



**MINISTRY OF NATURAL RESOURCES
AND ENERGY**



**CLIENT SERVICE
CHARTER | 2017**



**HARNESSING NATURAL RESOURCES FOR SUSTAINABLE
SOCIO-ECONOMIC DEVELOPMENT**

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ACRONYMS

AG	Accountant General
AG	Attorney General
ADB	African Development Bank
HR	Human Resources
MONRE	Ministry of Natural Resources & Energy
SEC	Eswatini Electricity Company
SWSC	Eswatini Water Services Corporation
KOBWA	Komati Basin Water Authority
EERA	Eswatini Energy Regulatory Authority
NWA	National Water Authority
PS	Principal Secretary
US	Under Secretary
PAC	Public Accounts Committee
LMB	Land Management Board
NDDC	National Development Data Center
GIS	Geospatial Information System
UN	United Nations
EU	European Union
QMS	Quality Management System
MMB	Minerals Management Board



FOREWORD

It is my profound pleasure to present the first publication of our Customer Service Charter and Service Pledge which articulates our aim to give clients access to easy, efficient and high-quality service. Special accolades are extended to Private and Cabinet office for having spearheaded the development of service charters as a tool to enhance public service delivery in our Ministries.

The Ministry of Natural Resources and Energy manifests its mandate and responsibilities through Legal Notice No. 25 of 2009. The main thrust of the Ministry's mandate is to ensure optimal utilization, development and management of Natural Resources namely; Land, Minerals, Water and Energy, in a Socially, Economically and Environmentally Sustainable and Compliant manner.

Our Client Services charter informs you the client who we are, what you can expect from us, what you need to know about your responsibilities as a user of our services and how to let us know if we are doing well or could do better.

The Management and staff of this Ministry is ready to be held accountable to the commitments made through this charter. We expect you to give us your feedback or voice your concerns through the communication lines given.

.....
THE HON. MINISTER: SENATOR PETER BHEMBE

ACKNOWLEDGEMENT



The Ministry of Natural Resources and Energy (MoNRE) is grateful all those who contributed, one way or the other, to the development of this Service Charter and Service Pledge. We appreciate the tireless efforts of our clients, stakeholders from Ministries who participated in its crafting to ensure completion of this informative public document. Special recognition is attributed to the Ministry of Public Service Management Services Department who provided overwhelming technical advice and support throughout the development process.

Our Ministry has made significant contributions towards good governance and human development as a whole and has continued to offer essential services for the residents of Eswatini such as rural water schemes, dams used in agriculture, geological mapping, assessment and exploration of mineral resources.

This charter is an important communication tool which is meant to inform and advise the MoNRE stakeholders and clients on the services they can access from the Ministry, as well as how stakeholders and clients are expected to conduct themselves towards the Ministry's staff when conducting business or when seeking our services.

In conclusion I would like extend my gratitude to all Heads of Departments and Sections, staff members at MoNRE who made relevant submissions and reserved their time towards the construction of this document.

The Management and staff of our Ministry is ready to be held accountable to the commitments made through this charter. We expect your feedback through the procedures outlined for making complaints, complements and suggestions.

.....
MRS. WINNIE T. STEWART
PRINCIPAL SECRETARY

EXECUTIVE SUMMARY

The Ministry of Natural Resources and Energy (MoNRE) is committed to improve the responsiveness and transparency of its services through this Ministerial service charter and pledge. It seeks to set out in a principled way the standards of delivery that the Ministry's clients should legitimately and reasonably expect. The charter cites the legal Notice that establishes the Ministry to consolidate the legitimate expectation as well as give a basis for the strategic direction the Ministry has defined for itself in the vision, mission and key objectives. The mandate of the Ministry clearly outlines that it is concerned about the effective usage, development and management of the country's natural resources. The portfolio responsibilities are an extension and a function of how the MoNRE should meet its obligations to its clientele.

The MoNRE upholds values including integrity, professionalism, responsiveness and commitment to name but a few, in the execution of its business. In this charter the parastatals which the Ministry is responsible for are also outlined, namely Eswatini Electricity Company (EEC), Eswatini Water Services Corporation (EWSC), Komati Basin Water Authority (KOBWA) Eswatini Energy Regulatory Authority (EERA) and National Water Authority (NWA). These companies, reinforce the operations of the MoNRE and its overall impact in as far as its mandate is concerned. Further, the document highlights the responsibilities of the respective departments and sections of the Ministry and how their collective operational effectiveness result in the overall services the Ministry is known.

A service charter is not complete without concise responsibilities and expectations of both the client and the officials in the service delivery process, these are discussed in this charter as well as specific service pledges from all departments and sections as assurances for providing quality services and superior customer care. Furthermore, as an extension of commitment to the provision of excellent services, open communication and accountability the charter furnishes clients and all other stakeholders contact persons within the Ministry's management.

1. INTRODUCTION

The Ministry of Natural Resources and Energy manifests its mandate and responsibilities through Legal Notice No. 25 of 2009. The main thrust of the Ministry's mandate is to ensure optimal utilization, development and management of Natural Resources namely; Land, Minerals, Water and Energy, in a Socially, Economically, Environmentally Sustainably and Compliant manner.

1.1. VISION

“To lead in creating a conducive environment for the efficient and effective utilization, beneficiation and management of natural resources and energy in the country.”

1.2. MISSION

“The Ministry of Natural Resources and Energy is an equal opportunity organization whose mission is to ensure sustainable use and management of natural resources by providing adequate services in water, minerals, energy, surveying, mapping, conveyancing, registration of real rights in land and valuation in a transparent manner for the socio-economic benefit of the Kingdom of Eswatini.”

1.3. MANDATE

The main thrust of the Ministry's mandate is to ensure optimal utilization, development and management of Natural Resources namely; Land, Minerals, Water and Energy, in a Socially, Economically, Environmentally Sustainably and Compliant manner.

1.4. CORE OBJECTIVES

The Ministry of Natural Resources and Energy (MoNRE) has envisioned objectives as drivers of its business to propel and foster the aforementioned vision, mission and values. The following strategic objectives are elucidated for the provision and management of resources for ensuring the optimal land use, mineral exploration, adequate water and energy to meet national aspirations: -

- To provide general management of land, minerals, water and energy resources.
- To provide surveying, mapping, land and real rights registration and valuation services for Government and other public entities.
- To provide facilities for ensuring access to sustainable energy and security of energy supply.

- To ensure optimal development, management and supply of adequate water resources in a sustainable manner.
- To explore and identify mineral targets with economic potential.
- To ensure extraction and value addition to mineral resources for sustainable development and;
- To develop relevant policies, collect, collate and maintain an up to-date database on land and natural resources.

Portfolio Responsibilities;

- Administration
- Land Affairs
- Deeds Registry
- Conveyancing
- Water Affairs
- Energy
- Surveyor General
- Geological Survey, Minerals and Mines
- Property Valuation

1.5. CORE VALUES AND PRINCIPLES

The Ministry of Natural Resources and Energy (MNRE) as it thrives to accomplish its mission and attain its long term vision, has put forth the following values as its guiding principles: -

Accountability: We are committed to deliver high quality services and always accept responsibility for our actions.

Transparency: We are open to public scrutiny by all the relevant stakeholders without necessarily compromising confidentiality.

Responsibility: We are committed to execute our duties responsibly in all our interactions with stakeholders, whilst avoiding harm to the environment.

Integrity: We are committed to “zero” tolerance to corruption and uphold high standards of integrity to all stakeholders.

Professionalism: We act professionally in the discharge of our duties and engagement with our stakeholders.



2. DEPARTMENTS OF THE MINISTRY OF NATURAL RESOURCES AND ENERGY

2.1. MINISTER'S OFFICE

The Honourable Minister is the political and constitutional administrative head and a vehicle for the Ministry to both Cabinet and Parliament. The Minister also has the mandate to supervise five parastatals/institutions, namely;

- Eswatini Electricity Company (EEC)
- Eswatini Water Services Corporation (EWSC)
- Komati Basin Water Authority (KOBWA)
- Eswatini Energy Regulatory Authority (EERA)
- National Water Authority (NWA)

2.2. ADMINISTRATION DEPARTMENT

Responsible for general administration duties, interpret and implement Human Resources (HR) policies to guide and provide direction to the Ministry. Provide HR Management advice and technical support for the provision of quality service to the citizens of the country. The Administration and Human Resources Department consists of the Principal Secretary, Under Secretaries, Legal Advisor, Communications office, Accounts and Planning offices.

2.2.1 PRINCIPAL SECRETARY'S OFFICE

The Principal Secretary (PS) is the administrative head, the executive overseer and Controlling Officer of the Ministry. This office provides strategic direction and further interprets and implements policies to guide the Ministry's direction. It is entirely responsible for policy formulation, supervision of all technical departments/sections and common support services of the Ministry to ensure smooth operations as well as the creation of a conducive working environment within the entire Ministry.

2.2.2 UNDER SECRETARY - ADMINISTRATION

Under Secretary (US) Administration is in charge of general administration and management of the Ministry's Human Resources. It plays a crucial role in procurement of all required supplies for an effective functioning of the Ministry.

2.2.3 UNDER SECRETARY - TECHNICAL

This office is responsible for the direct supervision of technical sections and by extension capital projects.

2.2.4 HUMAN RESOURCE SECTION

It is responsible for the managing entry, stay and exit of employees in the Ministry. This basically refers to facilitating recruitment and selection, on-boarding, promotions, Human Resource Development, employee relations, employee database management, performance and compensation management and resignations, deaths and retirements.

2.2.5 LEGAL OFFICE

It is an extension of the Attorney General's (AG) office. It is tasked with advising the MoNRE on all legal matters, including litigation, drafting legal documents that may be required in court, vetting of agreements such as conventions, treaties and protocols that impacts on the Ministry.

2.2.6 PLANNING UNIT

This unit provides policy, programmes and project planning and advice to the Principal Secretary and technical sections of the Ministry. It is also an advisory unit on resources allocation under the recurrent budget to departments and parastatals. It coordinates the preparation of the capital budget submission for the line agency and advises on revenue and cost recovery issues affecting the sector. It monitors financial implementation of the capital budget and request supplementary capital funds as appropriate.

2.2.7 ACCOUNTS SECTION

This section is entrusted with the responsibility of preparing the budget for the Ministry and its departments, attending to audit reports and addresses all Public Accounts Committee recommendations. It also facilitates procurement and processes payments, collects revenue, banking and reporting on funds collected, processes salaries and allowances due to officers and the reconciliation of special and suspense accounts.

2.2.8 WELLNESS UNIT

A unit aimed at supporting all staff members with Health and Wellness initiatives in areas of physical exercise, stress management and disease prevention, treatment and care in order to ensure a healthy and productive workforce. It is aimed at reducing ill-health, mortality and unproductivity by providing comprehensive prevention services to employees through various interventions that are provided through the guidance and direction from the Public Sector HIV and AIDS Coordinating Unit.

2.2.9 COMMUNICATIONS OFFICE

It facilitates all internal and external communications with clients and stakeholders. It is also responsible for all branding materials for the ministry and departments and coordinating key Ministerial events.

2.3 LAND AFFAIRS DEPARTMENT

It has the duty of providing secretarial services to the Land Management Board, the Land Control Board, the Natural Resources Board and the Central Farm Dwellers Tribunal. It is made up of land administration and conveyancing sections which have various responsibilities in the issues governing land. The department is headed by the Director of land Affairs and is housed on the 3rd Floor, Old Income Tax building in Mbabane City.

2.3.1 THE LAND ADMINISTRATION SECTION:

This Section is responsible for the management and administration of land resources through various statutory Boards and Tribunals. In this regard, the Swazi nation at large is able to benefit from land use in agricultural development, priority conservation areas, residential and commercial development areas. It also provides secretariat services to the statutory boards and Tribunals such as the Land Management Board (LMB).

2.3.2 CONVEYANCING SECTION:

This section is responsible for the preparation of Deeds of Transfers, Certificates of Registered Title Deeds, Certificates of Consolidated Title and Leases on behalf of the Government of Eswatini. It is further tasked with the role of advising Government on land acquisition and disposals, long and short land leases.

2.4 DEEDS REGISTRY

This department was established under section 3 of the Deeds Registry Act no.37/1968. It is responsible for the examination of all deeds or other documents submitted for execution or registration. After examination, this office executes or registers them as permitted by law and also take charge of and preserve records in the Deeds registry which is a document processing system that provides an effective and efficient storage and retrieval as well as maximum safety and security. It is further mandated to collect revenue for the Central Government in the form of stamp duty, fees of office and search fees. The department is headed by the Registrar of Deeds and is housed on the 3rd Floor, Dlanubeka Building in Mbabane.

2.5 PROPERTY VALUATION

It is responsible for the appraisal and valuation of Real Estates including land and buildings, equipment and fittings on behalf of the Government of Eswatini.

2.6 SURVEYOR GENERAL

This department provides surveying and mapping services to the public and private sector in the form of topographic maps, aerial photography, orthophoto mapping and numerical data largely for land ownership and transfers. It has a National Development Data Center (NDDC) that houses a Geospatial Information System (GIS) designed to enable effective, efficient planning and implementation of poverty reduction programmes using evidence-based information as a basis for resolute decision making. The department is headed by the Surveyor General and is housed on the 1st Floor, Block 2 L1 of the Inter-Ministerial building in Mbabane.

2.7 WATER AFFAIRS DEPARTMENT

This department is responsible for the management and development of water resources in the country and serves as a secretariat to the National Water Authority. The department comprises of the following sections namely the water resources section, rural water supply section and the hydrogeology and groundwater drilling section. The department is headed by the Director of Water Affairs and is housed at Millers' Mansion in Mbabane.

2.7.1 THE WATER RESOURCES SECTION

It is responsible for the construction and management of large dams, issuing of water permits, and measurement of river flows and water quality.

2.7.2 THE RURAL WATER SUPPLY SECTION

It has a mandate to provide clean potable water to the rural communities in the country.

2.7.3 THE HYDROGEOLOGY AND GROUNDWATER DRILLING SECTION

It is responsible for groundwater exploration, borehole drilling and management.

2.8 ENERGY DEPARTMENT.

This department is mandated to effectively and efficiently manage the national energy resources and to work towards accessible, affordable and sustainable energy provision for all the residents of Eswatini, whilst ensuring international competitiveness of the energy sector as a whole. The department is headed by the Director of Energy and is found on the 3rd Floor of the Old Income Tax building in Mbabane.

2.8.1 PETROLEUM INSPECTION DIVISION.

The division seeks to ensure that there is good quality and security of petroleum supply in the country. This is done through sampling of fuel filling stations, Government depots and storage depots for both supply and quality. It uses strategic entry points of the country and follows the quality levels of the fuels at the consumer level. Petroleum volumes are monitored. It has four subsections namely: -

2.8.1.1 Volume Monitoring and Auditing Section

This section investigates and monitors the activities of the petroleum industry in the country particularly the importation, distribution and sale of petroleum products and develop policies and strategies for the identification and monitoring quality of petrol and diesel and other fuels at entry points, depots and distribution sites.

2.8.1.2 Quality Assurance Section

This subsection has a mandate to develop and maintain a quality management system for the petroleum sector and other units within the Energy Department.

2.8.1.3 Laboratory Management Section

The main purpose of this section is to investigate and monitor the activities of the petroleum industry in the country through the management of the fuels laboratory, testing of fuels and maintenance of all fuel testing equipment.

2.8.1.4 Alternative Fuels section (LPG, Biofuels, and Natural Gas)

This section purpose is to identify alternative clean liquid fuels to enhance energy security in the country, to mitigate climate change and to develop strategies to reduce the country's carbon footprint in the petroleum sector.

2.8.2 ENERGY TECHNICAL SERVICES DIVISION

This division develops and implements policies with regard to the electricity sub sector, electricity supply industry restructuring and regulation, coal and natural gas utilization, rural electrification, thermal power generation plants, electricity supply industry and regulation renewable energy and energy efficiency. It has three sections as listed below.

2.8.2.1 Renewable Energy Section

The section is tasked with exploration for alternative forms of energy in particular to provide for small scale domestic and institutional needs.

2.8.2.2 Energy Efficiency Section

The section seeks to implement methodologies and technologies that help reduce the demand for energy by advocating and implementing technologies, policies and regulation that are energy efficient. The targeted institutions are industrial, public institutions and domestic users. The section seeks to keep in check negative environmental effects associated with the use of energy to the economy and environment.

2.8.2.3 Rural Electrification Section

This section is responsible for the extension of the electricity grid to rural communities with the aim of providing modern energy to all citizens hence improve their quality of life.

2.8.3 PETROLEUM REGULATION, DATA AND ECONOMY DIVISION

The section regulates the energy sector which includes the pricing of fuel. It also conducts energy surveys for the compilation of energy statistics and analysis.

2.9 GEOLOGICAL SURVEY, MINERALS AND MINES.

The function of this department is to carry out the bedrock mapping of the country and provide regulatory function of the mining sector.

2.9.1 GEOLOGICAL SURVEY

The mandate of the geological survey is to carry-out Geoscience mapping which include geological, geochemical, geophysical and seismological mapping. The main aim is to provide leading geoscience solutions to stakeholders and customers to enhance the prosperity and sustainability of the resources of the country and the safety of its citizens. The information and data form the basis for long-term investment by industry and society in the mineral sectors to ensure stable employment and prosperity, as well as to guide government policies on minerals development. The department is headed by the Chief Geologist and is located along the corner of Mdada and Dzeliwe Streets in Mbabane.

It has three support service sections facilitating its mandate and they are:

2.9.1.1 Drilling Section

The Drilling Section provides drilling services for the mineral exploration endeavours.

2.9.1.2 Cartography Section

The cartography section is entrusted with the dissemination of geo-scientific information, which includes the following items: -

- Bulletins
- geological maps
- groundwater reports
- groundwater maps

2.9.1.3 Laboratory Section

The section provides quantitative and qualitative analysis of a wide range of geological material such as rock, soil or stream sediments and water samples. It also prepares rock and mineral for identification and curation.

2.9.2 MINERALS AND MINES

It is responsible for the administration of the minerals and mining industry in the Kingdom of Eswatini. The main task involves the enforcement of the provisions of the Constitution of the Kingdom of Eswatini of 2005, Minerals and Mines Act No. 4 of 2011, Mines and quarries (Machinery & Safety) Regulations of 1969 and the Explosives Act of 1961. The mandate also includes an enforcement of the terms and conditions of licenses or permits issued through the Minerals Management Board for reconnaissance, prospecting and mining activities. The department is headed by the Chief Geologist and is located along the corner of Mdada and Dzeliwe Streets in Mbabane.

3 LIST OF ACTIVITIES UNDERTAKEN BY THE MINISTRY OF NATURAL RESOURCES AND ENERGY THROUGH ITS DEPARTMENTS

3.1 ADMINISTRATION

3.1.1 PRINCIPAL SECRETARY'S OFFICE

- Executive management & supervision of all Ministry's resources and operations.
- Coordinates policy formulation and implementation.

3.1.2 UNDER-SECRETARIES

3.1.2.1 Administration

- Facilitate procurement of supplies required for various operations.
- Advise line managers on issues of general administration & human resource management.
- Responsible for conflict management & dispute resolution.

3.1.2.2 Technical

- Supervise and coordinate all technical operations and capital projects.
- Form part of the management planning team.

3.1.3 HUMAN RESOURCES SECTION

- Handles grievances forwarded by employees.
- Investigates cases of alleged misconduct & conduct disciplinary hearings.
- Facilitates filling of vacant positions either through recruitment & selection or promotions.
- Coordinates human resource development needs for all staff members.
- Manages employee database.
- Planning of all human resources activities.

3.1.4 LEGAL OFFICE

- Drafts documents that require the legal position of the Ministry on business issues.
- Represents the Ministry in court proceedings in collaboration with the office of the Attorney General.
- Advises management and staff members on legal implications of decisions taken and implemented.

3.1.5 PLANNING UNIT

- Assists in the production of sectoral development plans ensuring alignment with national policies, regional and international declarations such as the National Development Strategy, Poverty Reduction Strategy, Economic Recovery Strategy, SADC Regional Indicative Infrastructure Plan, Sustainable Development Goals to name a few.
- Coordinates and monitors targets set up in the policies above and the Ministry's strategic plan.
- Advises in the preparation of the Ministry's budget and ensure budget is aligned to national priorities.
- Ensures that the budget of the Ministry addresses priority areas.
- Monitors the physical and financial implementation of development projects under the Ministry's portfolio funded by Government and cooperating partners.
- Prepares the Ministry's performance report with HODs for different users such as the central ministries, parliament, cabinet and other stakeholders who may require such information.
- Provides policy advice to technical departments and the PS's Office.
- Coordinates the Ministry's activities with that of other stakeholders including parastatal organizations, African Development Bank, UN and the EU.

3.1.6 ACCOUNTS SECTION

- Monitors the day to day finance management issues.
- Produces financial reports.
- Co-ordinates and directs the preparation of recurrent budget to the requirement of the planning and budget committee.
- Provides and prepares Annual Estimates as a requirement of the Ministry of Finance.
- Ensures and guarantees that financial controls are adhered to and are not compromised within the Ministry.
- Advises the Accountant General on any fraud, embezzlement or carelessness that has occurred within the Ministry which has not been properly dealt with in accordance with Financial and Accounting Instructions and Stores Regulations.

3.1.7 WELLNESS UNIT

- Provide health support services to employees through;
 - Provision of educational health discussions
 - Provision of health screening facilities
 - Make appointments with health service providers on behalf of staff members
 - Support staff in managing of illnesses/ diseases

- Facilitate and conduct palliative and home based care assistance program
- Facilitate a referral system to assist employees to access to medical facilities
- Facilitate training of peer educators and counsellors among employees

3.1.8 COMMUNICATIONS OFFICE

Facilitate all internal and external communications with stakeholders.

- Liaise with the media on internal events
- Oversee all branding materials for the Ministry
- Media monitoring and content management of the Ministry's Government website.
- Prepare press statements and questionnaires.
- Coordinates key Ministerial events

3.2 LAND AFFAIRS DEPARTMENT

3.2.1 LAND ADMINISTRATION SECTION

- Administration of the Land Speculation Control Act, 1972, the Subdivision of Land Act, 1957 and the Farm Dwellers Control Act, 1982.
- Providing secretarial services to the Land Management Board, the Land Control Board, the Natural Resources Board and the Central Farm Dwellers Tribunal.

3.2.2 CONVEYANCING SECTION

- Conduct searches at the Deeds Registry.
- Prepare deeds and documents for lodgment at the Deeds Registry.
- Lodge deeds and documents with the Deeds Registry.
- Attend to notes raised by Examiners of Deeds
- Execute deeds before the Registrar of Deeds.
- Accept delivery of registered deeds.
- Render advice to Government on land acquisition and disposals, long and short land leases.

3.3 DEEDS REGISTRY

- Registration of the following:
 - Deeds of Transfer;
 - Deeds of Donation;

- Deeds of Exchange;
 - Deeds of Partition;
 - Certificates of Registered title;
 - Certificates of Consolidated title,
 - Mortgage Bonds;
 - Deeds of Hypothecation;
 - Notarial Bonds;
 - Notarial Deeds of Servitudes;
 - Notarial Deeds of Lease
 - Ante Nuptial Contracts
- Also process the following:
 - Lost title deed applications;
 - Bond variation applications
 - Rectification applications.
 - It is also responsible for providing information and copies of the afore-mentioned deeds and bonds to members of the public at a fee.

3.4 PROPERTY VALUATION

- Conduct valuation of all real estate asset classes, i.e. residential, commercial, industrial, agricultural, leisure and hospitality.
- Conduct valuation of plant and machinery
- Represent government in the negotiations where property sale, lease and acquisition are concerned.
- Development & administration of the valuation profession regulatory mechanism in the country
- Steering the process of property acquisition for public purpose and
- Participate in the valuation courts for all the municipal and Town Councils and Town Boards.

3.5 SURVEYOR GENERAL

- Performs topographic mapping at various scales for both Government & private clients.
- Examines and approves cadastral surveys as well as maintain the cadastre of the country.

- Provides surveying services on subdivision and consolidation of Government land and Swazi Nation Land.
- Maintains & update relevant information relating to position, size and history of all land parcels in order to avail it to the end user whenever necessary.
- Maintains the trigonometric network of the country.
- Resolves boundary disputes that relate to the cadastre.
- Give advice to Government on issues pertaining to geospatial information.

3.6 WATER AFFAIRS DEPARTMENT

This department comprises of three sections, namely; The Water Resources Section, The Rural Water Supply Section and The Hydrogeology and Groundwater Section.

3.6.1 THE WATER RESOURCES SECTION

- Quantifies and keeps a database of the water resources flowing in our streams and rivers.
- Develops and manages the big national dams and the issues of permits to all water users in the country.
- Monitors the quality of the water flowing in all the country's rivers and keeps a record of the water quality status of the national rivers.
- Coordinates the functions of the Basin Institutions established in the different river basins of the country.

3.6.2 THE RURAL WATER SUPPLY SECTION

- Develops project designs for the water schemes in the different communities.
- Mobilizes resources to undertake construction of rural water supply schemes.
- Prepares the communities to provide a conducive environment for receiving support from government.
- Undertakes maintenance of the rural water supply schemes which cannot be attended to by the communities.
- Keeps a database and a record of the status of all rural water supply schemes.
- Oversees the operations of other institutions including Non-Governmental Organizations which support the provision of potable water in the rural areas.

3.6.3 THE HYDROGEOLOGY AND GROUNDWATER SECTION

- Undertakes borehole drilling.
- Produces pumping test results for all drilled boreholes.

- Ensures the upkeep of all groundwater related data which is used to update the national hydrogeological map.
- Coordinates and monitors operations of private groundwater drilling companies by ensuring adherence to standards during their drilling activities.

3.7 ENERGY DEPARTMENT

3.7.1 PETROLEUM INSPECTION DIVISION

This section comprises of four distinct divisions, namely: Volume monitoring and Auditing, Laboratory Management, Quality Assurance and Alternative Fuels.

3.7.1.1 Volume Monitoring and Auditing Section

- Conducts fuel truck and rail wagon inspections for actual fuel volume import verifications through dip sticking and other means.
- Conducts random inspections of border posts for illegal fuel importation, malpractice and adulterations.
- Develops and implements strategies to improve fuel volume monitoring throughout the entire fuel value chain;
- Conducts SHERQ audits and quality inspections on all fueling and storage sites (retail and Government sites) to assess compliance with regulations and standards.

3.7.1.2 Quality Assurance Section

- Establishes Quality Objectives and ensures that they are regularly reviewed for measuring the performance of the quality management system (QMS).
- Ensures that records are established and maintained to provide evidence that the QMS is being followed and that there is a system in place for the identification, storage, protection, retrieval, retention time and disposition of such records.
- Reviews and reports performance of QMS at planned intervals to ensure its continuing suitability, adequacy and effectiveness.
- Develops and supports the implementation of quality management systems for laboratory and inspection activities.
- Analyzes the effectiveness of the QMS and recommend where continual improvements of the QMS can be made.

3.7.1.3 Laboratory Management Section

- Plan and execute sampling operations and onsite quality tests for all petroleum product imports in all retail, commercial, and storage sites.

- Prepare weekly and monthly reports on lab performance and local fuel quality status guided by laboratory results
- Understand and interpret data from the suite of analytical instruments in the Lab.
- Conduct quality tests on all fuels for compliance to technical regulations/local standards.
- Conduct laboratory tests and other related activities in line with a laboratory quality management system as per the ISO 17025 standard

3.1.7.4 Alternative Fuels (LPG, Biofuels, Natural Gas)

- Implements regulations, standards, policies and strategies for entire the LPG and paraffin value chain as well as specifications for the country.
- Conducts inspections on all importers of fuel and LPG to ensure availability of authority to supply and sell LPG and Paraffin in the country and use authorized transport.
- Regulates & governs the use of fuel, biofuels and other alternative liquid fuels in the country.
- Investigates alternative fuel blending technologies and assist to develop map for roll out programme for ethanol blended fuel & identify stakeholders and implementation and conduct research on alternative fuels to paraffin e.g. Natural Gas.
- Investigates the potential for climate change mitigation and adaptation measures (including but not limited to the liquid fuels sector) as well as to conduct research on Clean Development Mechanism projects, project identification and development.

3.7.2 ENERGY TECHNICAL SERVICES DIVISION

3.7.2.1 Renewable Energy Section

- Develops policies, strategies and plans to improve the deployment of renewable energy technologies.
- Supervises and monitors programmes and projects on renewable energy aiming at fulfilling the national energy goals.
- Liaises with other Government agents and the Public on Renewable Energy Programs.
- Monitors performance of demonstration projects on renewable energy.
- Raises awareness on renewable energy technologies.
- Undertakes wind and solar resource assessments and carry out data validation.

3.7.2.2 Energy Efficiency Section

- Conducts research and design appropriate energy efficient technologies aimed at reducing energy consumption in Government institutions.
- Gives technical advice and assistance on the appraisal, implementation and monitoring of major energy efficiency projects within Government.
- Develops national energy efficiency and conservation policies, strategies and plans.
- Monitors programmes in the National Energy Policy on energy efficiency in different demand sectors.
- Conducts energy audits in public institutions.
- Conducts Public awareness on energy saving tips.

3.7.2.3 Rural Electrification Section

- Develop annual rural electrification plans.
- Identification of areas to be electrified.
- Maintain a database for the rural electrification project.
- Resource mobilization for the successful implementation of the rural electrification program.
- Research on new developments for rural electrification, such as off-grid or mini grid systems.
- Public awareness on formation of rural electricity schemes.

3.7.3 PETROLEUM REGULATION, DATA AND ECONOMY DIVISION

- Ensures proper legislation, administration and regulation for the petroleum sector including fuel pricing.
- Monitors fuel sales volumes and revenue from oil companies in terms of the fuel oil levy payments.
- Develops energy planning models and prepare energy balances for the country.
- Plans and monitors all energy programmes for economic development.
- Advises and liaises with all main energy consumers.

3.8 GEOLOGICAL SURVEY, MINERALS AND MINES.

3.8.1 GEOLOGICAL SURVEY

3.8.1.1 Drilling Section

- Core drilling to retrieve subsurface bedrock for mineral research.

3.8.1.2 Cartography Section

- **Drafting.** The process of constructing the map image, which is, in general, done by computers or by hand, or combination of the two.
- **Custody.** Have a responsibility for maintaining permanent map collections, work that includes acquiring maps and atlases (and sometimes remote sensing imagery), cataloguing and filing, and providing a variety of services to users.
- **Editing.** This includes the evaluation and processing of data, selecting map scales and projections, drawing up sketches flowcharts and their specifications, compilation of data, and last but not least, checking accuracy in the maps.
- **Reprography.** The production of intermediate materials leading up to the final map and reproduction of the final map itself.
- **Research.** The analysis incorporated into the mapping operation when cartography is combined with GIS.
- **Administration.** Administrative work that involves procurement supervision, long-term planning, project coordination, public relations.

3.8.1.3 Laboratory Section

- Provides consultative services in primary solid sample preparation, mineralogy, petrology, geochemistry and coal.
- Conducts geochemical and petrological analysis of rocks, minerals, soil and stream sediment samples from exploration and mapping programs.
- Provides analysis / identification of minerals.
- Analyses for the quality of groundwater samples.

3.9.1 MINERALS & MINES

- Receive applications for reconnaissance, prospecting and mining licenses for both large and small scale operations.
- Collect monthly minerals and explosives returns from mining companies.
- Control the manufacture, transportation, storage, usage, disposal/destruction, sale, importation and exportation of explosives.
- Implement the provisions of Kimberly Process Certification and provide for the control of import and export of diamonds in the country.

- Provide for the controls of production, mining, sorting, processing, possession, cut and polish purchase, sale and conveyance of diamonds, and precious minerals in the country.
- Provide secretarial services for the Minerals Management Board (MMB).
- Conduct inspections to all undertakings that include mines, quarries, and development minerals such as clay, coal, gold and diamond for extraction.
- Regulate the mining and the mineral industry through issuing of relevant mining permits and licences inclusive herein under;
 - Minerals Dealers Licence.
 - Minerals Export and import permits.
 - Authority to take samples out of the country for laboratory analysis,
 - Blasting certification, Blasting Licences, Explosive magazine Licences, Explosive import Licences,

4. STAKEHOLDERS AND CLIENTS

STAKEHOLDERS	CLIENTS
<ul style="list-style-type: none"> ○ All Government Ministries/ Departments ○ Legislature/ Policy Makers ○ All media houses ○ Non-Governmental Organizations ○ Parastatals under this Ministry ○ University of Eswatini ○ Farmers ○ Civil Society ○ Environmentalists ○ Traditional Leaders ○ Eswatini Water and Agricultural Development Enterprise 	<ul style="list-style-type: none"> ○ All Government Ministries/ Departments ○ Farmers ○ Civil Society ○ Environmentalists ○ Non-Governmental Organizations ○ Private sector ○ Researchers/ Scholars ○ General populace

5. EXPECTATIONS AND OBLIGATIONS

What the Client should expect:

We shall;

- Treat our clients and members of the public seeking service with respect, understanding, patience and courtesy
- Ensure confidentiality in the treatment of public information
- Provide friendly and helpful service that delivers a full and satisfying customer experience.
- Serve clients promptly and courteously at all service delivery points
- Encourage service users to make suggestions on how to better the services offered
- Provide redress and remedial action where applicable
- Help clients make the right choices in accessing services
- Comply to ethical standards governed by the Public Service Charter & MoNRE's core values
- Offer advice, concise and relevant guidance to all officers of Government
- Provide clear, accurate, and timely information to all our clients
- Honour appointments of all stakeholders
- Continue to look for ways to improve service delivery.

Obligations of the Clients:

Clients should;

- Treat employees of MoNRE and other clients with courtesy, respect, patience and understanding.
- Desist from receiving or offering gifts, favours and inducements to or exerting undue pressure to officers of the Ministry.
- Abide to legal requirements that make them eligible for services sought
- Contribute to service provision in accordance with laid down policies and regulations
- Must be open and honest with us by providing factual and complete information required to make a decision or to take the necessary action.
- Observe rules and regulations applicable to any matter or transaction within our Ministry.
- Refrain from exerting unnecessary pressure on officers that may result in breach of the rules and regulations.
- Should submit rural electrification schemes applications from the 01 April to 31 December every year unless advised differently by management.
- Timely payments of regulatory levies and fees.
- Always submit all required documentation in order to be served on time to avoid delays.

6. COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING

The Ministry strives to deliver the best service to the public with its dedicated and professional personnel. Despite our dedication, we do realise that our services may sometimes not be of the best

satisfaction to our clientele and the public at large. We therefore have a standard procedure to investigate your complaint fully and fairly. Depending on the magnitude of the complaint: Your complaints will be dealt with immediately and you will receive a response within a day of lodging your complaint either telephonically or in writing.

We will investigate your complaint and respond within seven (7) working days of receiving it. We will also inform you of any actions and endeavour to try satisfying your complaint.

6.1 FEEDBACK COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

We encourage our stakeholders to help us improve our products and services by contacting us to offer suggestions on what we might do differently to improve and please do compliment us on the service we do well. We encourage you to send your suggestions and tell us what we can do better to the following offices;

Feedback compliments and complaints can be lodged anywhere within the Ministry's structure, at any service point where our services are rendered. **All our various Department Heads and offices can be contacted too for redress and feedback.** The client could personally lodge, through telephone or suggestion box provided at each service station or Department. The Location of all our Departments and Sections are already mentioned in this document for ease of reference. For further redress and satisfaction kindly contact the Executive Management of MoNRE as follows;

Principal Secretary Ministry of Natural Resources & Energy P.O. Box 57 Mbabane H100 Tel: (+268) 2404 6244 Fax: (+268) 2404 6248 Cell: (+268) 7606 3612 Email: mnre@swazi.net	Under Secretary Ministry of Natural Resources & Energy P.O. Box 57 Mbabane H100 Tel: (+268) 2404 6244 Fax: (+268) 2404 6248 Cell: (+268) 7606 2718 (Admin) : (+268 7606 3625 (Technical) Email: mnre@swazi.net
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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:

**Secretary to Cabinet
c/o Private and Cabinet
Tel: (+268) 2404 2251**

OPERATING HOURS

All the Ministry's offices and Departments will be opened as follows:

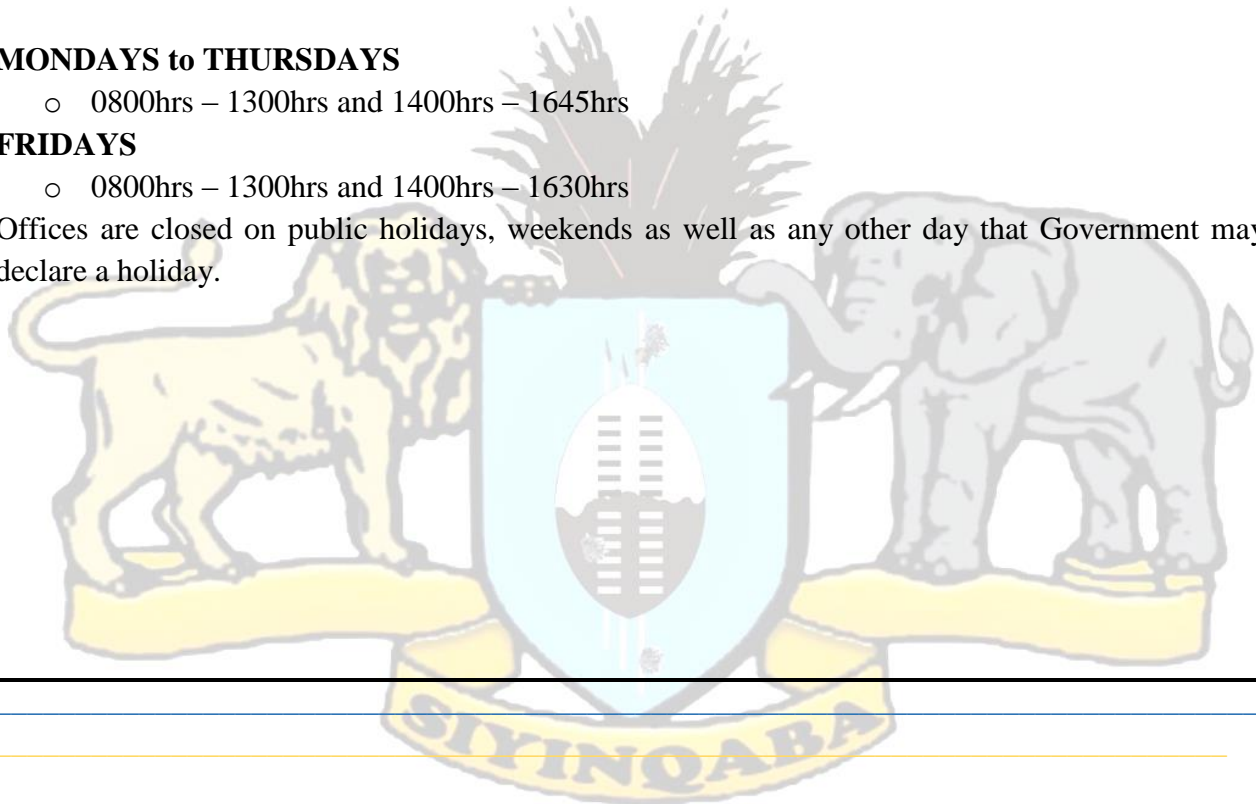
MONDAYS to THURSDAYS

- 0800hrs – 1300hrs and 1400hrs – 1645hrs

FRIDAYS

- 0800hrs – 1300hrs and 1400hrs – 1630hrs

Offices are closed on public holidays, weekends as well as any other day that Government may declare a holiday.



7. MINISTRY OF NATURAL RESOURCES & ENERGY'S CUSTOMER SERVICES PLEDGE

- We will render services within and in compliance to the law.
- We will observe time lines prescribed in the rules and regulations.
- We will facilitate continuous communication and sharing of relevant information.

- We will conduct field inspection within 14 days from the date of receipt of a valuation request.
- We will always provide a written property valuation report within 30 days after compiling valuation information.

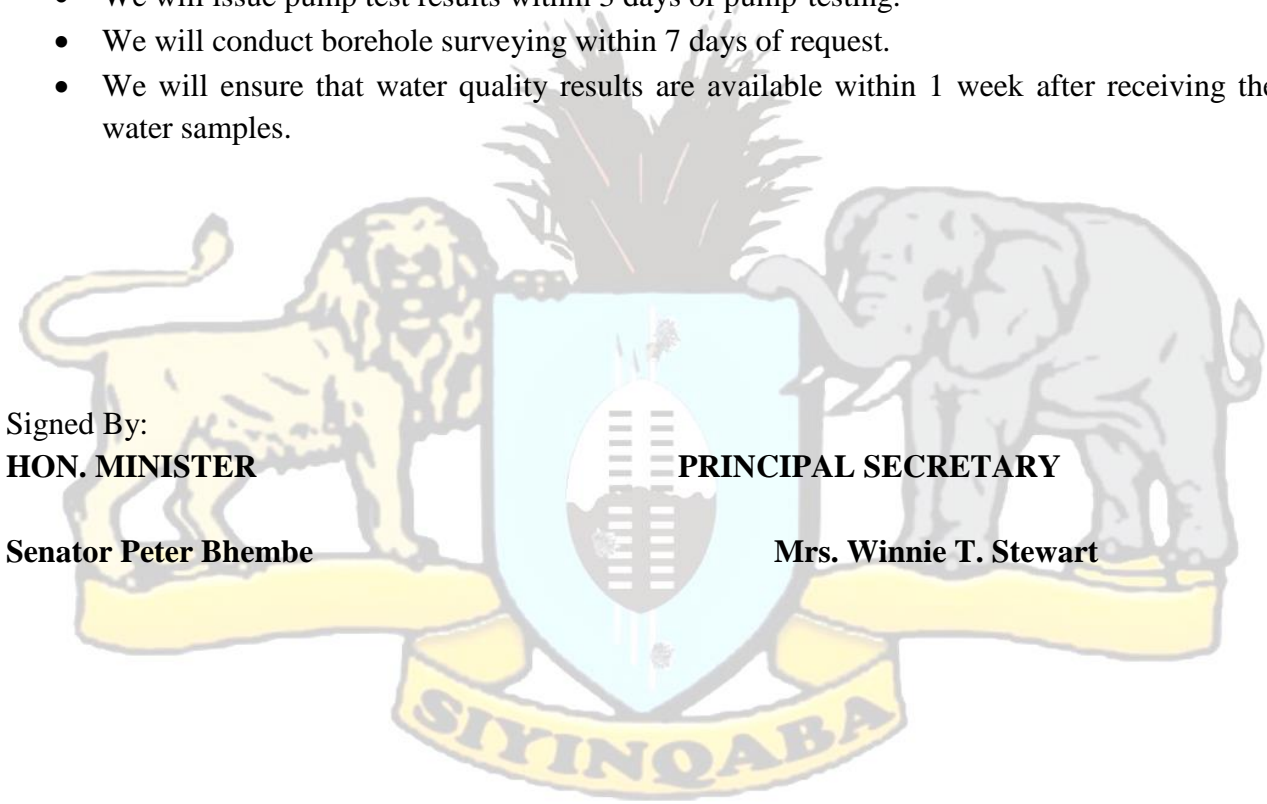
- We will issue certificates of Land Control Board consents within 90 days of receipt of application.
- We will issue sub-division consent certificates of the Natural Resources Board within 45 days of receipt of application.
- We will issue certificates of Land Control Board exemptions within 3 days of receipt of application.

- We will prepare deeds and documents within 7 days of receipt of full instructions.
- We will provide reliable property and securities data within 15 minutes of enquiry.
- We will examine, execute and deliver fully compliant deeds and other similar transactions such as long leases within 21 days of lodgment.
- We will examine, execute and deliver fully compliant bonds and other similar transactions within 14 days of lodgment.

- We will provide reliable topographic and cadastral information within 10 minutes of request.
- We will carry-out a cadastral sub-division within 7 days of receipt of consent certificate.
- We will approve a survey within 14 days of receipt of an accurately surveyed sub-division.

- We will provide reliable geological maps, bulletins and reports within 10 minutes of request.
- We will provide instant mineral identification results and qualitative and quantitative analytical results within 5 working days.
- We will provide field guide / information (geological excursion) to our client(s) within 2 days of request.
- We will issue mineral dealers' license, mineral export and import permit, blasting and explosives licenses within 7 days of receipt of application.
- We will issue reports within 14 days of conducting mandatory mining inspections.

- We will evaluate rural electrification schemes within three months (1st January- 31st March) annually and give feedback by 30th. Of the following month.
- We will provide an annual Energy statistical report and publish it on Government website by end of May each year.
- We will notify the public on fuel price changes on the first Thursday of the month, in the event of a fuel price change.
- Upon receipt of an application of a water permit, the client will be notified about the outcome within a period of three months.
- We will provide dam levels information within 2 working days of request.
- We will provide river flows and gauging stations data within two weeks of request.
- We will issue pump test results within 3 days of pump-testing.
- We will conduct borehole surveying within 7 days of request.
- We will ensure that water quality results are available within 1 week after receiving the water samples.



Signed By:

HON. MINISTER

Senator Peter Bhembe

PRINCIPAL SECRETARY

Mrs. Winnie T. Stewart

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ANNEXURE I

BUSINESS PROCESSES & COSTS

LAND AFFAIRS DEPARTMENT			
SERVICE	REQUIREMENTS	COST	TIME/ FEEDBACK
SUB-DIVISION OF LAND	<p>Application letter to PS from land owner disclosing reasons for subdivision.</p> <p>Application letter to PS from a land surveyor with a sketch plan of the land showing the proposed subdivision.</p> <p>Accompanying documents: certified copy of title deed, a Resolution (in case of a company/trustees), a copy of letter of Administration certified by the High Court (in case of an executor of an estate), a letter from absent owners confirming representation by presentation (in case of multiple owners) & consent of the bondholder (in case property is bonded).</p>	N/A	<p>Invitation to attend a hearing will be extended a week before the hearing by telephone through the land surveyor. The Board sits on the last Thursday of each month. The applicant may either appear before the Board in person or through a representative duly authorized in writing.</p> <p>In case application is approved, the decision of the Board is communicated to the land surveyor by telephone on the same day of the hearing or soon thereafter.</p> <p>If not approved, a letter addressed to the Applicant, will be issued to the land surveyor within 3 days from the date of the hearing.</p> <p>Certificates of Consent to Subdivision are issued immediately after obtaining Minister's signature.</p>
CONSENT AND EXEMPTION CERTIFICATES BEFORE THE LAND CONTROL BOARD	In respect of persons or directors or shareholders of a company who are non-Swazi citizens, an application is made in a prescribed form submitted in triplicate to the Secretary, Land Control Board by	E10.00 per transaction. Payable at any Government Revenue Office	For any transaction relating to the registration of land by any person, the Secretary of the Land Control Board issues to the person or company a

	<p>or on behalf of the Applicant to the Board, Ministry Headquarters, 3rd Floor.</p> <p>Accompanying documents: proof of payment of the service fee, certified copies of ID's, company registration documents, marriage certificates, special power of attorney (according to relevance to the applicant)</p>		<p>certificate of exemption from the need to obtain the consent.</p> <p>An applicant shall be entitled to appear in person before the Board or be represented by a person authorized in writing by him, and call evidence in support of his application.</p> <p>The Board shall either give or refuse consent in writing and where consent has been granted, a certificate of consent will follow in 30 days.</p> <p>In case of disapproval, the person may appeal within 30 days of receiving the Board's decision.</p>
REGISTRATION OF DEEDS AND DOCUMENTS FOR GOVERNMENT	Requesting Ministry issues instructions to PS by a memorandum with the diagram of the property.	N/A	7-14 days provided appropriate information is provided.
DEEDS REGISTRY			
INFORMATION PROVIDED TO PERSONS PREPARING TO PURCHASE PROPERTY	Persons can enquire from the Deeds offices, Old Income Tax Building opposite Treasury Department, regarding the property they intend to buy.	E10 search fee for name of property owner or E18.00 for full property description. Payable at any Government Revenue Office	Over the counter.
EXAMINATION AND REGISTRATION OF BONDS & DEEDS	Applied through a conveyancer who would describe all required documents.	E7.50 – E15.00 paid through conveyancer. Other fees: stamp or transfer duty or both.	Registration of bond will take 3 working days and transfer of deed takes 7 working days, on condition all documents are available.

		<p>Up to E7000 selling price, stamp duty is at 60c per hundred cents, above E7000, stamp duty is 85c per hundred cents, therefore selling price of E200 000 is; $200\ 000/100 \times 85c/100 = E1\ 700.$</p> <p>Transfer Duty rates:</p> <p>2/100 on first E40,000</p> <p>4/100 on the E20,000 between E40,000 and E60,000</p> <p>6/100 on the balance above E60, 000.</p> <p>Both Payable at Treasury.</p>	
PROPERTY VALUATION			
<p>VALUATION SERVICE TO GOVERNMENT MINISTRIES, DEPARTMENTS, PARASTATALS & LOCAL AUTHORITIES</p>	<p>Requests are submitted by form of memoranda to PS. Should state the client, property to be valued, purpose of valuation and the type of valuation i.e. market value, insurance, rental, compensation etc.</p>	<p>N/A</p>	<p>Physical inspections, will commence within 14 days of the receipt of the request.</p> <p>When all the data from field inspection, and relevant information from other sources have been collated; a valuation report can be ready within 30 days.</p>

SURVEYOR GENERAL

HARDCOPY TOPOGRAPHIC MAPS	Visit the Department at the Inter-Ministerial Complex.	N/A	Same time
GIS/ STATISTICS TRAINING TO GOVT. MINISTRIES/ DEPARTMENTS & MUNICIPALITIES	Send requests by memorandum to PS.	N/A	As per the request
THEMATIC MAPS	Visit the Department at the Inter-Ministerial Complex.	N/A	Same time
DIGITAL TOPOGRAPHIC MAPS	Visit the Department at the Inter-Ministerial Complex.	N/A	Same time
SITE PLANS, CASTRAL BOUNDARY DISPUTE RESOLUTION, BEACON LOCATION & CADASTRAL SURVEYS.	Service provided to Government Ministries/ Departments, Communities/ Churches & other Public institutions. Send requests by memorandum or letter to the PS.	N/A	Two weeks
COORDINATES FOR TRIGONOMETRIC PILLARS	Visit the Department at the Inter-Ministerial Complex.	N/A	Same time
CO-ORDINATES FOR REFERENCE MARKS	Visit the Department at the Inter-Ministerial Complex.	N/A	Same time
HEIGHT INFORMATION FOR BENCHMARKS	Visit the Department at the Inter-Ministerial Complex.	E	Same time
MAP SALES - GENERAL PLAN/SURVEY DIAGRAM INFORMATION, AERIAL PHOTOGRAPHS, CADASTRAL SURVEY RECORD, DISTANCE BOOK, CONTACT DETAILS FOR PRIVATE SURVEYORS	Visit the Department at the Inter-Ministerial Complex.	E	Same time

DEPARTMENT OF WATER AFFAIRS

BOREHOLE APPLICATION	Visit offices in Mbabane, corner of Gwamile & Mdada street, Miller's Mansion 2 nd floor to fill up	N/A	Same time
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	an application form.		
BOREHOLE SURVEY	A team from the Ministry attends the borehole area for hydrogeological mapping and siting	N/A	Two weeks after filing an application
BOREHOLE DEPOSIT	Proof of payment submitted DWA offices.	E5000, 00 after a potential site has been identified. Payable at Govt. Revenue offices. Non-refundable.	Get into waiting list until turn for drilling comes.
BOREHOLE DRILLING		N/A	Once the applicant's turn arrives a drilling crew is dispatched on site for the actual drilling. The Applicant is advised to seek alternative water source, should the site be not feasible for groundwater resource.
BOREHOLE TESTING	Done by the Ministry team to ascertain capacity in terms of yield before pump installation	Total bill less deposit – E5000.00 (not fixed but depends on a number of factors)	1 Week after drilling Applicant collects results with the total bill.
POTABLE RURAL WATER SUPPLY – COMMUNITY REQUEST & MOBILZATION	A community meets and decides that they need a water supply scheme. The community chooses representatives and sends them to regional Rural Water Supply (RWSB) depots for verbal discussions.	N/A	A process that is dependent on many factors and may not have a fixed time-frame.

	<p>Then submits a formal request, in a form of a letter, to PS. It should have a Chiefdom stamp.</p> <p>With assistance from our office, the community;</p> <ul style="list-style-type: none"> -select a water committee -form a Constitution that guides Operation and Management of the prospective water scheme -set up a bank account for Operation and Maintenance funds -determine number of homesteads and number of people, schools, and churches to be served <p>With the assistance of the Ministry of Health and our office, the community;</p> <ul style="list-style-type: none"> -should ensure that at least 80% of the homesteads have appropriate toilets/pit latrines 		
POTABLE RURAL WATER SUPPLY - DESIGN	<p>The Design team from the Ministry collects relevant data on site and conduct necessary measurements/siting.</p> <p>Data interpretation is made for the benefit of the community. Such information include bill of quantities, location of infrastructure, obstacles found, water sources etc.</p> <p>Final design is produced following necessary adjustments to the preliminary designs</p>	N/A	A process that is dependent on many factors and may not have a fixed time-frame.
POTABLE RURAL WATER SUPPLY - APPROVAL	<p>Proposed scheme is approved for implantation, provided funding is available.</p> <p>Community is also assisted to seek available funding from Government partners.</p>	N/A	A process that is dependent on many factors and may not have a fixed time-frame.

POTABLE RURAL WATER SUPPLY – IMPLEMENTATION	<p>Our office procures inputs and construction commences.</p> <p>Regional depots are responsible for the construction.</p> <p>Communities provide labour for basic construction such as digging of trenches and also supply material that is available locally i.e. river sand.</p>	N/A	A process that is dependent on many factors and may not have a fixed time-frame.
POTABLE RURAL WATER SUPPLY – HANDOVER	After completion, it is officially handed over to the community (to operate and maintain) by the Honourable Minister of the MNRE. A ceremony for the Official Opening is prepared and hosted by the community.	Resources required for official handover	A process that is dependent on many factors and may not have a fixed time-frame.
POTABLE RURAL WATER SUPPLY – OPERATION & MAINTENANCE	<p>Community operates the scheme. They also collect funds from members for regular operations and maintenance.</p> <p>They also perform minor repairs</p>	Agreed fee towards regular operations and maintenance	
POTABLE RURAL WATER SUPPLY – MONITORING & EVALUATION	Performed by our team so that they determine functionality of the scheme.	N/A	Lifetime
PHYSICAL ADDRESS & CONTACTS	<p>Main offices – Miller’s Mansion, corner of Gwamile and Mdada street, Mbabane. 2404 2929.</p> <p>Rural Water Supply Depot, Hhohho – Mangwaneni below ESWC depot, Mbabane. 2404 4374.</p> <p>Rural Water Supply Depot, Lubombo – Mhlumeni road opposite CTA depot, Siteki. 2343 6320</p> <p>Rural Water Supply Depot, Manzini – Matsapha Industrial site below Builders Hardware.</p>	N/A	N/A

	Rural Water Supply Depot, Shiselweni – Mahamba road, past prison next to EWSC depot, Nhlangano.		
ENERGY DEPARTMENT			
FUEL TESTING FOR BOTH GOVT. AND THE PUBLIC – SUBMISSION OF SAMPLE	Submit sample to the laboratory located at Sandla, Somhlolo road, Mbabane just before SCOT. Fill a form with assistance of an officer who will explain its contents Specify the type of tests required.	N/A	1 day
FUEL TESTING – ANALYSIS OF SAMPLE	Conducted by our team	N/A	2 days
FUEL TESTING – APPROVAL OF RESULTS	Conducted by our team	N/A	1 day
FUEL TESTING – ISSUANCE OF TEST REPORT	Conducted by our team	N/A	Client is contacted either by email or telephone (according to preference) to collect a hard copy. However, a soft copy can be sent through email if required. It takes one day.
DESIGNATION OF FUEL SUPPLIERS – SUBMISSION OF PROPOSAL	Prospective fuel oil supplier submits an application and proposal to PS, headquarters. The proposal should be in line with the attached set of guidelines.	N/A	1 day
DESIGNATION OF FUEL SUPPLIERS – EVALUATION OF PROPOSAL & VERIFICATION OF INFORMATION	Applicant may be requested to make a presentation if there is a need for that.	N/A	21 days
DESIGNATION OF FUEL SUPPLIERS – APPROVAL & NOTIFICATION	Conducted by our office in conjunction with Attorney General's office.	N/A	If the application has been approved, the Attorney General will issue

			<p>a legal notice within 7 days declaring applicant as an official fuel & oil supplier.</p> <p>After gazetting, applicant will be notified in 2 days.</p>
ALLOCATION OF SERVICE STATIONS – SUBMISSION OF APPLICATION BY OIL COMPANY.	<p>Prospective fuel retailer approaches any of the existing fuel oil Company to secure supply of the fuel.</p> <p>Fuel oil Companies have their own requirements, hence the prospect retailer will be required to engage an oil company of their choice and satisfy their specific condition.</p> <p>If the oil company and prospective retailer agree, the fuel oil company will submit an application to establish a service station on behalf of the prospective retailer, to the secretary of the rationalization committee.</p>	N/A	28 days
ALLOCATION OF SERVICE STATIONS – PROPOSAL REVIEW.	Applicant will be invited into a meeting.	N/A	1 day
RURAL ELECTRIFICATION - APPLICATION	<p>Electricity group schemes applying for financial assistance from the Ministry complete an application form obtainable from the Energy Department, headquarters. It is also available in the Government website and Tinkhundla centres.</p> <p>Assistance in filling the</p>	N/A	1 day

	<p>form is provided.</p> <p>Should be submitted to Headquarters.</p> <p>Process begins in January of every year.</p>		
FUEL TESTING FOR BOTH GOVT. AND THE PUBLIC – SUBMISSION OF SAMPLE	<p>Submit sample to the laboratory located at Sandla, Somhlolo road, Mbabane just before SCOT.</p> <p>Fill a form with assistance of an officer who will explain its contents</p> <p>Specify the type of tests required.</p>	N/A	1 day
FUEL TESTING – ANALYSIS OF SAMPLE	Conducted by our team	N/A	2 days
FUEL TESTING – APPROVAL OF RESULTS	Conducted by our team	N/A	1 day
FUEL TESTING – ISSUANCE OF TEST REPORT	Conducted by our team	N/A	<p>Client is contacted either by email or telephone (according to preference) to collect a hard copy. However, a soft copy can be sent through email if required.</p> <p>It takes one day.</p>
DESIGNATION OF FUEL SUPPLIERS – SUBMISSION OF PROPOSAL	Prospective fuel oil supplier submits an application and proposal to PS, headquarters. The proposal should be in line with the attached set of guidelines.	N/A	1 day
DESIGNATION OF FUEL SUPPLIERS – EVALUATION OF PROPOSAL & VERIFICATION OF INFORMATION	Applicant may be requested to make a presentation if there is a need for that.	N/A	21 days

GEOLOGICAL SURVEY DEPARTMENT

REQUEST FOR GENERAL GEOSCIENTIFIC INFORMATION	Persons in need of information on certain minerals or geological information should visit our offices in Mbabane, Dzeliwe street below Revenue offices.	No cost	Process is dependent on many factors and may not have a fixed time-frame
PROCUREMENT OF GEOLOGICAL MAP, BULLETIN OR REPORT(S)	Person will be given the code 151-1204-21130 to pay at the Government Revenue Office. Upon producing the Government General Receipt the client will be given a copy of the document requested.	Cost depends on the requested document' E50- up to E150-00	Over the counter

MINERALS AND MINES DEPARTMENT

<p><u>LARGE SCALE MINING.</u></p> <ul style="list-style-type: none"> • PROSPECTING LICENCE • RECONNAINCENCE LICENCE • MINING RIGHTS. • DIAMOND CERTIFICATES (KPCS). 	(Offices at Lilunga House, Somhlolo Road, 3 rd Floor.) Submit application form with attachments of documents.	E12,500.00	60 days
	Submit application with detailed documentation.	E12,500.00	60 days
	Submit application with documents.	E25,000.00	60 days
	Submit notification of import or exportation	E2,500.00 to E5,000.00	14 days
	Submit Refinery Licence to the office	E5,000.00	Same day

<ul style="list-style-type: none"> • MINERAL DEALER'S LICENCE 			
SMALE SCALE MINING <ul style="list-style-type: none"> • MINERALS DEALER'S LICENCE, • AUTHORITY TO EXPORT SAMPLES FOR LAB ANALYSIS 	Submit application to our offices with letter of consent from Land owner/Authorities. Inspections conducted.	Depends on scale of operations; E0.00 to E5000.00.	4 days
	Application letter submitted to office with site where sample where collected and intended laboratory for analysis.	E500.00	Same day.
<u>COAL</u> <ul style="list-style-type: none"> • EXPORT PERMIT • IMPORT PERMIT 	Submit application with transport information (Blue book/Licence).	E350.00	Same day
	Submit application with transport information (Blue book/Licence).	E450.00	Same day
EXPLOSIVES LICENCE / PERMITS. <ul style="list-style-type: none"> • SITE BLASTING • PURCHASE, ACQUIRE & POSSES • CONVEYANCE • MAGAZINE LICENCE 	Submit application to the office; inspections carried.	E500.00 to E1,000.00	3 days
	Submit application to the office.	E1,000.00	Same day
	Submit application to the office, bring vehicle for testing.	E1,000.00	Same day
	Submit application new/renewals (inspection conducted)	E5,000.00	2 days
	Submit application to the office.	E5,000.00	Same day
	Submit application to the office with import quantities	E5,000.00	Same day

<ul style="list-style-type: none"> • MIX & BLEND • IMPORT & POSSESS • BLASTING TICKET 	Submit application and log book to the office	E1,000.00	14 days
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