



SERVICE CHARTER

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.

3. Vision

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

5. Key Service Offered by the Department of Agriculture and Rural Development

- Provide agricultural economics and marketing information and render advice.
- Render Soil Conservation services.
- Perform Farm Planning.
- Provide extension services to farmers.
- Control and monitor animal disease outbreaks.
- Provide Primary Animal Health Care.
- Facilitate compliance with the Animal Identification Act.
- Facilitate the importation of animals and animal products.
- Implement the Meat Safety Act.
- Inspect and register sterilization of plants.
- Research ways of improving livestock and plant production.
- Provide specialized technical information services and advice.

8. Contact Details of the Department of Agriculture and Rural Development

Head Office

Street Address

Chemistry Building, Gielie Joubert Street, Glen Agricultural College
Telephone Numbers: 051 861 8509
Fax Numbers: 051 861 8452
Mail/website: www.ard.fs.agric.za
Office hours: Monday to Friday 07:30-16:00

2. 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).

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".

6. Your Service Rights

- i. Receive an apology and appropriate redress when you are not treated well or standards have not been met;
- ii. Receive an acknowledgement of receipt within 7 working days;
- iii. Receive a courteous and clear reply within 14 working days;
- iv. Be sent the correspondence in simple language and where possible, in your language.

7. Your Obligations

Service delivery is a two way process and therefore you need to be reminded that as a customer, you need to be polite and treat the officials with dignity and respect.

DISTRICT OFFICES

Metro/District	Address	Telephone Number	Fax Number	Email Address
Mangaung Metro	Van Riebeeck Street, No. 40, Thaba-Nchu	051 875 1160	051 875 2702	thabita@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 6700	057 916 6721	director.dc18@agric.fs.gov.za
Fezile Dabi District	Chris-Chris Building, Fichardt Street, Sasolburg	016 976 2013	086 5447061	robberts@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



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