



# **SERVICE COMMITMENT CHARTER**

## **OBJECTIVES OF THE CHARTER**

The objective of this charter is to express our commitment to service delivery which:

- Sets out the partners' roles and responsibilities to improve performance, enhance and fast track the delivery of services to improve the lives of our people.
- Outline the service standards that underpin the services offered by the department.
- Enables service beneficiaries to understand what they can expect from the department.
- Strengthen relations with our clients/stakeholders and public at large
- Promotes a high level of professionalism and ethics in the department.

## **STRATEGIC OVERVIEW**

The Department of Agriculture and Rural Development as mandated by the constitution of RSA and other various Public Service Acts commits to delivering the excellent services to our people. To us putting people first is not an "add on" function to our daily task but a way in which we approach delivering services in a manner that places citizens first and as customers. The department is committed in the implementation of Batho Pele principles through the implementation of the Service Delivery charter.

## **OUR VISION**

An inclusive, sustainable and radically transformed agricultural sector that builds thriving communities in balance with nature.

## **MISSION**

To maximise agricultural potential through comprehensive farmer support and technological services for inclusive growth and sustainable rural development.

## CORE VALUES

In order to fulfill its mission, the endeavors of the Department are underpinned by the following values:

VALUES	DEFINITION
<b>Batho Pele Principles and Service Orientation</b>	Departmental officials will conduct themselves in a manner befitting a government that is caring, dedicated and pro-poor, influenced by the spirit of <i>Ubuntu</i> .
<b>Self-sufficiency and independence</b>	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.
<b>Co-operative Governance and working together</b>	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.
<b>Professionalism</b>	The Department employees must perform their duties in a professional, ethical (open and honest) and value adding manner.
<b>High staff moral</b>	The Department is committed to facilitating a constructive and supportive work environment.
<b>Development and recognition</b>	The Department's employees are recognized as its most valuable asset and therefore it aspires to ensure the on-going development and recognition of an effective, dedicated and professional team.

### 1. WHERE TO BE FOUND

**Head Office:** Physical Address: No.1 Cedara Road, Cedara

Postal Address: Private Bag X 9059, Pietermaritzburg, 3200

Telephone number : 033-355 9100

Fax number : 033-3559122

E-mail address : [hodpa@kzndard.gov.za](mailto:hodpa@kzndard.gov.za)

Hours of work : Monday to Friday (07:45-16:15)

**Service Centre South:** Physical Address : 4 Pin Oak Avenue Hilton, 4532  
 Postal Address : Private Bag x 6005, Hilton, 3245  
 Telephone Number : 033 343 8300  
 Fax Number : 033 343 8329  
 Hours of work : Monday to Friday (08:00 – 16:30)

**Service Centre North:** Physical Address : Lot 11634, Veldenvlei, Richards Bay  
 Postal Address : Private Bag x 1048, Richards Bay, 3900  
 Telephone Number : 035 7806700  
 Fax Number : 035 7890366  
 Hours of work : Monday to Friday (08:00-16:30)

We have eleven Districts Offices:

<p><b>UMgungundlovu District:</b>          Physical address:          458 Town bush Road          Pietermaritzburg          3200</p> <p>Postal Address:          Private Bag X 9086          Pietermaritzburg          3200</p> <p>Telephone Number: 033 3476249/6          Fax Number : 033 347 5907</p>	<p><b>UMzinyathi District:</b>          Physical Address: 26 Beaconsfield Street          Talana Building          Dundee          3000</p> <p>Postal Address:          P.O Box 125          Dundee          3000</p> <p>Telephone Number: 034 2999660          Fax Number : 034 2999674</p>
<p><b>Harry Gwala District:</b>          Physical address: FNB Building          17 Margaret Street          Ixopo,          3276</p> <p>Postal Address:          Private Bag X 504          Ixopo          3276</p>	<p><b>Amajuba District:</b>          Physical address          58 Allen Street          City Central Building          Newcastle          2940</p> <p>Postal Address:          P.O Box 170          Newcastle          2940</p>

<p>Telephone Number: 039 8347600  Fax Number : 039 834 7660</p>	<p>Telephone Number: 034 315 3936  Fax Number : 034 315 2472</p>
<p>EThekweni District:  Physical address:  40 Dr Xuma (Commercial) Street  18<sup>th</sup> floor  Commercial City Building  Durban  4001</p> <p>Postal Address:  Private Bag X 54321  Durban  4000  Telephone Number : 031 3289300  Fax Number : 031 328 9324</p>	<p>King Cetshwayo District:  Physical address:  Lot 11634, Veldenvlei  Richards Bay  Opposite Umhlathuze  Sport Ground  3900</p> <p>Postal Address: Private Bag X 1048  Richards Bay  3900  Telephone Number: 035 780 6711  Fax Number : 035 789 0660</p>
<p>Ilembe District:  Physical address :  Corner of link &amp; R102  Albert House  Kwa Dukuza  4450</p> <p>Postal Address:  Private Bag X 10691  Kwa Dukuza  4450  Telephone Number: 032 437 7500  Fax Number : 032 551 5787</p>	<p>Zululand District:  Physical address:  King Dinizulu Highway  LA Building Zone 3  Ulundi  3838</p> <p>Postal Address:  Private Bag X 100  Ulundi  3838  Telephone Number: 035 874 9014  Fax Number : 035 874 9020</p>
<p>Ugu District  Physical Address: 1 Nelson Mandela  Dr  Old Laxey House  Port Shepstone  4240</p>	<p>UMkhanyakude District  Physical Address: Hibiscus Avenue (Back of  Shoprite)  Mtubatuba  3935</p>

Postal Address: Private Bag X 885 Port Shepstone 4240 Telephone Number: 039 682 2045 Fax Number : 039 682 3325	Postal Address: Private Bag X 008 Mtubatuba 3935 Telephone Number: 035 550 0210 Fax Number : 035 550 0218
Uthukela District Physical Address: Colenso Road Next to Caltex Garage Pieters Industrial Area 3370  Postal Address: Private Bag X 9905 Ladysmith 3370 Telephone Number :036 634 6301 Fax Number :036 634 1997	

## 2. WHO ARE OUR CLIENTS?

Our current clients are the:

Household farmers, Emerging farmers, Commercial farmers, Commodity Associations, Municipalities and Traditional Authorities

## 3. SERVICES:

We provide the following services to our clients:

- Advisory Services i.e. Livestock and Crop production (inclusive of veterinary services)
- Registration, de-registration of abattoirs and regulation of slaughtering
- Certification of meat imports/exports
- Primary Animal Healthcare Services e.g vaccinations,
- Laboratory diagnostics services
- Agricultural Development Services i.e. research, accredited and non-accredited agricultural training, scientific support, engineering design and development services, natural resource management, mechanization support
- Rural Development Monitoring and Co-ordination i.e. Rural Development Spatial Planning and development services
- Social facilitation

- Economics, Marketing and value adding
- Business entity and social facilitation
- Funding, investment and partnership

#### 4. SERVICE STANDARDS

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

AGRICULTURE AND RURAL DEVELOPMENT	SERVICE STANDARDS
AGRICULTURE AND RURAL DEVELOPMENT	<ul style="list-style-type: none"> <li>• Every client entering any departmental office will be attended to within 60 minutes.</li> <li>• Request for services to be acknowledged within five working days and acted within the standard.</li> </ul>

We shall publish the results of our performance against our standards for the current financial year (1 April 2020 to 31 March 2021) in the Annual Departmental Service Delivery Improvement Plan.

#### AGRICULTURE EXTENSION SERVICES

NAME OF BUSINESS PROCESS	TURNAROUND TIME	PROCESS OWNER/ COMPONENT
Agricultural advisory services	Minimum of 6 to a maximum of 8 working days	Agricultural Extension and Advisory Implementation Services
Project planning and approval for any of the following services: <ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• Production inputs</li> <li>• Food security</li> </ul>	90 Working days from date of application	Project Office

Mechanisation services e.g. planting and ploughing services	11 Working days from Application	Agricultural Extension and Advisory Support Services
<b>AGRICULTURAL RESEARCH SERVICES</b>		
<b>NAME OF BUSINESS PROCESS</b>	<b>TURNAROUND TIME</b>	<b>PROCESS OWNER/ COMPONENT</b>
Soil sample testing	10 Working days from date of submission of soil sample's	Soil Fertility Laboratory Services
<b>VETERINARY SERVICES</b>		
<b>NAME OF BUSINESS PROCESS</b>	<b>TURNAROUND TIME</b>	<b>PROCESS OWNER/ COMPONENT</b>
Issuing of Export and import permits	2 Working days	Veterinary Services
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Issuing of movement permits	2 Working days	Veterinary Services
Certification of Animal products	2 Working days	Veterinary Services
Rabies testing	2 Working days	Veterinary Services
Renewal of Licensing of abattoirs	5 Working days	Veterinary Services (VPH)

## 5. 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 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:

- District Stakeholder engagement sessions (DTT) quarterly
- Suggestion boxes in all our offices
- Client satisfaction surveys

### **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 Service Delivery Improvement Plan and Service commitment charter for public scrutiny and suggestion on areas of improvement
- 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 arrangement to improve access as follows:

- Will indicate the specific services rendered in each district
- Develop specifications for standard contract

### **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 and implement a professional code of ethics
- Conduct workshops on professional code of ethics to all staff
- Training our staff in diversity management and customer care
- Acknowledge correspondence within five working days
- Wear name tags as a means of identification

### **Information:**

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

- Workshops to communities on project application process



- Awareness workshops on the Agricultural Development Masterplan

### **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 report of project implementation to IGR structures (DTT)
- Publishing of the Annual Citizens Report
- Display cost of services in all offices and departmental website
- Display Service Delivery Improvement Plan and Service Commitment Charter in offices and website
- Display staff organogram and contact details of officials in all offices

### **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
- Complaints about service delivery will be dealt with and progress report provided to the complainant within 10 working days from the date of complaint.
- A full reply will be sent immediately upon the finalisation of a case
- Implementation of manual complaints management system in all eleven districts.

### **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
- Identifying best practices / innovations 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 regularly;
- Recognize and reward performance;
- Annual implementation of Extension Awards
- Host Annually the Female entrepreneur awards (FEA)
- Host Annual Extension Summit/Conference
- Participate in the CPSI awards
- Participate in the Premiers Service Excellence Awards
- Promote participation in the Departmental Excellence Awards

### **Impact of service delivery**

The Department will measure and report regularly, using the sum total of all Batho Pele initiatives. To this end we commit to:

- Conduct client satisfaction surveys
- Monitor implementation of the Service Development Improvement Plan
- Develop and publish an Annual Citizens 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:

- Host annual departmental Public Service Week
- Dissemination of information on the strategic focus of the department to all staff
- Host Annual departmental strategic planning
- Customer focused, effective, user friendly and aligned strategic plans and frameworks to be in place and published immediately after being finalised
- Develop/ review operational plans outlining targets, which must be in line with the objectives as specified in the strategic plan;

## **6. OUR CLIENTS RIGHTS**

You have a right 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 services
- Prompt and efficient services
- Redress and an apology for lapses in our services

## **7. OUR CLIENTS OBLIGATIONS**

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

## **8. QUERIES AND COMPLAINTS**

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

Queries and complaints can be presented to us:


- Visiting the office(s) where the complaint is directed;

- Submit your complaint in writing to the relevant office;

We will acknowledge all correspondence/request received within five working days.

- We will send a progress report within ten working days
- We will send full reply immediately upon the finalisation of a case

In the event that you are not satisfied with our response, you can write to the Head of Department, Mr S. Sibande, Private Bag X 9059, Pietermaritzburg, 3200.

  
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**Mr SD Sibande**  
**Head of Department**  
**Agriculture and Rural Development**

**1 April 2020**  
**Date**