

SERVICE DELIVERY CHARTER

THE WESTERN CAPE DEPARTMENT OF AGRICULTURE IS COMMITTED THROUGH THIS SERVICE CHARTER TO PROVIDE YOU WITH THE QUALITY SERVICES YOU DESERVE. LET'S MAKE SERVICE DELIVERY BETTER TOGETHER.

THE DELIVERY OF SERVICES IN ACCORDANCE WITH THE STATED SERVICE STANDARDS IS SUBJECT TO A SUSTAINABLE AND CONSISTENT ENERGY SUPPLY AND AVAILABILITY OF WATER.

Our Commitment:

- We will respond to all our e-mails within 48 hours.
- We will answer telephone calls within five rings. Missed calls or voice mails will be responded to within 12 working hours after automatic registering thereof on the officials' computer.
- When you write to us we will acknowledge receipt of your letter within 3 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.

You are kindly requested to:

- Be civil, courteous and respect the dignity of our official(s) who render the service to you.
- Be honest in your deliberations with us.
- Submit full and accurate information accompanied by recently certified copies of documentation needed or requested.
- Make yourself available as well as be willing to undergo empowerment programmes agreed upon.
- Embark on active application and implementation of plans, initiatives and advice received from the Department.

You have the right to:

- Be treated with courtesy and respect and in a dignified manner at all times.
- Be consulted about your service needs and the level and quality of service expectations.
- Full information upon request in an open and transparent manner.
- Access to prompt and efficient service in accordance with the service delivery standards.
- An apology for and redress should any service lapses occur.
- An assurance of value for money in all services provided.

Our Service Delivery Standards

Rural Development:

- Government services delivered in 16 prioritised rural development nodes will be coordinated through government and community structures which engage every quarter to facilitate access to services.
- Development initiatives to enhance the image and socio-economic conditions of agri-workers will be coordinated through partnerships and annual funding allocation to projects.
- The agri-worker referral system will provide agri-worker access to the relevant government service provider within 5 days of receipt of a agri-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.
- Applications relating to the implementation of the Integrated Food Security Strategy of S.A. (IFSS) will be responded to in accordance with the consulted and predetermined rollout plan.

Structured Agricultural Education and Training:

- Structured and accredited agricultural education and training will be facilitated and provided on a continuous and programmed basis to participants in the agricultural sector.

Research and Technology Development Services:

- Cutting edge research to increase agricultural production as well as technology to address challenges of sustainability and climate change, will be provided to all farmers and stakeholders on a continuous demand driven and problem focussed basis.

- Appropriate, new and adapted technology and scientific information in the form of user-friendly information packages, popular and scientific publications, on-farm "walks and talks" and information days, will be presented to the agricultural and agribusiness sector on a quarterly basis.

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 agribusiness 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.

Engineering, LandCare and Land Use Services & agricultural Disaster Management Services:

- Recommendations regarding land use to prevent the fragmentation of agricultural land in accordance with applicable legislation will be provided to the relevant authority within 60 days after receipt of the request.
- Sustainable resource management solutions and methodologies through the provision of agricultural engineering, Land Care services as well as technology transfer to 80% of clients and partners, will be provided within 30 days after receipt of a request.

Main Services to Client

Governance

Provide and adhere to good corporate governance principles and practices, including diligent financial management, the application of fair human resource management, the promotion of appropriate communication with clients, other Departments (National and Provincial level) and African countries, within the context of the BATHO PELE principles and Inter Governmental Relations requirements.

Regulatory Function

Monitor and minimise animal health risks as well as to ensure food security by means of food safety and to facilitate the export of animals and animal products. Promote the conservation and sustainable use of the environment, especially agricultural natural resources (land and water) and to prevent the fragmentation and rezoning of agricultural land.

Knowledge Transfer

Train prospective and current agriculturalists, farmers and agri-workers in the agricultural sector and promote career opportunities in agriculture. Deliver a competitive and appropriate farmer support service (including extension) to a broad spectrum of clients, with emphasis on the emerging farming sector on a geographically determined basis. Provide agricultural economic information and services for effective decision making in the agricultural and agribusiness sector. Provide information and services to increase the efficient use of our agricultural water resources especially in view of the impact of climate change on our Province.

Knowledge Development

Develop economically accountable and environmentally sustainable cutting-edge technologies in all spheres of agricultural production, processing and marketing with due consideration of current and future needs of all farmers and consumers nationally and internationally in a changing environment, to enhance competitiveness and to expand agricultural production for increased growth and development as well as promoting agricultural job opportunities.

Financial Support for Agriculture

Manage and facilitate financial support for farmers at all levels of production, including CASP, LandCare, land protection subsidies, MAFISA, bursaries for agricultural training and education as well as disaster relief funds as allocated from time to time.

Our redress mechanism

If you have a complaint, please tell us. We will apologise and put things right immediately. If you are not satisfied, we will investigate what went wrong and reply within 15 working days. If we cannot deal with your telephonic query immediately, we will give you the name of the person to whom the query will be referred to and give you an indication of when we expect them to reply. You are invited to send any suggestions, compliments, constructive criticism or recommendations for improvement of our services or standards to the following addresses:

The Manager: Communication:
Tel: +27 21 808 5111 | Fax: +27 21 808 5000
Muldersvlei Road, Elsenburg, 7607
Private Bag X1, Elsenburg, 7607
E-mail: info@elsenburg.com
Website: www.elsenburg.com

Ministry of Economic Opportunities:
Tel: +27 21 483 4218 | Fax: +27 21 483 3890
140-142 Long Street, Cape Town, 8000 or
Private Bag X9179, Cape Town, 8001
E-mail: Vuylowethu.Njalo@westerncape.gov.za
Website: www.elsenburg.com

We value being accessible for our clients:
Our buildings are accessible for people with disabilities.

OUR VISION:

A united, responsive and prosperous agricultural sector in balance with nature.

OUR CULTURE AND VALUES:

We commit ourselves to a citizens centric and customer satisfaction approach in providing a public sector agricultural service. In carrying out our mandate and responsibilities, we will be guided by and uphold the eight BATHO PELE (People First) Principles.

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.

EXECUTIVE AUTHORITY DECLARATION:

I, Joyene Isaacs, commit my Department in terms of Part III, C.2 of the Public Service Regulations, 2001, as amended, to adhere to this Charter.