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**MINISTER OF TOURISM**

**REPUBLIC OF SOUTH AFRICA**

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**NATIONAL ASSEMBLY:**

**QUESTION FOR WRITTEN REPLY:**

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**Mr G R Krumbock (DA) to ask the Minister of Tourism:**

(a) What total number of Tourism Stakeholder Forums have been established (i) in each province and (ii) nationally, (b) on what date was each forum established in each case, (c) who are the members of each forum, (d) how were members selected in each case, (e) what are the main objectives in each case, (f) what mechanisms, processes and procedures are in place to monitor the attainment of objectives in each instance and (g) what objectives have been met in each instance? NW2290E

**Reply:**

1. **Total number of Tourism Stakeholder Forums been established in each province**

According to the Constitution of the Republic of South Africa, 1996 - Schedule 4, Tourism is one of the functional areas of concurrent national and provincial legislative competence. The detailed information on the provincial tourism forums can be obtained from the respective provinces, as the structures are not reporting directly to the department.

(a) – (g) Not applicable.

1. **(a) Total number of Tourism Stakeholder Forums been established nationally is 5** (It excludes MinMEC, MIPTECH and the respective working groups)

| **Forum Name** | **(b)On what date was each forum established in each case** | **(c) Who are the members of each Forum** | **(d)How were members selected in each case** | 1. **What are the main objectives in each case** | 1. **what mechanisms processes and procedures are in place to monitor attainment of objectives in each instance** | 1. **what objectives have been met in each instance** |
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| 1. Tourism Leadership Forum | 2017/18 | * Captains of Tourism Industry * Representative from Treasury | The NTSS identifies stakeholders that will be playing a leading and/or supporting role in its implementation, monitoring and reporting | * To provide a platform to discuss and deliberate on tourism related matters in order to ensure that tourism grows and contribute to the overall socio-economic development. * To ensure that the policies set out by the industry are aligned with NTSS, and the Tourism Act no.3 of 2014. | * Quarterly feedback meetings are held on progress made from actions allocated. | * Sound discussions to ensure tourism growth and overall economic development. |
| 1. National Tourism Stakeholders Forum (NTSF) | 2011/12 | * Senior executives of organised private sector associations, * Captains of industry, * Senior government officials (from the relevant sector departments at national level) * Representatives of provincial departments and provincial marketing agencies, * Tourism heads / Managers in the metropolitan municipalities; and the South African Local Government Association; and * Relevant National government agencies e.g. South African Tourism, Brand SA, South, etc. | The NTSS identifies stakeholders that will be playing a leading and/or supporting role in its implementation, monitoring and reporting. | To provide a platform for multi-stakeholder engagements to:   * Ensure alignment, monitoring and reporting on NTSS implementation * Identify challenges that may hamper effective implementation of the NTSS and jointly recommend solutions, policy and strategy changes that are necessary and critical for the successful implementation of the NTSS and other tourism strategies/ programmes. | * NTSS implementation mechanisms that include Work Streams aligned to each pillar of the NTSS, namely, Effective Marketing, Facilitating ease of Access, Visitor Experience, Destination management and Broad-Based Benefits. | * Alignment, monitoring and reporting on NTSS implementation * Clear identification of priorities and role players |
| 1. Tourism Safety Forums (National) | 2017/18 | The Forum comprises of representatives from the Department, nine  (9) provincial Tourism Departments, South African Tourism (SAT), South African National Parks (SANParks), Tourism Business Council of South Africa (TBCSA) and other tourism bodies, the South African Police Service (SAPS), industry representatives, and other relevant stakeholders as per invitation from the Forum. | Members are nominated by their respectively departments | * The National Tourism Safety Forum is responsible for the coordination and integration of safety response mechanisms for tourists in distress. The Forum also establish safety protocols and clear messaging on matters related to tourist’s safety. | * An MOU between SAPS and the departments of Tourism has been agreed to and will be signed in due course. | * Development of National Tourism Safety Strategy. * Implementation of part of the strategy. * Tourism monitors programme in all province. |
| 1. National Registrars Forum | **Prior to 2000** | Provincial Registrars  National Registrar  Registration Officials (both provincial and national) | Registrars are appointed in terms of the Tourism Act, 2014. They attend the quarterly engagements on the basis of their appointments as Registrars. | According to the Tourism Act, 2014, all Registrars of Tourist Guides (both provincial and national) are expected to report on the status of the tourist-guiding sector in their respective provinces as well as at a national level. | Quarterly workshops of Registrars provide a platform for exchanging views and experiences in the tourist-guiding sector and reporting on the achievements and challenges pertaining the tourist-guiding sector. Registrars are provided with templates which are to be populated on a monthly and quarterly basis. This is monitored regularly to ensure that provinces submit the required information by the stipulated deadlines. | Submission of monthly and quarterly statistics and databases.  Submission of quarterly reports on tourist guiding initiatives implemented  Annual report on guiding with statistical information and trends related to guiding. |
| (**5) Tourism Service Excellence and Complaints Management Forum** | **2012** | **Composition:**  Forum consisted of the department, tourism associations, South African Bureau of Standards (SABS), South Africa Police Service (SAPS), Tourism Business Council of South Africa (TBCSA) and National Accommodation Association of South Africa (NAA-SA). | **Selection:**  Invitation for voluntary participation. | **Objectives of the Forum:**   * Sharing information and expertise on Service Excellence Programme. * Support initiatives that are aimed at creating a culture of service excellence in the tourism sector. * Joint awareness creation sessions for tourism products and campaigns. * Discussions on Tourism Complaints. * Provided inputs on Tourism Complaints Management Documents. * Shared information on events and functions attended by respective members | **Lead:**   * It is led by the department and convened quarterly meetings. | **Achievements:**   * Terms of Reference Developed. * Quarterly meetings held * Joint awareness creation sessions**.** * Presentations at relevant events. * Support relevant pilot projects and events. |