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Our Service Delivery Standards

Our Commitment:

- We will respond to all our e-mails within 48 hours.
- We will answer telephone calls within five rings.
- When you write to us we will acknowledge receipt of your letter within 5 working days. We will send a reply within 10 working days. If we cannot give a reply within 10 working days we will explain why and tell you when you can expect a reply.
- When you send in an application or request, we will provide a fair and objective assessment based on the information submitted. We will give you informed, useful, usable and constructive feedback.
- All complaints and correspondence pertaining to agricultural matters made to the Minister of Economic Opportunities by clients or potential clients, will be responded to in an efficient manner within 3 weeks after receipt thereof.

Rural Development:

- Government services delivered in 16 identified rural development nodes will be coordinated through government and community structures which engage every quarter to facilitate access.
- Development initiatives to enhance the image and socio-economic conditions of farm workers will be coordinated, through partnerships and annual funding allocation processes.
- The Farm Worker referral system will provide farm worker access to the relevant government service provider within 5 days of receipt of a farm worker query.

Farmer Support and Development Services:

- Extension and advisory services will be provided to all farmers within 15 days of receipt of a request or in accordance with a continuous demand driven plan.
- Support to smallholder and commercial farmers through sustainable development within agrarian reform initiatives will be facilitated, coordinated and provided within 30 days after receipt of the request and the correct documentation.
- Applications relating to the implementation of the Integrated Food Security Strategy of South Africa (IFSS) will be responded to in accordance with the consulted and predetermined rollout plan.

Veterinary Services:

- Regulatory services in accordance with the relevant and applicable legislation to prevent and control animal diseases, facilitate export market access and to ensure the safety of meat and meat products will be provided to communities as well as the agricultural and agri-business sector on a daily basis.

Agricultural Economics Services:

- Marketing and agribusiness support services and intelligence to enhance competitiveness of the agricultural and agri-business sector will be provided to all farmers and stakeholders within 7 working days after receipt of a request.
- Production economics services to inform planning and business management in support of optimal farming, will be provided to farmers within 7 working days after receipt of a request.

Our Culture and Values:

- A united, responsive and prosperous agricultural sector in balance with nature.
- Innovation, Integrity and Responsiveness in order to protect and promote your rights and expand your opportunities.
- Care, Competence, Accountability, PELE (People First) Principles.
- Inclusive, efficient and customer-driven service delivery.
- People First.
- We are committed to provide our services based on our values of Care, Competence, Accountability, Innovation, Integrity and Responsiveness in order to protect and promote your rights and expand opportunities to achieve BETTER TOGETHER service delivery outcomes.

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