



DIRECTORATE:

01 Cedara Road, Pietermaritzburg, 3200

Integrated Planning, Policy, Monitoring and Evaluation

KZN Department of Agriculture & Rural Development, Private Bag X9059, Pietermaritzburg, 3200

Tel: 033 000 0000 Fax: 033 000 0000

SERVICE COMMITMENT CHARTER

OBJECTIVES OF THE CHARTER

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

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

STRATEGIC OVERVIEW

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

OUR VISION

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

MISSION

To advance sound agricultural practices that stimulates comprehensive economic growth, food security and advancement of rural communities.

CORE VALUES

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

| VALUES | DEFINITION |
|--|--|
| Batho Pele Principles and Service Orientation | Departmental officials will conduct themselves in a manner befitting a government that is caring, dedicated and pro-poor, influenced by the spirit of <i>Ubuntu</i> . |
| Self-sufficiency and independence | The Department commits itself to the promotion of self-sufficiency in all its interventions and focuses on the empowerment of people to be more independent and entrepreneurial. |
| Co-operative Governance and working together | The Department will continuously engage in joint planning and coordination with stakeholders and government entities in order to ensure holistic, integrated and coherent government programmes. |

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|------------------------------------|--|
| Professionalism | The Department employees must perform their duties in a professional, ethical (open and honest) and value adding manner. |
| High staff moral | The Department is committed to facilitating a constructive and supportive work environment. |
| Development and recognition | The Department's employees are recognized as its most valuable asset and therefore it aspires to ensure the on-going development and recognition of an effective, dedicated and professional team. |

1. WHERE TO BE FOUND

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|------------------------------|--|
| Head Office: | Physical Address : No.1 Cedara Road, Cedara |
| Postal Address | : Private Bag X 9059, Pietermaritzburg, 3200 |
| Telephone number | : 033-355 9100 |
| Fax number | : 033-3559122 |
| E-mail address | : hodpa@kzndard.gov.za |
| Hours of work | : Monday to Friday (07:45-16:15) |
| Service Centre South: | Physical Address : 4 Pin Oak Avenue Hilton, 4532 |
| Postal Address | : Private Bag x 6005, Hilton, 3245 |
| Telephone Number | : 033 343 8300 |
| Fax Number | : 033 343 8329 |
| Hours of work | : Monday to Friday (08:00 – 16:30) |

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

We have eleven Districts Offices:

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

| | | |
|---------------------|---|--|
| | Ixopo 3276 Telephone Number : 039 8347600 Fax Number : 039 834 7660 | Newcastle 2940 Telephone Number : 034 315 3936 Fax Number : 034 315 2472 |
| EThekwini District: | Physical address :40 Dr Xuma (Commercial) Street 18 th floor Commercial City Building Durban 4001 Postal Address : Private Bag X 54321 Durban 4000 Telephone Number : 031 3289300 Fax Number : 031 328 9324 | King Cetshwayo District :Physical address :Lot 11634, Veldenvlei Richards Bay Opposite Umhlathuze Sport Ground 3900 Postal Address : Private Bag X 1048 Richards Bay 3900 Telephone Number : 035 780 6711 Fax Number : 035 789 0660 |
| Ilembe District: | Physical address :Corner of link & R102 Albert House Kwa Dukuza 4450 Postal Address : Private Bag X 10691 Kwa Dukuza | Zululand District :Physical address :King Dinizulu Highway LA Building Zone 3 Ulundi 3838 Postal Address : Private Bag X 100 Ulundi 3838 |

| | | |
|-------------------|--|--|
| | 4450 Telephone Number : 032 437 7500 Fax Number : 032 551 5787 | Telephone Number : 035 874 9014 Fax Number : 035 874 9020 |
| Ugu District | Physical address :1 Nelson Mandela Dr Old Laxey House Portshepstone 4240 Postal Address : Private Bag X 885 Port Shepstone 4240 Telephone Number : 039 682 2045 Fax Number : 039 682 3325 | UMkhanyakude District Physical address :Hibiscus Avenue (Back of Shoprite) Mtubatuba 3935 Postal Address : Private Bag X 008 Mtubatuba 3935 Telephone Number : 035 550 0210 Fax Number : 035 550 0218 |
| Uthukela District | Physical address :Colenso Road Next to Caltex Garage Pieters Industrial Area 3370 Postal Address : Private Bag X 9905 Ladysmith 3370 Telephone Number :036 634 6301 Fax Number :036 634 1997 | |

2. WHO ARE OUR CLIENTS?

Our current clients are the:

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

3. SERVICES:

We provide the following services to our clients:

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

4. SERVICE STANDARDS

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

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

We shall publish the results of our performance against our standards for the current financial year (1 April 2024 to 31 March 2025) in the Annual Departmental Service Delivery Improvement Plan.

AGRICULTURE EXTENSION SERVICES

| NAME OF BUSINESS PROCESS | TURNAROUND TIME | PROCESS OWNER/ COMPONENT |
|--|---|---|
| Agricultural advisory services | Minimum of 6 to a maximum of 8 working days | Agricultural Extension and Advisory Implementation Services |
| Project planning and approval for any of the following services: Infrastructure Production inputs Food security | 90 Working days from date of application | Project Office |
| Mechanisation services e.g. planting and ploughing services | 11 Working days from Application | Agricultural Extension and Advisory Support Services |

| AGRICULTURAL RESEARCH SERVICES | | |
|--------------------------------------|--|------------------------------------|
| NAME OF BUSINESS PROCESS | TURNAROUND TIME | PROCESS OWNER/ COMPONENT |
| Soil sample testing | 10 Working days from date of submission of soil sample's | Soil Fertility Laboratory Services |
| VETERINARY SERVICES | | |
| NAME OF BUSINESS PROCESS | TURNAROUND TIME | PROCESS OWNER/ COMPONENT |
| Issuing of Export and import permits | 2 Working days | Veterinary Services |
| Issuing of Export and import permits | 2 Working days | Veterinary Services |
| Issuing of movement permits | 2 Working days | Veterinary Services |
| Certification of Animal products | 2 Working days | Veterinary Services |
| Rabies testing | 2 Working days | Veterinary Services |
| Renewal of Licensing of abattoirs | 5 Working days | Veterinary Services (VPH) |

5. BATHO PELE PRINCIPLES

The provision of our services will be based on the principles of Batho Pele as enshrined in the KZN Citizens' Charter, and we undertake to honour these principles by:

Consultation

Citizens will be consulted about the level and quality of services they receive and, wherever possible, will be given a choice about the services that are offered.

To this end, we commit to the following consultation arrangements:

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

Service Standards

Citizens will be told what level and quality of public service they will receive so that they are aware of what to expect. These standards will be set at a level that is demanding yet realistic.

To this end, we commit to the following arrangements for service Standards:

- Publishing Service Delivery Improvement Plan and Service commitment charter for public scrutiny and suggestion on areas of improvement
- Performance against standards set will be reviewed annually and as standards are met, they will be raised

Access

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

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

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

Courtesy

Citizens will be treated with courtesy and consideration.

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

- Attend to customers entering our offices within 60 minutes
- Develop and implement a professional code of ethics

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

Information:

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

- Workshops to communities on project application process
- Awareness workshops on the Agricultural Development Masterplan

Openness and transparency

Citizens will be given information on how the Department functions, as well as the cost of the services provided.

To this end, we commit to the new arrangement for openness and transparency as follows:

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

Redress

If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a sympathetic, positive response.

To this end, we commit to the new arrangement for dealing with complaints as follows:

- Complaints will be acknowledged in writing within 3 working days
- Complaints about service delivery will be dealt with and progress report provided to the complainant within 10 working days from the date of complaint.
- A full reply will be sent immediately upon the finalisation of a case
- Implementation of manual complaints management system in all eleven districts.

Value for money

Public service will be provided economically and efficiently in order to give citizens the best possible value for money.

To this end, we commit to the new arrangement for ensuring value for money as follows:

- Delivering of services according to approved business plans and within allocated budget; and
- Identifying best practices / innovations related to cost saving mechanisms.

Encouraging Innovation and Rewarding Excellence

The department will ensure that an environment conducive to the delivery of services is created to enhance the capacity of their personnel to deliver good services.

- To this end, we commit to the new arrangement for encouraging innovation and rewarding excellence as follows
Facilitate the sharing of best practices regularly;
- Recognize and reward performance;
- Annual implementation of Extension Awards
- Host Annually the Female entrepreneur awards (FEA)
- Host Annual Extension Summit/Conference
- Participate in the CPSI awards
- Participate in the Premiers Service Excellence Awards
- Promote participation in the Departmental Excellence Awards

Impact of service delivery

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

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

Leadership and strategic direction

The Department's leaders in the service delivery chain will provide direction, create alignment, engage staff, create effective partnerships and demonstrate ethical and sound values.

To this end we commit to providing leadership in the following way:

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

6. OUR CLIENTS RIGHTS

You have a right as enshrined in the Constitution and other relevant legislation as well as the Batho Pele principles as mentioned above, i.e

- Courteous behaviour at all times
- Access to full information services
- Prompt and efficient services
- Redress and an apology for lapses in our services

7. OUR CLIENTS OBLIGATIONS

Your request for services must be clear (preferably in writing)

You must provide us with proper contact details.

8. QUERIES AND COMPLAINTS

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

Queries and complaints can be presented to us:

- Visiting the office(s) where the complaint is directed;
- Submit your complaint in writing to the relevant office;

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

We will send a progress report within ten working days

We will send full reply immediately upon the finalisation of a case

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



Mr ZN Dlamini

Head of Department: Agriculture and Rural Development

Date: 02 /05/2024

