



Province of the
EASTERN CAPE

RURAL DEVELOPMENT AND
AGRARIAN REFORM

DEPARTMENT OF RURAL DEVELOPMENT & AGRARIAN REFORM | SERVICE DELIVERY CHARTER

VISION:

- Vibrant, equitable, sustainable rural communities and food security for all.

MISSION:

- Promote, support and coordinate rural development and agrarian reform interventions to reduce poverty and underdevelopment through job creation, integrated food security programme and equitable participation in development by all rural communities.

VALUES:

- Innovation: Commitment to keep abreast of new developments in relevant fields of expertise and be innovative in carrying out the mandate of the Department.
- Excellence: Commitments to exceed our customer's expectations for quality, responsiveness, efficiency and service excellence.
- "Bambisanani": We believe that the sum of our collective efforts will be greater than the total of our individual efforts
- Mutual respect: We value each other's contribution as we seek to realise the vision and goals of the Department.
- Honesty & Integrity: Commitment to be transparent with all stakeholders
- Inclusiveness: "Bonke abantu esisebenza nabo, siya kusebenzisana nabo ngokufanelekileyo nangokulinganayo".

Hours of Operation:

Monday – Thursday: 08:00 am to 16:30 pm
Fridays: 08:00 am – 16:00 pm
Public Holidays and Weekends: Closed

Physical Address:

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Approved by:

MR. L.L. NGADA
HOD: DEPARTMENT OF RURAL DEVELOPMENT
& AGRARIAN REFORM

Date: 8 DECEMBER 2016

SERVICE STANDARDS

The Department of Rural Development and Agrarian Reform commits itself to the following:

Service Offered linkonzo Ezifumanekayo	Service Standards Umgangatho Wenkonzo oLindelekileyo
Rural Development	Land Matters: Enquiries about land matters will be dealt with and a progress report will be provided to the client within 21 working days from the date of enquiry.
	Land Reform: Disseminate updated information on land reform support to beneficiaries on processes and support within 21 working days upon receipt of the request.
	Upon the receipt of requests from clients on the implementation of technology, the Department will carry out an assessment and respond within 21 days.
Extension Services	A plan is drawn for developing farmers to take them on excursions to areas that have best practices in certain fields of agricultural production so that they can get farmer-to-farmer extension, twice a year.
	The extension officer will provide professional and appropriate technical advice to the farmer's request within 5 working days upon receipt of the request.
Economics	Advise clients on agricultural economic related subjects per request within 7 days for desktop information and within 21 days when an out of office assessment is required.
Research	Provide analytical results on soils, water, plant and feed to the clients within 3 weeks based on the AgriLASA approved standards, upon receipt of request.
Human & Institutional Capacitation	Offer accredited and non-accredited on site and center training to all interested agricultural role players by offering training programmes over periods, ranging from five (5) days to twelve (12) months in accordance with the approved training plan.
	A three (3) year diploma qualification is offered to qualifying matriculants on Animal Health, accredited by the South African Veterinary Council in line with the prescripts of the Department of Higher Education & Training (HET).
Supply Chain Management	Maximum service time for payment of invoices is 30 days upon receipt of a valid invoice from service providers.
Veterinary Services	Veterinary Services Rapid Response to Agricultural incidences and emergencies will be done within 12hrs upon notification from stakeholders.
	Primary animal health care service to clients will be available immediately on presentation of sick animals to the attending veterinarian or animal health technician.
Engineering Services	Advise clients on agricultural engineering related subjects per request according to acceptable engineering principals: Within 5 days for advice on operational and maintenance and within 21 days for planning or upgrading of projects.