



DEPARTMENTAL 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.

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

VISION

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

We value being accessible to all our clients:

Our buildings are accessible to 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 "Contact Us".

The health and safety of our clients are important:

All Safety and Covid-19 protocols are observed.

KEY 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 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 smallholder farming sector on a geographically determined basis.

Provide agricultural economic information and services for effective decision making in the agricultural and agribusiness 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.

OUR SERVICE DELIVERY STANDARDS

SERVICE DELIVERY AREA	SERVICE STANDARD(S)
Agricultural Producer Support and Development	<ul style="list-style-type: none"> ● 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 within agrarian reform initiatives will be facilitated, coordinated and provided within thirty (30) days after receipt of the request. ● Review, as per new Food Security policy.
Sustainable Resource Use and Management	<ul style="list-style-type: none"> ● 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.

	<ul style="list-style-type: none"> ● 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	<ul style="list-style-type: none"> ● 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-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 agri-business sector on a quarterly basis.
Veterinary Services	<ul style="list-style-type: none"> ● 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 daily.
Agricultural Economics Services	<ul style="list-style-type: none"> ● 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 (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.
Agricultural Education and Training	<ul style="list-style-type: none"> ● Structured and accredited agricultural education and training will be facilitated and provided on a continuous and programmed basis to participants in the agricultural sector.

<p>Rural Development</p>	<ul style="list-style-type: none"> ● 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. ● 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-workers access to the relevant government resource service providers and other relevant resources, within five (5) working days of receipt of an agri-worker query. ● The Agri-Worker Household Census, which provides insight to developing responsive programmes across government in rural areas in the province, will immediately be provided to government institutions and stakeholders upon request, via email with relevant reason for request thereof. ● Engage with agri-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.
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OUR COMMITMENT

- We will respond to all e-mails received within forty-eight (48) hours.
- We will answer telephone calls within five rings. Missed calls or voice mails will be responded to within twelve (12) working hours after automatic registering thereof on the officials' computer.
- When you write to us, we will acknowledge receipt of your letter within three (3) working days. We will send a reply within ten (10) working days. If we cannot give a reply within ten (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 Agriculture by clients will be responded to in an efficient manner within three (3) weeks after receipt thereof.

OUR PERFORMANCE AGAINST OUR STANDARDS:

We will publish the results of our performance against our standards each year in Part B of the Annual Report as well as in our Annual Citizens Report.

RIGHTS OF SERVICE RECIPIENTS:

You have the right to:

- Be always treated with courtesy and respect in a dignified manner.
- 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 rendering 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.

OBLIGATIONS OF SERVICE RECIPIENTS:

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 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 fifteen (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:

(i) The Manager: Communications
Private Bag X1, Elsenburg (7607)
Tel. No.: (021) 808 5008 /5111
Fax No. : (021) 808 5000
E-mail: info@elsenburg.com
Website: www.elsenburg.com

(ii) The Minister of Agriculture
M-1 Mezzanine Floor, 7 Wale Street, Cape Town (8000)
Private Bag X9165, Cape Town (8001)
Tel No.: (021) 483 9805
Fax No.: (021) 483 3892
E-mail: charmaine.devos@westerncape.gov.za
Website: www.elsenburg.com

OUR CULTURE AND VALUES:

We commit ourselves to a citizen centric and service recipient 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.

OFFICE HOURS:

08:00 – 16:30 (weekdays)

Executive Authority Declaration

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



DR MP SEBOPETSA



DATE: