



SERVICE DELIVERY CHARTER 2015 -2018

1. WHO ARE WE

We are the Department of Agriculture and Rural Development in the Free State Province and our strategic objective is to create opportunities for economic growth, development, and job creation amongst our communities in the Province.

2. WHO BENEFITS FROM THIS SERVICE CHARTER

This Charter sets out the standard of services you can expect from the staff of the Department of Agriculture and Rural Development in all the various departmental offices in the Province, and the following are beneficiaries to services rendered by the department:

- i. Commercial, Smallholder and Sustainable Farmers
- ii. Commodity Groups
- iii. Farmers Unions
- iv. Farm Workers and Rural Communities
- v. Free State Communities
- vi. Provincial Departments
- vii. Municipalities
- viii. Our Staff

3. VISION

"A dynamic and prosperous agricultural sector and a better life for rural communities"

4. OUR MISSION

"To empower the agricultural sector through the provisioning and facilitation of efficient agricultural development support and investment solutions in order to ensure rural development, constant economic growth and sustainable livelihoods"

5. OUR CORE VALUES

The core values of the Department are informed by the letter and spirit of the Constitution of the Republic of South Africa (Act No. 108 of 1996). These are the guiding principles that will define how the Department would conduct itself in performance of its business:

- i. Commitment to Good Governance;
- ii. Equitable use of scarce resources;
- iii. Transparency and Accountability to stakeholders;
- iv. Dedication, Integrity, and Professionalism.

6. OUR CONSTITUTIONAL MANDATE

The Department of Agriculture and Rural Development is an integral part of the South African Public Service, established in terms of section 197 of the Constitution of the Republic of South Africa, as read with section 7(1) and 7 (2) of the Public Service Act (Act No: 103 of 1994).

6.1 OUR LEGISLATIVE MANDATE

Constitutional Mandates

The Department of Agriculture and Rural Development is an integral part of the South African Public Service established in terms of section 197 of the Constitution as read with section 7(1) and 7(2) of the Public Service Act (Act No. 103 of 1994).

Legislative Mandates and Services

Transformation Legislations

- i. The Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996)
- ii. Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997)
- iii. Skills Development Levies Act, 1999 (Act No. 9 of 1999)
- iv. General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)
- v. Higher Education and Training Act, 1997 (Act No. 101 of 1997)
- vi. Adult Basic Education Training Act, 2000 (Act No. 52 of 2000)
- vii. Designated Areas Development Act, 1997 (Act No. 87 of 1997)

Veterinary and Animal Health related Legislations

- i. Veterinary and Para-Veterinary Professions Act, 1982 (Act No.19 of 1982)
- ii. Animal Diseases Act, 1984 (Act No. 35 of 1984)
- iii. Meat Safety Act, 2000 (Act No. 40 of 2000)
- iv. Animal Identification Act, 2002 (Act No. 6 of 2002)
- v. Medicines and related substances Act, (Act 101 of 1965)
- vi. Fertilisers, farm feeds, agricultural remedies and stock remedies Act (Act 36 of 1947)
- vii. South African Medicines and Medical Devices Regulatory Authority Act, 1998 (Act No.132 of 1998)
- viii. The International Code for Laboratory Diagnostic Procedure for Animal Diseases of the World Organisation for Animal Health

Plant and Crop related Legislations

- i. Agricultural Pests Act, 1983 (Act No. 36 of 1983)
- ii. Agricultural Research Act, 1990 (Act No. 86 of 1990)
- iii. Agricultural Products Standards Act, 1990
- iv. Fertilisers, Farm feeds, Agricultural remedies and Stock remedies Act, 1947
- v. Plant Breeder's Right Act (Act No. 15 of 1976)
- vi. Plant Improvement Act, 1976 (Act No. 53 of 1976)
- vii. National Veld and Forest Fire Act, 1998 (Act No. 101 of 1998).

Soil Conservation and Land Care

- i. Engineering Services Act (Act No. 46 of 2000)
- ii. Designated Areas Development Act, 1997 (Act No. 87 of 1979)
- iii. Soil user planning ordinance (Ordinance 15 of 1985)
- iv. Conservation of Agricultural Resources Act, 1983
- v. National Environmental Management Act, (Act No. 107 of 1998)
- vi. Environment Conservation Act (Act No. 73 of 1989)
- vii. Genetically Modified Organisms Act, 1997 (Act No. 15 of 1997)

Land and Land Reform

- i. Land Reform Act, 1997 (Act No. 3 of 1997)
- ii. Subdivision of Agricultural Land Act, 1970 (Act No. 70 of 1970)
- iii. Provision of Land and Assistance Act, 1993 (Act No. 126 of 1993)
- iv. Nature and Environmental Conservation Ordinance 19 of 1974
- v. Nature Reserve Validation Ordinance, Ordinance 3 of 1982

Administrative Legislations

A number of national transversal laws and regulations for Department of Agriculture and Rural Development's administrative functions:

- i. Employment Equity Act (Act No. 55 of 1998)
- ii. Local Government: Municipal Property Rates Act, (Act No. 6 of 2004)
- iii. Public Finance Management Act (Act No. 1 of 1999 as amended by Act No. 29 of 1999)
- iv. Division of Revenue Act (Annually)
- v. Public Service Act (Act No. 103 of 1994) and Regulations, 2001
- vi. Labour Relations Act (Act No. 66 of 1995)
- vii. Promotion of Access to Information Act (Act No. 2 of 2000)
- viii. Occupational Health and Safety Act (Act No. 85 of 1993)
- ix. Employment of Education and Training Act (Act No. 76 of 1998)
- x. SITA Act (No. 88 of 1998, as amended by Act 38 of 2002)

7. BATHO PELE PRINCIPLES

BATHO PELE: As the Department of Agriculture and Rural Development, we are committed to providing quality services to all our Customers both internally and externally by meeting their expectations and needs. We commit to all the Batho Pele principles.

- a) **Consultation** - Department of Agriculture and Rural Development will have regular consultations with stakeholders, including the public regarding the quality of services rendered by the department.*
- b) **Service Standards** - Setting service standards as part of specifying the quality of services to be expected.*
- c) **Access** - Increasing access to services especially to those who are historically disadvantaged.*
- d) **Courtesy** - Ensuring higher levels of courtesy by adhering to set standards for the treatment of Customers.*
- e) **Redress** - Addressing failures and mistakes so that problems are resolved or dealt with positively.*

- f) Value for Money** - Rendering our services to the satisfaction of our Customers.
- g) Information** - Providing more and relevant information and advice about services so that customers have the necessary information to make informed decisions.
- h) Openness & Transparency** - Increasing openness and transparency about how services are rendered and delivered to the citizens.

8. LIST OF SERVICES RENDERED BY THE DEPARTMENT

PROGRAMMES	SERVICES / PRODUCTS
Administration	<ul style="list-style-type: none"> - Human Resources and Development - Finance Management - Facility Management - Information and Technology Management - Risk Management - Security and Fraud Prevention - Internal Audit - Strategic planning and Monitoring - Communication
Sustainable Resource Management	<ul style="list-style-type: none"> - Engineering Services - Land Care - Land Use Management - Disaster Risk Management
Farmer Support and Development	<ul style="list-style-type: none"> - Farmer Settlement and Development - Extension and Advisory Service - Food Security

PROGRAMMES	SERVICES / PRODUCTS
Veterinary Services	<ul style="list-style-type: none"> - Animal Health and Disease Control - Export Control - Veterinary Public Health - Veterinary Laboratory and Epidemiology Service
Research and Technology Development Services	<ul style="list-style-type: none"> - Research - Technology Transfer Services - Farming Services - Infrastructure Support Services
Agricultural Economics	<ul style="list-style-type: none"> - Agri-business development and support - Macroeconomics and statistics
Structured Agricultural Education and Training	<ul style="list-style-type: none"> - Higher Education and Training - Further Education and Training
Rural Development	<ul style="list-style-type: none"> - Development Planning and Monitoring - Social Facilitation - Infrastructure services

9. CONTACT DETAILS OF THE DEPARTMENT

Head Office

Street Address

Chemistry Building, Gielie Joubert Street, Glen Agricultural College

Telephone Numbers: 051-8618509

Fax Numbers: 051-8618452

Mail/website: www.agric.fs.gov.za

Office hours: Monday to Friday 07:30-16:15

Title	Name & Surname	Telephone Number	Fax Number	Email Address
Member of Executive Council	Mr. Motete Khoabane	051-861 8403	051-861 8451	tshedisehang@fs.agric.za
Head of Department	Mr. Peter Thabethe	051-861 8509	051-861 8452	pa.hodagric.@fs.agric.za
Deputy Director General	Mr. Mmuso Tsoametsi	051-861 8515	051-861 8578	1912fs@gmail.com

District Offices

Metro/District	Address	Telephone Number	Fax Number	Email Address
Manguang Metro	Van Riebeeck Street, No. 40, Thaba-Nchu	051 875 1160	051 875 2702	thabitha@agric.fs.gov.za
Xhariep District	Molen Street, No. 35, Trompsburg	051 713 0120	051 713 0295	serf@agric.fs.gov.za
Lejweleputswa District	Kopano Health Complex, Long Road, Welkom	057 916 6723	057 916 6721	dan@agric.fs.gov.za
Fezile Dabi District	Chris-Chris Building, Fischard Street, Sasolburg	016-976 2013/2009	086 5447061	roberts@agric.fs.gov.za
Thabo Mofutsanyana District	Mampoi Road, Public Works Department, Phuthaditjhaba, Qwaqwa	058 713 0236 / 072 217 6975	058 713 0236	madiba@agric.fs.gov.za

10. WHAT YOU CAN EXPECT AT A SERVICE POINTS

All our Departmental personnel are committed to making every effort to make your attendance a simple and worthwhile experience:

- i. Deal with you professionally and accord you fair and equal treatment irrespective of your race, gender, socio-economic status, disability and other social related attributes;
- ii. Identify themselves by names and to wear a name badge for identification;
- iii. Treat courteously and provide you with an apology and explanation if things go wrong.

11. IF YOU PHONE US, YOU CAN EXPECT THE DEPARTMENTAL OFFICIAL TO:

- i. Answer the phone courteously, identify the service point and provide you with their names;
- ii. Be helpful and deal with your queries in a very courteous manner;
- iii. Transfer your call to the office or official, where necessary.

12. IF YOU WRITE TO US YOU WILL:

- i. Receive an acknowledgement of receipt within 7 working days;
- ii. Receive a courteous and clear reply within 14 working days;
- iii. Be sent the correspondence in simple language and where possible, in your language.

13. HOW TO REGISTER A COMPLAINT

Ask for the Office Manager and lodge a complaint;
Take the official's name and contacts;
Leave your contact details; and /or write your complaint and put it in the complaints box at the entrance of the service point.

14. IF DISSATISFIED WITH THE RESPONSE RECEIVED, YOU CAN:

- i. Contact the Office of the Senior Manager in which the service point is situated;
- ii. Telephone and contact details are available at the Service Point.

Or write to:

<i>Address</i>	<i>Email</i>
<i>The Head of Department Department of Agriculture and Rural Development Chemistry Building, Private Bag X01, Glen, 9360</i>	<i>The Head of Department pa.hodagric.@fs.za</i>

15. YOUR RIGHTS AND OBLIGATIONS AS A CUSTOMER

We count on a strong partnership with you for the realization of these commitments in this Charter. We also count on you to reciprocate, be courteous towards our staff and treat them with respect.

16. WHEN YOU LODGE A COMPLAINT, YOU WILL:

- i. Receive an impartial, speedy and effective complaints handling procedure;
- ii. Receive an apology and appropriate redress when you are not treated well or standards have not been met.

17. LET US HAVE YOUR VIEWS

We value your views with regard to the services we are providing as the Department of Agriculture and Rural Development.

Please help us to have your views through the following:

E-mail address: pitso@fs.agric.za, tatolo@fs.qric.za;

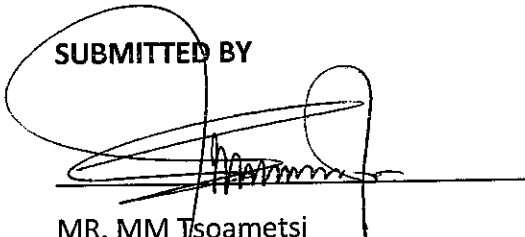
OR

Complaints and Suggestions Boxes at the Service Points

18. OUR PERFORMANCE AGAINST OUR STANDARDS

We shall publish the results of our performance against our standards each year in our annual report in compliance with Chapter 11 of the White Paper on Transforming Public Service Delivery of 1997 and the Public Service Regulations of 2001.

SUBMITTED BY

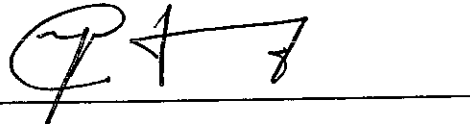


MR. MM Tsoametsi
Deputy Director General
Department of Agriculture and Rural Development

Date: 29/9/2015

RECOMMENDED/~~NOT RECOMMENDED~~


MR. MP Thabethe



MR. MP Thabethe
Head of Department
Department of Agriculture and Rural Development

Date: 30/09/2015

APPROVED/NOT APPROVED



Mr. MD Khoabane
Member of the Executive Council
Department of Agriculture and Rural Development

Date: 12/11/2015