



agriculture & rural development

Department:
agriculture
& rural development
PROVINCE OF KWAZULU-NATAL

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08 July 2019

RE: DEPARTMENTAL SERVICE DELIVERY IMPROVEMENT PLAN ANNUAL 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 Annual Service Delivery Improvement Progress Report (2018-2019) is hereby submitted. **(Refer to Annexure "A")**
2. The purpose of the Departmental Service Delivery Improvement Plan Annual Progress Report serves to highlight progress in relation to service standards as included in the 2018-2021 SDIP. By so doing, it directs focus to areas that are required to be streamlined and included into the Departmental Service delivery planning to ultimately effect a positive service delivery experience to clients.
3. In monitoring implementation of service standards, consultation was undertaken with Line Manager's and consolidated. Feedback on the 2018/2019 SDIP implementation report was undertaken with the SDIP development committee on the 3rd June 2019.
4. The SDIP Development Committee comprised of 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 monitoring the Service Delivery Improvement Plan are as follows:

Name	Rank	Contact Number
Ms.N.I.Zwane	Acting Deputy Director General	076-821 8105
Mr. T.W.Mkhize	Chief Director	071-941 2661
Mr.S.Zondi	Director	082 419 2886
Ms.N.Nxele	Director	082 570 1990
Dr.D.Ngobese	Director	079 506 1991
Mr K Moodley	Chief Director	082 552 5753
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PROVINCE OF KWAZULU-NATAL

DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT

ANNUAL SERVICE DELIVERY IMPROVEMENT PLAN (2018-2019)

PROGRESS REPORT



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DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT

ANNUAL SERVICE DELIVERY IMPROVEMENT PLAN (2018-2019)

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/strategicdocuments.

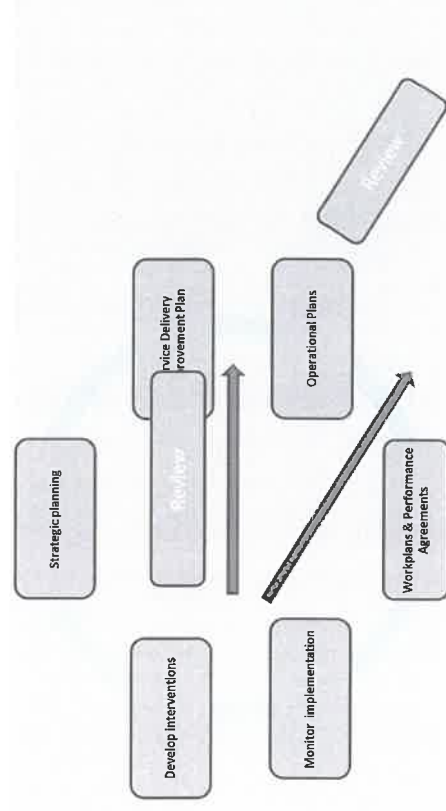
IMPLEMENTATION PLAN

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-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 and 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 Management Chain 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 famers 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.

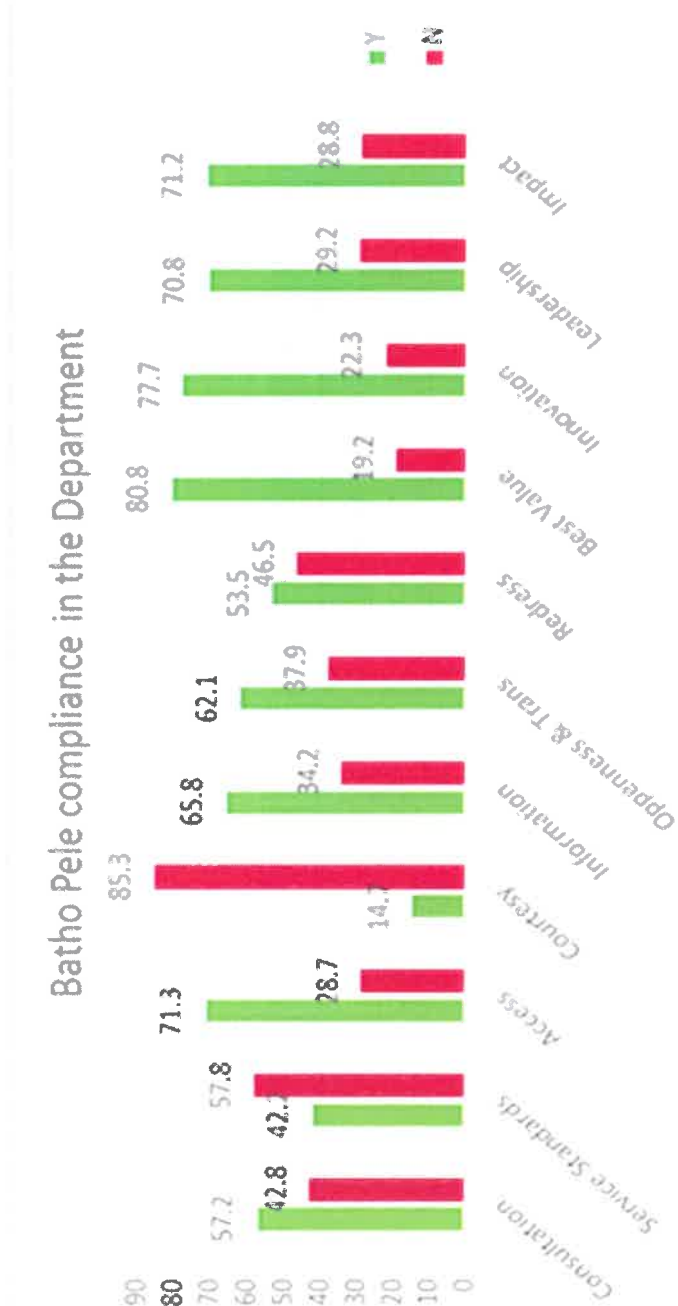
The Department has collapsed regions in its structure as was previously the case and instead, to give greater attention to service delivery in the locality, introduced District Directors for all eleven provincial District including eThekweni Metro. The majority of District Director positions are filled 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

Food Security	No. of ha of citrus fruits established.	105	0
	No. of ha of pineapple established	25	0
	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.

Key Service	BASE YEAR PERFORMANCE LEVELS 2017/2018	Desired target 2018/2019	Annul Achievements 2018/2019
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	Partially Achieved 827 Agricultural business supported with economics.
	7020 hectares planted for food production	11 310 hectares planted for food production	Partially Achieved 9 543.59 Hectares planted for food production.
	54 180 households supported with agricultural food production initiatives	21 096 households supported with agricultural food production initiatives	Achieved 32 921 Households supported with agricultural food production initiatives.
	30 724 Smallholder producers supported with agricultural advice	22 500 Smallholder producers supported with agricultural advice	Partially Achieved 19 630 Smallholder producers supported with Agricultural advice.
	6128,5 hectares under irrigation by Smallholder farmers	1429 hectares under irrigation by Small holder farmers	Partially Achieved 765.79 Hectares under irrigation by Small holder Farmers
	7010 Smallholder producers receiving support	3200 Smallholder producers receiving support	Achieved 4 076 Smallholder producers receiving support.
	103 commercial farmers supported	90 commercial farmers supported	Achieved 141 Commercial farmers supported.

				Annual Achievements 2018/2019
	Quantity: current status & projected targets	Current quantity	Desired quantity Year 1 or year 2 or year 3	
3.	Batho Pele principles)	2017/2018	YEAR 1 2018/2019	
3.1	Consultation:	NIL	44 i.e. 11 District Task Team engagement sessions (DTT) 4 times per annum	Partially Achieved 49 x District Task Team meetings.
		Agricultural Transformation Strategy	2 x Stakeholder Sessions leading to the development of an approved Agricultural Development Masterplan by 31 August 2018.	Partially Achieved Draft Masterplan compiled and forwarded to the HOD for his appraisal.
3.2	Courtesy:	Nil	56 Workshops i.e 1 x Workshop per Local Municipality per annum to communities on project application process	Achieved 72 x Workshops held.
		Professional Code of Ethics	Professional Code of Ethics	Partially Achieved 341 out of 515 or 66% of Agricultural Advisors are registered to South African Council for Natural Scientific Professions (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.	Achieved Contract is in place for a Mechanisation Service provider. The Service provider was appointed in November 2018.
		7020 hectares planted for food production	100% implementation of 11 310 hectares planted for food production	Partially Achieved 84% of 11310 hectares planted for food production. (9 543.59 hectares planted)
		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	Achieved 3 x Contracts finalised in November 2018. 1 x Fertiliser, 1x Seed and 1 X Agro –chemicals.
		7113 farmers supported	11 245 farmers supported	Not Achieved 41% of 11245, Farmers supported. (1476 farmers supported)
3.4	Information	Nil	56 Workshops i.e 1 x Workshop per Local Municipality per annum to communities on project application process	Achieved 107 x Workshops held
		50 x projects mentored	50 x projects mentored	Partially Achieved 31 Projects Mentored

3.5	Openness & transparency:	Nil	11 x Quarterly status report on project implementation to Inter Governmental Relationship structures	Achieved 23 x Inter Governmental Relationship Structure meetings held
		Monthly project planning meetings with communities	11 District Project steering committee status report	Achieved 40 x District Project Steering Committee meetings
		Monthly project planning meetings with communities	56 x Local Project steering committee status report	Achieved 83 x Local Project Steering Committee meetings.
		Monthly project planning meetings with communities	4 x Provincial project steering committee quarterly meetings	Achieved 10 x Provincial project steering committee meetings
3.6	Redress:	Departmental Complaints boxes in all Departmental Offices (70)	Implement manual complaints management system in 11 x Districts	Not Achieved The Complaints template was emailed to all eleven Districts. Workshops were conducted in 2 x Districts Ilembe, Harry Gwala from October to December 2018.
3.7	Value for money:	Nil	Establish standing contract for Mechanisation agent to facilitate fully, effective and resourced mechanisation fleet	Achieved Service Provider to render maintenance services for the Mechanisation fleet appointed in April 2019

		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	Achieved 3 x Contracts finalised in November 2018. 1 x Fertiliser, 1 x Seed and 1 x Agro –chemicals.
		Nil	Standard Operating Procedures developed for project approval process	Achieved The Standard Operating Procedures was approved on the 2 nd of November 2018.
		Nil	Establish 3 x standing contracts: 1 x Fencing, 1 x irrigation, 1 x boreholes	Not Achieved The fencing contract was approved on the 15 th of February 2019. The Irrigation and Borehole contracts will be established during the 2019/2020 financial year.
3.8	Service Delivery Impact	16 185 ha under cultivation supported by government	20% increase in production of 11 310 ha planted	Not Achieved 9545.59 hectares planted out of 11310 hectares planted. (84%)
3.9	Leadership and Strategic Direction	Annual review of Departmental Strategic Plan (2015-2020)	Annual Departmental strategic planning	Achieved The Annual Departmental Strategic Planning took place from the 24 th to the 26 th of October 2018.

		Nil	Host Annual Public Service Week by 31 October 2018	Achieved The Departmental Public Service Week was held in Ilembe and Uthukela Districts from the 27 th to the 30 th of November 2018.
		Nil	Approved Agricultural Masterplan developed by 31 August 2018	Partially Achieved Draft Masterplan compiled and submitted to the Acting HOD for approval.
		Nil	Re-engineered Process map of mechanisation upon approval of the policy/framework by 31 October 2018.	Achieved The Standard Operating Procedures were approved on the 2 nd of November 2018.
3.10	Encouraging Innovation and rewarding Excellence	Annual implementation of Extension Awards (March)	Annual implementation of Extension Awards by 31 March 2019	Achieved The Extension awards took place as scheduled on the 26 th and 27 th of March 2019.
		Annual Female entrepreneur awards (FEA) (August) Annual agricultural best practise conference	Annual Female entrepreneur awards (FEA) by 31 August 2018	Achieved The Awards took place on the 14 th of August 2018.
			Host Annual Extension Summit/Conference in (March 2019)	Achieved

				The Annual Extension Summit took place as scheduled on the 26 th and 27 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		Achieved Amajuba District represented the Department in the Premier Service Excellence Awards
	Nil	1 x Agricultural entry in the Centre for Public Service Innovation		Not Achieved
4.	Challenges/gaps encountered per service:	Administrative delays impacted on the appointment of service providers, which resulted in under - achievements in respect of support to smallholder farmers, infrastructure (irrigation) and hectares planted for food production. The lack of finalisation and approval of the Agricultural Masterplan. The Agricultural Master Plan is still pending approval this impacts on the implementation of consistent agricultural approaches throughout the department. The inability to accurately measure the increase in food production levels.		
5.	Mitigation factors/intervention per service:	Establish baselines to measure the impact of food production levels. The finalisation and approval of the Agricultural Masterplan		
6.	Suggestions/ recommendations:	Nil		
7.	Conclusion:	There is steady progress in relation to the implementation of the Departmental Service Standards for the Key Service which is evident and validated from quarterly SDIP Implementation Progress Reporting.		
8.	Signature of HOD & Date of approval by HOD	 NR SHEZI 25 July 2019		