

# THE KINGDOM OF ESWATINI

MINISTRY OF SPORTS, CULTURE, AND YOUTH AFFAIRS  
CLIENT SERVICE CHARTER



Integrity

Innovation

Accountability



Equity and inclusiveness

Efficiency and effectiveness



***ACHIEVING VISION 2022 THROUGH SPORTS, ARTS, CULTURE AND YOUTH DEVELOPMENT.***

**ACRONYMS**

AFCON	Africa Cup of Nations
AU	African Union
COSAFA	Council of Southern Africa Football Associations
ENCAC	Eswatini National Council of Arts and Culture
ESRC	Eswatini Sport and Recreation Council
ENYC	Eswatini National Youth Council
EOCGA	Eswatini Olympic and Commonwealth Games Association
IAAF	International Association of Athletics Federations
LULOTE	Luhlelo Lolunotsisa Temabhizinisi
MoSCYA	Ministry of Sports, Culture and Youth Affairs
NGO's	Non-Governmental Organizations
SADC	Southern African Development Community
SEDCO	Small Enterprises Development Company
UN	United Nations
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNESWA	University of Eswatini
UNICEF	United Nations Children's Education Fund
YERF	Youth Enterprise Revolving Fund

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## FOREWORD



It is my singular honour to present this charter and service pledge to all our clients and stakeholders at a time when the public is expecting the government to be more responsive. The Ministry of Sports, Culture and Youth Affairs has considered the importance of its clients and stakeholders, and has since realised that it is imperative for the Ministry to come up with a set of standards by which it must abide with to dispense optimum service at a minimum cost and time.

Keeping in line with the National Development Strategy and the Government's National Program of Action, the Ministry of Sports, Culture and Youth Affairs recognises the prospects of meeting the aspirations of vision 2022, in the context of promoting the development of sports, arts and culture for youth empowerment. Culture is very dear to the livelihood of the nation and so it is important that we uphold and keep it for the future of the Kingdom. This shall be achieved through popular participation and creating an enabling environment for a coordinated and structured framework to address the country's socio-economic challenges.

In order to realise the above and further show commitment to an effective and efficient service delivery pattern in improving the quality of life for all citizens, the Ministry has developed its Client Service Charter. The Ministry's Client Service Charter signifies our obligation to serve our clients with a view to creating a better understanding of the services we provide and enhancing our service delivery. The standards are spelt out in this Ministry's Client Service Charter.

This Client Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency, professional competence, and accountability.

The Client Service Charter spells out the role of the Ministry of Sports, Culture and Youth Affairs and highlights the kind of services that are available to our Stakeholders, service delivery targets, quality and timelines, as well as stipulating the rights to our Stakeholders, complaints procedures and obligations when seeking for our services.

This Client Service Charter is a living document, which is a product of good working relationship that our Ministry will endeavour to maintain with its Stakeholders.

I am convinced that what is contained in this document will go a long way in enhancing professional competence of our staff and consolidating other gains made to improve service delivery in the Ministry.

**THE HONOURABLE HARRIES BULUNGA**  
**MINISTER OF SPORTS, CULTURE AND YOUTH AFFAIRS**

## Acknowledgements by the Principal Secretary



The Ministry of Sports, Culture and Youth Affairs (MoSCYA) would like to extend its gratefulness to the Government of Eswatini for spearheading the rolling out of the Client Service Charter, which is an initiative aimed at improving service delivery standards and promoting ethical behaviour within MoSCYA and the public service.

The primary goal of the Ministry of Sports, Culture and Youth Affairs as reflected in the mission statement is to facilitate and enable youth development through the growth, professionalization, promotion and integration of sport, arts and culture into development initiatives.

Our Client Service Charter will be aligned to the Ministry's Strategic Plan and we commit ourselves to report timeously to our stakeholders, cabinet, and parliament on our performance against this charter.

Our Ministry acknowledges the benefits of using the service charter as a tool to drive a cultural change towards a more customer-focused approach. This charter is considered to be a significant milestone by MoSCYA as it integrates functions and inputs from all Departments and sections within the Ministry. It is meant to ensure that all customers, clients, critical stakeholders are educated and informed of all the services and operations that the ministry renders. It is also meant to influence quality service at all levels.

I would like to dedicate my special gratitude to the Ministry of Public Service (MoPS) for the overwhelming technical support they have offered to our Ministry to develop the Client Service Charter, and it is through their diligence and effort that this document was developed. This Client Service Charter is a very important document which specifies standards for service delivery which our stakeholders have a right to expect and know.

I am especially grateful to the Ministry's Heads of Departments, MoSCYA Charter focal person, staff, stakeholders and clients who took their valuable time and did not spare any effort to develop this important Client Service Charter for the Ministry.

**Prince Mlayeto**  
**Principal Secretary**  
**Ministry of Sports, Culture and Youth Affairs**

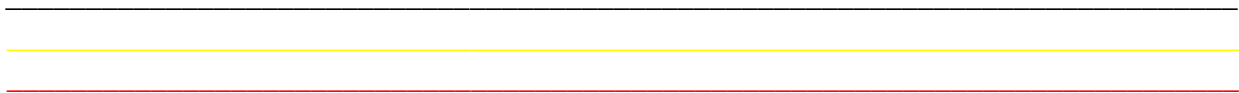
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## **OBJECTIVES OF THIS CHARTER ARE;**

- 1.** To inform our clients and stakeholders about our departments and quality of services our Ministry offers.
- 2.** To clarify the relative rights, expectations and obligations of our clients and the service commitments.
- 3.** To provide a framework for defining service delivery standards to be provided by MoSCYA.
- 4.** To act as a tool towards enhancing performance across all departments.
- 5.** To foster professionalism and encourage excellence in the MoSCYA.
- 6.** To facilitate a process to define service standards in various MoSCYA sectors.



## EXECUTIVE SUMMARY

The Ministry of Sports, Culture and Youth Affairs (MoSCYA) is a line ministry mandated to look into the development of sport, arts and culture as well as young people in the country. It has to facilitate the provision of equal opportunities to all citizens of the country through infrastructure and policy development.

This service charter is an outline of each department of the Ministry in terms of responsibilities, services offered, accessibility of services, facilities and how those facilities are accessed. Each department together with its adjacent Council is clearly described. Further the departments are outlined in relation to the Government's Services Charter which represents a marketing tool of government.

The Service charter reflects and articulate the fact that infrastructure development has been decentralized to Tinkhundla centres through the construction of sports centres in major Tinkhundla and the promise that the ministry will endeavour to achieve the goal of covering all the Tinkhundla centres in a bid to make sporting activities accessible to all citizens irrespective of background and geographical location. It also shows that a number of partners and stakeholders have been identified and engaged towards realizing this endeavour which include amongst others the Eswatini National Sport and Recreation Council which is the implementing agent for all sporting activity.

This Service charter thus outlines, the following;

- The Portfolio Responsibilities of the Ministry of Sport Culture and Youth Affairs, the Vision, Mission, Mandate, Objectives and 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 spells out what the client will expect from us the MoSCYA and underpins the Customer Obligations when seeking services at the Ministry. This charter further gives room for client complaints/compliments and Redress Mechanisms.
- And finally the Ministry's *Customer Services Pledge*.

## 1.0 INTRODUCTION

Prior to 2008 there was no stand-alone Ministry of Sports, rather the development of sport traded as a department of the Ministry of Home Affairs; it was known as the Department of Sports and Culture. By then it was a thin department with only the Director, Celebrations Officer, Sports Officer and Assistant Sports Officer. The department was responsible for all the sporting associations through the National Sports Council as well as the cultural groupings. Owing to the fact that the department was very small on the ground versus the responsibilities it had, the government of Eswatini had to respond.

The Ministry of Sports, Culture and Youth Affairs (MoSCYA) which is a three-pronged Ministry was established in 2008 to *develop and regulate Sport, Arts & Culture* as well as *Youth Affairs* in all sectors of society. In other words, the ministry was established for the sole purpose of addressing specific development issues for the Youth, improving Sport from grass root to semi-professional and professional levels; and lastly to develop Arts & Culture from grass root level to professional levels.

The Ministry has four main departments, three of them technical, which are *Administration, Sports, Arts & Culture* and the *Youth department*. Under each technical department there is a parastatal which was established strictly for programme implementation. This was necessitated by the fact that MoSCYA is a policy maker and a regulatory organ and government deemed it fit to establish a neutral implementing agent for each Department herein. Following are the established implementing agencies.

- Eswatini Sport & Recreation Council which is aligned with the Department of Sport,
- Eswatini National Council of Arts & Culture under Arts & Culture Department and lastly
- Eswatini National Youth Council and Youth Enterprise Revolving Fund, both under the Department of Youth Affairs.

Under each Council there are numerous associations; some in Arts & Culture, others in Sport as well as for the Youth. All these Councils are funded by government annually.

### 1.1 VISION

**All Young People in the country leading decent and sustainable high quality lives.**

### 1.2 OUR MISSION

To facilitate and enable youth development through the growth, professionalization, promotion and integration of sport, arts and culture into development initiatives.

### 1.3 OUR MANDATE

To evolve, plan and monitor the implementation of government policies and programmes for sports, arts, culture and youth development. It also includes the creation of an enabling environment for the

overall development of the youth of the Kingdom and to improve in character modelling necessary to help them acquire productive skills and increase youth capacity for self-reliance and to reposition them so as to avail themselves of established opportunities.

#### **1.4 OBJECTIVES OF THE MINISTRY OF SPORTS, CULTURE AND YOUTH AFFAIRS**

The objectives of the Ministry include the following;

- To formulate policy on all matters related to sports, arts and culture and youth affairs.
- To develop, promote, encourage, monitor and control all forms of sports, arts and culture and youth empowerment and development.
- To facilitate and encourage co-operation between Government and the Eswatini Sport and Recreation Council, the Eswatini National Council of Arts and Culture, Eswatini National Youth Council, Youth Enterprise Revolving Fund and other organizations in and out of Eswatini on relevant matters.
- To ensure that the constitutions of all Council and their affiliates permit accessibility of the general populace into its membership.
- To undertake research, maintain a data bank and disseminate information on all national matters relating to sports, arts and culture and youth empowerment and development.
- Provide Support to different sports disciplines, competitions and tournaments in both rural and urban areas at different levels of the sports development.
- To mobilize resources for the development and maintenance of infrastructure

#### **1.5 CORE VALUES**

The Ministry is committed to serve the nation, be patriotic, professional and having integrity within its various sectors.

Such shall be fulfilled by executing:

1. Integrity – The business of the ministry will be executed based on honesty and truthfulness
2. Accountability – The responsibility for our actions, decisions and policies lies with us at an individual, departmental and overall ministry level. Within the scope of the ministry, we will report, explain and be answerable while ensuring that responsibilities are executed timeously, effectively and with integrity.

3. Innovation – The Ministry will operate with an open mind that welcomes and accommodates new ideas and new ways of doing things. The commitment is to implement and document strategies and ideas that are within the ministry’s legal and financial parameters.
4. Equity and Inclusiveness – The Ministry will ensure that all young people regardless of socio-demographic and economic characteristics are provided for. Young people are treated equally and all have the right to participate in the relevant activities.

## **1.5 PORTFOLIO RESPONSIBILITIES**

- Youth Affairs,
- Youth Empowerment and Development,
- Sports,
- Arts and Culture Development and Promotion
- Scouts and Girl Guides

## **2.0 DEPARTMENTS OF THE MINISTRY OF SPORTS, CULTURE AND YOUTH AFFAIRS**

### **2.1 MINISTER’S OFFICE**

The Minister’s office is responsible for the policy and political administration of the Ministry in the areas of sports, arts and culture and youth development. It further oversees the operations of a number of Public Enterprises which assist the Ministry in the implementation of its policies and development initiatives.

Public Enterprises supervised by the Minister are as follows;

- Eswatini Sport and Recreation Council
- Eswatini National Youth Council
- Eswatini Olympic and Commonwealth Games
- Eswatini National Arts and Culture Council
- Youth Enterprise Revolving Fund

### **2.2 ADMINISTRATION and PRINCIPAL SECRETARY**

The Ministry’s Administration includes the office of the Principal Secretary (PS) and Under Secretary (US), the Human Resources Department, Planning section, Legal unit, Accounts Office and the Communication Office. The role of the department is to provide strategic direction to the whole ministry while also providing crucial support services to the rest of the Ministry. It plays an administrative role to the technical sections responsible for the provision, promotion and

formulation of relevant policies. Its main responsibilities include general administration and people management. The below listed are sections under this Department:

### **2.2.1 PRINCIPAL SECRETARY'S OFFICE (PS)**

The Principal Secretary is the administrative head and controlling officer of the Ministry. This office provides strategic direction and further interprets and implements policies to 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 law by examining and developing means that will improve the service delivery mechanism of the ministry in a cost effective manner. The office is further tasked with the role of advising the Honourable Minister on all operational matters of the Ministry.

### **2.2.2 UNDER SECRETARY OFFICE (US)**

Under Secretary Administration is in charge of the administration and management of the Ministry's Human Resource.

#### **2.2.2.1 PLANNING SECTION**

This department 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.

#### **2.2.2.2 LEGAL ADVISOR'S OFFICE**

This office is an extension of the office of the Attorney General (AG) and advises the Ministry on legal matters. It is also responsible for reviewing contracts and agreements (conventions, treaties, protocols etc.) entered with MoSCYA for final vetting by the Attorney General's Office. The services extend to providing support to any litigation instituted by or against the Ministry.

#### **2.2.2.3 HUMAN RESOURCES UNIT**

This office is responsible for general administration duties, implementing Human Resources (HR) policies as well as providing advice on any HR related issue. The HR unit is custodian of Ministry's personal files and employment records. The HR unit is further responsible for discharging the Ministry's



policies and procedures in matters related to recruitment, training, localization, staff retentions and wellness issues.

#### **2.2.2.4 ACCOUNTS SECTION**

This section is headed by a Principal Accountant who manages and monitors the performance of the Ministry's budget on a daily basis. This section provides accounting and financial services to the Ministry and its Public Enterprises.

#### **2.2.2.5 COMMUNICATION OFFICE**

The Communication Office is an extension of the Press Secretary's office. The main duty of this office is to advise the Minister, Principal Secretary and Ministerial department heads on all communication related matters. This office facilitates information dissemination, liaises with the media and is also charged with keeping the Ministry's section on the Government website up to date. The Communication Office also assists in the preparation of press statements, interviews, news releases, speeches and articles and also works hand in hand with the Assistant Government Spokesperson in terms of compiling and updating the Government calendar.

### **2.3 DEPARTMENT OF SPORTS**

The department of Sports is currently headed by the Director under whom there are four Sports Officers who are responsible for the four regions of the country. This department has the responsibility to organize, regulate and manage sport and recreation in the country. This is undertaken by ensuring an enabling and conducive environment through developing good policies, regulations and practices in the sport and recreation fraternity. Infrastructural development and management is also the responsibility of the department. Currently the department manages sport facilities at three different levels; high level facilities [stadiums], middle level [sports centres] and low level sporting [fields].

It seeks to catalyse the growth of the sports industry while at the same time reduce sport piracy, engagement of bogus officials and athletes as well as promote and strengthen the rules of anti-doping, doping controls, health consequences and decision making.

The Department of Sport connects with its clients and stakeholders through its implementing organs, the Eswatini Sport & Recreation Council (ENSRC) and also through the National Olympic Committee (NOC) [Eswatini Olympic & Commonwealth Games Association].

The ESRC is mandated with the responsibility to regulate and promote sports development and sports for positive social change in Eswatini. This mandate encompasses passive recreation & recreational sport which is delivered out countrywide through established Tinkhundla Sport Committees at the 59 Tinkhundla centres by way of roll out of the Shukuma Program. Support

for sports development initiatives is also given through the various recognised National Sport Bodies in existence within the Kingdom.

The NOC on the other hand is mandated with the responsibility for development and growth of the competitive and elite sport [excellence] segments. These segments are largely confined to the various recognised sport codes and support is provided through these.

## **2.4 DEPARTMENT OF ARTS AND CULTURE**

This Department is primarily mandated to develop regulatory instruments in the form of Acts and Policies to facilitate cross border platforms through international bilateral relations to maximize mass participation in art and cultural activities and further responsible for promoting international coordination on art and culture matters. The department's mandate is carried out in collaboration and consultation with its main implementing parastatal (Eswatini National Arts and Culture)

## **2.5 DEPARTMENT OF YOUTH AFFAIRS**

The Department regulates youth affairs and organizes, coordinates and implements Youth activities at national and international levels through the Eswatini National Youth Policy and action Plan. It discharges its duties by working in collaboration with a wide spectrum of partners including other Government departments, private and Non-Government entities as well as International Development agencies. The Department develops tailor made programmes, conducts youth targeted activities and collaborates with service providing agencies in ensuring that services reach the youth through Tinkhundla centres.

Activities of the department are underpinned in two main pillars of Youth development; building capacity for the Youth in the 59 Tinkhundla centres and improving coordination for Youth development. The Youth department educates the Youth to ensure that Youth unemployment is tackled through Youth Job creation and Entrepreneurship.

This department is the one in charge of the Youth Enterprise Revolving Fund that is targeted at all youth driven Businesses. The Eswatini Youth Enterprise Revolving Fund (YERF) is a Parastatal that was established under MoSCYA to contribute to a solution to the challenge of high Youth unemployment and poverty among those between the ages 18 – 35 years. This is being done through the following:

- Providing credit to youth owned enterprises;
- Facilitating training in basic business management or entrepreneurship;
- Facilitated follow-up training, counselling, coaching and mentorship;
- Facilitating linkages with markets and other service providers to ensure business sustainability;
- Operating through individual, company and group lending methodology;
- Monitoring business performance; and
- Promoting graduation of enterprises to mainstream finance.

### **3.0 LIST OF SERVICES PROVIDED BY THE MINISTRY OF SPORTS, CULTURE AND YOUTH AFFAIRS THROUGH ITS DEPARTMENTS**

The Departments have already been listed above and their mandate briefly explained. Below is the outline of all the services rendered by each department;

#### **3.1 ADMINISTRATION AND PRINCIPAL SECRETARY**

- Oversee the implementation and monitoring of the Ministry's strategic plans, projects and yearly targets.
- Advise the Honourable Minister on government rules and procedures, circulars, policies and the country laws as applied.
- Provides strategic direction for the ministry.
- Control the ministry's budget.
- Human Resource Management, training and development.
- Safe keeping of personnel and general records and files.
- Monitoring and tracking systems for all outgoing and incoming mail.
- Supervision of support staff and fulfil transport needs of the ministry and maintenance of all vehicles.
- Budget preparation for the Ministry and its parastatals.
- Attend to audit reports and address all Public Accounts Committee recommendations.
- Facilitate procurement and process payments.
- Revenue collection, banking and reporting on funds collected.
- Processing of payments to suppliers, salaries and allowances due to staff members.
- Reconciliation of special and suspense accounts.

#### **3.2 DEPARTMENT OF SPORTS**

- Provide technical support to the Eswatini National Sport and Recreation Council on all matters relating to sport and recreation.
- Facilitate the provision of quality initial training and in-service training of teachers of physical education, sport and recreation.
- Facilitate the formulation of proper Sport Regulations and Policies for effective service delivery.
- Create enabling environment through provision of resource facilities/ infrastructure and human capital.
- Promote healthy and fulfilling lifestyles through mass participation by all citizens in physical activity, sport, and recreation activities through *shukuma* programme.
- Foster effective sport development programs at grassroots levels by formalizing and supporting Tinkhundla sport development structures.

- Develop and regulate guidelines for all sport instructors.
- Professionalization of Sport and Recreation through.
  - I. **Financial support;** Registered Sporting codes are funded by the Ministry annually to fulfil their mandate through the Sports Council. The associations access their funding through an application process and eligibility for funding depends on meeting a certain qualification standard.
  - II. **Technical support;** The department provides training of technical officials by trainers who are sourced from international federations.
  - III. **Administrative support;** The Department sets out policies and regulations which are internationally recognized to safe guard sport in the country e.g. anti-doping, fair play, legal framework, registration of clubs and teams, annual budgeting, performance reports.
- Provide Sporting facilities which include:
  - ✦ Somhlolo National Stadium.
  - ✦ Mtsambama and Sithobelweni Sports Centres.
  - ✦ Maintain at least 2 sporting fields in all 59 constituencies.

### 3.3 DEPARTMENT OF ARTS AND CULTURE

- Facilitate formulation of proper legislation for the growth of the arts industry.
- Develop artisans and artists in the country through the provision of an enabling environment.
- Coordinate arts and cultural activities at national and international level.
- Provide technical and financial assistance to arts and culture organizations.
- Develop and implement all arts and culture policies and Acts in line with SADC, UN protocols and conventions.
- Ratify and popularize all conventions subscribed to by the Kingdom.
- Develop regulatory guidelines for the protection and development of registered genres (Categories) including the following;
  - i. **Performing art;** music, theatre, dance, beauty pageants,
  - ii. **Visual arts;** fine art, craft, film and TV,
  - iii. **Literary arts;** book writing and publication.
- Professionalisation of Arts and Culture through;
  - i. Providing Financial Support to all associations eligible for funding by the department.
  - ii. Implementing and promoting arts and culture activities namely;
    - **Imimemo, cultural days at schools or at constituency levels**

### 3.4 DEPARTMENT OF YOUTH AFFAIRS

- Formulate legislation to foster sustainable youth development.
- Implement and coordinate Youth activities at national and international levels.
- Develop tailor made programmes.
- Conduct youth targeted activities and collaborate with service providing agencies in ensuring that services reach the youth.
- Provide Youth Centres in the four (4) regions and Tinkhundla centres as follows:

HHOHHO	MANZINI	SHISELWENI	LUBOMBO
Motshane	Mahlangatsha	Gege	Lomahasha
Ntfonjeni	Mafutseni	Ngudzeni	Siphofaneni
Lobamba	Ludzeludze	Ka-Phunga	Matsanjeni North
Ndzingeni	Mangcongco	Hosea	Lubulini

- Monitor and supervise the disbursement of the **Youth Enterprise Revolving Fund**.
  - Provide **funding for the youth to engage in income** generating activities, through the National Youth Revolving Fund (*Funds are available for both individuals and groups which are identified and approved at their respective constituencies*).

#### 3.4.1 The mandate of the Youth Enterprise Revolving Fund (YERF)

To assist Swati youth to develop themselves economically. The YERF therefore seeks to:

- Empower the youth to engage in economic and commercial enterprises.
- Empower the youth to be self-sustainable and create opportunities for others.
- Provide capacity development and mentorship to youth owned enterprises
- Provide seed capital to the youth without the need for collateral
- Financing the growth of existing youth enterprises
- Improve linkages for youth enterprises with relevant stakeholders
- Expose the youth to business environment through internship opportunities.

#### 3.4.2 Eligibility

YERF loans are granted to Swati Youth between the ages of 18 – 35 years. The youth presents viable business proposals to Youth Fund for evaluation and possible funding. No personal

loans are issued by the Fund. All loan processes are carried out at the Youth Enterprise Fund offices and No processes are done at the Ministry.

#### **4.0 PARTNERS AND STAKEHOLDERS OF THE MINISTRY OF SPORTS, CULTURE AND YOUTH AFFAIRS**

##### **4.1 PARTNERS**

The under listed Associations benefit from Government through annual funding, technical support and otherwise However, they are not prohibited from obtaining their own funding from international affiliations.

Eswatini Schools Sport Association	Eswatini University And Colleges Association
Eswatini Rugby Union	Eswatini Angling Association
Eswatini Boxing Association	Eswatini Athletics Association
Eswatini Netball Association	Eswatini Swimming Association
Eswatini Tennis Association	Eswatini Volleyball Association
Eswatini Equestrian Association	National Football Association of Eswatini
Eswatini Basketball Association	Martial Arts Association of Eswatini
Eswatini Chess Association	Eswatini Darts Association
Kyokushin Karate Association	Eswatini Weightlifting Association
Eswatini Pool Association	Eswatini Golf Union
Eswatini Association of Sport for People with Disability	Eswatini Gymnastics Association
Association of Christian Artists Eswatini	Arts and Culture Association
Eswatini National Choral Music Association	Eswatini Arts and Music Association
Eswatini School Culture Association	Association of Eswatini Theatre Groups
Eswatini National Umbholoho Association	Eswatini Beauty Pageant Association
Eswatini Film Television Producers Association	Lijikeleto



Umdlndla Writers Association	Visual Artists Network Association
Tinkhundla Youth Associations	Boy/ Girl Scouts and Girl Guides Movement
<b>Eswatini National Youth Council (ENYC)</b> <b>Eswatini National Council of Arts and Culture (ENCAC)</b>	School Sports

#### 4.2 STAKEHOLDERS

Media	Non-Governmental Organizations (NGOs)
Parliament	Municipalities
Government Ministries/ Departments	International Federations and Associations
Sponsors and Potential Sponsors	Eswatini National Sport and Recreational Council (ENSRC)
Eswatini Olympic And Commonwealth Games Association (EOCGA)	Business Community
International Federations and Associations <ul style="list-style-type: none"> <li>✦ Federation of International Football Associations (FIFA),</li> <li>✦ World Rugby Union,</li> <li>✦ International Cricket Council</li> <li>✦ World Golf Association</li> <li>✦ International Association of Athletics Federations (IAAF)</li> </ul>	Luhlelo Lolunotsisa Temabhizinisi (LULOTE)
Small Enterprises Development Company (SEDCO)	African Union (AU)
University of Eswatini (UNESWA)	UN Agencies
Southern African Development Community (SADC)	Royal Eswatini Police Services (REPS) – Crime prevention unit.
United Nations Development Programme (UNDP)	Bankers Association
Junior Achiever	Umbutfo Eswatini Defence Force (UEDF) Crime Prevention

## 5.0 ACCESSIBILITY AND ELIGIBILITY TO FACILITIES

**Following is a brief passage that explains how our Services will be accessible to our clients the citizenry and interested stakeholders and International community;**

There's a **Formal Booking Form** for the Somhlolo **National Stadium** and **Sports Centres** that stipulates booking fees, insurance fees and electricity usage charges (where applicable) that is available at MoSCYA.

- Entrance fees are decided by the event organizers; the department collects 10% of the gross gate takings after usage.
- All Vendors are charged a vending fee by the Ministry. Only food and beverages and other legal amenities are allowed for vending except intoxicating drinks, drugs and other illegal substances.
- There is no usage charge for the **Sporting Fields** in the **59 constituencies**.
- All citizens, all sporting and recreational disciplines, arts and culture bodies are allowed to make use of the sporting facilities available in the Kingdom by adhering to the regulations laid out in the service document.

### **5.1 Mass Participation is encouraged by the Ministry by ensuring the following;**

- Establishment and promoting Shukuma Clubs for physical activity in the **59 Tinkhundla** centres.
- Providing Seed Equipment [Sporting Utensils] at Tinkhundla level for kids/children and athletics organisations as follows;
  - Skipping ropes,
  - Tennis, netballs and footballs.
- Training of Aerobics Instructors and Junior Athletics Coaches for **59 Tinkhundla** centres.

## 5.2 NATIONAL PRIDE

**National pride is of paramount importance and thus the ministry supports all Sporting Cultural and Youth disciplines that venture into the International Sporting Arena.**

- MoSCYA ensures that the National Pride and Identity through sports is a priority area mostly and currently attributed to the Eswatini National Football Team (**Sihlangu**) since football is the sport that has taken strides in achieving international recognition and fostered nation building and currently the most universal sport in the whole world.

- The ministry ensures and supports all Competitive Performance of all Sporting National Teams on the following grounds;
  - qualification to one regional or continental championships [African Cup of Nations (AFCON), Council of Southern Africa Football Associations (COSAFA), International Association of Athletics Federations (IAAF), Commonwealth Games and Olympics and Southern African Development Community (SADC) related games].
- Ensure and support International participation in all Sporting codes.

## **6.0 EXPECTATIONS AND OBLIGATIONS**

### **6.1 What the Client Should Expect from MoSCYA**

#### **We shall;**

- Treat members of the public seeking services with respect, understanding, patience and courtesy.
- Serve Clients promptly at all service delivery points.
- Desist from accepting gifts
- 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.
- MoSCYA will ensure her officers are easily identified.
- Answer calls within three rings.
- Increase the drive to ensure shorter queues at service delivery points.
- Respond to queries and complaints within fourteen (14) working days.
- Acknowledge receipt of emails within 24 hours.
- Respond to mail and email correspondence within four (4) working days.
- Resolve customer complaints fairly, consistently and within twenty-one (21) days.
- Encourage service users to make suggestions on how to better the services offered.
- Provide redress and remedial action where applicable.
- Exhibit sensitivity to timeliness.

### **6.2 What the Client is Obligated to do;**

- Treat MoSCYA employees with courtesy, respect, patience and understanding.
- Desist from offering gifts, favours and inducements or exerting undue pressure to MoSCYA employees.
- 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.
- Submit all required documents when seeking MoSCYA services.

## **7.0 PHYSICAL ADDRESS OF THE MINISTRY OF SPORTS, CULTURE & YOUTH AFFAIRS**

<b>PHYSICAL ADDRESS</b>	<b>POSTAL ADDRESS</b>
<b>5th Floor Lilunga House Somhlolo Road, Mbabane, Kingdom of Eswatini</b>	<b>Principal Secretary Ministry of Sports, Culture and Youth Affairs P.O. Box 4843 Mbabane Tel: (+268) 2404 5053/5214</b>

## **8.0 OPERATING HOURS**

The operating hours for the Ministry of Sports, Culture and Youth Affairs are as follows;

- 08:00Hrs – 13:00Hrs and 14:00Hrs – 16:45Hrs Monday to Thursday.
- 08:00Hrs – 13:00Hrs and 14:00Hrs – 16:30Hrs Friday
- On weekends and Public holidays offices will be closed as well as any other days as stipulated by the Government of Eswatini.

## 9.0 COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING OFFICE

The Ministry of Sports Culture and Youth Affairs 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:

We encourage you to help us improve our products and services by contacting us, to offer suggestions on what we might do differently to improve.

Please do compliment us on the services we do well as well. This can be done by following the procedures outlined below.

### 10.0 FEEDBACK “COMMITMENT TO COURTESY AND EXCELLENCE”

The compliments, complaints and suggestions should be forwarded to Department Heads in each Department or service point, Unit or Section. It could be personally lodged, through telephone, email, or suggestion box provided.

- 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 at each department, section or unit.
- 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.

If you are not satisfied with the response that you receive at that particular department, please do not hesitate to raise your concerns at a more senior level by calling, email or writing formally to:

**Principal Secretary**  
**Ministry of Sports, Culture and Youth Affairs**  
**P.O. Box 4843**  
**Mbabane**  
**Tel: (+268) 2404 5053**  
**Cell: (+268) 7606 3618**  
**Email: [dlaminimlay@gov.sz](mailto:dlaminimlay@gov.sz)**

**Under Secretary**  
**Ministry of Sports, Culture and Youth Affairs**  
**P.O. Box 4843**  
**Mbabane**  
**Tel: (+268) 2404 5053**  
**Cell: (+268) 7606 2214**  
**Email: [lomotsa77@gmail.com](mailto:lomotsa77@gmail.com)**

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**  
**Private and Cabinet office**  
**Tel: (+268 24042251)**  
**Cell :(+268 76062710)**  
**Email : [dlaminimb@gov.sz](mailto:dlaminimb@gov.sz)**

## **11.0 REVIEW OF THE CHARTER**

The Ministry is committed to frequently monitor and evaluate its performance. Therefore, the Service Charter will be monitored and reviewed as need arises in order to ensure that it is in tandem with new developments and also ensure sustainability of efficiency and effectiveness in service delivery.

## **12. 0 MINISTRY OF SPORTS CULTURE AND YOUTH AFFAIRS SERVICE PLEDGE**

- MoSCYA pledges to create an enabling environment for the sustainable development of the youth, sports as well as arts and culture.
- MoSCYA pledges to promote and coordinate effective arts and cultural activities.
- MoSCYA shall provide relevant technical and financial assistance to Parastatals under the Ministry.
- MoSCYA pledges to implement and coordinate effective Youth activities both at national and international levels.
- MoSCYA shall **effectively** monitor and supervise the disbursement of the Youth Enterprise Fund to all Youth members (18-35yrs).
- MoSCYA pledges to conduct relevant adequate trainings for aspiring Youth entrepreneurs through technical and mentorship service providers.
- MoSCYA pledges to provide fair sporting opportunities for all citizens without discrimination.



- MoSCYA shall continue working harmoniously with all Commissions, Boards and Councils under its ambit.
- MoSCYA pledges to effectively monitor and promote the Scouts and Girl Guides movement.