



## agriculture, land reform & rural development

Department:  
agriculture, land reform & rural development  
NORTHERN CAPE PROVINCE  
REPUBLIC OF SOUTH AFRICA

# SERVICE DELIVERY CHARTER

### WHAT SERVICES DO WE PROVIDE?

We provide the following services to our clients:

#### **ADMINISTRATION**

- Pursuance of outcome 12 outputs
- Develop the Service Delivery Improvement Plan (SDIP) of the department;
- Facilitate strategic planning to ensure alignment with the National Development Plan 2030 and the MTSF 2014-2019;
- Develop a five year Departmental Monitoring and Evaluation framework; and
- Ensure connectivity in all offices of the Department.

#### **SUSTAINABLE RESOURCE MANAGEMENT**

- Provide agricultural engineering services
- Coordinate the implementation of LandCare programmes
- Provide support services to clients with regards to agricultural disaster risk management and
- Implementation and coordination of Land Use Management

#### **FARMER SUPPORT & DEVELOPMENT**

- Provide Farmer settlement and development,
- Provide Extension and advisory services to all farmers
- Ensure Food security to all household.

### WHAT ARE THE STANDARD OF OUR SERVICES

We have set the following professional standards for the level and quality of services we provide:

- Filling of vacant posts within 90 days;
- Compliance to 60 days timeframe with regard to disciplinary processes
- Cooperatives establishment and support within 2 months of registration
- We will process and respond to most emerging farmers approved funded projects and general queries within 21 working days
- Ensure that emerging farmers in particular are given ongoing required technical help and mentorship to growth and sustain their farming business to become more productive and self-sustainable.
- All funded agriculture projects on state, traditional land, and private land will be visited at least twice per quarter by an extension officer to assess progress and respond to farmer's needs
- Well trained project beneficiaries with valuable knowledge and understanding on how to grow, develop and sustain their projects independently and successfully without relying too much on government.
- Within 12 hrs of a disease outbreak, we will

### WHAT IS OUR COMMITMENT TO OUR CLIENTS

- We commit to serve all clients in an unbiased, polite, helpful, skilful and impartial manner (e.g. People will be served in the language of their choice).
- We are punctual in the execution of our duties and committed to timely services even during demanding times of our daily schedules.
- We further commit to co-operate fully with government employees at all sphere of government including the private sector agricultural practitioners and progressive NGO's to advance the public interest by all means.
- Commit to provide clear and accurate information.
- Further more, we commit to offer redress as well as an apology for lapses in our service delivery.
- We have complaints forms and suggestions boxes for people to make use of at each and every service point receptions of the department.
- Our office hours are from 07h30 – 16h00 daily and all our staff members are always ready to even go the extra mile when serving you.

<p><b>VETERINARY SERVICES</b></p> <ul style="list-style-type: none"> <li>• Provide Animal Health care and food security</li> <li>• Export Control to ensure Trade of animals and animal products</li> <li>• Veterinary Public Health to promote food safety</li> <li>• Provide Veterinary Lab Services to ensure diagnostic services and epidemiological investigations</li> </ul> <p><b>RESEARCH &amp; TECHNOLOGY DEVELOPMENT SERVICES</b></p> <ul style="list-style-type: none"> <li>• Render expert and needs based Research</li> <li>• Render Technology Transfer Services</li> <li>• Provide Infrastructure Support Services</li> </ul> <p><b>AGRICULTURAL ECONOMICS SERVICES</b></p> <ul style="list-style-type: none"> <li>• Provide timely and relevant agricultural economic services to the sector in support of sustainable agricultural</li> <li>• Provide agri-business development to increase economic growth.</li> </ul> <p><b>RURAL DEVELOPMENT COORDINATION</b></p> <ul style="list-style-type: none"> <li>• Co-ordinate the intervention programmes of all departments and institutions in rural areas to ensure that the land and agrarian reform and rural development mandate is achieved.</li> <li>• To co-ordinate joint planning, identify specific areas for targeted interventions, and monitor progress with CRDP implementation plans in the province.</li> </ul> <p><b>WHAT DOES IT COST OUR CLIENTS TO ACCESS OUR SERVICES</b></p> <p>Department services are rendered to all our clients for free except the following service:</p> <p><b>VETERINARY SERVICES:</b></p> <ul style="list-style-type: none"> <li>• There are those diseases that are declared State Controlled Diseases under the Animal Diseases Act, Act 35 of 1984. The full list can be downloaded from the National Department of Agriculture, Forestry and Fishery website</li> </ul>	<p>immediately institute control and preventative measures</p> <ul style="list-style-type: none"> <li>• We will avail to the public at large information about the annual Veterinary vaccination program</li> <li>• Animals to be vaccinated / treated with a potent and registered remedy</li> <li>• Cattles in the communal areas will be dipped with a registered acaricide as per dipping policy</li> <li>• Comply with laboratory standards as set out in the ISOIEC 17025 and SANAS. Participate in Proficiency testing</li> <li>• Regular monitoring of activities in slaughter and rendering facilities</li> <li>• Regular establishment audits using the official HAS handbook</li> <li>• Regular visits to all areas in the province. Regular meetings with traders. Info Flyers and brochures to be used to inform all stakeholders of a disease outbreak within the 1st 24hrs</li> <li>• Ensure that our export market is maintained</li> <li>• All telephone calls will be answered courteously from citizens calling our office within 5 rings.</li> <li>• All samples from clients will be registered within 5 minutes after they were received by reception.</li> <li>• Reports will be copied and enveloped every day and be sent out the next Monday for postage.</li> <li>• Accounts for services rendered by the laboratory for the clients will be sent to out within 30 days after samples were received.</li> <li>• Adherence to research protocol.</li> <li>• Conventional paper writing.</li> <li>• Local relevance to the audience.</li> <li>• Market determined in terms of size and quality as per research protocol</li> <li>• Meeting South African and International norms</li> <li>• Ensure that business plans are developed within a month after the application has been</li> </ul>	<p><b>HOW AND WHERE TO ACCESS THESE SERVICES?</b></p> <p>You will be able to make use of these services by contacting our offices via any of the following means:</p> <ul style="list-style-type: none"> <li>• In person by visiting our Provincial Office or any of our district offices.</li> <li>• By contacting any of our offices telephonically at the listed numbers</li> <li>• By mailing to us; Po Box 162 George Street, Kimberley 8300.</li> <li>• By faxing to our head office at (053) 832 4328</li> <li>• By surfing the internet at <a href="http://www.agricnc.gov.za">www.agricnc.gov.za</a></li> </ul> <p><b>WHERE CAN WE BE FOUND?</b></p> <ul style="list-style-type: none"> <li>• We are situated at the end of George Street at the adjacent back of Longstreet Friendly Groceries.</li> <li>• Our offices open weekdays Monday to Friday from 07h30 – 16h00.</li> </ul> <p>We can also be found by calling any of the following telephone numbers:</p> <ul style="list-style-type: none"> <li>• Head Office/ Office of MEC (053) 8389106 /9159 /9107/9158 / 9165</li> <li>• Office of HOD (053) 8389102 / 9118 / 9116</li> <li>• General Reception (053) 8389100 / 9112 / 9110 / 9166 /9123</li> <li>• Frances Baard District Elliot Street Reception: (053) 397872/7814/7806/7870/7872/ 7802</li> <li>• Vaalharts Research Station (053) 456 5800</li> </ul>
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<ul style="list-style-type: none"> <li>• or at any State Veterinary Office.</li> <li>• Other services that are not charged for, are those associated with an investigation, surveillance, testing, control / eradication / prevention of any State Controlled Diseases.</li> <li>• All Services to resource-poor farmers and low-income groups are free only in instances where it is a functioning community with a common need and the State Veterinarian makes the determination that the community cannot afford such a service. Otherwise in low-income groups that can be deemed to afford that service, a reduced amount or group rate can be negotiated which can be up to 50% of the state charges.</li> <li>• All clients must be made aware of the charges beforehand and should sign for such a service and the willingness to pay the mentioned service.</li> <li>• All clients must receive proof of payment and no hard cash should be accepted at the point of service delivery except if this is at the Main State Veterinary Office. Only Cheques made out to the Department of Agriculture &amp; Land Reform are acceptable even at the point of service if this point is not at the Main State Veterinary Office.</li> <li>• All tariffs must INCLUDE the cost of medicines, materials and VAT</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that business plans are developed to clients within a month of application</li> <li>• Conduct the Household profiling report within two months to enable CRDP to be declared a new site.</li> <li>• Quarterly facilitate the coordination of the development plans in the identified site.</li> </ul>	<ul style="list-style-type: none"> <li>• John Taolo Gaetsewe District Mothibi Stad Extension Services Office (053) 7731905 or (053) 773 1590 Vet Services Office (053) 712 1030 or (053) 712 1999 Mothibistad Farmers Support Ext Office (053) 7731590 / 1981 / 1982 Siyanda District Water Affairs Extension Services Office (054) 337 8000 Die Eiland Research Station (054) 337 8700 Karakoel Research Station Office (054) 332 1931 Namaqua District Springbok Extension Services Office (02771) 82329 or 21378 or 21315 Springbok Vet Services Office (02771) 21311 Calvinia Vet, Tech's &amp; Ext Office (027) 3411238 Pixley Ka – Seme District De – Aar Extension Services Office (053) 631 3631 or (053) 839 7839 Veterinary Services Office (053) 631 2592 or (053) 631 3311 Prieska Vet and Farmers Support Ext Office (053) 353 1196</li> </ul>
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Mr WVD Mothibi  
HEAD OF DEPARTMENT

Date: 21 March 2014