

Since its inception in 2012, the Business Support Helpline has logged more than 12 000 cases as received by businesses. The departmental service was brought in-house in 2016/17, a departure from the previous model where incoming enquiries, complaints and requests for assistance were handled by an external service provider managed by CEI. As part of the service, the unit developed a Case Management System coupled with a dedicated helpline and email address to receive all requests. Additionally, the system records and monitors the resolution of all cases received and assists with trend analysis of systemic challenges.

Trend analysis reports generated by the system, have also assisted the Red Tape Reduction Unit to identify and implement interventions that supports the reduction of red tape in the province which allows business to create/sustain revenue and jobs.

The table below is based on the case information collected for the period April 2019 to March 2025 and illustrates the case categorization for each period and the possible impact on business creation and sustainability and expansion. Cases ranging from requests for information on how to access funding and how to start a business, to red tape-related issues e.g., delayed building plan applications, inefficiencies at the Port of Cape Town, access to business infrastructure – land/premises, water and electricity connections etc., were some of the cases that were logged with the unit.

	<b>2019/ 2020</b>	<b>2020/ 2021</b>	<b>2021/ 2022</b>	<b>2022/ 2023</b>	<b>2023/ 2024</b>	<b>2024/ 2025</b>
Total number of businesses assisted with information to aid in business start-up/sustainability/expansion	623	1 338	703	519	336	223
Total number of businesses assisted with red tape-related issues that may have led to business sustainability/expansion / Resolution Rate	85.7%	90%	80%.	80%	93%	87%

Meanwhile, amid the Covid 19 pandemic the Unit had to reposition itself to address the immediate needs of businesses. This included facilitation of requests for permits to operate, lobbying for sectors to reopen and the interpretation of the regulations issued in terms of the Disaster Management Act. The unit had to swiftly familiarise themselves with each new regulation as it was passed, as citizens and businesses would contact the Business Support Helpline requiring information and advice on the regulations. 212 cases regarding regulatory interpretation were dealt with by the unit.

Apart of the former support the unit engage directly with the UIF to facilitate payment of UIF -TERS applications made by employees and businesses. **Overall, the RTR unit has assisted 9227 employees, yielding an overall total pay-out of R 47 196 105.00.**

During the 2025/2027 financial year, the Business Support Helpline will be bolstered by additional enhancements to improve data and knowledge management. Communication on the awareness of the Helpline will further be heightened, especially in non-metro regions.

Lastly, notable cases that have been successfully resolved by the unit which assisted businesses to operate, create and/or sustain revenue and jobs:

1. A steel manufacturing plant encountered problems with its application for condonation for an Atmospheric Emissions Certificate, a document necessary for the business to operate successfully. The unit together with various government departments successfully concluded the matter within 3 weeks, which contributed to the creation of **approximately 300 local jobs.**
2. A charcoal production facility was experiencing delays with the Transfer Duty receipt from SARS pertaining to the transfer of a portion of a farm. These delays were having a major impact on a project as the client could not pay its service providers. The unit escalated the matter to SARS who issued the Transfer Duty Receipt within 2 weeks. **The facility created about 150 direct and 75 indirect job opportunities as a result of the assistance provided.**
3. A Western Cape based business that supplies appropriate devices, wheelchairs, related services, and training addressing mobility barriers, requested assistance with payment delays by the Department of Health, Eastern Cape. The business was owed in excess of R1.7 million for services

rendered. The unit escalated the matter to the Head of Department of Health in the Eastern Cape for urgent intervention. Partial payment was received within 2 weeks enabling the business to **retain 84 jobs and revenue for further production.**

4. A craft beer business experienced delays with the issuing of a liquor licence that was conditionally granted, which conditions were met by the applicant. Contact was made with the Western Cape Liquor Authority and the final licence was issued within 5 hours. The business was able to open the following day resulting in the **creation of 6 jobs and the saving of R 150 000 in revenue.**
5. A major glass making manufacturer approach the unit for assistance as they were experiencing red tape related to purchasing of municipal owned land that had a huge impact on its expansion plans. The Unit's intervention and constant engagement with the municipality enabled the client to purchase a portion of the rail reserve (which the municipality previously rejected) resulted in them being able to expand their business operations by building another warehouse on the property leading to growth/expansion and job creation.
6. **A space technology** solutions provider. The business was set to deliver the first of seven satellites for the EOS AgriSat constellation in 2022.

While the business had received a conditional approval letter for launch a licence from the South African Council for Space Affairs (SACSA), they were struggling to secure the launch Permit. The Unit made contact with the business and proceeded to facilitate a solution. The intervention by the Department enabled the business to not only continue with the EOS AgriSat constellation project but also facilitated the making of history in satellite monitoring.

**It has further been reported that there is an estimated future revenue to South Africa of \$108m pending successful operation.**

7. **Darling Green Country Estate's adjoining solar farm Darling Green Solar** (Pty) Ltd was part of the pilot wheeling project to supply the City of Cape Town with 5MW of green energy. Ralph Rabie (Darling Green Country Estate) contacted the Red Tape Reduction Unit for assistance with a long outstanding appeal. As a result of the Department and partners, the business was enabled to go forward with the construction of the 6MW solar plant estimated to cost in the

region of R150 million. During construction, **40 people would be employed. Furthermore, Post Commissioning ongoing discretionary services employs 20 people – with a permanent post commissioning of 2 Security Guards.**

The country estate consists of 510 opportunities (a combination of varying sized plots/stands (160), sectional title units (130), retirement homes (220) and a Small commercial area). Collectively, resolution of the matter contributed towards the estimated R1 billion worth of benefits to our economy, as reported by the developer.

8. Cullingworth and Associates reached out to the Department via the Business Support Helpline Service when they encountered a red tape barrier with Eskom. Within a week, (a matter of days) Eskom confirmed that the connection was receiving top priority, subject to the relevant statutory processes being followed. Food Lovers were able to open the flagship store in Bothasig (their biggest store in South Africa) on the 20<sup>th</sup> of October 2022. **The opening of this store resulted in the employment of 150 people from surrounding communities, including Du Noon, Milnerton and Edgemead.**
9. **The Cape Grace Hotel** reached out for assistance to the unit when they struggled with the finalisation of their building plan application via the City of Cape Town's improved Building Plan and Land Use Applications portal. Due to unforeseen errors with the new portal, the Cape Grace Hotel was unable to load new applications or advance building plan applications already in circulation. Kasada, the developer, made contact with the Department. **The delay, and potential loss of revenue would be in the order of R2 – R3 million per day if the red tape barrier was not removed.** Rapid intervention by the Unit, due to its partnership with the CoCT prevented the business from incurring major costs, enabling the business to continue with the planned renovations and sustained the investment of 22 million US Dollars into the economy.
10. The unit was requested to assist with unblocking the red tape challenge experience by the film company for a major reality tv series. The production process alone was set to create 150 jobs, with a R130m investment. In partnership with the Stellenbosch Municipality, the unit enabled the production

of the show. Currently, the same location will be used for the production of the of other seasons.