



SERVICE STANDARDS 2015 -2018

MR MD KHOABANE

MEMBER OF THE EXECUTIVE COUNCIL IN THE FREE STATE PROVINCIAL LEGISLATURE

MR MP THABETHE

THE HEAD OF DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT

1. OUR STRATEGIC OBJECTIVE

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

2. VISION

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

3. 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"

4. 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.

5. OUR RECOGNITION TO BATHO PELE PRINCIPLES

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

- 1) **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.
- 2) **Service Standard**-Setting service standards as part of specifying the quality of services to be expected.
- 3) **Access**-Increasing access to services especially to those who are historically disadvantaged.
- 4) **Courtesy**-Ensuring higher levels of courtesy by adhering to set standards for the treatment of Customers.

- 5) **Redress**-Addressing failures and mistakes so that problems are resolved or dealt with Customers.
- 6) **Value for Money**-Rendering our services to the satisfaction of our Customers.
- 7) **Information**-Providing more and relevant information and advice about services so that Customer has the necessary information to make informed decisions.
- 8) **Openness and Transparency**-Increasing openness and transparency about how services are rendered and delivered to the citizens.

6. OUR CONSTITUTIONAL MANDATE

The Department of Agriculture and Rural Development is an integral part of the South African Public Service, 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 of 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. CONTACT DETAILS OF THE DEPARTMENT

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.agric.fs.gov.za

Office hours: Monday to Friday 07:30-16:00

Title	Name & Surname	Telephone Number	Fax Number	Email Address
Member of Executive Council	Mr. Motete Khoabane	051 861 8403	051 861 8451	tshidisehang@fs.agric.za
Head of Department	Mr. Peter Thabethe	051 861 8509	051 861 8452	pa.hodagric.@fs.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	086 544 7061	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

8. SERVICE STANDARDS

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Agricultural Economic Services	Services are offered in the field of agricultural economics; namely production, farm management, agricultural marketing, agricultural business development and macroeconomics.(Develop and evaluate business plans, do research , render advice, analyze and disseminate information)	Respond to requests from clients within the limits of resources that are available at the time. Within the limits of resources available proactively provide assistance to our clients in meeting their agribusiness start up and developing needs.	Director Agric Economics Development and Planning. Dr R Awumey 051-8618428 awumey@glen.agri.c.za	A clear statement of the assistance required or proposed.
Agricultural Economic Services	Distribution of an agricultural economic news letter.	Distribute an agricultural economic newsletter with relevant updated marketing information to farmers and extension officers in the Free State Province once in every two months.	Director Agric Economics Development and Planning. Dr R Awumey 051-8618428 awumey@glen.agri.c.za	Reliable up to date and relevant information.
Agricultural Economic Services	Distribution of a publication on agricultural "market trends".	Distribution publication on market trends based on statistical principles to farmers and extension officers mainly in the Free State Province on annual basis.	Director Agric Economics Development and Planning. Dr R Awumey 051-8618428 awumey@glen.agri.c.za	Reliable up to date and relevant information.
Agricultural Economic Services	Provide agricultural economics and marketing information and render advice.	Provide agricultural economics and marketing information and render advice on request via telephone, fax or e-mail based on sound agricultural economic principles to farmers, commercial banks, education institutions and other provincial and national departments mainly in the Free State Province within 48 hours of receipt of request.	Director Agric Economics Development and Planning. Dr R Awumey 051-8618428 awumey@glen.agri.c.za	Reliable up to date and relevant information.
Agricultural Economic Services	Conducting pre-feasibility studies on project proposals submitted by emerging farmers.	The pre-feasibility is able to allow decisions to be made to continue with, revise or completely stop proposed project.	Director Agric Economics Development and Planning. Dr R Awumey 051-8618428 awumey@glen.agri.c.za	Reliable information on the proposed project.

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Agricultural Economic Services	Identify and quantify fixed cost structures to be used under specific circumstances.	Analysis completed within 2 weeks subject to resources available.	Director Agric Economics Development and Planning. Dr R Awumey 051-8618428 awumey@glen.agric.za	Reliable information.
Agricultural Economic Services	Evaluate new format systems in terms of economic performance	Conduct and complete the evaluation within the limits of available resources at the time	Director Agric Economics Development and Planning. Dr R Awumey 051-8618428 awumey@glen.agric.za	Reliable system information.
Agricultural Economic Services	Identify, quantify and describe the available sources of information.	Disseminate information from available sources.	Director Agric Economics Development and Planning. Dr R Awumey 051-8618428 awumey@glen.agric.za	Reliable information from the source.
Agricultural Engineering Services	Engineering services such as plan, survey, design of specifically for farm infrastructure development and natural resource conservation and utilization as well as technology transfer on the utilization and management of the infrastructure and agro processing.	Apply best practice and acceptable norms and standards according to the Engineering Council Act (ECSA Act). In addition, apply norms and standards of industry forums such as the Institute for Agricultural Engineers, Irrigation Institute, Structural Steel SA, and Intensive Agriculture South Africa.	Chief Engineer Mr H Grobler 051-861 1345 tel hennie@glen.agric.za	A clear statement of the assistance required or proposed and reliable information on the proposed project.
Land Care Programme	ITCA standing committee meetings.	ITCA standing committee meetings will be attended by the provincial coordinator as scheduled by the national department. One meeting per quarter will be held.	Mr. S.A. Strauss 051-8618438 brandus@fs.agric.za	Invitation to meetings shall ensure the participation of all the relevant stake-holders
Land Care Programme	Junior Land Care.	Junior Land Care will be promoted to 1000 learners within the Free State Province with grade 8-12 learners, for four days, to create awareness on sustainable resource management.	Mr. C.T.B. Smith 051-8618470 smith@fs.agric.za	A clear statement of the assistance required or proposed Business plan
Land Care Programme	Land Care Awareness.	One Land Care awareness day will be held in all 5 Districts to promote sustainable resource management to all citizens in the Free State Province.	Mr. C.T.B. Smith 051-8618470 smith@fs.agric.za	A clear statement of the assistance required or proposed Business plan

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Land Care Programme	Support to Land Care committees.	Support to Land Care committees will be given in all 5 Districts on natural resource issues when requested.	Mr. C.T.B. Smith 051-8618470 smith@fs.agric.za	A clear statement of the assistance required or proposed request
Land Care Programme	Land Care project planning.	Land Care project planning will be done by Departmental officials in all 5 Districts, within the budget allocated to the districts.	Mr. C.T.B. Smith 051-8618470 smith@fs.agric.za	A clear statement of the assistance required or proposed Business plan
Soil Conservation Programme	Render Soil Conservation services according to specifications as stipulated in Act 43 of 1983.	Soil Conservation services will be rendered in all 5 Districts to all citizens in the Free State Province taking into consideration the capacity of officials in the districts	J.A.S. Morton 051-8618369 jack@fs.agric.za	A clear statement of the assistance required or proposed.
Soil Conservation	Farm Planning.	All farm planning requests will be handled according to Act 43 of 1983 for all the farm users in the Free State Province within 2 weeks.	J.A.S. Morton 051-8618369 jack@fs.agric.za	A clear statement of the assistance required or proposed.
Soil Conservation Programme	Surveys and designs of stock watering systems	All requests on surveys and designs of stock watering systems will be handled according to Act 43 of 1983 for all farm users in the Free State Province within 2 weeks.	J.A.S. Morton 051-8618369 jack@fs.agric.za	A clear statement of the assistance required or proposed.
Soil Conservation Programme	Survey of contours.	All requests on survey of contours will be handled according to Act 43 of 1983 to all farms where contours are needed in the Free State province within 2 weeks.	J.A.S. Morton 051-8618369 jack@fs.agric.za	A clear statement of the assistance required or proposed.
Soil Conservation Programme	Water run-off control planning.	All requests on water run-off control planning will be handled according to Act 43 of 1983 to all farms where water run-off control planning is needed in the Free State Province within 2 weeks.	J.A.S. Morton 051-8618369 jack@fs.agric.za	A clear statement of the assistance required or proposed.
Soil Conservation Programme	Survey and planning of erosion structures.	All request on survey and planning of erosion structures will be handled according to Act 43 of 1983 on farms where the erosion occur in the Free State Province within 2 weeks.	J.A.S. Morton 051-8618369 jack@fs.agric.za	A clear statement of the assistance required or proposed.
Soil Conservation Programme	Survey and planning of sub-surface drainage.	All requests on survey and designing of sub-surface drainage will be handled according to Act 43 of 1983 on irrigation lands where water logging and sanitation occurs in the Free State Province within 2 weeks.	J.A.S. Morton 051-8618369 jack@fs.agric.za	A clear statement of the assistance required or proposed.

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Soil Conservation Programme	Meetings on subdivision/rezoning and change on agricultural land use	Meetings will be held on a monthly basis to attend to requests on subdivision/rezoning and change on agricultural land according to Act 70 of 70	N.V. Ndumo 051-8618437 nosisa@fs.agric.za	Invitation to meeting
Soil Conservation Programme	General meetings.	General meetings will be held on request and scheduled according to needs with relevant stakeholders in the Free State Province for one day when needed.	N.V. Ndumo 051-8618437 nosisa@fs.agric.za	Invitation to meeting with concise agenda
Soil Conservation Programme	Soil Conservation Training.	The training will be held in all 5 districts on Act 43 of 1983 to officials in the districts in the Free State Province for one day on request	J.A.S. Morton 051-8618369 jack@fs.agric.za	Invitation to meeting with concise agenda
Soil Conservation programme	Ploughing of virgin soils	Request to plough virgin soils will be handled according to Act 43 of 1983 for the farming community in the Free State Province.	N.V. Ndumo 051-8618437 nosisa@fs.agric.za	A clear statement of the assistance required or proposed.
Farmer Settlement and Support	Facilitate farm settlement through the provision of funds to purchase farm inputs, implements and to erect infrastructure to farmers who have acquired farms/ Agriculture land by any means.	The provision of funds to purchase farming essentials will be in line with the identified needs, feasibility/potential /environment impact study and production plans	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Norms and Standards for extension and Advisory Services in Agriculture. CASP and Ilima/Letsema guidelines. SCM Procurement process.
Farmer Settlement and Support	Development of production plans.	Production plans will be developed for new land reform and other farmers, two months after the extension officer was notified.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Norms and Standards for extension and Advisory Service in Agriculture. CASP and Ilima/Letsema guidelines. Strategic Plan for South African Agriculture

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Farmer Settlement Support	Completion of monthly agricultural conditions report.	Every Extension Officer will submit a complete and correct agriculture conditions report to the farming information section monthly before the 4 th of the next month.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Strategic Plan for South African Agriculture. Conservation of Agricultural Resources Act. Commonage Policy. Disaster Risk management Policy
Farmer Settlement and Support	Hold Farmers Days.	Every Extension Officer in the district will arrange and hold one professional farmers day meeting per year as indicated in the programme compiled in April of the applicable financial year.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Norms and Standards for extension and Advisory Services in Agriculture. Conservation of Agricultural Resources Act.
Farmer Settlement and Support	Provide extension services to agriculture projects on communal areas.	All funded agricultural projects on municipal and traditional communal land will be visited twice per month by an Extension Officer to monitor progress and respond to farmers' needs.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Norms and Standards for extension and Advisory Services in Agriculture. Conservation of Agricultural Resources Act.
Farmer Settlement and Support	Feasibility study on request by the Department of Land	Feasibility/potential /environment impact study will be completed and forwarded to the Department of Land Affairs within a fortnight after the request has been received.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Commonage Policy Recapitalization and Development Programme. Agri- BBBEE Strategy

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Farmer Settlement and Support	Support clients with the focus on commonage utilization.	Respond to agricultural assistance request by municipalities within 7 days. Foster correct farming methods in commonages by advising the municipalities on legislations contravened.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Conservation of Agricultural Resources Act. Commonage Policy. Veld fire Act. Disaster Management Act/Framework
Farmer Settlement and Support	After care and extension on optimal production, soil conservation, animal health services as well as departmental financial assistance.	Services rendered by the department to be taken to the farm within 30 days of written confirmation that title deed was handed over to new farmers.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Norms and Standards for extension and Advisory Services in Agriculture. Conservation of Agricultural Resources Act. Land Reform policy
Veterinary Services : Animal Health	Control and monitoring of animal disease outbreaks	Upon receipt of reports for suspected or confirmed controlled or notifiable disease, there is immediate implementation of control measures, including vaccination, quarantine and other relevant measures.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and relevant State Veterinarians in the districts	SR1 Quarantine Notice Disease outbreak contingency plan
Veterinary Services : Animal Health	Control and monitoring of diseases a surveillance programme	Daily sample collection from various herds and stock, including infected herds, clean herds and animals showing clinical signs	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Relevant Animal Health Technicians in the districts.	TB CA Manual National policy of CSF and AI
Veterinary Services: Animal Health	Control and prevention of animal diseases through vaccination	Embark on a vaccination campaign within 5 days of reported outbreak, depending on the nature of the disease	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Relevant State Veterinarians in the districts	Roll out plan

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Veterinary Services: Animal Health	To disseminate information on animal diseases	Source, package & distribute relevant information on animal diseases during information days	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Relevant State Veterinarians and Animal Health Technicians	Packaged manual
Veterinary Services: Animal Health	Provide Primary Animal Health Care	Organize Primary Animal Health Care sessions where treatment of animals, advice or general care of animals and some cases vaccination of animals will be given. This is demand driven.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Relevant State Veterinarians	Packaged manual
Veterinary Services: Animal Health	Facilitate compliance with the Animal Identification Act	Assist animal owners to be registered with DAFF	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com	Application form
Export Control	Facilitate the importation of animals and or animal products through certification	Export Control will support the export of particular animals, animal products and animal feeds which meet the importing country's requirements. Service is given at earliest convenience depending on current animal disease status.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and District offices	Valid, original import certificates. Certification fees per consignment. Appointment
Export Control	The registration and inspection export facilities to ensure registration conditions are met at all times	Facilities will be registered annually as requested. Inspections will be with/without appointment related to the risk and products at the facilities.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and District offices	Up to date VPNS. International trade standards. SA National Standards. Registration fee and application form
Laboratory Services	Provide support services to veterinary personnel, medical practitioners and farmers through the provisioning of diagnostic services and epidemiological investigations of animal disease out breaks.	Perform laboratory diagnostic tests to identify infectious diseases. Prepare vaccines from material submitted by animal owners. Prepare reagents for internal uses in all labs and for sample collection from the field.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and State Veterinarians responsible for the laboratory	Laboratory manuals and policies
Laboratory Services	Laboratory approval/quality assurance.	Comply with National and International standards as set out in the ISO/IEC 17025 standards and SANAS requirements. Participating in Proficiency testing and inter laboratory	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Laboratory Manager	ISO/IEC 17025 standards

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Veterinary Public Health	Implementation of the Meat Safety Act to enforce compliance by abattoirs. This is in order to protect the unknowing public from dangerous practices and some food borne diseases.	Regular monitoring of activities in abattoirs and implementation of necessary corrective actions	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	Meat Safety Act and related regulations as reference documents. Hygiene Management Systems. Inspection documents. Standard Audit Forms.
Veterinary Public Health	Meat safety awareness campaigns.	Offer current, technical advice to the public and to other officials on issues related to Meat Safety. 'Train the trainer' concept for officials	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	Flyers, brochures, pamphlets, power point presentations talks and discussions
Veterinary Public Health	Inspections and registrations of export facilities processing food of animal origin such as dairies, meat processing plants.	Recommendations of all the shortcomings for export purposes will be made quarterly.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and District	Relevant, up to date VPNS
Veterinary Public Health	Collection of BSE samples.	Brain samples collected analyses to determine if South Africa is free of BSE. This determination to important if the country intends to export any ruminant products to the EU.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	Samples can only be collected from freshly slaughtered cattle older than 3 years. VPN is the reference document
Veterinary Public Health	Collection of food samples to test for hormone, antibiotics and growth supplements that would render food unsafe for human consumption.	Samples are collected via a National program. These include milk, meat and eggs. The National office determines types and amounts of samples, sampling dates and sampling points.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	VPN is the reference document
Veterinary Public Health	Collection of samples to monitor bacterial contamination of products, water, working surfaces and workers hands	Non evasive swabs are collected from abattoirs to determine the hygiene levels at slaughter, of workers in contact with the products, of equipment after sanitation and water used at the facility.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	VPN is the reference document

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Veterinary Public Health	Inspections and registration of red meat and poultry abattoirs according to Meat Safety Act of 2000, regulations promulgated under this act and other relevant guidelines.	All registered abattoirs inspected and registered as is necessary.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	Meat Safety Acts Poultry, Red Meat, Ostrich, Game, Crocodile Regulations. Other relevant legislation South African National Standards
Veterinary Public Health	Monitoring of Meat inspection service in abattoirs.	Registration of inspectors and their allocation to a specific abattoir. Registration of these inspectors specifies the duties of the said inspector	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and whole province	Professional qualifications of inspector Application of registration of inspector by abattoir owner.
Veterinary Public Health	Inspection and registration of sterilization of plants	Registration of facilities processing blood meal and fat. There are 4 in the province.	Director Veterinary Services: Dr K. Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and DC 17, DC 18 and DC 20	Application documents.
Veterinary Public Health	Investigate the illegal slaughtering of animals so as to enforce compliance to Meat and Safety Act.	All detailed complaints received are investigated	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	Detailed complaints. Police reports lodged
Veterinary Public Health	Technical advisory role in department projects in order to encourage compliance with legislations while executing government program.	Technical support to projects processing foods of animal origin	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and whole province	A clear statement of the assistance required or proposed.
Veterinary Public Health	To develop and implement Provincial Standards that promote safety of food for animals origin	Full participation in sessions for the drafting of policies relating to legislation and regulations at provincial and national levels. Develop and implement guidelines and policies as required.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and whole province	Developed basis documents.

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Veterinary Public Health	Meat safety awareness campaigns.	Offer current, technical advice to the public and to other officials on issues related to Meat Safety. 'Train the trainer' concept for officials	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	Flyers, brochures, pamphlets, power point presentations talks and discussions
Veterinary Public Health	Inspections and registrations of export facilities processing food of animal origin such as dairies, meat processing plants.	Recommendations of all the shortcomings for export purposes will be made quarterly.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and District	Relevant, up to date VPNs
Veterinary Public Health	Collection of BSE samples.	Brain samples collected analyses to determine if South Africa is free of BSE. This determination to important if the country intends to export any ruminant products to the EU.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	Samples can only be collected from freshly slaughtered cattle older than 3 years. VPN is the reference document
Veterinary Public Health	Collection of food samples to test for hormone, antibiotics and growth supplements that would render food unsafe for human consumption.	Samples are collected via a National program. These include milk, meat and eggs. The National office determines types and amounts of samples, sampling dates and sampling points.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	VPN is the reference document
Veterinary Public Health	Collection of samples to monitor bacterial contamination of products, water, working surfaces and workers hands	Non evasive swabs are collected from abattoirs to determine the hygiene levels at slaughter, of workers in contact with the products, of equipment after sanitation and water used at the facility.	Director Veterinary Services: Dr K Mojapelo Tel. 0514363677 kristan.mojapelo@gmail.com and Districts	VPN is the reference document
Research	Research ways of improving livestock and plant production and its products and the sustainability of production and management of rangelands and pastures on station (Glen) and on farm.	Viable, feasible and acceptable ways of improving livestock and plant production and its products and the sustainability of production and management of rangelands and pastures in the Free State are developed for farmers at all economic levels annually.	Mr S. W. van der Merwe WH Verbeeck Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	Research project plan Research project progress report
Research	Evaluation of plant cultivars with regard to the production yield, quality and adaptability.	Cultivar evaluations done in the Department or in cooperation with other role players in the industry.	Mr S. W. van der Merwe WH Verbeeck Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	Research project plan. Research project progress report.

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Research	Optimization of production systems and/or management practices for plant production	Reports will be used internally for evaluation, publication in popular and scientific papers, development of information packages and presentation to different audiences; key fields will be irrigation/water utilization, fertilization, disease control, weed and invader plant control, resource conservation and rehabilitation and tillage practices. Value addition through processing technology to receive greater focus.	Mr S. W. van der Merwe WH Verbeeck Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	Research project plan. Research project progress report.
Research	Optimization of production systems and/or management practices for livestock production	Reports will be used internally for evaluation, publication in popular and scientific papers, development of information packages and presentation to different audiences; key fields will be breeding, reproduction, nutrition and production systems. The focus will be on beef- and dairy cattle, small stock including wool- and mutton sheep and monogastric animals including poultry and pigs. Aquaculture is a new field that will get more focus. Value addition through processing technology to receive greater focus.	Mr S. W. van der Merwe WH Verbeeck Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	Research project plan. Research project progress report.
Research	Interpretation and dissemination of information gathered from research activities.	Collection, management and dissemination of information for specialist advisory and training purposes.	Mr S. W. van der Merwe WH Verbeeck Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	
Research: Technology transfer	Provide specialised technical information services and advice. - Diagnose production problems in farm systems	Production problems in farm systems are accurately identified in 100% of requests received and comprehensive recommendations, in consultation with stakeholders (farmers), are made in regards to solutions, within two weeks after conducting the diagnostic study.	Mr S. W. van der Merwe WH Verbeeck Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Research: Technology transfer	Provide specialised technical information services and advice. - Farm resource investigations	Conduct farm resource investigations (grazing capacity and soil potential) within two weeks of receiving the request with a report on the outcome of the investigation within one month after the investigation for farmers at all economic levels, Extension services and other Departments.	Mr S. W. van der Merwe WH Verbeek Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	
Research: Technology transfer	Provide specialised technical information services and advice. - Develop production plans	All requests for the development of production plans will be attended to through the development of viable, feasible and acceptable production plans for farmers at all economic levels in the Free State Province, based on sound scientific principles and taking the needs of the client into consideration. A report containing a recommended production plan will be available within one month after receiving the request.	Mr S. W. van der Merwe WH Verbeek Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	
Research: Technology transfer	Provide specialised technical information services and advice. - Respond to <i>ad hoc</i> enquiries	All ad hoc enquiries by primary and secondary clients responded to immediately to one week, depending on the complexity, or referred within two days, or two weeks if information needs to be sourced from the literature.	Mr S. W. van der Merwe WH Verbeek Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	
Research: Soil and water analyses and fertilizer recommendations	Accurate analyses with verified recommendations available within 10 working days after soil/water samples were received depending on the number of samples received at a particular time.	Accurate analyses with verified recommendations available within 10 working days after receiving the samples, subject to payment received where applicable.	Mr S. W. van der Merwe WH Verbeek Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	Soil and water sample registration forms.
Research: Glen Farm Infrastructure	Utilize experimental farms as centers for agricultural research and training.	Development and maintenance of infrastructure in support of on-station research and practical training at higher education and further education and training levels.	Mr S. W. van der Merwe WH Verbeek Building Ground floor GLEN Tel (051) 861 8379 siegfried@glen.agric.za	
Geographical agriculture information services (GIS)	Supply Geographical information to the users in the form of maps, bitmaps, electronic files or a computerized program.	Co-ordinate the development and dissemination of information to clients to minimize risk. This includes the development and utilization of various Information Systems (e. g. GIS).	Mr M Mokoaoqo Tel (051) 8618474 mafam@fs.agric.za	A clear statement of the assistance required or proposed.

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Geographical agricultural information service (GIS)	Gather and supply agricultural condition data to decision makers and to management while supplying field staff and farmers with climate outlooks and risks reduction initiatives.	Collection and management of farming information to minimize agricultural risks.	Mr M Mokoaqo Tel (051) 8618474 mafam@fs.agric.za	A clear statement of the assistance required or proposed.
Disaster and Risk Management	Manage the Agricultural Disaster, Risk Management and Farming Information risks, associated with natural and human related disasters and assurance of access to safe, quality agricultural food production by developing appropriate departmental policies.	Support and assist farmers after disaster has struck through relief schemes (rehabilitation and recovery).	Mr. M. Mokoaqo 051 861 8471/4 Mr. J. Wessels 051 861 8475 Ms. K. Dithlage 051 861 8472	A clear statement of the assistance required or proposed and individual applications
Food Security	Render food security services to households and communities identified as food insecure as stipulated in the household food production programme guideline.	Provide identified beneficiaries with production inputs and offer after care visits bi-monthly to newly established projects.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Integrated Food Security and Nutrition Programme. Integrated development Planning. Comprehensive Rural development Programme (CRDP)
Food Security	Support to clients with the focus on food security.	Provide identified beneficiaries with production inputs and offer after care visits bi-monthly to newly established projects.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051- 8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Integrated Food Security and Nutrition Programme. Integrated development Planning.

Core Services	Minimum Service	Service Standard	Contact Person	Documentation Needed
Food Security	Maintain Provincial Food Security Forum	Quarterly meetings are held with relevant stakeholders at provincial level to consult on food security issues in the province. Minutes and attendance register of the meeting are made available one week after the meeting	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051-8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Integrated Food Security and Nutrition Programme. Integrated development Planning.
Food Security	Impact assessment	Annual impact assessment executed for approved projects on an annual basis.	All 5 District Directors and Farmer Support and Development directorate- House No E2 Cypress Street Glen 051-8618442/8374 051- 8618553 kegakilwe@fs.agric.za	Integrated Food Security and Nutrition Programme. Integrated development Planning.

9. WHAT CAN YOU EXPECT AT 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.

10. 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.

11. 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.

12. 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.

13. 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>

14. 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.

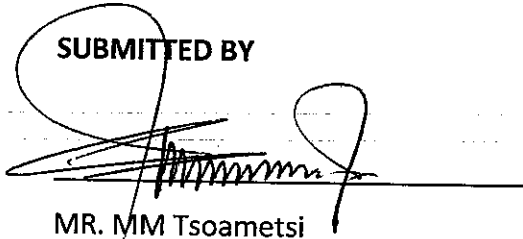
15. WHEN YOU LODGE A COMPLAINT, YOU WILL:

- 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.

16. 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.

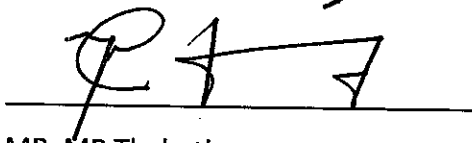
SUBMITTED BY



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

Date: 29/9/2015

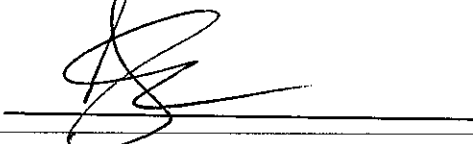
RECOMMENDED/~~NOT RECOMMENDED~~



MR. MP Thabethe
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