



agriculture & rural development

Department:
agriculture
& rural development
PROVINCE OF KWAZULU-NATAL

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The Department of Public Service and Administration
Directorate: Service Delivery Improvement
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PRETORIA
0001

11 September 2018

RE: DEPARTMENTAL SERVICE DELIVERY IMPROVEMENT PLAN (SDIP) 1ST QUARTER PROGRESS REPORT (2018 - 2019)

1. In line with the provisions of The White Paper on Transforming Public Service Delivery (Batho Pele), 1997 and the Management Performance Assessment Tool (MPAT) as introduced by the Department of Performance, Monitoring and Evaluation, the Departmental Service Delivery Improvement Plan (SDIP) 1st Quarter Progress Report (2018-2019) is hereby submitted.
2. The purpose of the 2018- 2019 Departmental Service Delivery Improvement Plan, 1st Quarter Progress Report is to put in place interventions that address service delivery bottlenecks. By so doing, it directs focus to areas that require to be streamlined and enhanced to ultimately effect positive service delivery to clients.
3. In monitoring implementation of service standards, consultation was undertaken with Line Managers and consolidated. The draft 2018-2019 1st Quarter SDIP Progress Report was circulated to members of the SDIP Development Committee for comments and concurrence on 30 August 2018.
4. The SDIP Development Committee comprised of a Deputy Director General, Chief Directors and Directors from both the line function and support services of the department. This committee was supported by the Directorate: Integrated Planning, Policy, Monitoring & Evaluation, Sub-Directorate: Batho Pele Programmes.
5. The officials responsible for the monitoring of the Service Delivery Improvement Plan 2018-2019 are as follows:

| Name | Rank | Contact Number |
|-------------------|-------------------------|----------------|
| Ms.G.J.Majola | Deputy Director General | 082 767 5372 |
| Mrs G.N. Mavundla | Chief Director | 076 411 1693 |
| Mr L.D. Madondo | Acting Chief Director | 082 419 2886 |
| Dr.D.I.Mtshali | Chief Director | 082 419 2882 |
| Mr K Moodley | Chief Director | 082 552 5753 |

DEPARTMENTAL SERVICE DELIVERY IMPROVEMENT PLAN (SDIP) 1st QUARTER PROGRESS REPORT
(2018-2019)

| | | |
|------------------|----------|--------------|
| Mr S. Buthelezi | Director | 082 328 0016 |
| Mr N Xhakaza | Director | 082 576 4444 |
| Mr.E.Habermann | Director | 071 673 5384 |
| Mr T.W Mkhize | Director | 071 155 0707 |
| Mr B.B. Xulu | Director | 082 781 2672 |
| Mrs B. Bodlani | Director | 082 461 8179 |
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| Dr.H.De Villiers | Director | 082-922 3027 |
| Mr. A.Hitge | Director | 082 570 1987 |

6. Submitted for your attention.



Mr S.P. Myeza
Acting Head of Department
KZN Agriculture & Rural Development

18/09/2018
Date

CC. KZN Office of the Premier
Directorate: Service Delivery Improvement
Attention Mr M. Khanyile



agriculture
& rural development

Department:
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PROVINCE OF KWAZULU-NATAL

**DEPARTMENT OF AGRICULTURE AND RURAL
DEVELOPMENT SERVICE DELIVERY
IMPROVEMENT PLAN (2018-2019)
1 ST QUARTER PROGRESS REPORT**

1 INTRODUCTION

The Departmental Service Delivery Improvement Plan covers the 2018-2021 Medium Term Expenditure Framework. There are four Departmental Strategic goals, namely:

| Strategic Goals | Strategic Objectives |
|---|--|
| 1. Corporate governance and integrated service delivery | Provision of sound, responsive and transformed corporate and financial management systems. |
| 2. Develop and promote the agricultural potential in KwaZulu-Natal. | Promotion of optimal agricultural production for improved economic development and job creation. |
| 3. Sustainable natural environmental management | Promotion of natural resource conservation for improved agricultural production. |
| 4. Promote sustainable rural livelihoods | Improve access to services in rural areas through coordination. |

Annual Performance Plan 2018/2019

The SDIP focuses on improving service delivery aimed at strategic objective number 2 i.e. Develop and promote the agricultural potential in KwaZulu-Natal.

PREPATORY PROCESS

An analysis of the following documents were undertaken to establish the current organizational performance, client views of departmental services and departmental strategic direction for the upcoming financial year:

- 2015/2016 Client Satisfaction Survey;
- 2016/2017 Annual Report;
- 2016/2017 Auditor-General findings;
- 2016/2017 Annual Service Delivery Improvement Plan Progress report;
- 2018/2019 Annual Performance Plan.

SDIP DEVELOPMENT APPROACH

2018-2021 SDIP Development Project Plan is attached as **Annexure B**.

| Date of meeting | Target audience | Objective |
|-----------------------|---|--|
| 21 September 2017 | SDIP Development Committee | Adopt situational analysis and brainstorm areas for improvement |
| 15 – 17 November 2017 | SDIP Co-ordinators | SDIP training and development |
| 18-19 January 2018 | SDIP Development Committee | Brainstorming key service areas and service standards SDIP Development forward planning |
| 5 February 2018 | Branch: Rural Development management | Refine service standards |
| 22 February 2018 | Branch: Agriculture Development Services management | Refine service standards |
| 27 February 2018 | SDIP Development Committee | Input and adopt first draft SDIP |
| 8 March 2018 | Organised Agriculture, Farmers, Commodity Organisations | Consult on service standards |
| 27 March 2018 | EXCO | Present SDIP and adoption |
| 27 March 2018 | AHOD | Submit SDIP for approval to delegated authority |

COMMUNICATION PLAN

The Departmental Service Standards will be translated into a Service Commitment Charter. These will be displayed on notice boards in all District and Local Offices and the Departmental website i.e. www.kzndard.gov.za/strategic_documents.

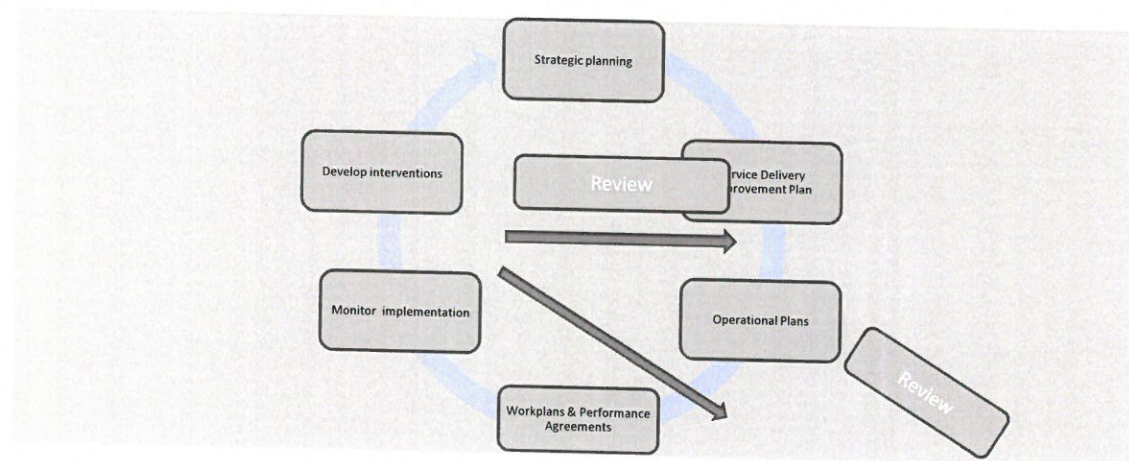
IMPLEMENTATION PLAN

In the implementation of the SDIP, the Department aims to create alignment in its strategic, annual performance and service delivery improvement plans. This will take effect through the cascading of these plans into operational plans, workplans and performance agreements to realise client-orientated and effective service delivery.

Regular monitoring of progress on such plans will require the outputs to inform the following:

- Implementation of interventions;
- Review of plans;

Below is a diagram of the planning alignment, implementation and monitoring of the Departmental SDIP.



REPORTING PLAN

Reporting on the Departmental SDIP will take place as follows:

| REPORT | PERIOD | DUE DATE | SUBMISSION TO |
|--|--|--|-------------------------------|
| Half-year progress | 01 April to 30 September of every financial year | 31 October of every financial year | EXCO |
| Half-Yearly implementation progress report | 01 April to 30 September of every financial year | 30 October of every financial year | Office of the Premier |
| Annual implementation progress | 01 April – 31 March of every financial year | 31 May of every financial year within the MTEF cycle | EXCO |
| Annual implementation progress report | 01 April – 31 March of every financial year | 30 June of every financial year within the MTEF cycle | Office of the Premier DPSA |
| | 01 April – 31 March of every financial year | 31 March as at the 3 rd year of the MTEF period | Office of the Premier DPSA |

MONITORING PLAN

The Directorate: Integrated Planning, Policy, Monitoring and Evaluate will co-ordinate monitoring of the SDIP through the Departmental SDIP Development and Batho Pele Forum as appointed by the Acting Head of Department.

The Departmental SDIP Development and Batho Pele Forum will meet quarterly whereby reports to monitor progress on the SDIP will be undertaken.

EVALUATION PLAN

The Department will evaluate the implementation of the Service Delivery Improvement Plan (2018-2021) annually.

CHANGE MANAGEMENT PLAN

In the Department's endeavor to facilitate change to rendering responsive crop production to ensure food nutrition and security, there are critical changes required to the pre-planning and management of mechanization, infrastructure support and agricultural production inputs.

The support of critical baselines such as the establishment and re-design of policies, plans and standard operating procedures are needed.

| Reason for change | Scope of change | Stakeholders | Benefits of change | Communication Plan |
|---|-------------------------------------|---|--|---|
| To promote responsive and effective crop production services. | Mechanisation management services | Agriculture Advisors Project Office (ADS) | Provision of timeous services aligned to planting seasons. | Workshops to internal and external service beneficiaries. |
| | Planning for production inputs | Engineering Services | Responsive services aligned to client needs. | |
| | Planning for infrastructure support | Scientific and Research Services Supply Chain Management Management Advisory Services | | |

SITUATIONAL ANALYSIS

The importance of agriculture in the KwaZulu-Natal province cannot be over-emphasised. The rural character of the province, together with the vast arable land that is available, especially in communal areas, avails agriculture as a vehicle that can be optimised to pursue radical socio-economic transformation.

South Africa and KwaZulu Natal are currently party to intense discussions around land ownership, provoked by the calls for expropriation without compensation, including the parliamentary process in relation to the matter. The calls for land to be returned to rightful owners is not only limited to private commercial land but it also includes, in the case of this province, for the land custodianship of Ingonyama Trust to be reviewed. For

agriculture, land ownership uncertainty translate into investment jittery, which may mean there is less capital injection into production, expansion of farms and agricultural enterprises.

The outbreak of diseases is a major strategic threat in the operating environment of the Department. The recent cases of rabies, avian and listeriosis diseases poses a major threat to human life, food safety and industry reputation, which further to loss of human life, can be financially ruinous to companies. This calls for vigilance and added capacity in the veterinary services to ensure there is adequate diseases surveillance, laboratory testing and vaccinations to prevent future re-emergence of such outbreaks.

It is an unfortunate development that at the time of preparing this plan, there were already cases of loss of life resulting from rabies infection, which spiked along the coastal belt of the province affecting South Coast, Durban, ILembe District and King Cetshwayo District (eMpangeni/Richards Bay areas). In response, the Department has undertaken massive vaccination programme covering the entire province, but still, with particular focus to the areas where the outbreak was detected.

The avian infection affected chicken stock in the northern part of KZN, mainly, and contributed to declined performance in the projects that the Department is supporting. There had been no cases of listeriosis in the province but the Department was working in partnership with its national counterparts and other stakeholders to monitor the situation.

The Province of KZN is currently facing emerging from serious drought conditions. Crop and livestock production is threatened when drought persists. Irrigation becomes incredibly difficult and the projections of yields is reduced. Such conditions could affect the food security status of vulnerable households and communities. Not only that, but can also affect agricultural income derived from crop sales.

In the previous financial year, the Department had responded to the drought by allocating budget tailor-made for drought relief, including distribution of animal feed, drilling of boreholes in communal areas especially those that are severely affected. Furthermore, the Department has continued to support the agricultural community by establishing irrigation schemes especially in the most affected districts; assisting farmers to switch to drought tolerant species; providing water harvesting support and promoting conservation agriculture practices.

The overall impact of drought was also a contributing factor, which hindered the Department from achievement of set milestones during the previous financial year especially those that were set with a reasonable expectation of better weather conditions. However, through stakeholder engagements, the Department will continue to intensify its measures that seek to support farmers in the province in order to unleash the agricultural potential.

PERFORMANCE DELIVERY ENVIRONMENT

Changing Policy Environment

The key fundamental reason for the conceptualisation of the National Development Plan (NDP) was to dress the triple challenge of poverty, unemployment and inequality prevalent in South Africa. To ameliorate the above challenge, the NDP identifies agricultural sector as one of the most

important elements in sustaining food production to improve the living conditions of the people, especially the rural poor through smallholder farmers in enhancing productivity and market access.

The National Development Plan also places agriculture in the heartbeat of the South African economy with a potential to create about one million jobs by 2030. It also places more emphasis on inclusive growth with rural communities encouraged to partake fully in the economic, social and political opportunities for people in rural areas.

During 2010, the South African government launched the New Growth Path (NGP). The plan states that by 2020, the KwaZulu-Natal will be a prosperous Province with healthy, secure and skilled population, acting as a gate way to Africa.

The NGP provides a solid framework to drive economic development that facilitates job creation. The target is the creation of about 5 million new job opportunities by 2020. The strategy is to target labour-absorbing sectors of the economy and make them sources of job creation. The NGP identified agricultural, mining value chains and manufacturing services as key sectors that must boost the economic growth. Concerning the agricultural sector, the NGP aims to create 300 000 opportunities for households and 145 000 new jobs in agro-processing by the year 2020.

Furthermore, the KwaZulu-Natal Provincial Growth and Development Plan (KZNPGDP) acknowledges that poverty is one of the greatest challenges facing KwaZulu-Natal. The province is also hampered by the poor provision of social services, an increasing reliance on social welfare programmes and backlogs in the provision of water, sanitation, electricity, and rural infrastructure.

All these developmental plans place agriculture very high in the government agenda in dealing with the triple challenge of poverty, inequality and unemployment.

The Department has subsequently shifted focus of the strategy, from some of the core elements of Agrarian Transformation Strategy to Food Security as the primary consideration for agricultural support. The social policy elements of agriculture have since eclipsed the business orientation upon which the initial agrarian reform measures were premised. The approach to mechanisation is also an ongoing subject of review and intense discussion in the Department, in particular as it relates to the custody of tractors and related assets.

Nonetheless, the Department continues to play a leading role in the implementation of KZN flagship public programmes- Operation Vula and Radical Agrarian Socio-Economic Transformation (RASET). It is extending support to food security interventions and supporting food production. Smallholder and commercial farmers are being prepared for promotion to mainstream agriculture. The Department is providing coordination support to rural development initiatives in the province.

Socio-Economic profile

In terms of the latest updates by Stats SA (2016), KwaZulu-Natal province is still the second largest province in country in terms of the population size. The Province is also said to be the second largest contributor to the National economy with the highest rate of poverty, unemployment, HIV prevalence and food insecurity amongst the many challenges that are affecting the province.

The mandate of the Department to further develop agriculture and develop the lives of rural communities remains a mammoth task. According to the Stats SA report in 2016, the overall population of 3538213 still does not have adequate access to food in KwaZulu-Natal.

Agricultural Profile

According to Stats SA agricultural households report (2016), almost two thirds of agricultural households are in KZN followed by the Eastern Cape and Limpopo. Non-agricultural households in Kwazulu-Natal stand at 71.8%. Furthermore, the distribution of agricultural households is as follows.

- Livestock 24.5 %
- Poultry 27.5%
- Vegetable 30.3%
- Crops 16.6% and other is at 16.1%

Another problem that hampered the potential of the sector is drought and poor climatic conditions which has affected the prices of food, not necessarily in the Province but throughout the country.

The slow redistribution of 44% of land owned by state in the province results in little progress of the Agrarian Transformation Strategy and this compromise the extent at which agricultural potential of the province is unleashed.

Organisational Environment

The Department has been trying to implement the new organisational structure approved in the financial year 2015/2016. The matching and placing process that was implemented after the structure approval has been concluded and most of the employees are now in their new positions, with few exceptional cases that are still being reviewed.

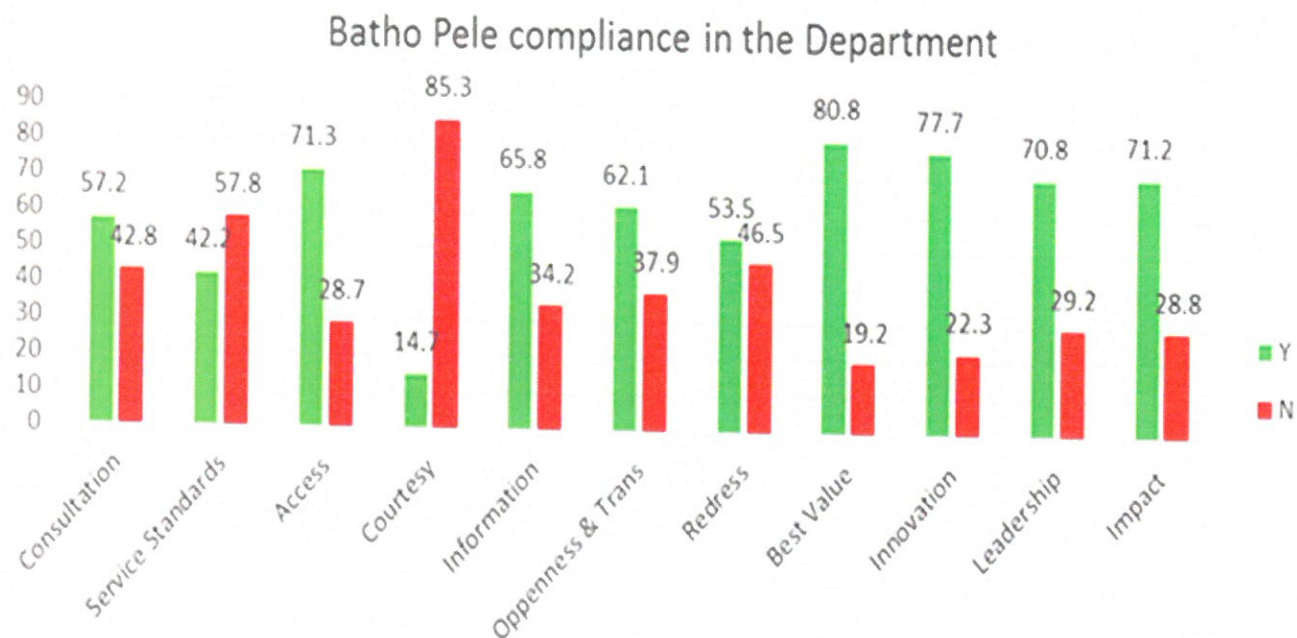
The Department has collapsed regions in its structure as was previously the case and instead, to give greater attention to service delivery in the locality, introduced District Directors for all eleven provincial District including eThekweni Metro. The majority of District Director positions are filled and in the few cases where there are still vacancies, the Department is busy finalising recruitment. The Department aims to improve its operational

efficiency with this model, allow for quicker decision-making in local offices and as well as senior representation, including in other intergovernmental structures.

Organisational restructuring is a massive undertaking. If not carefully managed, it could lead to disruptions of operations. The Department is still dealing with some residual issues in this regard to ensure that service delivery machinery is not compromised. In addition, the new structure takes into consideration the recently defined focus of the Departmental Strategy that stresses Food and Nutritious Security

The Department, as with the rest of public service, is operating in an environment of serious financial constraints that are part of the cost-cutting measures and budget cuts experienced in government. As a result, the Department has to balance its mandate of supporting agricultural production and availability of funds. This has affected the number of projects the Department is able to fund. Department has to review its project commitments, which could strain social relations between the department and its clients.

2015/2016 CLIENT SATISFACTION SURVEY



Summary of findings of the client satisfaction survey of 2015/16 are detailed hereunder:

- Small holder farmers were not receiving adequate support from the department to grow their business. In terms of the agrarian strategy, smallholder farmers only qualified for advisory support and not infrastructure and financial support.
- The added burden of drought placed on crop and high price of feed for livestock limited the capacity of small-holder farmers to generate small profits or income. Few agricultural advisors sourced support through the rural development programme and others partnered with other provincial departments.
- It was found that support to small holder farmers was not quite explicit in the agrarian strategy to establish consistency in the support and providing guidance to agricultural advisors in this regard. The support to such farmers consumed lots of time with low yields.
- In so far as communal estates were concerned, it was indicated that the department provided extensive support. There was however additional need for support in terms of tractors to harvest on large areas of land as well as storage facilities for harvested crop and lack of transport and market linkages to grow co-operatives.
- Farmers in urban areas were hardest hit as they did not qualify for support due to the limited availability of land in urban areas. Land in urban areas is leased for farming and this exempts these farmers from qualifying for support. Available land is prioritized for development, squeezing farming out of urban areas.

2016/2017 ANNUAL REPORT

During the year under review, the KZN Province was faced with a serious drought season along with thirst, hunger and anguish as livestock as well as crops perished. This drought experienced undermined farm yields and including the entire Provincial harvest, reducing household food availability and agricultural income derived from crop sales. Poor harvest during 2016 has also undermined endeavours the Province had undertaken to ensure food security. Impact on production was also severe as evident during the decline in the yield of crops such as maize, potatoes, maize and others. Amongst other measures adopted to respond to the above, the Department allocated a specific budget tailor made for drought relief, including the distribution of animal feed, drilling of boreholes etc. However, management of these relief measures by the Department had its own challenges. Issues of cross district boarder dynamics where famers from one district moved to collect animal feeds from another district was identified as one of the challenges that the Department had to deal with. At a different dimension, the drought phenomenon that has been experienced and poor climatic conditions pushed the prices of food sky high. As such, low income households especially in rural areas had to spend half of their income on food. Given the high unemployment and poverty levels, some households found it difficult to cope with extreme food price hikes. *2016/2017 Departmental Annual Report*

The 2016/2017 Departmental Annual Report reflects the effects of drought as evident in the reported achievements on the decline in the yield of crops such as maize, potatoes, maize and others.

| Area | Indicators | Target 2016/2017 | Achievements |
|----------------------|---|---------------------|--------------|
| Extension & advisory | No. of ha under irrigation for small holder farmers | 2500 | 199 |
| | No. of jobs created | 1000 | 895 |
| Crop production | No. of ha maize established | 15500 | 5974 |
| | No. of ha beans established | 5800 | 3099 |
| | No. of ha of vegetables established | 700 | 92 |
| | No. of ha of soya beans established | 1600 | 861 |
| | No. of ha of sugar cane established | 1445 | 132 |
| | No. of ha of cotton established | 1000 | 905 |
| | No. of ha of groundnuts established | 665 | 123.3 |
| | No. of ha of banana under production | 130 | 0 |
| | No. of ha of macadamia established | 150 | 0 |

| | | | |
|---------------|---|--------|--------|
| | No. of ha of citrus fruits established. | 105 | 0 |
| | No. of ha of pineapple established | 25 | 0 |
| Food Security | No. of ha cultivated for food | 25 865 | 11 376 |
| | No. of households benefitting from agricultural food security initiatives | 2130 | 11102 |
| | No. of community gardens established | 170 | 23 |
| | No. of household gardens established | 1370 | 60 |
| | No. of institutional gardens supported | 190 | 130 |
| | No. of livestock food security projects established | 400 | 4 |
| | No. of food security tunnels established | 198 | 8 |
| | No. of mushroom food security projects resuscitated | 60 | 0 |

SOURCE: 2016/2017 DEPARTMENTAL ANNUAL REPORT

The overall impact of the drought phenomenon had a huge negative impact and undermined the progress made by the Department to achieve its strategic objectives as it is evident that the Department could not achieve the targets of the number of hectares cultivated for food production in communal areas and land reform projects. Lastly, the drought had a huge impact on the Department's ability to achieve some targets set for the 2016/17 financial year especially those that were set with reasonable expectation of normal summer rainfall.


2.

| Key Service | BASE YEAR PERFORMANCE LEVELS 2017/2018 | Desired target 2018/2019 | Achieved Quarter 1 |
|--|--|---|---|
| Key service 1 Extension and Advisory Services | 175 x Sustainable enterprises and industries promoted in areas with economic potential | 180 x Sustainable enterprises and industries promoted in areas with economic potential This indicator has been reviewed to include the number of Agric businesses supported with production economics services Annual target 2000 First Q 300 | 447 Agricultural business supported with economics |
| | 7020 hectares planted for food production | 11 310 hectares planted for food production | 1 006 Hectares planted for food production |
| | 54 180 households supported with agricultural food production initiatives | 21 096 households supported with agricultural food production initiatives | 11 040 Households supported with agricultural food production initiatives |
| | 30 724 Smallholder producers supported with agricultural advice | 22 500 Smallholder producers supported with agricultural advice | 5 518 Smallholder producers supported with Agricultural advice |
| | 6128,5 hectares under irrigation by Smallholder farmers | 1429 hectares under irrigation by Small holder farmers | 242 Hectares under irrigation by Small holder Farmers |
| | 7010 Smallholder producers receiving support | 3200 Smallholder producers receiving support | 1 164 Smallholder producers receiving support |
| | 103 commercial farmers supported | 90 commercial farmers supported | 09 Commercial farmers supported |
| | | | |

| | Quantity: current status & projected targets | Current quantity | Desired quantity Year 1 or year 2 or year 3 | Achieved Quarter 1 |
|-----|--|---|---|---|
| 3. | Batho Pele principles) | 2017/2018 | YEAR 1 2018/2019 | |
| 3.1 | Consultation: | NIL | 44 i.e. 11 District Stakeholder engagement sessions (DTT) 4 times per annum | 3 X DTT meetings held i.e 2 x Zululand 1 x Amajuba |
| | | Agricultural Transformation Strategy | 2 x Stakeholder Sessions leading to the development of an approved Agricultural Development Masterplan by 31 August 2018. | 26 x Stakeholder sessions to develop the Agricultural Masterplan |
| 3.2 | Courtesy: | Nil | 56 Workshops i.e 1 x Workshop per Local Municipality per annum to communities on project application process | 11 x Workshops |
| | | Professional Code of Ethics | Professional Code of Ethics | 341 out of 515 or 66% of Agricultural Advisors are registered to SACNASP. The professional Code of Ethics for Agric Advisors is prescribed by SACNASP. |
| 3.3 | Access: | Nil | Establish contract for the appointment of a Mechanisation service provider to render planting and ploughing services. | The tender was advertised on the 15th of June 2018, which closed on the 28 th of June 2018. The tenders are in the process of being evaluated. |
| | | 7020 hectares planted for food production | 100% implementation of 11 310 hectares planted for food production | 9% of 11310 hectares planted for food production i.e 1006ha |

| | | | | |
|-----|--------------------------|---|--|--|
| | | Develop specifications for standard contracts and award 2 suppliers per contract. | Establish 3 x standing contracts i.e 1 x Fertiliser, 1 x Seed, 1 x Agro-chemicals | 3 x Specifications were drafted in May 2018. The tender was advertised in June 2018. |
| | | 7113 farmers supported | 11 245 farmers supported | 1173 Farmers supported |
| 3.4 | Information | Nil | 56 Workshops i.e 1 x Workshop per LM per annum to communities on project application process | 11 x Workshops |
| | | 50 x projects mentored | 50 x projects mentored | 13 x Livestock projects mentored |
| 3.5 | Openness & transparency: | Nil | 11 x Quarterly status report on project implementation to IGR structures (DTT) | 4 x IGR Structure meetings at District level. 2 x Amajuba 1 x Zululand 1 x Umgungundlovu |
| | | Monthly project planning meetings with communities | 11 District Project steering committee status report | 8 x District Project Steering Committee meetings |
| | | Monthly project planning meetings with communities | 56 x Local Project steering committee status report | 28 x Local Project Steering Committee meetings |
| | | Monthly project planning meetings with communities | 4 x Provincial project steering committee quarterly meetings | 1 x Provincial project steering committee meeting was held on the 1 st of June 2018. |
| 3.6 | Redress: | Departmental Complaints boxes in all Departmental Offices (70) | Implement manual complaints management system in 11 x Districts | The Complaints template was emailed to all eleven Districts |
| 3.7 | Value for money: | Nil | Establish standing contract for Mechanisation agent to facilitate fully, effective and resourced mechanisation fleet | The Terms of Reference and Specifications for the appointment of a Mechanisation agent was drafted on the 14 th of June 2018. |

| | | | | |
|------|---|---|--|---|
| | | Develop specifications for standard contracts and award 2 suppliers per contract. | Establish 3 x standing contracts: 1x Fertiliser, 1 x Seed, 1 x agro-chemicals | 3 x Specifications were drafted in May 2018. The tender was advertised in June 2018. |
| | | Nil | SOPS developed for project approval process | The SOP'S were issued for approval on the 1 st of August 2018. |
| | | Nil | Establish 3 x standing contracts: 1 x Fencing, 1 x irrigation, 1 x boreholes | The fencing specification was approved by the Bid Specification Committee on the 22 nd of June 2018 and advertised on the 26 th of July 2018. |
| 3.8 | Service Delivery Impact | 16 185 ha under cultivation supported by government | 20% increase in production of 11 310ha planted | 9% of 11310 hectares planted |
| 3.9 | Leadership and Strategic Direction | Annual review of Departmental Strategic Plan (2015-2020) | Annual Departmental strategic planning | The Annual Departmental strategic Planning is scheduled to take place during October 2018. |
| | | Nil | Host Annual Public Service Week by 31 October 2018 | The Departmental Public Service Week is scheduled to take place in October 2018. |
| | | Nil | Approved Agricultural Masterplan developed by 31 August 2018 | 26 x Stakeholder sessions to develop the Agricultural Masterplan |
| | | Nil | Re-engineered Process map of mechanisation upon approval of the policy/framework by 31 October 2018. | The SOP'S were issued for approval on the 1 st of August 2018. |
| 3.10 | Encouraging Innovation and rewarding Excellence | Annual implementation of Extension Awards (March) | Annual implementation of Extension Awards by 31 March 2019 | The Extension awards are scheduled to take place on the 14 th and 15 th of March 2019. |

| | | | | |
|----|---|--|---|--|
| | | Annual Female entrepreneur awards (FEA) (August) | Annual Female entrepreneur awards (FEA) by 31 August 2018 | The Awards are scheduled to take place on the 14 th of August 2018. |
| | | Annual agricultural best practise conference | Host Annual Extension Summit/Conference in (March 2019) | The Annual Extension Summit is scheduled to take place on the 15 th and 16 th of March 2019. |
| | | 7 x entrants for Batho Pele Team Of the Year | 1 x Agricultural component to participate in the Premier's Service Excellence Awards in July 2018 | Planning of support to Districts for entry into the Departmental Service Awards finalised in July 2018. |
| | | Nil | 1 x Agricultural entry in the CPSI Awards | The CPSI Awards call for nominations will be in October 2018. |
| 4. | Challenges/gaps encountered per service: | The non-classification of the District Task Team (DTT) and Local Task Team (LTT) Structures to ensure consistency of consultation and providing information to partners and service beneficiaries. | | |
| 5. | Mitigation factors/intervention per service: | Standard Operating Procedures and Terms of Reference for the District Task Team (DTT) and Local Task Team (LTT) structures must be developed. | | |
| 6. | Suggestions/recommendations: | Nil | | |
| 7. | Conclusion: | The results of the implementation of the service standards will be more clearly indicated during the course of the financial year due to the seasonal nature of agriculture. | | |
| 8. | Signature of HOD & Date of approval by HOD |  2018/10/05 | | |