



## agriculture & rural development

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Department:  
agriculture  
& rural development  
**PROVINCE OF KWAZULU-NATAL**

# **SERVICE COMMITMENT CHARTER**

We are the KwaZulu-Natal Department of Agriculture and Rural Development

## **VISION**

A united, sustainable and vibrant agricultural sector with thriving rural communities  
in balance with nature

## **MISSION**

To promote, through partnerships, sound agricultural practices that stimulate economic  
growth, food security and advancement of rural communities in KwaZulu-Natal

**TOGETHER WE HAVE MADE KZN A BETTER PROVINCE TO LIVE IN**

## 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 strategic Partnership** – The Department commits itself to the principle of cordial intergovernmental relations and strategic partnership across all sphere of society, with particular focus on business and civil society organizations as delivery partners

**Transformation-** Department is an agent of state transformation agenda to change the historic uneven development of the South African and KwaZulu-Natal society and its policies must reflect this character at all times

**Financial Prudence and Resource Limitation** – the Department is the custodian of public funds and its policies must promote economical use of such limited funds to achieve efficient and effective delivery of public services. Government will always be faced with a challenge of growing public demands and limited resources to fulfill every obligation

**Accountability and Transparency-** the Department is obliged to promote good governance by accounting and being transparent to the public, legislature and oversight institutions for its performance and use of public resources.

**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.

## 2. WHERE CAN WE BE FOUND

**HEAD OFFICE:** Physical Address : No. 1 Cedara College, Old Howick Road  
Postal Address : Private Bag X 9059, Pietermaritzburg, 3200  
Telephone number : 033- 355 9100  
Fax number : 033- 355 9293  
E-Mail address : hodpa@kzndae.gov.za  
Hours of work : Monday to Friday (07:45 – 16:15)

We have 2 Regional Offices in the Southern and Northern part of KwaZulu Natal:

South Region: Physical Address : 04 Pin Oak, Lower Quarry, Hilton  
Postal Address : Private Bag x 6005, Hilton 3245  
Telephone number : 033- 343 8300  
Fax number : 033- 343 8437  
E-Mail Address : theo.vanrooyen@kzndard.gov.za  
Hours of work : Monday-Friday (07:45 – 16:15)

North Region: Physical Address : Lot 11634, Veldenvlei  
Postal Address : Private Bag x 1048, Richards Bay, 3900  
Telephone Number : 035- 780 6700  
Fax Number : 035- 780 6746  
E-Mail Address : thuledu.khumalo@kzndard.gov.za  
Hours of work : Monday to Friday (08:00 – 16:30)

### **3. WHO ARE OUR CLIENTS?**

Our current clients are the:

Subsistence Farmers, Commercial farmers, Non-Governmental Organizations, Community Based Organizations, Co-operatives, General Public, Departmental parastatal and other government.

Our potential clients are:

Schools  
Universities  
Clinics

### **4. SERVICES:**

We provide the following services to our clients:

#### **4.1 AGRICULTURAL DEVELOPMENT SERVICES**

Agriculture Advisory and Extension Services

Engineering (Infrastructure and Landcare support)

Veterinary Services

Research & Technology Development Services

## 4.2 RURAL DEVELOPMENT SERVICES

### 5. SERVICE STANDARDS

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

	SERVICE STANDARDS
AGRICULTURE AND RURAL DEVELOPMENT	<p>Every client entering any departmental office will be attended to within 60 minutes.</p> <p>Requests for services to be acknowledged within five working days and acted within the service standards.</p> <p>Complaints about service delivery will be dealt with and progress report provided to the complainant within 10 working days from the date of complaint.</p>

We shall publish the results of our performance against our standards for the current financial year (April 2015 to March 2016) in the Departmental Annual Report and Annual Performance Plan.

## **6. BATHO PELE PRINCIPLES**

The provision of our services will be based on the principles of Batho Pele as enshrined in the 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:

Hold Farmers Days

Hold Livestock meetings

Regular stakeholder meetings

Conduct annual client satisfactory survey

Keep suggestion boxes in all our offices

Provide quarterly, half-yearly and annual reports for public scrutiny.

### **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:

Publishing of a Service Delivery Improvement Plan

Performance against standards set will be reviewed annually and as standards are met, they will be raised.

## **Access**

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

To this end, we commit to the new arrangements to improve access as follows:

Improve the signage in our offices.

Translation of brochures, books and materials in predominant languages

Establish Memorandum's of Understanding between the department and other entities

Provide farmer training on agriculture techniques

## **Courtesy**

Citizens will be treated with courtesy and consideration.

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

Attend to customers entering our offices within 60 minutes

Develop Departmental Code of Ethics and workshop all staff

Workshop Public Service Code of conduct to all our staff

Training our staff in diversity management; and customer care

Acknowledge correspondence within 5 working days and act within service standard.

## **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 new arrangement to improve the flow of information as follows:

Provide educational radio shows through radio slots  
Publish a Departmental Newsletter  
Participate in annual agriculture shows  
Host annual career exhibition  
Hold livestock meetings; and Farmers Day  
Translate Departmental documents for public consumption to be made available in the predominate languages.

### **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 the new arrangement for openness and transparency as follows:

Communicate status of projects to clients  
Publishing of the Annual Citizens Report;  
Display the departmental organogram and contact details of officials in all offices  
Display cost of services in all offices and departmental website  
Display Service Commitment Charter and Service Delivery Improvement Plan in offices and website

### **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 the new arrangement for dealing with complaints as follows:



Complaints will be acknowledged in writing within 3 working days  
A progress report will be sent within ten (10) working days and  
A full reply will be sent immediately upon the finalization of a case.

### **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 the new arrangement for ensuring value for money as follows:

Delivering of services according to approved business plans and within allocated budget and Identified systems related to cost saving mechanisms.

### **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 the new arrangement for encouraging innovation and rewarding excellence as follows:

- Facilitate the sharing of best practices
- Recognize and reward performance
- Promote participation in Departmental Service Excellence Awards
- Support participation in Sport activities

## **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:

Conduct client satisfactory surveys

Conduct monitoring of SDIP and compile annual progress report

## **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 in the following way:

Customer focused, effective, user friendly and aligned strategic plans to be in place and published immediately after being finalized

Develop/review Operational Plans outlining targets, which must be in line with the objectives as specified in the strategic plan;

Development of mechanisms by which leaders obtain feedback from subordinates peers, superiors and customers on their leadership capabilities.

Leaders have work plans in place at the beginning of each financial year in line with performance agreements.

Host a Departmental Public Service Week

## **7. 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 services
- Redress and an apology for lapses in our service

## **8. OUR CLIENT'S OBLIGATIONS**

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

## **9. QUERIES AND COMPLAINTS**

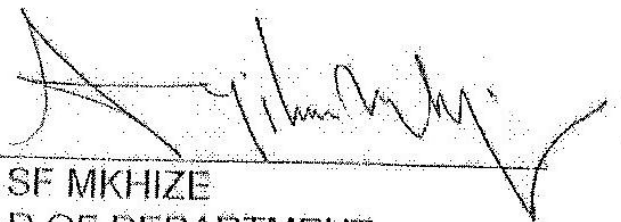
If the promised standard of delivery is not met, clients will be offered an apology, a full explanation and a speedy and effective remedy.

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](mailto:callcentre.agriculture@kzndard.gov.za).

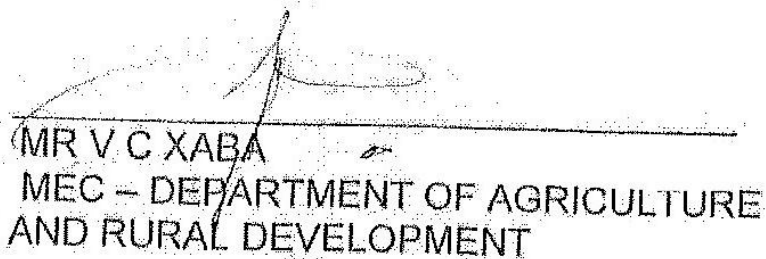
We will acknowledge all correspondence/requests received within five working days.  
We will send a progress report within ten working days  
We will send a full reply immediately upon the finalization of a case.

In the event that you are not satisfied with our response, you can write to the Head of Department, Dr. SF Mkhize, Private Bag x9059, PIETERMARITZBURG, 3200.



DR. SF MKHIZE  
HEAD OF DEPARTMENT

26/06/2015  
DATE



MR V C XABA  
MEC – DEPARTMENT OF AGRICULTURE  
AND RURAL DEVELOPMENT

26/06/2015  
DATE