

**ASSESSMENT AND REVIEW OF THE IMPLEMENTATION OF THE THREATENED OR
PROTECTED SPECIES REGULATIONS (R152 OF 2007) BY THE PROVINCIAL AUTHORITIES
(PHASE 1 AND 2)**

QUESTIONNAIRE TO WILDLIFE INDUSTRY

Questionnaire developed by PB Consult on behalf of the Department of Environmental Affairs and Tourism

1. Organisation.....
2. Date of interview.....
3. Name.....
4. Are you aware of the guidelines on TOPS as issued by DEAT

Y	N
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5. In your experience, what is the general turn-around time for permit applications

2 weeks	
4 weeks	
6 weeks	
Other (Please specify)	

6. In your opinion, what are the major causes of delay in the issuing of permits.....

7. In your opinion, are their major mistakes applicants make in the application process, i.e. the ease of completing the application form.....

8. In your opinion do you believe the permit issuing officer is familiar with the provisions of TOPS?

Y	N
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 Please provide detail.....

9. On a scale of 1 to 10, how effective do you rate the service delivery of the permit issuing officer
 1 = not effective
 10 = highly effective
10. On a scale of 1 to 10, how effective do you rate the professionalism of the permit issuing officer
 1 = not effective
 10 = highly effective
11. On a scale of 1 to 10, how do you rate the helpfulness of the permit issuing officer
 1 = not effective
 10 = highly effective
12. On a scale of 1 to 10, how do you rate the friendliness of the permit issuing officer
 1 = not effective
 10 = highly effective
13. Do you receive communications regarding the implementation of TOPS from DEAT/Province

Y	N
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14. What do you consider the strengths of the permitting system in your province? (Please use a separate page if necessary).....

15. What do you consider the weaknesses of the permitting system in your province? (Please use a separate page if necessary).....

16. What operational constraints are encountered in the implementation of TOPS? (Please use a separate page if necessary).....

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17. What technical constraints are encountered in the implementation of TOPS? (Please use a separate page if necessary).....

[illegible]

18. Do you have a need to have access to permitting officers outside of normal working hours, if yes, please elaborate.....

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19. Please describe your view of a highly effective service delivery relating to permit issuing.....

[illegible]

20. Please indicate, in opinion, the 3 most important factors that prevent the province from achieving a highly effective service delivery relating to permit issuing.....

[illegible]

21. Other comments