



MPUMALANGA GAMBLING BOARD INFORMATION BROCHURE

MANDATE

The Mpumalanga Gambling Board (“MGB”) has been charged with the responsibility to perform all functions assigned to it in terms of the Mpumalanga Gambling Act, 1995 (Act No. 5 of 1995), as amended (“the Act”) and any other gambling legislation by advising, reporting or making recommendations to the Responsible Member on any matter relating to the regulation of gambling in the Mpumalanga Province.

VISION AND MISSION

The vision of the MGB is “*to be at the forefront of effective regulation of the gambling industry*” and our mission is “*to ensure the integrity of gambling through efficient regulation within the Mpumalanga Province of South Africa*”.

OBJECTIVES

The objectives of the MGB are:

- To perform the functions assigned to it in terms of the Act, including:
 - Ensuring the suitability of all persons wishing to participate in the gambling industry within Mpumalanga; and
 - Ensuring that gambling activities regulated by the MGB are conducted fairly, honestly and free of criminal influence and exploitation.
- To ensure that the regulation of gambling is effective and efficient.
- To render support and advice to the Responsible Member on gambling issues and ensure that the Government’s policy on gambling is implemented.

- To cooperate with the National Gambling Board and other stakeholders on matters of mutual interest.
- To conduct research, with a view to advising Government on the socio-economic impact of gambling within the Province.
- To perform the functions of the MGB in accordance with acceptable corporate governance practices.
- To promote responsible gambling in the Mpumalanga Province.
- To provide for the imposition and payment of gambling levies.

VALUE SYSTEM

In a quest to becoming a customer-centric organisation, the MGB subscribe to the Batho Pele principles in executing its governance and management practices, the MGB will ensure that:

- **Integrity** is pivotal to the business activities of the MGB. Therefore Staff and Board Members constantly strive to conduct themselves within the utmost integrity in their internal and external business relationships.
- **Excellence** is central to our regulation of gambling in the Province. Our internal stakeholders strive to “live” the Mission and Vision of the MGB by ensuring that we achieve the highest level of excellence and remain one of the world’s leading gambling regulators.
- **Co-operation, reliability and responsiveness** of the MGB underpin the historical success of the MGB. The organizational culture of the MGB promote dedication, commitment, responsibility and accountability to all our stakeholders.
- **Initiating and embracing change** is fundamental to the business continuity of the MGB. The MGB constantly strive to encourage, nurture and support the creativity and innovation of its stakeholders thereby promoting a culture of continuous improvement in all business and regulatory processes.
- **Respect** for the individual and community within which we conduct our business is of fundamental importance for maintaining the trust and confidence of all our stakeholders thereby providing them with the assurance of efficient and effective gambling regulation.

CORE FUNCTIONS

The core functions of the MGB are spread across the following line function Departments namely; Investigations and Licensing, Gambling Control, Gambling Audit and Communications.



1. Investigations and Licensing Department

The Department serves as a 'gate-keeper' into the gambling industry.

1.1 Types of licences

The Board may, subject to the provisions of the Act, grant the following gambling licences:

- a. Casino;
- b. Route operator;
- c. Site operator;
- d. Bingo operator;
- e. Independent site operator;
- f. Totalisator operator
- g. Totalisator branch;
- h. Totalisator agency;
- i. Bookmaker;
- j. Race course;
- k. Manufacturer; and
- l. Maintenance and Supplier.

The process that one needs to follow in order to be licensed, is as follows:

- The MGB invites individuals or companies to apply for licences. This invitation is called a Request for Applications ("RFA"). The RFA contains all the necessary requirements on how an application for a licence can be lodged and how it will be evaluated by the Board.
- All applications are investigated to verify the suitability of the applicants. All applications are subject to public inspections and objections.

Once an application for a licence has been granted, a licence is issued to allow the offering or the provision of gambling and/or related activities, as per the licence. Licensees are continuously monitored for suitability and compliance with licence conditions.

2. Gambling Control Department

This Department is responsible for ensuring that gambling is conducted in compliance with the Mpumalanga gambling legislation and in an honest and fair manner. In so doing to increase public confidence in legalised gambling establishments within the Province.

The Department performs the following functions:

- Ensures that only tested and certified gambling devices are approved, distributed and used in licensed gambling establishments in the Province;
- Ensures that gambling machines and other related equipment are in proper working condition and operate in line with legislative requirements;
- Ensures the fair resolution of patron disputes with licensees;

- Investigates cheating incidents, dishonesty, fraud and other illegal activities within licensed gambling premises; and
- Combats illegal gambling activities in the Province.

3. Gambling Audit Department

The Department performs the following functions:

- Verifications and audits levies, and compliance aspects related thereto, to ensure that levies are complete and accurate;
- Evaluate licensees systems and control; and
- Monitors licensees continued financial suitability.

4. Communications Department

The main role of this Department is to:

- Educate and create public awareness of the role of the MGB as a regulator of gambling;
- Facilitate responses to requests for information in terms of the Promotion of Access to Information Act.

The MGB places a high premium on the need for public awareness and education on the potential ills of gambling. To those already affected by gambling problems, help is available through the National Responsible Gambling Programme (“NRGP”).

The NRGP offers the following assistance:

- A 24 hour toll-free helpline (0800006008);
- Free consultations with a counsellor; and
- In-patient treatment.

OFFICE:

MGB Building, First Avenue,
White River, Mpumalanga Province, South Africa.

POSTAL ADDRESS:

Private Bag x 9908, White River,
Mpumalanga Province,
South Africa, 1240.

SWITCHBOARD:

Telephone: +27 (0) 13 750 8000

Facsimile: +27 (0) 13 750 8099

Email:ceo@mgb.org.za

GPS: S25° 20'10.8"

E31°00'18.6"

BUSINESS HOURS: 08h00 to 16h30

BUSINESS DAYS: Monday to Friday

To report corruption, call the National Anti-Corruption Hotline: 0800 701 701.

www.mgb.org.za www.facebook.com/mgbresponsiblegambling

Gambling is strictly for persons over 18 years of age.

Gamble responsibly. Winners know when to stop.

