

SERVICE DELIVERY STANDARDS FY2025/2026



National Gambling Board
South Africa

a member of the dtic group





SERVICE DELIVERY STANDARDS							
Outputs	Facilitated R2.5 billion revenue generation in the LPM sector to strengthen the domestic economy	Targeted investigations completed within twenty-five (25) days on illegal gambling matters and processed for forfeiture by the courts.	Turnaround time for resolution of queries lodged with the NGB	Gambling Sector performance analysis of the four sectors in the gambling industry for provision of market intelligence	Compliance with PFMA requirements at all times; effective control, support, utilisation, maintenance, management of resources	Compliance with PFMA requirements at all times; effective control, support, utilisation, maintenance, management of resources	Promotion of access to information held by the NGB
Key service	Processing Regulation 3(2)b applications in terms of Regulations on Limited Payout Machines 2000	Processing confiscated winnings in terms of Section 16 of the National Gambling Act, 2004 (Act 7 of 2004)	Complaints handling and Resolution of disputes	Trend Analysis	Payment of invoices	Administration of bids	Promotion of access to information in terms of the Promotion of Access to Information Act, 2000 (Act 2 of 2000)
Service Beneficiary	Provincial Licencing Authority Site Operators Route Operators	Provincial Licencing Authority Financial Service Providers (Banks) Punters Judiciary Law enforcement agencies	Stakeholders Provincial Licencing Authority Licensees	Stakeholders the dtic Portfolio Committee for Trade and Industry, Provincial Licencing Authority The public	National Treasury NGB Suppliers and creditors the dtic Parliament	National Treasury Prospective service providers the dtic Parliament	The public Stakeholders Provincial Licencing Authority Site Operators Route Operators Manufacturers Punters Licensees



Consultation	Gambling Regulatory fora Meetings	Gambling Regulatory fora Meetings, workshops public awareness campaigns	Gambling Regulatory fora	Gambling Regulatory fora National Gambling Policy Council Meeting, Meetings	Governance/ oversight meetings	Governance/ oversight meetings Bidders briefing sessions	Meetings
Service standards	Performance in terms NGB Operational Plan 30 day turnaround time from date of receipt of all requisite documentation	Performance in terms of Strategic Plan and Annual Performance Plan 25 day turnaround time from date of receipt of all requisite documentation	Performance in terms NGB Operational Plan 10 days turnaround time from date of request for all requisite documentation	Performance in terms of Strategic Plan and Annual Performance Plan Gambling Sector Performance report provided quarterly	Performance in terms of Strategic Plan and Annual Performance Plan 30 day turnaround time from date of receipt of invoice	Performance in terms of Strategic Plan and Annual Performance Plan Maximum bid validity period of 180 days	Performance in terms of the Promotion of Access to Information Act, 2000 (Act 2 of 2000) 30 days turnaround time from the date the PAIA request is received.
Access	NGB offices (1085 Francis Baard Street, Hatfield, 0028)	NGB offices (1085 Francis Baard Street, Hatfield, 0028)	NGB offices (1085 Francis Baard Street, Hatfield, 0028); NGB website www.ngb.org.za ; info@ngb.org.za ; the dtic offices; Fraud hotline (email fraudalert@ngb.org.za)	NGB offices (1085 Francis Baard Street, Hatfield, 0028); NGB website www.ngb.org.za ; the dtic offices	NGB website www.ngb.org.za ; NGB offices (1085 Francis Baard Street, Hatfield, 0028)	NGB tender box at NGB offices (1085 Francis Baard Street, Hatfield, 0028); NGB website www.ngb.org.za National Treasury eTender portal www.etenders.gov.za	NGB offices (1085 Francis Baard Street, Hatfield, 0028) NGB website www.ngb.org.za
Courtesy	NGB officials readily available between 8 am and 4.30pm	NGB officials readily available between 8 am and 4.30pm	NGB officials readily available between 8 am and 4.30pm NGB website is available 24 hours, 7 days a week	NGB officials readily available between 8 am and 4.30pm NGB website is available 24 hours, 7 days a week	NGB officials readily available between 8 am and 4.30pm NGB website is available 24 hours, 7 days a week	NGB officials readily available between 8 am and 4.30pm NGB website is available 24 hours, 7 days a week	NGB officials readily available between 08:00 am and 4:30 pm. NGB website is available 24 hours, 7 days a week.



Information	<p>Acknowledgement of receipt of application from PLA</p> <p>Correspondence to PLA on application</p> <p>NGB limited payout machines criteria</p> <p>Criteria and guidance notes for the licencing of limited payout machines</p>	<p>Receipt of notices, Receipt of form</p> <p>NGB 2 Form</p> <p>NGB 2 - National Gambling Regulations 2004</p>	<p>Acknowledgement of receipt of the complaint</p> <p>Feedback on the complaint lodged</p> <p>Feedback on the resolution</p>	<p>Yearly Annual Audited Gambling Sector Performance Report and Presentation</p> <p>Research report on the impact of gambling</p> <p>Information shared at conferences seminars, workshops, meetings, forums, public events and exhibitions</p>	<p>Request for Quotations / Terms of Reference / Requests for Proposals</p>	<p>National Treasury's e-Tender Publication Portal</p> <p>Government Gazette</p> <p>NGB website</p> <p>Media publication (where applicable)</p>	<p>Form 1: Request for a copy of the guide</p> <p>Form 2: Request for access to record</p> <p>Form 3: Outcome of request and fees payable</p> <p>Form 4: Lodging of an internal appeal</p> <p>Form 5: Lodging of complaint</p> <p>Annexure B: Fees</p>
Openness and transparency	<p>Strategic Plan</p> <p>Annual report</p> <p>National Gambling Act, 2004 (Act 7 of 2004)</p> <p>NGB website (www.ngb.org.za)</p>	<p>Strategic Plan</p> <p>Annual report</p> <p>National Gambling Act, 2004 (Act 7 of 2004)</p> <p>NGB website (www.ngb.org.za)</p>	<p>NGB website (www.ngb.org.za)</p>	<p>Strategic Plan</p> <p>Annual report</p> <p>National Gambling Act, 2004 (Act 7 of 2004)</p> <p>NGB website (www.ngb.org.za)</p>	<p>Strategic Plan</p> <p>Annual report</p> <p>National Gambling Act, 2004 (Act 7 of 2004)</p> <p>Public Finance Management Act</p> <p>NGB website (www.ngb.org.za)</p> <p>National Treasury</p>	<p>Strategic Plan</p> <p>Annual report</p> <p>National Gambling Act, 2004 (Act 7 of 2004)</p> <p>Public Finance Management Act</p> <p>NGB website (www.ngb.org.za)</p> <p>National Treasury</p>	<p>Performance in terms of the Promotion of Access to Information Act, 2000 (Act 2 of 2000)</p> <p>NGB PAIA Manual</p> <p>NGB website (www.ngb.org.za)</p>
Redress	<p>Fraud hotline (email) fraudalert@ngb.org.za Or (Tel) 012 686- 8800</p> <p>ceo@ngb.org.za</p> <p>info@ngb.org.za</p>	<p>Fraud hotline (email) fraudalert@ngb.org.za Or (Tel) 012 686- 8800</p> <p>ceo@ngb.org.za</p> <p>info@ngb.org.za</p>	<p>Fraud hotline (email) fraudalert@ngb.org.za Or (Tel) 012 686- 8800</p> <p>ceo@ngb.org.za</p> <p>info@ngb.org.za</p>	<p>ceo@ngb.org.za</p> <p>info@ngb.org.za</p>	<p>Fraud hotline (email) fraudalert@ngb.org.za Or (Tel) 012 686- 8800</p> <p>scm@ngb.org.za</p>	<p>Fraud hotline (email) fraudalert@ngb.org.za Or (Tel) 012 686- 8800</p> <p>scm@ngb.org.za</p> <p>NGB website (www.ngb.org.za)</p>	<p>ceo@ngb.org.za</p> <p>info@ngb.org.za</p>



Value for money	Services offered and documents provided are free of charge	Services offered and forms provided are free of charge. Forms can be downloaded from the NGB website at no cost with the exception of court processes in terms of S16(4) of the National Gambling Act	Services and reports are provided free of charge	Services and reports are provided free of charge	Services are provided free of charge	Services are provided free of charge with exception of services listed in terms of the PFMA and as set out in the bid document	Services provided at a fee prescribed in the Promotion of Access to Information Act, 2000 (Act 2 of 2000)
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