



DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT
AGRICULTURAL EXTENSION AND ADVISORY SERVICES
STANDARD OPERATING PROCEDURE TO RENDER SCIENTIFIC AND TECHNICAL ADVICE TO CLIENTS –
PERCEIVED NEEDS ON REQUEST / REACTIVE INTERVENTION

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
1.	Receive request from client	<ul style="list-style-type: none"> + Receive request through client, community meeting, walk in, telephonic; application letter (Personal Assistant or Administration Clerk to record in register if no Advisor is available) + Assist client to complete request form 	Agrarian Transformation Strategy Agricultural Development Policy Draft Extension Policy	Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor	1 day	Task / query capture form	Captured task / query capture form
2.	Determine need and analyse request	<ul style="list-style-type: none"> + Need identification and analysis through community meetings, site visits, individual consultation + Problem conceptualization + Conduct survey + Engage with Specialist for advice 		Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor	1-7 days depending on complexity	Task / query capture form Project / client registration form Bio Resource Programme Research Publications GPS	Submitted / Uploaded task / query capture form Project / client registration form Survey report
3.	Edit task / query capture form	<ul style="list-style-type: none"> + Peruse and edit for clarity 		Digital Pen Technician	1 day	Submitted / Uploaded task / query capture form	Edited task / query capture form
4.	Verify and approve task / query capture form or project / client registration form	<ul style="list-style-type: none"> + Analyse prior to approval + If not approved return to sender 		Deputy Director: Local Services	1-3 days	Edited task / query capture form	Approved task / query capture form (Advisory report)

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical sequence	What is the name of the activity?	Describe the task that executes the activity.	Describe the controls that govern the execution i.e. business rules, etc.	List who is responsible for executing the task.	On average, how long does this take?	What forms and or information is used in the execution of the task?	What forms or documents are produced in the execution of the task?
5.	Provide advice and feedback to client	<ul style="list-style-type: none"> + Farmer consultation / farm visits + Issue client satisfaction survey 		Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor	1 day	Approved task / query capture form (Advisory report) Ad hoc visit form	Project / client registration form Completed ad hoc visit form / Project site visit form
6.	Monitor response to request	<ul style="list-style-type: none"> + Site visit, email, telephone call, results of client satisfaction survey + Capture/maintain in client request register + Consolidate monthly feedback report 		Deputy Director: Local Services	1 day	Approved task / query capture form (Advisory report) Completed ad hoc visit form (Advisory report) Project site visit form	Digipen weekly report form

Note:

Anticipated total number of days (excluding weekends/public holidays, sick/vacation leave, financial and human resource constraints) **to render scientific and technical advice to clients - perceived needs on request / reactive intervention process totals to an average of 14 working days.**

LEGISLATION

Agrarian Transformation Strategy
Agricultural Development Policy
Draft Extension Policy



DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT
AGRICULTURAL EXTENSION AND ADVISORY SERVICES

STANDARD OPERATING PROCEDURE FOR PROVIDING EXTENSION PROGRAMMES TO CLIENTS - PROACTIVE INTERVENTION

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
1.	Conduct situational survey to determine and define need	<ul style="list-style-type: none"> ✚ Identify area for survey e.g. resources available in area ✚ Analyse desktop information ✚ Engage with specialist for advice ✚ Provide advice and guidance 	Agrarian Transformation Strategy Agricultural Development Policy Draft Extension Policy	Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor Agricultural Advisor Specialist (Specialised Agricultural Advisory Services, Engineering Support Services)	8 weeks	Survey form	Completed survey form
2.	Analyse survey results	<ul style="list-style-type: none"> ✚ Categorise areas e.g. according to land capabilities, climate capabilities, capacity building 		Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor Specialist (Specialised Agricultural	1 week	Completed survey forms	Survey analysis report indicating Intervention options



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Logical sequence	What is the name of the activity?	Describe the task that executes the activity.	Describe the controls that govern the execution i.e. business rules, etc.	List who is responsible for executing the task.	On average, how long does this take?	What forms and or information is used in the execution of the task?	What forms or documents are produced in the execution of the task?
1.	Conduct situational survey to determine and define need	<ul style="list-style-type: none"> + Identify area for survey e.g. resources available in area + Analyse desktop information + Engage with specialist for advice + Provide advice and guidance 	Agrarian Transformation Strategy Agricultural Development Policy Draft Extension Policy	Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor Agricultural Advisor Specialist (Specialised Agricultural Advisory Services, Engineering Support Services)	8 weeks	Survey form	Completed survey form
2.	Analyse survey results	<ul style="list-style-type: none"> + Categorise areas e.g. according to land capabilities, climate capabilities, capacity building 		Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor Agricultural Advisor Specialist (Specialised Agricultural	1 week	Completed survey forms	Survey analysis report indicating Intervention options

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Logical sequence	What is the name of the activity?	Describe the task that executes the activity.	Describe the controls that govern the execution i.e. business rules, etc.	List who is responsible for executing the task.	On average, how long does this take?	What forms and or information is used in the execution of the task?	What forms or documents are produced in the execution of the task?
				Advisory Services, Engineering Support Services)			
3.	Prioritise needs in consultation with client	✚ Liaise with client to set up appointment for farm visits		Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor	1-2 days	Survey analysis report	Report with prioritised needs
4.	Develop extension work programme	✚ If no infrastructure / production inputs support is required develop extension work programme ✚ If infrastructure / production inputs support is required develop business plan (Follow project approval and implementation process)		Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor	1 week	Report with prioritised needs	Extension Work Programme consolidated to annual work plan
5.	Develop annual extension work programme (infrastructure and extension/ technology transfer)			Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor	1 week	Report with prioritised needs	Extension Work Programme consolidated to Annual Work Plan
6.	Complete weekly programme with Digipen	✚ Breakdown annual work plan to weekly programme		Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor	1-2 days	Extension Work Programme consolidated to annual work plan Digipen weekly programme form	Approved Digipen weekly programme form
7.	Edit Digipen weekly programme form	✚ Peruse and edit for clarity		Digital Pen Technician	1 day	Approved Digipen weekly programme form	Edited approved Digipen weekly programme form

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8.	Conduct activities as per approved weekly programme	<ul style="list-style-type: none"> + Capacity building of clients e.g. demonstrations, farmer days etc. + Use Digipen to capture activities: + Demonstration + Training + Information days + Soil classification + Conduct research 		Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor	On average 5-6 days per project	Digipen weekly programme form	Digipen weekly report form
9.	Complete weekly achievement report	+ Complete at the end of each week		Sector Agricultural Advisor/ Senior Agricultural Advisor/ Agricultural Advisor	1 day	Approved weekly plan	Weekly achievement report
10.	Complete monthly local achievement report	+ Consolidate local municipality monthly reports which will be submitted for district consolidation		Deputy Director: Local Services	1 day	Weekly achievement report	Monthly individual and local achievement report
11.	Consolidate district achievement report	+ Consolidate district municipality monthly achievement reports		Director: District Services	1 day	Monthly individual and local achievement report	District achievement report
12.	Monitor/evaluate programmes against targets	<ul style="list-style-type: none"> + Monitor/evaluate every quarter + Collect POE + Verification and quality assurance conducted by Monitoring and Evaluation Unit 		Deputy Director: Local Services and Monitoring and Evaluation Unit	1-2 days	District achievement report	Monitoring and evaluation report
13.	Review implementation of extension programmes and adjust were necessary	+ Based on outcome of monitoring and evaluation report the implementation of extension programmes should be reviewed half yearly		District Services Deputy Director: Local Services	1 week	Monitoring and evaluation report	Half yearly / yearly reviewed implementation extension programme report

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		✚ If required to amend return to step 1					

Note:
Anticipated total number of days (excluding weekends/public holidays, sick/vacation leave, financial and human resource constraints) **for providing extension programmes to clients - proactive intervention process totals to 13 weeks.**

LEGISLATION
 Agrarian Transformation Strategy
 Agricultural Development Policy
 Draft Extension Policy



DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT

PROJECT OFFICE

STANDARD OPERATING PROCEDURE FOR PROJECT PLANNING AND APPROVAL OF INFRASTRUCTURE AND PRODUCTION INPUTS

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
1.	Receive identified need / project / request	<ul style="list-style-type: none"> Receive identified need / project / request through extension programme, food security, War Room, self-identification and or other sister department 	Agrarian Transformation Strategy Agricultural Development Policy Draft Extension Policy Business Plan Format Didima Strategy	Sector Agricultural Advisor/ Senior Agricultural Advisor / Agricultural Advisor	Within 1 day	Project / client registration form	Received project / client registration form
2.	Conduct pre-feasibility study	<ul style="list-style-type: none"> If after pre-feasibility study is conducted and it is determined that it is not a potential project then feedback to client in writing If after pre-feasibility study is conducted and it is determined that it is a potential project then make recommendation to Deputy Director: Local Services to conduct preliminary feasibility study together with 		Sector Agricultural Advisor/ Senior Agricultural Advisor / Agricultural Advisor	Within 2 weeks	Received project / client registration form	Letter to unsuccessful clients Draft Business Plan (Recommendation to conduct feasibility study Recommendation of nomination of the PPT) Project registered on AGTRACK

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
Logical sequence	What is the name of the activity?	Describe the task that executes the activity.	Describe the controls that govern the execution i.e. business rules, etc.	List who is responsible for executing the task.	On average, how long does this take?	What forms and or information is used in the execution of the task?	What forms or documents are produced in the execution of the task?
		recommended nomination of the PPT to do project assessment, feasibility study, and draft Business Plan with cash flow, design etc.					
3.	Approve or not approve recommendation to continue with feasibility study and recommended nomination for PPT	<ul style="list-style-type: none"> ✚ Register on AGTRACK System ✚ If not approved provide feedback with reasons for disapproval ✚ If approved proceed to next step 		Deputy Director: Local Services	Within 1 week	Draft Business Plan (Recommendation to conduct pre-feasibility study Recommendation of nomination of the Project Planning Team)	Draft Business Plan (Approved recommendation to continue with feasibility study Approved recommended nomination of PPT)
4.	Conduct feasibility study by investigating and conducting resource assessments according to commodity needs	<ul style="list-style-type: none"> ✚ Conduct resource assessment ✚ Make recommendation in terms of training, mentorship, resource assessment and feasibility study 		PPT	Within 3 weeks	Draft Business Plan (Approved recommendation to continue with feasibility study Approved recommended nomination of PPT)	Investigative report (Resource, social, economic, environmental assessment, engineering designs specifications)
5.	Make amendments to draft Business Plan with the feasibility findings in-cooperated	<ul style="list-style-type: none"> ✚ Populate draft Business Plan with amendments 		PPT	Within 2 weeks	Investigative report (Resource, social, economic, environmental assessment, engineering designs specifications) Business Plan	Business Plan
6.	Evaluate presented Business Plan and LPSC to approve or not approve	<ul style="list-style-type: none"> ✚ Evaluate Business Plan ✚ If not approved provide feedback with reasons ✚ If approved, make recommendations to DPSC ✚ Compile priority list for Local Offices 		LPSC	Within 2 weeks	Business Plan	Minutes recording recommendations by LPSC Approved Business Plan by LPSC Priority list for Local Office
7.	Evaluate presented Business Plan and DPSC to approve or not approve	<ul style="list-style-type: none"> ✚ The plans are presented to the DPSC chaired by the District Director ✚ If not approved provide feedback with reasons 		DPSC	Within 2 weeks	Minutes recording recommendations by LPSC Approved Business Plan by LPSC	Minutes recording recommendations of DPSC Approved Business Plan by DPSC

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		<ul style="list-style-type: none"> If approved, make recommendations to PPSC 				Priority list for Local Office	List of the projects for implementation in a prescribed format
8.	Evaluate Business Plan presented and PPSC to approve or not approve	<ul style="list-style-type: none"> Evaluate Business Plan in line with agreed criteria, policies, packages If not approved provide feedback with reasons If approved, make recommendations for approval HOD 		PPSC	Within 2 weeks	Minutes recording recommendations of DPSC Approved Business Plan by DPSC List of the projects for implementation in a prescribed format	Minutes recording recommendations by the PPSC for HOD approval Approved Business Plan by PPSC List of the projects Decision making matrix
9.	Approve projects and Business Plans by the HOD (Final approval)	<ul style="list-style-type: none"> All projects and the Business Plans must be submitted to HOD for approval by August of every year to be synchronised in line with the planting season 		HOD	By August of every year	Minutes recording recommendations by the PPSC for HOD approval Approved Business Plan by PPSC List of the projects Decision making matrix	Approved project and Business Plan
10.	Update project status and Business Plan on AGTRACK	<ul style="list-style-type: none"> Upload on AGTRACK 		Project Office	Within 1 week	Approved projects and business plans	Project list with approved budget
11.	Communicate to client approval or non-approval of Business Plan	<ul style="list-style-type: none"> Draft letter for approved / not approved Business Plan to client 		DPSC	Within 2 weeks	Formal letter	Completed, signed and submitted formal letter to client

Note: Anticipated total number of days (excluding weekends/public holidays, sick/vacation leave, financial and human resource constraints) **for project planning and approval of infrastructure and production inputs process totals to approximately 17 weeks.**

ACRONYMS

PPT	Project Planning Team (Agricultural Advisors, Scientist , Economists, Engineers and Commodity Specialist
LPSC	Local Project Steering Committee
DPSC	District Project Steering Committee
PPSC	Provincial Project Steering Committee
HOD	Head of Department

LEGISLATION

Agrarian Transformation Strategy
 Agricultural Development Policy
 Draft Extension Policy
 Business Plan Format
 Didima Strategy



DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT

PROJECT OFFICE

STANDARD OPERATING PROCEDURE FOR PROJECT IMPLEMENTATION OF INFRASTRUCTURE AND PRODUCTION INPUTS

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
1.	Prepare designs and specification	<ul style="list-style-type: none"> ✚ District Services informs Engineering Services to prepare the designs and specifications per project / Business Plan ✚ Engineering Services prepares the designs and specifications per project / Business Plan 	Business plan	Engineering Services	Within 1 month	Business plan	Design and specifications prepared
2.	Prepare and submit request memo to Project Office	<ul style="list-style-type: none"> ✚ Once the designs and specifications are prepared the District Services prepares and submits the request memo to Project Office 	Request memo	District / Local Office	Within 1 week	Design and specifications prepared	Completed request memo with approved budget
3.	Ensure request memos in terms of specifications etc. prior to procurement process are quality assured	<ul style="list-style-type: none"> ✚ Quality assure request memos in terms of specifications etc. prior to procurement process ✚ Submit to Supply Chain Component 		Project Office	Within 1 week	Completed request memo with approved budget	Completed request memo with approved budget quality assured

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4.	Process request and generate order number	✚ Supply Chain process		Supply Chain Component	Within 1 month	Completed request memo with approved budget quality assured	Order generated
5.	Prepare, facilitate and submit Service Level Agreement per Service Provider for HOD approval	✚ The Project Office, District Services together with Legal Services prepares the Service Level Agreement	Applicable legislation and department policies	Project Office District / Local Office Legal Services	Within 1 month	Order generated	Service Level Agreement submitted to HOD for approval
6.	Approve Service Level Agreement	✚ HOD scrutinises and approves Service Level Agreement	Service Level Agreement	HOD	Within 1 week	Service Level Agreement submitted to HOD for approval	Approved Service Level Agreement
7.	Develop project implementation plan, introduce Service Provider to project participants and hand over site	✚ The Project Office facilitates the initial meeting between District / Local Office with the Service Provider and other team members to agree on milestone schedules, communication, scope variation process, reporting lines and hands over site	Service Level Agreement	Project Office District / Local Office	Within 1 day	Approved Service Level Agreement	Project implementation plan Site handed over
8.	Monitor project implementation	<ul style="list-style-type: none"> ✚ Design project implementation with corresponding time frames and cash-flows ✚ Liaise with internal and external project stakeholders on progress of projects ✚ Monitor expenditure of projects ✚ Monitor the project implementation compliance to the contract ✚ Monitor compliance in terms of SLA's 	Project management tools	Project Office District / Local Office	Dependant on type of project	Project implementation plan Site handed over	Project progress report
9.	Receive and submit invoice for payment	<ul style="list-style-type: none"> ✚ The Local / District Office receives invoice and measures against engineers report / 	Service Level Agreement	Project Office Local / District Office	Depend on the progress of the project	Project progress report	Invoice submitted for payment

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		site visits etc. and thereafter submits invoice for payment to Project Office ✚ The Project Office then submits to Supply Chain Component for payment ✚ Supply Chain processes					
10.	Process payment			Supply Chain Component	Within 1 month	Invoice submitted for payment	Payment made
11.	Evaluate implemented projects	✚ Ensure business plans are evaluated against implementation of projects	Projected time frames and cash-flows	Project Office Local / District Office Engineering Services	Monthly	Project progress report	Implemented projects evaluated
12.	Commissioning and hand over	Ensure project infrastructure is tested, commissioned and project owners are trained before handover Manage the development of project close out reports	Completion certificate Delivery note	Project Office Local / District Office Engineering Services	As and when the projected is completed	Implemented projects evaluated	Completion certificate and delivery note
13.	Compile close out report	Compile project close out report using the approved template	All relevant documents and activities pertaining to the project	Project Office Local / District Office Engineering Services	As and when the projected is completed	Completion certificate and delivery note	Close out report

Note: Anticipated total number of days (excluding weekends/public holidays, sick/vacation leave, financial and human resource constraints) **for project implementation of infrastructure and production inputs totals to approximately 4-5 months** however dependent on the type and progress of the project.

- LEGISLATION**
- Agrarian Transformation Strategy
 - Agricultural Development Policy
 - Draft Extension Policy
 - Business Plan Format
 - Didima Strategy



DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT

MECHANISATION

STANDARD OPERATING PROCEDURE APPLICATION AND UTILISATION PROCESS FOR MECHANISATION

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
1.	Collect application form	<ul style="list-style-type: none"> The process is initiated by the applicant requesting for a service to be rendered. The applicant either fetches application form from District Office, Local Office or the iNkosi in the area the applicant resides. 	Departmental Mechanisation Policy as approved on the 13th September 2010	Applicant	1 day	Application form	Application form collected
2.	Complete application form	<ul style="list-style-type: none"> The applicant completes application form. Where necessary, the applicant is assisted by the Agricultural Advisor or Traditional Secretary. 		Applicant		Application form collected	Application form completed
3.	Verify and endorse application form	<ul style="list-style-type: none"> The application form is submitted to the iNkosi / Traditional Secretary for verification / endorsement of land ownership / permission to 		iNkosi / Traditional Secretary	1 day	Application form completed	Application form endorsed

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		occupy and / or permission to cultivate the land.					
4.	Collect application form for assessment	<ul style="list-style-type: none"> Collect application form from iNkosi / Traditional Secretary. 		Sector Agricultural Advisor / Senior Agricultural Advisor	1 day	Application form endorsed	Endorsed application form collected
5.	Conduct assessment	<ul style="list-style-type: none"> Assesse applicant's land in terms of classification, surveying and properly demarcates the area and completes assessment form. The Agricultural Advisor then makes recommendations and attaches assessment form to the application form. The Agricultural Advisor submits the forms to the Deputy Director: Local Services 		Sector Agricultural Advisor / Senior Agricultural Advisor	1 day	Endorsed Application form Assessment Form	Endorsed Application form Assessment Form completed
6.	Recommend application form	<ul style="list-style-type: none"> Analyse and sign application form recommending that services be provided. Copies of application and assessment forms are made and original forms are sent to the District Office 		Deputy Director: Local Services	1 day	Endorsed application form Assessment Form completed	Endorsed application form recommended Assessment form completed
7.	Verify forms	<ul style="list-style-type: none"> Forms are checked to verify correctness and to ensure that they are filled out correctly and that all 		Director: District Services / Personal Assistant	1 day	Endorsed application form recommended Assessment Form completed	Application form recommended and verified Assessment Form completed and verified

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8.	Assess application forms	<p>relevant signatures and stamps are appended.</p> <p>✚ District Committee meets to assess and approve application forms</p>		District Committee	1 day	Application form recommended and verified Assessment Form completed and verified	Application form assessed Assessment form assessed
9.	Approve or disapprove application forms	<p>✚ Approves / disapproves the application</p> <p>✚ In cases where the application is disapproved, the form is returned to Local Office with recommendations.</p>		District Committee		Application form assessed Assessment Form assessed	Application form approved
10.	Capture and file application forms	<p>✚ The Personal Assistant captures application forms on database and file the relevant documentation for record purposes.</p>		Director: District Services / Personal Assistant	1 day	Application form approved	Application form approved Mechanisation Programme Database
11.	Communicate approval	<p>✚ The Personal Assistant contacts relevant Local Office and informs that the application has been approved.</p>		Director: District Services / Personal Assistant		Application form approved Mechanisation Programme Database Email	Approval of application form communicated via email
12.	Prioritise areas and resources	<p>✚ Plan and prioritise areas that requires services. This involves liaising with the relevant Agricultural Advisor/s, allocating equipment and planning the services that are required in the Local Office area.</p>		Deputy Director: Local Services	1 day	Approval of Application form communicated via email	Priority List
13.	Arrange transportation	<p>✚ Make necessary transport and logistical arrangements with Tractor Driver to ensure that services for which applicant/s applied for can commence.</p>		Sector Agricultural Advisor / Senior Agricultural Advisor	1 day	Priority List	Transport arranged

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<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
14.	Provide service in terms of number of hectares ploughed	<ul style="list-style-type: none"> Agricultural Advisor accompanies the Tractor Driver to the field where the service will be provided. 		Agricultural Advisor Tractor Driver Sector Agricultural Advisor / Senior Agricultural Advisor Agricultural Advisor Agricultural Advisor Tractor Driver	5 day	Transport arranged	Service is provided in terms of number of hectares ploughed
15.	Complete tractor utilisation form	<ul style="list-style-type: none"> The Agricultural Advisor completes the tractor utilisation form, which documents what services have been rendered, the hectares ploughed, details of the Tractor as well as the name of the Tractor Driver. The Agricultural Advisor and Tractor Driver sign the form. The data on the form is used to track the progress of the Mechanisation Programme and is used to calculate the Tractor Driver claims. 		Sector Agricultural Advisor / Senior Agricultural Advisor Agricultural Advisor Agricultural Advisor	1 day	Service is provided Tractor utilisation form	Tractor utilisation form completed
16.	Verify tractor utilisation form	<ul style="list-style-type: none"> The Agricultural Advisor submits the completed Tractor Utilisation Form to the Deputy Director: Local Services for verification. The Deputy Director: Local Services signs the form. The Deputy Director: Local Services submits the tractor utilisation form to the District Office. 		Deputy Director: Local Services	1 day	Tractor utilisation form completed	Tractor utilisation form verified

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
17.	Verify and capture tractor utilisation form	✚ The Personal Assistant checks and verifies the forms then captures the information on the database.		Director: District Services / Personal Assistant	1 day	Tractor utilisation form verified	Tractor utilisation form verified and captured
18.	Coordinate statistics	✚ The Personal Assistant coordinates the submission of statistics from all Local Offices within the District and submits to the Director: District Services for verification.		Director: District Services / Personal Assistant		Tractor Utilisation Form verified and captured Priority List Approval of Application form Assessment Form	Mechanisation Computer Database
19.	Consolidate and submit report	✚ The Personal Assistant consolidates the statistics into a report (on a weekly basis and submits it for reporting purposes to Head Office. The reports from all District Offices provide an up to date status on the statistical progress of the Mechanisation Programme.		Director: District Services / Personal Assistant	1 day	Mechanisation Computer Database	Mechanisation report
20.	File documents	✚ The Personal Assistant makes a copy of the weekly-consolidated Mechanisation report and files a copy for record purposes.		Director: District Services / Personal Assistant		Mechanisation report	Mechanisation report documents filed

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
21.	Consolidate all district reports	<ul style="list-style-type: none"> + Consolidate all district report for further Departmental reporting. + The report provides an overview on the progress of the Mechanisation Programme in the Province. 		Project Office	2 days	District Mechanisation reports	District Mechanisation reports

Note: Anticipated total number of days (excluding weekends/public holidays, sick/vacation leave, financial and human resource constraints) **for application and utilisation process for mechanisation totals to approximately 21 working days.**

LEGISLATION

Departmental Mechanisation Policy as approved on 13th September 2010



DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT

MECHANISATION

STANDARD OPERATING PROCEDURE FOR REQUEST FOR MAINTENANCE AND REPAIRS FOR MECHANISATION

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
1.	Identify need for maintenance / repairs	✚ The process is initiated when the Tractor Driver informs the Agricultural Advisor that the Tractor and / or implement requires maintenance or repairs.	Departmental Mechanisation Policy as approved on the 13th September 2010	Tractor Driver	1 day	Verbal request	Verbal request communicated
2.	Communicate request to the Local Office	✚ The Agricultural Advisor verbally or telephonically informs the relevant Deputy Director: Local Services of the specific problem regarding the Tractor or implement.		Sector Agricultural Advisor / Senior Agricultural Advisor Agricultural Advisor	1 day	Verbal request	Verbal request communicated
3.	Communicate repairs / maintenance needs to the District Office	✚ The relevant Deputy Director: Local Services telephonically contacts either the District Administration Support Component in the relevant District Office		Deputy Director: Local Services		Verbal request communicated	Telephonic request communicated

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
		and informs the respective official that a specific Tractor or implement requires maintenance or repairs.					
4.	Complete and submit request for servicing / maintenance	<ul style="list-style-type: none"> + Complete the request for servicing / maintenance form. + The relevant details of the Tractor or implement are completed on the form including the nature of service required from the relevant Service Provider and the problem related to the Tractor or implement. + The form is submitted to District Administration Support Component and Directorate: District Services 		District Administration Support Component	1 day	Servicing / maintenance form	Servicing / maintenance form completed and submitted
5.	Verify and authorise request	<ul style="list-style-type: none"> + The form is checked by the District Administration Support Component and verified and authorized by the Director: District Services 		District Administration Support Component Director: District Services	1 day	Servicing / maintenance form completed	Servicing / maintenance form checked, verified and authorised
6.	Submit request to Service Provider or Supply Chain Section	<ul style="list-style-type: none"> + Fax the form directly to the Service Provider (if the equipment is under warranty and/or there is a standing order in place.) + If the warranty for the specific piece of equipment has expired or there is no standing order in place, fax the request form to Supply Chain Section 		District Administration Support Component		Servicing / maintenance form checked, verified and authorised	Servicing / / maintenance form checked, verified and authorised and submitted for further processing

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
7.	Process request and generate order number	✚ Upon receipt of the request form, Supply Chain section processes the request and generates an order number		Supply Chain Component	3 day	Servicing / maintenance form checked, verified and authorised and submitted	Request processed and order number generated
8.	Receive and submit order number to Service Provider	✚ Submit the order number to the relevant service Provider		District Administration Support Component		Request processed and order number generated	Order number sent to Service Provider
9.	Render Service	✚ Upon receipt of the order number the Service Provider travels to the area where the specific equipment is located to service and/or repair the equipment		Service Provider	1 day	Order number sent to Service Provider	Service rendered
10.	Submit invoice to Department for payment	✚ After the Service Provider has serviced or repaired the equipment, the Service Provider will submit the invoice to the District Administration Support Component. It is then submitted to Directorate: District Services for signature and onward submission to Supply Chain section for Payment		Service Provider	1 day	Service rendered	Invoice submitted for payment
11.	Process payment	✚ Follow Supply Chain process		Supply Chain Component	1 day	Invoice submitted for payment	Payment processed

Note:
Anticipated total number of days (excluding weekends/public holidays, sick/vacation leave, financial and human resource constraints) **for request for maintenance and repairs process for mechanisation totals to approximately 10 working days.**

LEGISLATION
 Departmental Mechanisation Policy as approved on the 13th September 2010



DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT
MECHANISATION

STANDARD OPERATING PROCEDURE FOR PROCUREMENT OF DIESEL AND OIL FOR MECHANISATION

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
1.	Notify for fuel to be procured	✚ The process is initiated by the Agricultural Advisor who informs the Deputy Directorate: Local Services that fuel needs to be procured.	Departmental Mechanisation Policy as approved on the 13th September 2010	Sector Agricultural Advisor / Senior Agricultural Advisor Agricultural Advisor	1 day	Verbal request	Verbal request communicated
2.	Inform District Administration Support Component that fuel needs to be procured	✚ The Deputy Directorate: Local Services then informs the District Office that fuel needs to be procured.		Deputy Director: Local Services		Verbal request communicated	Verbal request communicated
3.	Prepare request memo	✚ Request for goods or services memo is prepared by the relevant officials		District Administration Support Component	1 day	Verbal request communicated	Request memo is prepared
4.	Verify, approve and submit request memo	✚ The Director: District Services signs and authorises the request memo.		Director: District Services	1 day	Request memo is prepared	Request memo is verified and approved

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
5.	Process request and generate order number	✚ Upon receipt of the request form, Supply Chain Section processes the request and generates an order number		Supply Chain Component	3 day	Request is verified and approved	Request processed and order number generated
6.	Receive and submit order number to Service Provider	✚ Order number to the relevant Service Provider		District Administration Support Component	1 day	Request processed and order number generated	Order number sent to Service Provider
7.	Confirm and communicate date of delivery	✚ Make contact with the Service Provider telephonically to receive confirmation of the date of delivery, as well as the location of the delivery and inform relevant official in the area		District Administration Support Component	1 day	Order number sent to Service Provider	Date of delivery communicated
8.	Provide service	✚ The Service Provider makes the delivery of the fuel as per the arrangements.		Service Provider	1 day	Date of delivery communicated	Service rendered
9.	Confirm delivery	✚ The official receiving the fuel from the Service Provider signs the delivery note upon delivery of the fuel. This is utilised as proof that the fuel has been delivered by the Service Provider and received by the relevant official. After signing, the original copy of the delivery note is handed over to the official.		Relevant Official		Delivery note	Delivery note Service rendered
10.	Submit invoice to Department for payment	✚ After the Service Provider has delivered the fuel, the Service Provider will submit the invoice the District Administration		Service Provider	1 day	Delivery note Service rendered	Invoice and delivery note submitted for payment

STEP	ACTIVITY	DESCRIPTION	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical sequence</i>	<i>What is the name of the activity?</i>	<i>Describe the task that executes the activity.</i>	<i>Describe the controls that govern the execution i.e. business rules, etc.</i>	<i>List who is responsible for executing the task.</i>	<i>On average, how long does this take?</i>	<i>What forms and or information is used in the execution of the task?</i>	<i>What forms or documents are produced in the execution of the task?</i>
		Support Component. It is then submitted to Director: District Services for signature and onward submission to Supply Chain section for Payment					
11.	Process payment	✚ Supply Chain process		Supply Chain section	1 day	Invoice and delivery note submitted for payment	Payment processed

Note:
Anticipated total number of days (excluding weekends/public holidays, sick/vacation leave, financial and human resource constraints) **for procurement of diesel and oil process for mechanisation totals to approximately 11 working days.**

LEGISLATION
 Departmental Mechanisation Policy as approved on the 13th September 2010