswatini.

- Administer and manage Government central computing services.

1.4 KEY OBJECTIVES

- To ensure that ICT infrastructure is accessible, robust, reliable and affordable to meet the needs of Government and the nation,

- To ensure effective and efficient service delivery,

- To coordinate and support the development of the country's human capital in ICT and align the sector with industry's best practices,

- To sensitize and increase awareness on ICT,

- To develop and review Policies, Legal, Regulatory and Institutional frameworks for the ICT sector,

- To continually coordinate Research and Development (R&D) so as to stimulate and promote economic growth & global competitiveness.

1.5 CORE VALUES AND PRINCIPLES

The implementation of the service charter will be guided by the following principles and values:

i.   **Innovation:** we shall be committed to the continuous improvement of our capabilities by providing innovative technologies, ideas, competitive solutions and services

ii. **Strategy:** We shall develop strategies to follow in order to implement new ideas and produce innovative products and services.

iii. **Professionalism:** We shall be committed to adhere to the highest standards of diligence when executing our duties in order to meet our clients' needs.

iv. **Excellence:** We shall provide quality services which surpass ordinary standards.

v. **Confidentiality:** We shall keep and treat all information on MICT stakeholder's private, only to be revealed by authorized persons at appropriate times through authorized channels, within and outside the Ministry.

vi. **Customer centric/ Client focus:** We shall create a positive client experience by focusing on their needs and satisfying them.

vii. **Fairness:** We shall treat our customers equally, without favoritism or discrimination.

viii. **Teamwork:** We shall work collaboratively as a group in order to achieve goals of the Ministry.

1.6 PORTFOLIO RESPONSIBILITIES

- Information Services,

- National Library Services

- National Archives and Records Services

- Broadcasting Services

- Communication Services,

- Government Computing Services,

- Research, Science, Technology and Innovation

- Communication Regulatory Services.

The Ministry's mandate is accordingly performed by both the Ministry's Departments and the delegated Parastatal Organisations.

2. DEPARTMENTS OF THE MINISTRY OF INFORMATION, COMMUNICATIONS AND TECHNOLOGY

The Ministry of ICT Headquarters is located along the Mhlambanyatsi Road at the end of the Inter-Ministerial Complex road and within the inter-ministerial building 4th and 5th Floor. It is one floor above the Civil Service Commission (CSC) offices and between the Ministry of Foreign Affairs and International Cooperation (MoFA) and the Ministry of Labour and Social Security (MLSS). However, four of the Ministry's Departments are housed outside the Ministry, in different geographic locations, as follows:

- EBIS is housed in the City Centre, next to Prince of Wales Stadium in Mbabane City.

- ENLS is located at the City Centre opposite the Mbabane City Council.

- Eswatini National Archives is based at Lobamba opposite Somhlolo National Stadium.

- Government Computer Services is located at Inter-ministerial Complex, Block 1, Level 1.

2.1 MINISTER'S OFFICE:

The Minister's office is responsible for ensuring adherence to all legislation and the implementation of policies under the Ministry. The policies guide the day-to-day operations of the Ministry as it regulates sectors that seek to address its challenges. The Minister is also responsible for the following Public Enterprises under the MICT's portfolio:

i. Eswatini Communications Commission (ESCCOM).

ii. Eswatini Posts and Telecommunications Corporation (EPTC),

iii. Eswatini Television Authority (ETVA), and

iv. Royal Science and Technology Park (RSTP),

2.2 ADMINISTRATION

The Administration Department comprises of the Principal Secretary's office, Under Secretary Office, Human Resources Offices, Legal Advisor's Office, Communications Accounts and Planning offices.

2.2.1 PRINCIPAL SECRETARY'S OFFICE

The Principal Secretary is the Controlling Officer of the Ministry. This office provides strategic direction and further interprets and implements policies that guide the Ministry's direction. The Principal Secretary further ensures that the resources of the Ministry are used in a manner that is in accordance with the provisions of Public Finance Management laws and regulations (Procurement Act of 2008).

2.2.2 UNDER SECRETARY'S OFFICE

Under Secretary Administration is in charge of the administration and management of the Ministry's Human Resources, as well as deputize for the Principal Secretary.

2.2.3 HUMAN RESOURCES OFFICE

Responsible for general administration duties, interpret and implement Human Resources (HR) policies to guide and provide direction to the Ministry human resource function.

2.2.4 ACCOUNTS SECTION

This section is headed by the office of the Principal Accountant, and is responsible for budget preparation for the Ministry and its Parastatals. This section provides accounting and financial services to the Ministry and its parastatals.

2.2.5 PLANNING SECTION

This section provides socio-economic analysis and planning support to the Ministry in undertaking its mandate. It also monitors and evaluates capital projects as well as the overall Ministry's performance and coordinates the budget of the Ministry.

2.2.6 LEGAL ADVISOR'S OFFICE

This office is an extension of the office of the Attorney General (AG) and advises the Ministry on legal matters.

2.2.7 COMMUNICATIONS OFFICE

The office promote awareness of the functions and programmes of the Ministry throughout Government and the general publics. Further implement key areas of the internal and external Government Communications strategy. The office monitors media and content management of the Ministry's page on the Government website.

2.3 DEPARTMENT OF RESEARCH, SCIENCE, TECHNOLOGY AND INNOVATION (RSTI)

The Department's duty is to spearhead the development, coordination, strengthening and management of the National System of Innovation (NSI) that will bring about sustainable economic growth and improved quality of life for all emaSwati. The key strategic issues to carry out our mandate amongst others include:

- Development and review of STI policy regimes in line with National, Regional and International strategies and frameworks;

- Mobilizing resources for R&D through affiliations and collaborations on Science, Technology and Innovation (STI) at Regional and International level;

- Establishment and strengthening of key institutions in the NSI;

- Promotion of public understanding on the role of STI for socio-economic development;

2.4 INFORMATION AND MEDIA DEVELOPMENT (IMD)

The Department is responsible for the sector's policy making, development of legislation, licensing of publications, government communications strategy development, media development and coordination of the sector's activities.

The department is divided into four sectors:

(i)   National Information Services,

(ii)   Government Information Services,

(iii)   Media Development and,

(iv)   Public / private broadcasting.

2.5 DEPARTMENT OF COMMUNICATIONS

The Department of Communications is mandated to develop policies, licensing regimes and regulatory frameworks for the Communications Sector, particularly relating to: Electronic Communications, Broadcasting (radio and TV), The Internet, e-Commerce, Telecommunications, Postal, Broadband, Digital Migration, and Cyber Security. The Department is also in charge of carrying out programs and projects aimed at developing the communications infrastructure, in line with the National Information Communication Infrastructure (NICI) policy.

Furthermore, the Department is further mandated to provide advice and guidance in the context of global, regional and national developments which pertain to communication, including sector structure, technological developments, new service-offerings, products and their delivery.

2.6 GOVERNMENT COMPUTER SERVICES (GCS)

The Department is responsible for providing efficient and cost effective Information Technology (I.T.) services to all Government Ministries and Departments. The Department assists its clients to manage Computing Services.

2.7 ESWATINI NATIONAL LIBRARY SERVICE (ENLS)

The Eswatini National Library Service (ENLS) is mandated to provide an efficient Library and Information Service throughout Eswatini to inspire the spirit of exploration, the joy of reading and the pursuit of knowledge. In order to achieve its mandate, the ENLS collects, organises, preserves and disseminates information to the nation in various formats.

2.8 ESWATINI BROADCASTING AND INFORMATION SERVICES (EBIS)

The Eswatini Broadcasting and Information Services (EBIS) is responsible for disseminating news and information which is aimed at educating, informing and entertaining the Eswatini Nation effectively and impartially.

2.9 ESWATINI NATIONAL ARCHIVES (ENA)

The Department is responsible for the promotion of National identity, protecting personal and public rights of emaSwati and that Government is accountable and transparent, through the management and preservation of public records. The Department also conserves valuable historical information of Eswatini irrespective of format for use by Government and by the people of Eswatini.

3. LIST OF SERVICES PROVIDED BY THE MINISTRY OF INFORMATION COMMUNICATIONS AND TECHNOLOGY DEPARTMENTS:

3.1 ADMINISTRATION AND PRINCIPAL SECRETARYS' OFFICE

- Implement and monitor the Ministry's strategic plan, reviews and reports,

- Advise the Honourable Minister on all matters concerning the operations of the Ministry.

- Ensure employee compliance to rules and regulations relating to the Public Service,

- Supply basic requirements for equipment, upgrading of MICT Departments and modernization of the Ministry's operations,

- Enhance the external image and influence of the Ministry to make it better empowered to drive Government policies.

- Meet regularly to monitor progress of Ministry strategic goals and objectives.

3.2 DEPARTMENT OF RESEARCH, SCIENCE, TECHNOLOGY AND INNOVATION (RSTI)

- Promotes facilitation and the integration of Research, Science, Technology and Innovation into the policy,

- Promote and Implement National Research, Science, Technology and Innovation Policy and Strategies,

- Establishment and Supervision of key STI Institutions in the NSI like National Research Council (NRC), Kingdom of Eswatini Academy of Science (KEAS) and Women in Science, Engineering and Engineering (WISET);

- Mobilizing resources for R&D through affiliation and collaborations on Science, Technology and Innovation (STI) at Regional and International level;

- Promotion of public understanding on the role of STI for socio-economic development through workshops, symposium, conferences;

- Provide R&D training programmes for the STI stakeholders in line with national research priorities as depicted in the National Development Plan and National STI Policy

- Undertaking or financially sponsoring R&D and Innovation surveys.

- Inventory and Dissemination of the department outputs including developed STI policy regimes, survey results, MOUs; and

- Coordinate STI programmes in the Kingdom of Eswatini.

3.3 DEPARTMENT OF INFORMATION AND MEDIA DEVELOPMENT (IMD)

- Media legislation development

- Sectoral coordination,

- Policy formulation,

- Licensing of publications,

- Policy and strategy formulation of government communications,

- Media development and,

- Accreditation of the sector business.

3.4 DEPARTMENT OF COMMUNICATIONS

- Policy development, licensing regimes and regulatory frameworks for the Communications Sector,

- Regulates electronic Communications, Broadcasting (radio and TV), Internet, e-Commerce, Telecommunications, Postal, Broadband, Digital Migration, and Cyber Security, Time signal.

- Ensures the development of the communications infrastructure and,

- Provides advice and guidance in the context of global, regional and national developments in all aspects of communications including sector structure, technological developments, new service-offerings, products and their delivery.

3.5 DEPARTMENT OF GOVERNMENT COMPUTER SERVICES (GCS)

- Provides efficient and cost effective Information Technology (I.T.) services to all Government Ministries and Departments,

- Administers and manages the Government Data Center,

- Assists its clients to manage Information,

- Maintains a reliable network infrastructure, ensuring availability, security and confidentiality of all Government data,

- Develops client's system according to user specifications,

- Maintains systems to ensure they respond to the business needs.

- Plays an advisory role to Ministries and Departments on all ICT related issues,

- Issues authority to procure all Government ICT equipment.

3.6 DEPARTMENT OF ESWATINI NATIONAL LIBRARY SERVICE (ENLS)

- Provides an efficient library and information service throughout Eswatini.

- ENLS collects, organizes, preserves and disseminates information to the nation in various formats,

- Ensures development of school libraries in the country to support education,

- Extends its services to Tinkhundla Constituencies in support of the country's Decentralization Policy,

- Provides a mobile library service to rural communities and,

- Provides basic computer education to the public through the Digital Opportunity Centers situated in the Mbabane and Manzini Public Libraries.

3.7 ESWATINI BROADCASTING & INFORMATION SERVICES DEPARTMENT (EBIS).

- Develops and produces programs and content,

- Provides programs and information services,

- Disseminates news and information,

- Provides forums for public discourse

- Informs and entertains the Emaswati

3.8 ESWATINI NATIONAL ARCHIVES DEPARTMENT (ENA)

- Promotes national identity,

- Ensures proper management and care of all public records,

- Promotes awareness of Archives,

- Collects and preserves public and non-public records with enduring value,

- Collects and documents information of National significance to capture aspects of the National experiences.

- Provides research material in the form of primary and secondary sources from the Archives Special Library and Archives Search-room,

- Provides guidance and advice on all Records Management issues to Government, Parastatals and the Private Sector and,

- Provides advice on the correct National Symbols: Coat of Arms and the National Flag.

4. STAKEHOLDERS AND CLIENTS

The Ministry of Information, Communications and Technology's stakeholders and clients comprise of any person whom MICT offers services to, works with to deliver results and has keen interest in what the Ministry does. These include:

OUR CLIENTS	
All Government Ministries and Departments	Media Consultancy Firms
Internet Service Providers (ISP)	Legislators
Libraries in NGOs	Literacy Organisations
e-Government Unit	Gender Links
Editor's Forum	Fundza
OUR STAKEHOLDERS	
Media Institute of Southern Africa	South African Broadcasting Agency,
Federation of Eswatini Employers	Eswatini Communications Commission
Non-Governmental Organisations	Royal Science and Technology Park
Chamber of Commerce	Mobile Telecommunications Network
Film industry	Network of African Science Academies (NASAC)
Public Policy Enterprise Unit	Reading Association of Eswatini
Eswatini National Trust Commission	Scholars
Research Institutions (ESEPARC, Malkerns Research Centre, Health Research Unit and University of Eswatin)	SiSwati Language Body
Maths and Science Teachers	Media Women Association of Eswatini

Eswatini Institute of Management and Public Administration	National Association for Development Program Producers
Publishers	Eastern and Southern Africa Regional Branch of the International Council on Archives
Museum	Commonwealth Broadcasting Association
Colleges & Universities	International Counsel on Archives
Professional Bodies	Southern African Broadcasting Association
Media Women Association of Eswatini	Public Broadcasting Association
	Eswatini Library and Information Association
Eswatini Posts and Telecommunication Corporation	International Centre for the study of the Preservation and Restoration of Cultural Property
Information Society Technologies	African Academy of Sciences (AAS)
Academy of Science of South Africa(ASSAf)	World Intellectual Property Organisation (WIPO)
Germany Development Cooperation (GIZ)	African Library and Information Association
Standing Conference for Eastern Central and Southern Africa Libraries	New Partnership for Africa Development (NEPAD)
African Observatory for Science, Technology and Innovation (AOSTI)	African Science Technology and Innovation Indicators (ASTII)
International Federation of Library Association	Southern African Network for Bio Sciences (SanBIO)

WHAT THE CLIENT SHOULD EXPECT FROM US;

We shall;

- Treat members of the public, the business community, investors, entrepreneurs, seeking services with respect, understanding, patience and courtesy,
- Serve citizens promptly and courteously at all service delivery points,
- Ensure confidentiality in the treatment of public information,
- Provide friendly and helpful service,
- Help service users make the right choices in accessing services,
- Provide appropriate signage and information desks,
- Ensure her officers are easily identified,
- Answer calls promptly within three rings,
- Ensure shorter queues at service delivery points,
- Respond to queries and complaints within seven (7) working days,
- Respond to emails within three (3) working days,
- Acknowledge Receipt of mail correspondence within four (4) working days.
- Respond to mail correspondence within five (5) working days,
- Resolve customer complaints fairly, consistently within twenty-one (21) working days,
- Encourage service users to make suggestions on how to better the services offered,
- Provide redress and remedial action where applicable, and
- Exhibit sensitivity to timelines.

WHAT THE CLIENT IS OBLIGED TO DO;

Our Clients are expected to;

- Treat MICT employees with courtesy, respect, patience and understanding,
- Desist from offering gifts, favours and inducements or exerting undue pressure (bribery),
- Respond to requests for information comprehensively and promptly,
- Punctually attend scheduled appointments,
- Contribute to service provision in accordance with laid down policies and regulations,
- Contribute to recommendations towards arriving at solutions,
- Abide with the legal requirements that make them eligible for the services sought,
- Be presentable when visiting offices,
- Timely and appropriate delivery of services and goods by suppliers,
- Neutrality in dealing with Government,
- Produce all required documents when seeking a service.

5. REVIEW OF THE CHARTER

The Ministry of Information, Communications and Technology is committed to frequently monitor and evaluate its performance. Therefore, the Service Charter will be monitored and reviewed every five years in order to ensure that it is in line with new developments and also ensure sustainability of efficiency and effectiveness of our service delivery. Addendums shall be incorporated as and when they arise.

6. FEEDBACK "COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY"

Any service that does not conform to the above standards or any officer who does not live up to our commitment, courtesy and excellence in service delivery should be reported. This can be done by dropping a message or complaint in the suggestion boxes that will be available at any of our service delivery points (e.g. EBIS, National Archives, RSTI or any Department). It is your choice to personally speak to the Supervisor or Director responsible for that service delivery point.

7. COMPLAINTS, COMPLIMENTS AND SUGGESTION REPORTING OFFICE

We encourage you to help us improve our products and services by contacting us to offer suggestions on what we might do differently, and to compliment us on the service we do well, send a complaint and tell us what we can do better at the following addresses and offices.

MICT - Principal Secretary
Maxwell Masuku
P.O. Box 642
Mbabane, H100
Tel: (+268) 24045826
Cell: (+268) 7606 3715
Email: masukuma@gov.sz
    maxmazmasuku@gmail.com
	MICT - Under- Secretary
	Futhi Sukati
	P.O. Box 642
	Mbabane, H100
	Tel: (+268) 24049268
	Cell: (+268) 76063275
	Emaial: sukatin@gov.sz
	    nsmafuthana@gmail.com

Director Research **Dr. Rejoice Maseko** Department of Research, Science, Technology and Innovation Tel: (+268) 2405 4061 Cell: (+268) 7606 3748 Email: director_rsti@gov.sz mreemaseko@gmail.com	**Director Communication** **Andreas Dlamini** **Communications Department** Tell: (+268) 2405 4026 Cell: (+268) 7606 0230 **Email:** dlaminiandre@gov.sz andre@gmail.com

Director Information **Phesheya Dube** **Information and Media** **Development** **Tel: (+268) 2405 4022** **Cell: (+268) 7606 3761** **Email:** dubephe@gov.sz dubepd@hotmail.com	**Director GCS** **Sipho Vilakati** **Government Computer Services** **Tel: (+268) 2404 3121** **Cell: (+268) 7606 3721** **Email:** director@computer.gov.sz
Director EBIS **Martin Dlamini** **Eswatini Broadcasting and** **Information Service** **Tel: (+268) 2406 1002** **Cell: (+268) 7606 3712** **Email:** dlaminimart@gov.sz washisha@gmail.com	**Director ENLS** **Jabu Hlophe** **Eswatini National Library Services** **Tel: (+268) 2404 3490** **Cell: 7606 3854** **Email:** director_snls@gov.sz tsabedzejg@gmail.com
Acting Director ENA **Nqoba Msibi** **Eswatini National Archives** **Tel: (+268) 2 416 1279/84** **Cell: (+268) 7606 3882** **Email:** director_archives@gov.sz nqobasm@gmail.com	**MICT – Legal Advisor** **Bongiwe Dlamini** **Tel: (+268) 2405 4023** **Cell: 7606 3726** **Email:** dumae@gov.sz dumamkabayi@gmail.com
Principal Accountant **Jane Matsenjwa** **Tell: (+268) 2405 4039** **Cell: (+268) 7618 2230** **Email:** matsebulaja@gov.sz janematsebula@gmail.com	**Senior Economist** **Bawelile Dladla** **Tell: (+268) 2405 4040** **Cell: 7614 7040** **Email:** dladlaba@gov.sz blessingsdhladhla@gmail.com

APPEALS

If you have a complaint that you do not wish to raise directly with us, or after dealing with us you are not satisfied with the outcome you may refer the matter to the following address for better redress:

Secretary to Cabinet **Private & Cabinet Office** **Tel: (+268) 2404 2251** **Cell: (+268) 7606 2710** **Email:** dlaminimb@gov.sz

PHYSICAL ADDRESS;

The Headquarters of the Ministry is located in the Eswatini Government Inter-ministerial complex. One block above the Civil Service Commission in Mbabane City.

OFFICE HOURS;

MINISTRY OF INFORMATION, COMMUNICATIONS AND TECHNOLOGY OPERATING HOURS	
Monday- Thursday	**Friday**
0800 – 1300 1400 – 1645 Lunch break between 1300 to 1400	0800 – 1300 1400 – 1630 Lunch break between 1300 to 1400
Our offices are closed on Saturdays, Sundays and during Public holidays	

8. THE MINISTRY OF INFORMATION, COMMUNICATIONS AND TECHNOLOGY PLEDGE

We pledge to;

1. Develop the Information Sector by:

- Ensuring the adherence to professional standards of management and care for all records and archives in our Government Ministries in line with the requisite ISO 15489 Records Management Standards,
- Broadening access to inclusive information and computerized information systems in libraries country wide,
- Improving coverage and multi-channel provisioning as well as production studios for local content production,
- Improving program production and content,
- Developing a conducive policy and legislation environment,
- Bridging the digital divide, decentralization of information services, promotion of long-life education, bridging information gap between rural & urban populations and empowering people living with disabilities and

- Ensuring inclusive access to information, to eradicate information poverty through the full exploitation of information resources.

2. **Increase Accessibility and Affordability of Communication services by:**
   - Ensuring a significant reduction of communications tariffs,
   - Development of modern communications infrastructure for the efficient delivery of services countrywide,
   - Providing 100% coverage of the country with Digital Terrestrial Television signals,
   - Improving the ICT sector to enable it to attract foreign direct investment which will boost economic activity and
   - Providing hi-tech communications infrastructure which will enable ease of doing business and efficient communication.

3. **Ensure Modern Technology and an Innovative Kingdom by;**
   - Developing sound computer applications appropriate to client needs,
   - Maintaining Local Area Network (LAN), Wide Area Network and security activities,
   - Efficiently monitoring network stability,
   - Harnessing Science and Technology for Economic development and growth,
   - Providing a fully operational Royal Science and Technology Park and
   - Ensuring that the Government Computer Network and Applications are continuously Available and Accessible.

9. ANNEXURE

A. NATIONAL ARCHIVES SERVICES AND COSTS PROCESSES

Service	Requirement	Costs	Turnaround Time/ Time Taken	Additional information
For a lecture : Culture & History of Eswatini	Call and make an appointment	E10-00 per person	Same day	
Private lectures	Call/ Write letter an secure appointment	E20-00		
Lectures in private offices – out of station lectures	Call/write letter to secure appointment	E1200-00		
Photocopying archival materials	Call and secure appointment	E1-50 per copy		

B. ESWATINI BROADCASTING & INFORMATION SERVICES (EBIS)

Service	Requirements	Cost	Duration	Additional information
All Advertisements (no specific names of advertisements)	Information To Be Captured On CD / Flash – drive	Morning- E275-00 Afternoon- E200-00 Evening- E238-00	30 seconds Per Advert	We do not advertise alcoholic products
Timemetelo - Temingcwabo	1.Death of relative 2.Fill announcement form obtainable at EBIS 2.Provide Cell number of person responsible for the announcement 3.Eswatini ID number of person making announcement	E10-00	3 days	Funeral announcements do not run on air more than 3 Days.