



agriculture & rural development

Department:
agriculture
& rural development
PROVINCE OF KWAZULU-NATAL

SERVICE COMMITMENT CHARTER: ALLERTON VETERINARY SERVICES

We are the Allerton Veterinary Laboratory, Epidemiology and Animal Health Services of KZN

VISION

To eradicate all animal diseases through high quality Laboratory Diagnostic and Veterinary Services

MISSION

The provisioning of a quality professional diagnostic, research, epidemiological and animal health services

VALUES

Batho Pele Principles and Service orientation – Departmental officials will conduct themselves in a manner befitting a government that is caring, dedicated and pro-poor, influenced by the spirit of Ubuntu.

Self-sufficiency and independence – The Department commits itself to the promotion of self-sufficiency in all its interventions and focuses on the empowerment of people to be more independent and entrepreneurial.

Cooperative governance and working together – The Department will continuously engage in joint planning and coordination with stakeholders and Government entities in order to ensure holistic, integrated and coherent government programmes.

Professionalism – the Department’s employees must perform their duties in a professional, ethical (open and honest) and value adding manner.

High Staff Morale – The Department is committed to facilitate a constructive and supportive work environment.

Development and Recognition – The Department’s employees are recognized as its most valuable asset and therefore it aspires to ensure the ongoing development and recognition of an effective, professional team.

WHERE CAN WE BE FOUND

Laboratory Manager	Dr. D.W.P. Ngobese
Physical Address	458 Town Bush Road Montrose Pietermaritzburg 3201
Postal Address	Private Bag X2 Cascades 3202
Telephone number	033 347 6200
Fax number	033 347 1633
Cell Number	079 506 2105
E-Mail Address	denis.ngobese@kzndard.gov.za
Website address	www.kzndae.gov.za
Hours of work	07h30 – 16h00 (Monday - Friday)

WHO ARE OUR CLIENTS?

Our current clients are:

- Directorate of Veterinary Services
- Directorate of Animal Health
- Department of Agriculture & Environmental Affairs
- Livestock Industry
- Organised agriculture
- Ezemvelo KZN Wildlife
- Livestock & wildlife farmers (previously disadvantaged, communal & commercial)
- Private Veterinarians

- State Veterinarians
- Veterinary Public Health
- Epidemiology & Training
- Community/public
- Tertiary Students
- Allied private industry/companies
- Agricultural & Veterinary institutions (Varsities & Colleges)
- Educational Institutions
- Allerton PVL & other laboratories
- World Health Organisation
- Bill & Melinda Gates Foundation
- United States department of Agriculture
- Staff

Our potential clients are:

- Emerging Farmers
- Schools

SERVICES

We provide the following services to our clients:

- Testing of food safety specimens
- Testing of abattoir hygiene monitoring specimens
- Testing specimens for Controlled/Notifiable diseases
- Testing specimens for Non-Controlled/Notifiable diseases
- Diagnostic tests
- Epidemiological studies
- Conducting Post Mortems
- Training Animal Health Technologists
- Primary Animal Health Care

SERVICE STANDARDS

We have set the following minimum standards for the level and quality of the services provided:

	SERVICE STANDARDS
<p>ALLERTON VETERINARY LABORATORY, EPIDEMIOLOGY & ANIMAL HEALTH SERVICES OF KZN</p>	<ul style="list-style-type: none">• Every client entering any departmental office will be attended to within 60 minutes.• Diagnostic test results available within 7 working days (dependent on nature of test)• Complaints about service delivery will be dealt with and progress report provided to the complainant within 10 working days from the date of complaint.• Control of Rabies by improving surveillance, increase vaccinations, public awareness, research, inter-sectoral collaboration and International collaboration. Aim to stop human Rabies through the control of animal Rabies.

We shall publish the results of our performance against our standards for the current financial year (April 2011 to March 2012) in the Departmental Annual Report and Annual Performance Plan.

BATHO PELE PRINCIPLES

The provision of our services will be based on the principles of Batho Pele as enshrined in the Department of Agriculture and Environmental Affairs Service Commitment Charter and KZN Citizens' Charter, and we undertake to honour these principles by:

Consultation

Citizens will be consulted about the level and quality of the services they receive and, wherever possible, will be given a choice about the services that are offered.

To this end, we commit to the following consultation arrangements:

- Telephonic consults
- Additional consultative meetings to take place at ward level pending the adjustment of structure
- 12 Internal MANCO meeting
- 4 Private Vet meetings
- 3 KZNPI meetings
- 4 State Vets meetings
- 4 MPO Meetings

- 2 Info Day
- 1 International Coordinating group of the Gates Foundation/WHO project for Human and Dog Rabies Elimination meeting
- 2 Rabies action group provincial meetings
- 2 Rabies action group district meetings
- 1 Rabies advisory group national meeting
- 15 Livestock Association meetings
- 160 Diptank Committee meetings

Service standards

Citizens will be told what level and quality of public service they will receive so that they are aware of what to expect. These standards will be set at a level that is demanding yet realistic.

To this end, we commit to the following arrangements for Service Standards:

- Establish accurate livestock census including dog and cat population.
- To strive for 100% of livestock vaccinations
- Diagnostics tests performed
- Turnaround times for controlled diseases & necropsy:
 - Rabies: 1 day
 - AI/NCD: 4-5 days
 - CA: 5 days
 - SE: 5-7days
 - Post Mortems: 7 days (dependant on diagnosis)

Access

All citizens will have equal access to the services they are entitled to receive.

To this end, we commit to the following arrangements for access as follows:

- Telephones
- Physical Access to Offices
- Meetings
- Office allocations more easily accessible
- Website
- Organogram of staff structure
- Awareness clinics

- Collection of specimens/samples
- Improved signage
- Central focal managerial point for Rabies
- Primary animal health care services e.g. Rabies vaccinations, are cascaded down to community levels

Courtesy

Citizens will be treated with courtesy and consideration.

To this end we commit to show courtesy to the customers as follows:

- Politeness, reception lounge, prompt responses to requests within 4 working days, answer the telephone within 3 rings
- Name tags
- Front line staff training
- Utilization of portable and voicemail telephone

Information

Citizens will be given full and accurate information about the public services they are entitled to receive.

To this end, we commit to the provision of information as follows:

- Meetings (refer to consultation)
- Pamphlets, posters and campaigns, fully functional website, dissemination of information on research studies undertaken, release of statistics on disease prevalence

Openness and transparency

Citizens will be given information on how the Department functions, as well as the cost of the services provided.

To this end, we commit to openness and transparency as follows:

- Cascading of information from strategic levels to clients; presence at meetings where clients can question any matters of concern; provision of accurate and reliable information that can be verified; publish results of controlled diseases annually in the printed media; display of organogram with photos and telephone numbers; display of service commitment charter

Redress

If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a sympathetic, positive response.

To this end, we commit to dealing with complaints as follows:

- Complaints received and acknowledged within 1 day and addressed within 4 working days,
- Redress in accordance with relevant Acts and Policies;
- Refer complaint to higher authority if not satisfied.
- Complaints and suggestion box
- Reception
- Complaints and compliments committee
- Recall of incorrect reports

Value for money

Public service will be provided economically and efficiently in order to give citizens the best possible value for money.

To this end, we commit to ensuring value for money as follows:

- Procurement Plan
- Monitoring of official cell phone
- IYM
- Section Budgets
- Rabies Project Budget
- Stock Take register
- Stationary register
- Asset register
- Log Book
- Trip Authorities
- Drug register
- Daily Banking
- Receipt books
- Quarterly audits of all financial registers

Encouraging Innovation and Rewarding Excellence

The department will ensure that an environment conducive to the delivery of services is created to enhance the capacity of their personnel to deliver good services.

To this end, we commit to encouraging innovation and rewarding excellence as follows:

- Prescribed EPMDS system; preparedness to render services on request i.e. over weekends; participate at DSEA's and PSEA's
- Employee of the year
- Letters of commendation
- Skills development

Impact of service delivery

The Department will measure and report regularly, using the sum total of all Batho Pele initiatives, the impact of the Batho Pele based service delivery on the lives of the citizens of KwaZulu-Natal, in the first three years and, thereafter every five years.

To this end, we commit to impact service delivery as follows.

- Measure in terms of increased number of animals presented for vaccinations, measurement in terms of mortalities due to diseases,
- Maintain accurate records regarding mortalities
- Client service satisfaction survey
- Reduce prevalence of controlled diseases
- Livestock (Improved quality of meat, reduction in transmittable disease from animal to humans)

Leadership and strategic direction

The Department's leaders in the service delivery chain will provide direction, create alignment, engage staff, create effective partnerships and demonstrate ethical and sound values.

To this end we commit to providing leadership as follows:

- Provision of leadership and Strategic Direction, training and mentorship as well as the provision of adequate resources i.e. financial and human in making it possible to embark on the control and prevention of Animal Diseases
- Staff training
- Meetings on new legislation

- In house workshops
- Mentoring programs
- Induction of new employees

OUR CLIENT'S RIGHTS

You have the rights as enshrined in the Constitution and other relevant legislation as well as the Batho Pele principles as mentioned above, i.e.

- Courteous behaviour at all times
- Access to full information
- Prompt and efficient service
- Redress and an apology for lapses in our service

OUR CLIENT'S OBLIGATIONS

- Your request for services must be clear (preferably in writing)
- You must provide us with proper contact details

QUERIES AND COMPLAINTS

If the promised standard of delivery is not met, clients will be offered an apology, a full explanation and a speedy and effective remedy.

Queries and complaints can be presented to us by:

- Visiting the office(s) where the complaint is directed
- Submit your complaint in writing to the relevant office
- Call the Toll-free call centre on 0800 000 996
- E-mail: callcentre.agriculture@kzndard.gov.za

We will acknowledge all correspondence received within three working days.

We will send a progress report within ten working days.

We will send a full reply immediately upon the finalization of a case.

In the event that you are not satisfied with our response, you can write to the Senior Manager South Region Veterinary Services:

04 Pin Oak
Lower Quarry
Hilton
Tel: 033 343 8300

Private Bag X6005
Hilton
3245

