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**FROM NAFCOC FREE STATE**

**Office of the Chairperson**

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**TO: Free State Department of economic, small business development, tourism and environmental Affairs**

**FROM: Tshepo Matsaba**

**SUBJECT: NAFCOC FS SUBMISSION TOWARDS BUSINESS FS BUSINESS FORUM  
DELIBERATIONS ON COVID-19 RELIEF FUNDING**

**Dated: 07 MAY 2020**

**Formation of the multi-chambers business forum**

Nafcoc as the biggest business chamber nationally and provincially would like to appreciate the platform created by Department of economic, small business development, tourism and environmental affairs as we had requested. We believe that this platform will provide the much needed assistance to small and informal businesses in the province in accessing relief funds and also ensure that more businesses participate in the process.

**Challenges faced in accessing Covid-19 relief interventions and funds**

**1. Online Application**

The use of the internet in applying for relief has proven to be challenging to most of the SMME operating in our locations in particular those that are informal. The use of technology seems to be a barrier for access as some deserving business owners are not proficient in the use of technology.

**Proposed Solution**

Chambers be capacitated with the necessary infrastructure to assist their members with the process of applying online.

**2. Follow-up on application**

There seems to be no follow-up mechanism in place for those who have applied to check the progress on their applications and also to know if their applications have been successful or not and the reasons thereof. Also the time frame for those applications to be made is still not clear.

**Proposed Solution**

We propose a monitoring, evaluation and reporting mechanism be established through Desteas to track the progress of each and every application submitted. An sms and/or e-

mail be sent to the applicant with the update of the application and time frames.

### 3. Issuing of Permits

As a chamber we are very concerned that our municipalities are playing politics instead of doing their jobs in the space of business development. The issues of issuing of permits to Tuckshops and informal businesses of black people in the province has become a very painful experience as business people are struggling to access the much needed relief. Mangaung Metro in particular has been very inefficient after reporting this matter to the mayor on a number of occasions without as action.

#### **Possible Solutions**

The responsibility of issuing of permits be taken over by Desteza temporarily until municipalities gets their house in all inefficient municipalities like Mangaung Metro Municipalities.

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For any enquiring contact:

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