



Service Delivery Charter Western Cape Department of Agriculture

Developed to respect the *Provincial Values of: Caring, Competence, Accountability, Integrity, Innovation and Responsiveness*

Our culture and values: An open opportunity society for all

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.

In carrying out our mandate and responsibilities, we will be guided by and uphold the eight BATHO PELE (People First) Principles.

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

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 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.

We expect you 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.

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 ten 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 will be responded to in an efficient manner within 3 weeks after receipt thereof.

ACCESSIBILITY: Our buildings are accessible for people with disabilities.

For your nearest agricultural service point, please dial the numbers or visit our website mentioned at the bottom of this page and click on "About Us/Contact Us".

The health and safety of our clients are important: All Safety and Covid-19 protocols are observed.

OUR SERVICE DELIVERY STANDARDS

Agricultural Producer Support and Development:

- Extension and advisory services will be provided to all farmers within fifteen (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 with 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.

Agricultural Engineering Services, LandCare, Land Use Management and Disaster Risk Reduction:

- Recommendations regarding land use to prevent the fragmentation of agricultural land in accordance with applicable legislation will be provided to the relevant authority within sixty (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 (thirty) 30 days after receipt of a request.

Research and Technology Development Services:

- Cutting edge research and technology 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-focused 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 agrri-business 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 agrri-business sector daily.

Agricultural Economic Services:

- Marketing and agrri-business support services and intelligence to enhance competitiveness of the agricultural and agrri-business sector will be provided to all farmers and stakeholders within (seven) 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 seven (7) working days after receipt of a request.

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.

Rural Development

- Government services delivered in sixteen (16) prioritised rural development nodes will be coordinated through government and community structures which engage every quarter to facilitate access to services.
- Economic initiatives to enhance the image and socio-economic conditions of agrri-workers will be coordinated through partnerships and annual funding allocation to projects.
- The agrri-worker referral system will provide agrri-workers access to the relevant government resource service providers and other relevant resources, within five (5) working days of receipt of an agrri-worker query.
- The Agrri-Worker Household Census, which provides insight into developing responsive programmes across government in rural areas in the province, and stakeholders will be provided to government institutions and stakeholders upon request, via email with relevant reason for request thereof.
- Engage with agrri-workers and producers to create a platform for constructive communication and to share information regarding government services.
- Facilitate support to assist the municipalities with their implementation of rural safety plans.
- Implementation of youth interventions to address unemployment and promote local economic development in rural areas of the Western Cape Province.
- Facilitate awareness sessions regarding rural safety with agricultural stakeholders, and engagements with related safety structures.

MAIN SERVICES TO CLIENTS

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 and collaboration with clients, other Departments (National, Provincial and Local government level) and international countries, within the context of the BATHO PELE PRINCIPLES and Inter-Governmental Relations requirements.

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, regionally 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.

Knowledge Transfer

- Train prospective and current agriculturalists, farmers and agrri-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 smallholder farming sector on a geographically determined basis.
- Provide agricultural economic information and services for effective decision making in the agricultural and agrri-business sector.
- Provide research and technology development information and services to the farming sector to ensure sustainability and in support of climate smart agriculture.
- 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.

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.

Financial support for agriculture

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

Report any instances of fraudulent or corrupt activities by contacting the National Anti-Corruption Hotline at: 0800 701 701 or 021 483 0901.

Your voice counts. We want to hear from you. You can tell us how we are doing and performing, or report poor service or misconduct by requesting to see a supervisor. Or you can contact our Communication unit:

Head Office:
Tel: +27 21 808 5008 / 5111 | Fax: +27 21 808 5000
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E-mail: Charmaine.De Vos@westerncape.gov.za

Office hours: 08:00 –16:30 (weekdays)
www.elsenvburg.com | info@elsenvburg.com

Accounting Officer Declaration:

I, *Mogale Seobopetsa*, commit my Department in terms of the *Public Service Regulations, 2016* Section 37, to adhere to this Charter:

Dr M Seobopetsa

9 April 2021

Date: