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## 1. Introduction

This SDIP has been developed in line with Part 111 (c ) of the Public service Regulations, 2000 and the White Paper on Transformation of Public Service Delivery, 1997. It seeks to address the challenges of the department when delivering the Extension Services to rural communities.

## 2. Vision

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

## 3. 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.

## 4. 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:** We are committed 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".

## 5. Legal Mandate:

- 5.1 The Agriculture Development Act, 1999 (*Act No. 67 of 1999*)
- 5.2 Conservation of Agricultural Resources Act,1983 (*Act No. 43 of 1983*)
- 5.3 T The Eastern Cape Rural Development Agency Act, 2012 (*Act No. 1 of 2012*)
- 5.4 V Veterinary and Para-Veterinary Professions Act,1982 (*Act No. 19 of 1982*)
- 5.5 T The Animal Health Act, 2002 (*Act No. 7 of 2002*)
- 5.6 The Animal Identification Act, 2002 (*Act No. 6 of 2002*)
- 5.7 The Meat Safety Act, 2000 (*Act No. 40 of 2000*)

*Vibrant, equitable, sustainable rural communities and food security for all*

- 5.8 Animal Disease Act, 1984 (*Act No. 35 of 1984*)
- 5.9 Animal Improvement Act, 1998 (*Act No. 62 of 1998*)
- 5.10 Animal Protection Act, 1962 (*Act No. 71 of 1962*)
- 5.11 Livestock Improvement Act, 1997 (*Act No. 25 of 1997*)
- 5.12 Agricultural Pests Act, 1983 (*Act No. 36 of 1983*)
- 5.13 Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act, 1947 (*Act No. 36 of 1947*)
- 5.14 Agricultural Research Amendment Act, 2001 (*Act No. 27 of 2001*)
- 5.15 Marketing of Agricultural Products Act, 1996 (*Act No. 47 of 1996*)
- 5.16 Fencing Act, 1963 (*Act No. 31 of 1963*)
- 5.17 Land Tenure Rights Act, 1991 (*Act No. 112 of 1991*)
- 5.18 Intergovernmental Relations Framework Act, 2005 (*Act No. 13 of 2005*)

## **6 Listed Services:**

- 6.1 Extension Functions
- 6.2 Veterinary Services
- 6.3 Regulatory Services
- 6.4 Agricultural Infrastructure Development Support
- 6.5 Land Care
- 6.6 Agricultural Research
- 6.7 Marketing and Economic Research
- 6.8 Engineering Services
- 6.9 Facilitation and Coordination of Rural Development activities

## **7 The identified key service(s)**

- Provision of effective extension services and rural development

### **7.1 Problem identified within key service**

- Extension services are in need of technological capacitation in agriculture and rural development.

### **7.2 Situational Analysis**

Extension services officials are trained to transfer agriculture technology to farmers with a view to improve their production capacity as well as facilitating development in general . Due to technology involved in agriculture involved in agriculture production and rural development, extension officers need additional capacitation.

## 7.3 Process Mapping and Unit Costing

### Step 1

Business case will be reviewed.

### Step 2. Planning

1. Undertake business process mapping in order to improve workflow.
2. Re-orientation of extension officials in rural development function
3. Identify and provide additional technical staff needed.
4. Conduct change management sessions in order to improve teamwork amongst all relevant units.

### Step 3 Priorities

1. Undertake business process mapping in order to improve workflow.
2. Re- orientation of extension officials in rural development function
3. Identify and provide additional technical staff needed.
4. Conduct change management sessions in order to improve teamwork amongst all relevant units.

### Step 4

Budget allocation: R 500 000.

### Step 5 Implementation

1. Undertake business process mapping in order to improve workflow.
  - Identify all key stakeholders who are participants in the process to consult for inputs
  - Areas of good practise will be noted and recorded
  - Areas of gap/ needing to be improved will be mapped out
  - Recommendation will be made on the final business processes map to be adopted.
2. Re- orientation of extension officials in rendering services using technology support provided for agricultural and rural development function
  - Develop re-orientation plan based on the outcomes of the business process mapping.
  - Communicate to and train extension services officers on Spatial orientation of development initiatives
  - Conduct training/ workshops of extension officers technologies provided.
3. Conduct change management sessions in order to improve teamwork amongst all relevant units.
  - Develop change management plan based on the outcomes of the business process mapping.
  - Implement change management and monitor the outcomes

### Step 6 Monitoring

1. Monthly Reports output analysis
2. Quarterly consultation sessions with focus groups
3. Ad hock surveys with sampled relevant stakeholders



KEY SERVICE	SERVICE BENEFICIARY	<u>Current Service Standard(s)</u>		<u>Desired Service Standard(s)</u>			
		The extension officer will provide a professional and appropriate technical advice to the farmers' requests within five(5) working days.		The extension officer will provide professional and appropriate technical advice, facilitate and coordinate rural development activities and respond to requests within three (3) working days.			
		01/04/2013 - 31/03/2014		01/04/2014-31/03/2015	01/04/2015 – 31/03/2016	01/04/2016 – 31/03/2017	
Provision of effective extension services	Rural communities and other government entities operating in the rural space	<b>Quantity:</b>	70% of farmer request	75% of beneficiaries requests in a ward	80% of beneficiaries requests in a ward	90% of beneficiaries requests in a ward	
		<b>Quality:</b>	Professional and appropriate technical advice on farming activities as guided by Norms & Standards of Extension and Advisory Services	Professional and appropriate technical advice on rural development activities as guided by Norms & Standards of Extension and Advisory Services and Rural Development Strategy	Professional and appropriate technical advice on rural development activities as guided by Norms & Standards of Extension and Advisory Services and Rural Development Strategy	Professional and appropriate technical advice on rural development activities as guided by Norms & Standards of Extension and Advisory Services and Rural Development Strategy	
		<b>Consultation</b>	Social mobilisation by Extension officers. Farmers are consulted on services rendered through Farmer's Union.	Social mobilisation by Extension officers. Rural communities are consulted on services rendered through ward council committees, traditional council, farmers, unions and sector departments.	Social mobilisation by Extension officers. Rural communities are consulted on services rendered through ward council committees, traditional council, farmers, unions and sector departments.	Social mobilisation by Extension officers. Rural communities are consulted on services rendered through ward council committees, traditional council, farmers, unions and sector departments.	

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		01/04/2013 - 31/03/2014		01/04/2014-31/03/2015	01/04/2015 – 31/03/2016	01/04/2016 – 31/03/2017
		<b>Access</b>	Through Extension Officers in the wards. Access to specialized services is available in the Districts	Through Extension Officers in the wards. Access to specialized services is available in the Local Municipalities and Districts	Through Extension Officers in collaboration with Community Development Workers in the wards. Access to specialized services is available in the Local Municipalities and Districts	Through Extension Officers in collaboration with Community Development Workers in the wards. Access to specialized services is available in the Local Municipalities and Districts
		<b>Courtesy</b>	Acknowledgement of receipt of request for technical advice within two working days	Solicit feedback from 30% of the serviced communities	Solicit feedback from 40% of the serviced communities	Solicit feedback from 50% of the serviced communities
		<b>Openness &amp; Transparency</b>	Extension Service is open and transparent about extension procedures and methodologies.	Open information days on procedures and systems, with the relevant stakeholders down to local level once a year	Open information days on procedures and systems, with the relevant stakeholders down to local level twice a year	Open information days on procedures and systems, with the relevant stakeholders down to local level twice a year
		<b>Information</b>	Farmers are informed about developments in	Rural communities will be informed about rural	Rural communities will be informed about rural	Rural communities will be informed about rural

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		01/04/2013 - 31/03/2014		01/04/2014-31/03/2015	01/04/2015 – 31/03/2016	01/04/2016 – 31/03/2017
			agricultural technologies through, media, information sharing sessions.	development initiatives/programs through technologies, media and information sharing sessions	development initiatives/programs through technologies, media and information sharing sessions	development initiatives/programs through technologies, media and information sharing sessions
		<b>Redress</b>	Extension Officer provides explanation to the farmer within three days when unable to provide technical support.	Extension Officer provides explanation to all affected beneficiaries within 7 days when unable to provide technical support.	Extension Officer provides explanation to all affected beneficiaries within 6 days when unable to provide technical support.	Extension Officer provides explanation to all affected beneficiaries within 5 days when unable to provide technical support.
		<b>Value for Money</b>	Extension Service provide technical support on farming practices relevant to the target group.	Extend the use of the smart pen to cover rural development activities for reporting purposes	Extend the use of the smart pen to cover rural development activities for reporting purposes	Extend the use of the smart pen to cover rural development activities for reporting purposes
		<b>Time:</b>	Within five working days of request.	Within 3 working days of request	Within 3 working days of request	Within 3 working days of request
		<b>Cost:</b>	R500 000	R550 000	R600 000	R650 000

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		01/04/2013 - 31/03/2014		01/04/2014-31/03/2015	01/04/2015 – 31/03/2016	01/04/2016 – 31/03/2017	
<b>Human Resources:</b>	744 Extension Personnel 15 Scientists, 35 Technicians, 44 Economists 5 Land Use Planners	744 Extension Personnel 15 Scientists, 35 Technicians, 44 Economists 5 Land Use Planners	744 Extension Personnel 15 Scientists, 35 Technicians, 44 Economists 5 Land Use Planners	744 Extension Personnel 15 Scientists, 35 Technicians, 44 Economists 5 Land Use Planners			

**Name of SDIP Champion**

**Nontobeko Mhatu**

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**Contact Details**

040 609 3564 / 082 781 0025

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**Signed by:**

**LL NGADA**

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**Head of Department**

**Date**.....

**Signed by**.....

**MEC Z CAPA**

**Date**.....