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Department:
**Rural, Environment and Agricultural
Development**
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

SERVICE DELIVERY CHARTER

**LEADERSHIP OF THE DEPARTMENT OF RURAL, ENVIRONMENTAL AND AGRICULTURAL
DEVELOPMENT**

HONORABLE: MEC MANKETSE TLHAPE



**The Executive Authority and Member of the Executive Council for Agriculture in the North West
Province**

Dr PONCHO MOKAILA



The Head of Department and Accounting Officer for Agriculture in the Province of North West

MANDATE OF THE DEPARTMENT OF AGRICULTURE

Section 27 (1) (b) and (2) of the Constitution of South Africa, Act 108 of 1996 states that everyone has the right to have access to sufficient food and the state must take reasonable legislative and other measures within its available resources, to achieve the progressive realisation of this right.

Section 24 (a) and (b) (i), (ii) and (iii) states that everyone has the right to an environment that is not harmful to their health or wellbeing and that everyone has the right to have the environment protected for the benefit of present and future generations through reasonable legislative and other measures that-

- (i) Prevent pollution and ecological degradation,
- (ii) Promote conservation, and
- (iii) Secure ecologically sustainable development and use of natural resources while promoting justifiable economic and social development

VISION

Vibrant and Prosperous Society in harmony with our natural resources

MISSION STATEMENT

Working together with our partners to provide sustainable agricultural, environmental management and comprehensive integrated rural development

STRATEGIC GOALS AND OBJECTIVES

The departmental management adopted the following eleven (11) strategic outcome oriented goals (SG) and twenty six (26) strategic objectives (SO) for the 2015/16 financial year:

STRATEGIC GOALS (SG)	STRATEGIC OBJECTIVES (SO)
SG 1: An efficient, effective and development-oriented public service	SO 1.1: Ensure stable political-administrative interface
	SO 1.2: Implement efficient and effective management and operations systems
	SO 1.3: Enhance responsiveness and accountability to citizens
	SO 1.4: Facilitate personnel training and capacity building interventions
	SO 1.5: Strengthen inter-departmental coordination and institutionalisation of long-term planning
	SO 1.6: Implement Procurement systems that deliver value for money
	SO 1.7: Implement improved mechanisms to promote ethical behaviour in the public service
SG 2: Integrated rural development	SO 2.1: Institutionalise regulatory framework for land use to guide and support development initiatives.
	SO 2.2: Strengthen coordination across the three spheres of government and External stakeholders to implement the Comprehensive Rural Development Programme (CRDP) in line with the spatial Development plans.
SG 3: Improved food security	SO 3.1: Implement the comprehensive food security and nutrition Strategy
SG 4: Agrarian transformation	SO 4.1: Expand land under irrigation
	SO 4.2: Provide support to smallholder producers in order to ensure production efficiencies
SG 5: Growth of sustainable rural enterprises and industries – resulting in rural job creation	SO 5.1: Promote sustainable rural enterprises and industries in areas with economic development potential
SG 6: Increased share of production and employment by the rural, environment and agriculture productive sectors	SO 6.1: Implementing Agricultural Policy Action Plan (APAP) impacting on growth, employment, rural incomes, investment, output, exports and African

	regional development SO 6.2: Implementation of the Comprehensive Africa Agriculture Development Programme (CAADP)
SG 7: Workers' education and skills increasingly meet economic needs	SO 7.1: Development and implementation of demand-side planning system for skills in collaboration with DHET
SG 8: Sustained ecosystems and efficient natural resources use	SO 8.1: Combat land degradation
	SO 8.2: Implement water resources protection programmes
	SO 8.3: Expand conservation area estate through declaration of state owned protected areas, MPAs and biodiversity stewardship
	SO 8.4: Develop management interventions for reducing species loss
	SO 8.5: Integration of ecological infrastructure considerations into land-use planning and decision – making about new developments
SG 9: Effective climate change mitigation and adaptation response	SO 9.1: Coordinate provincial climate change response and initiatives
SG 10: Environmentally sustainable, low-carbon economy resulting from a well-managed just transition	SO 10.1: Enhance environmental education and empowerment (including skills development)
SG 11: Enhanced environmental governance systems and capacity	SO 11.1: Enhance compliance monitoring and enforcement capacity within the environmental sector
	SO 11.2: Ensure improvement in air quality
	SO 11.3: Implement better waste management programmes

OUR VALUES

In our quest to provide quality service we cherish the following values:

- Client focused
- Dedicated
- Integrity
- Productivity
- Rational
- Solution oriented and
- Team work

SERVICES OFFERED

1. Administration

- 1.1 Office of the MEC
- 1.2 Senior Management
- 1.3 Corporate Service
- 1.4 Financial Management, and
- 1.5 Communication Services

2. Sustainable Resource Management

- 2.1 Engineering Services
- 2.2 Land Care
- 2.3 Land Use Management

3. Farmer Support and Development

- 3.1 Farmer Settlement and Support
- 3.2 Extension and Advisory Services
- 3.3 Food Security

4. Veterinary Services

- 4.1 Animal Health
- 4.2 Export Control
- 4.3 Veterinary Public Health
- 4.4 Veterinary Laboratory Services

5. Research and Technology Development

- 5.1 Research
- 5.2 Technology Transfer Services
- 5.3 Infrastructure Support Services

6. Agricultural Economics Services

- 6.1 Agribusiness Support and Development
- 6.2 Macroeconomic Support

7. Structured Agricultural Education and Training

- 7.1 Higher Education and Training (HET)
- 7.2 Further Education and Training (FET)

8. Rural Development Coordination

- 8.1 Development Planning and Monitoring
- 8.2 Social Facilitation

9. Environmental Services

- 9.1 Environmental Policy, Planning and Coordination
- 9.2 Compliance and Enforcement
- 9.3 Environmental Quality Management
- 9.4 Biodiversity Management
- 9.5 Environmental Empowerment Services

UNDERTAKING FROM THE MEC FOR AGRICULTURE

The department seeks to ensure the effective management of a comprehensive system of Agriculture in order to expand Agricultural opportunities for all the citizens of the province. Access to quality Agricultural advice is fundamental to improving the socio-economic position of the majority of the people of the North West.

In this regard, citizens can expect the department to:

- Addressing you with respect
- Be courteous and professional at all times.
- Identifying ourselves when we speak to you.
- Offering you services that meet the required standards
- Listening carefully to you, and refer you appropriately should we not understand your language.
- Providing accurate information.
- Providing services to you timeously.
- Responding to all correspondence (physical and electronic) received within 14 working days.
- provide effective service in all our farmers;
- Ensure effective and efficient management in all Agricultural institutions and offices
- Ensure professional and ethical conduct by all our core business staff members, support staff and managers
- Progressively put adequate measures in place to ensure the safety and security of educators and learners in Agricultural colleges.

LOCATION

Our services are provided at our regional, district offices and our LDC offices throughout the province as well as in Colleges of Agriculture (FET) that can be found in Dr Kenneth Kaunda District namely; Potchefstroom College of Agriculture, in Dr Ruth Segomotso Mompoti District namely Taung College of Agriculture and in Ngaka Modiri Molema District namely Kgora Resource Centre.



HEAD OFFICE

Physical Address: Cnr Dr James Moroka and Stadium Road
Postal Address: Private Bag X2039
Mmabatho
2735
Website: www.nwpg.gov.za

SERVICES PROVIDED AT HEAD OFFICE

The Head Office of the Department of Rural, Environment and Agricultural Development is responsible for policy formulation, implementation, monitoring and evaluation thereof. Strategic planning, interpretation and implementation of policies proposed at a National and Provincial level, as well as, technical planning are also undertaken at the head office. There are four branches of Chief Directorates and Directorates that undertake the functions mentioned above. The regional /District and Local Development Centres district offices as well as the Further Education and Training colleges are implementing agents of the departments' policies and programmes.

SERVICES PROVIDED AT THE DISTRICT OFFICES

The Regional /District Offices have a role of overseeing the Local Development Centres (service points) Offices. The District Offices for administration and core business of the Department. At the District Offices the following are processed:

SERVICES OFFERED

Extension and Advisory Services

- Management of Agricultural support services
- Management of engineering services
- Management of Administration services.

Veterinary Services

- Management of health services
- Management of veterinary public health services
- Management of laboratory services
- Management of export control services.

Environment services

Environmental Quality Management

- Development of impact management
- Air quality management
- Waste management
- Management of compliance and enforcement to environmental legislation

Environment Biodiversity Management & Conservation

- The regulation of ecosystem goods and services as well as biodiversity and conservation
- The management of biodiversity monitoring and scientific investigation
- Facilitate the development and effective management of important sites and protected areas

Environmental planning and Coordination

- The supporting of environmental information management and reporting thereof
- The promotion of sustainable development through the facilitation of intergovernmental coordination and management of planning process
- To coordinate and manage activities in response to climate change.

Environmental empowerment services

- The management of awareness and after care services
- The management of Taung skull and world Heritage site project
- The management of Frededford dome world Heritage site project
- The management of environmental educational programmes



SERVICES PROVIDED AT THE DISTRICT LEVEL

The Department of Rural, Environment and Agricultural Development has 5 District Offices, each supporting its LDC offices. The services rendered at District Offices at present are:

- 1. Extension and Advisory Services**
 - 1.1 Management of Agricultural support services
 - 1.2 Farmer Settlement and Support
 - 1.3 Extension and Advisory Services
 - 1.4 Food Security
- 2. Veterinary Services**
 - 2.1 Animal Health
 - 2.2 Export Control
 - 2.3 Veterinary Public Health
- 3. Research and Technology Development Services**
 - 3.1 Research
 - 3.2 Technology Transfer Services
 - 3.3 Infrastructure Support Services
- 4. Agricultural Economics Services**
 - 4.1 Agribusiness Support and Development
 - 4.2 Macroeconomic Support
- 5. Rural Development Coordination**
 - 5.1 Development Planning and Monitoring
 - 5.2 Social Facilitation

BATHO PELE PRINCIPLES AND THE UNDERTAKING THEREOF

The Department of Rural, Environment and Agricultural Development is committed to the principles of Batho Pele and we fervently undertake to honour these principles.

CONSULTATION

We undertake to consult our customers on the level and quality of services provided.

In this regard we:

- Agree to consult organized farmers unions and stakeholder forum
- Hold farmers days twice a month.
- Interact with all stakeholders who have an interest in Rural Environment and Agriculture Development.
- Solicit your views via surveys and questionnaires.

ACCESS

All citizens, without reservations will have equal access to all services rendered.

In this regard;

- All offices will be accessible to the physically challenged.
- Language barriers will be removed and citizens may use any of the official languages.
- Discrimination on grounds of culture, creed, race, gender and sexual orientation will not be tolerated.
- Offices have been established to open access to all people especially those living in rural areas.

COURTESY

We will endeavour to treat all our customers with courtesy and consideration at all times.

In this regard;

- Citizens will be treated in a friendly manner.
- All staff will be identified by name-badges at all times.
- Rude, impolite and discourteous attitudes and behaviour will not be tolerated.
- Telephone calls will be answered promptly and politely

INFORMATION



Citizens have a right to full, accurate information of the services we render.

In this regard;

- Information in respect of our organizational structure will be available at district level, in Further Training colleges.
- Services may be accessed at any one of our service points at district level.
- A directory of services offered will be available at each service point, district offices in flat screens at the entrances.
- Help desk staff will assist at each service centre.

OPENNESS AND TRANSPARENCY

We do recognise that openness and transparency are the cornerstones of our democracy.

In this regard we undertake to keep you informed in respect of the following;

- Details of our location and contact persons.
- Details of our senior staff and also who does what at our various service points.
- Publish our performance against our targets.
- Inform you as to how we use resources.
- Targets we set for each financial year.

VALUE FOR MONEY

We shall endeavour to use public resources efficiently, effectively and economically.

In this regard we will;

- Simplify systems, processes and procedures to eliminate wastage and inefficiency.
- Rigorously apply performance management systems to enhance productivity at all levels.
- Identify financial risk areas and manage them carefully.
- Use resources to best advantage of all.
- Procure goods and services to the best advantage of the Department.
- Strengthen management and control to prevent fraud, corruption and mal-administration.

SERVICE DELIVERY IMPACT

We shall endeavour to assess the impact of our services annually and ascertain whether we are achieving our specified objectives.

In this regard we will;

- Evaluate the performance of staff at all levels.
- Implement a performance management system for each service delivery unit, to enhance productivity and effectiveness.
- Implement an Integrated Quality Management System in all our schools
- Appraise the quality of the services we render from time to time.

ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

Staff commitment, energy and skills will be harnessed to improve service delivery and the quality of services rendered.

In this regard we will;

- Recognise and reward staffs who show loyalty, commitment and dedication.
- Encourage innovation and new ideas to improve systems, processes and procedures.
- Simplify processes and procedures.
- Simplify forms and documents.
- Reward staff for their creativity and ingenuity for solving problems.

LEADERSHIP AND STRATEGIC DIRECTION

Managers will lead by example and will endeavour to ensure that the vision, mission and goals of the Department are articulated and embraced by all.

In this regard;



- All Senior Management Service personnel will incorporate the Batho Pele principles in their performance contract.
- Middle Managers and other level employees will have a workplan, which will be assessed and reviewed quarterly.
- Exemplary behaviour is expected from all, especially Senior Managers and Middle Managers.
- Managers will participate actively in the strategic direction of the Department.
- Managers will be encouraged to form networks and partnerships to maximize resource utilization;
- Develop Service Delivery improvement plans for each unit under their charge.

SERVICE STANDARDS

We undertake to provide service of a high quality.

In this regard we aim to;

- Attend to all queries promptly.
- Answer the telephone promptly.
- Process applications within 30 days.
- Acknowledge written complaints within 5 days
- Deal with written requests within 21 days.
- Pay our creditors within 30 days.
- Reduce worker absenteeism by 1% per year.
- Addressing you with respect
- Be courteous and professional at all times.
- Identifying ourselves when we speak to you.
- Offering you services that meet the required standards
- Listening carefully to you, and refer you appropriately should we not understand your language.
- Providing accurate information.
- Providing services to you timorously.
- Responding to all correspondence (physical and electronic) received within 14 working days.

DEALING WITH COMPLAINTS

We respect the right of citizens to complain if our services are poor or unsatisfactory.

In this regard;

- You may write to any one of the service centres registers or use suggestion boxes or provincial hot line .
- We undertake to investigate and respond to your complaint within 14 days of receipt.
- We will endeavour to apologise and take corrective measures if it is our fault.
- We will maintain a complaints registration and follow-up mechanism.
- You may use the toll-free number to report fraud, corruption and mal-administration.

TELEPHONIC CONTACT


When you telephone us, we will;

- Answer calls as promptly as possible
- Identify ourselves by name and section
- Assist you in a polite and helpful manner
- If you cannot be helped, you will be referred to the appropriate person/section within the Department

Contact details: of the Department

- Telephone number: (018) 389 5111 or 5719
- Toll-free: Provincial 0800 111700

Website - www.nwpg.gov.za

Approved


Approved




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Department:
**Rural, Environment and Agricultural
Development**
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

DEPARTMENTAL SERVICE DELIVERY CHARTER



Vibrant and Prosperous Society in
harmony with our natural resources.



Working together with our partners to
provide sustainable Agricultural,
Environmental Management and
comprehensive integrated Rural
Development.

OUR VALUES

Client Focused, Dedicated, Integrity, Productivity,
Rational, Solution Oriented & Team Work.

OFFICE HOURS

Our offices are open from Monday to Friday from
08h00

Lunch break: 12h45 - 13h30

Office Closes at 16h30

1. WHERE CAN WE BE FOUND/CONTACT INFORMATION

Bojanala District
Office of the District Director:
Street Address : No 37 A Steen Rustenburg.
Tel no.: 014 594 28262
Fax : 014 5940 333

2. SERVICES OFFERED Extension Services

Management of Agricultural support services
Management of engineering services
Management of Administration services.

3. WE WILL HELP YOU BY:

- * Addressing you with respect
- * Be courteous and professional at all times.
- * Identifying ourselves when we speak to you.
- * Offering you services that meet the required standards
- * Listening carefully to you, and refer you appropriately should we not understand your language.
- * Providing accurate information.

4. CUSTOMER CARE

4.1. Your Rights

AS A CUSTOMER YOU HAVE THE RIGHT TO:

- * Access our services via call centre, telephone and service points.
 - * Apply for the services we provide.
 - * Services that promote your rights and wellbeing
 - * Be served in the language of your choice.
 - * Receive a friendly and helpful service from respectful, responsible and competent officials.
- Any complaints/compliments regarding our services can be directed to:

- * The suggestion boxes are in every LDC offices (**service point**) around the province

**Customer Care : Help desk :018 389 5111/5719 or
www.nwpg.gov.za**

"Together We Move Bokone Bophirima Forward"



read

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DEPARTEMENTELE DIENS LEWERINGS KENNISGEWING



Lewenskrachtige en voorspoedige
samelewing in harmonie met ons natuurlike
hulpbronne



Samewerking met ons vennote om
volhoubare landbou, Omgewingsbestuur en
omvattende geïntegreerde Landelike
Ontwikkeling te verskaf.

ONS WAARDES

Kliënte fokus, toegewydheid, integriteit, produktiwiteit,
Rationaal, Georiënteerde oplossing & spanwerk.

KANTOORURE

Ons kantoor hure is vanaf Maandag tot Vrydag vanaf
08:00
Middagete: **12h45 - 13h30**
Kantore sluit om :**16h30**

1. Waar kan ons gevind word / KONTAKBESONDERHEDE

1.2. DISTRIKSKANTORE

Bojanala Distrik
Kantoor van die distriksbesturende Direkteur:
Straat adres : No 37 A Steen Rustenburg.
Tel no : 014 594 28262
Faks : 014 5940 333

2. Dienste verskafing

Bystand Dienste
Bestuur van landbou-ondersteuning dienstes
Bestuur van ingenieursdienste.
Bestuur van administratiewe dienste.

3. Ons sal jou help DEUR:

- * Aanspreek met respek
- * Wees hofflik en te alle tye professioneel.
- * Identifiseer onself as ons praat.
- * Bied jou dienste aan wat aan die vereiste standaarde voldoen
- * Luister aandagtig na jou en sal jou na die toepaslike persoon toe verwys as ons nie jou taal verstaan nie
- * Om akkurate inligting te verskaf.

4. KLIENTESORG

4.1. Jou Regte

As'n kliënt het jy die reg na:

- * Toegang na ons dienste via oproepsentrum, telefoon en dienspunte..
 - * Om aansoek te doen vir die dienste wat ons lewer.
 - * Dienste wat jou regte en welsyn te bevorder
 - * Om bedien te word in die taal van jou keuse.
 - * Kry 'n vriendelike en hulpvaardige diens van gerespekteerde, verantwoordelike en bekwame beamptes.
- Enige klagtes / komplimente oor ons dienste kan gerig word aan:
- * Suggestie boks of voorstel boks is in elke LDC kantoor (dienspunte) in die provinsie beskikbaar
- Kliëntesorg: Hulptoombank: gestationeer by hoofkantoor.**

"Saam beweeg Die Noordwes Provinsie vorentoe".



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Lekwalo-Maitlamo la Ntshetso ya Ditirelo ya Difetole tsa Lefapha

RONELOPELE.

Matlhagathaga, tswelolepele mo setshabeng le kagisano le tihago.

MAITLHOMO

Tirisanommogo le Badiramongo,
Tlamelo mo Temothuong, e e
Ikemetseng, Tsamaiso ya Tikologo le
Thabololo e e Tsepameng ya
Metseselegae.

BOTLHOKWA JWA RONA

Re Tlhomame mo Badirising, Re Dira Bojotlhe,
Boineelo, tsweliso le Thabololo e e
Akantsweng le Tirisanommogo.

DI-URA TSA TIRO

Dikantoro di bula go tloga ka Mosupologo go
fitlha ka Labothano, go tloga ka nako ura ya
borobedi 08h00

Nako ya Dijo tsa Motshegare: **12h45 - 13h30**

Dikantoro di Tswalela ka masome a mararo morago g
aura ya bone : **16h30**

1. RE FITLHELELWA KAE TSHEDIMOSSETSO

MABAPI LE KGOLAGANO LE RONA.

Sedika sa Bojanala

Kantoro ya Molaodi wa Sedika

Re fitlhela Kantoro e : 37A Steen

Rustenburg

: 014 594 2826

: 014 594 0333

Mogala

Fax

2. Ditirelo tse di leng teng

Thuso ya bolemirui/boralophalo

Bolaodi ba ditirelo le thuso ka tsa temothuo

Bolaodi jwa ditirelo tsa boenjenera jwa

temothuoBolaodi jwa ditirelo tsa tsamaiso ka tsa

temothuo

3. RE TLA GO THUSA JANG

- * Re buisana le wena ka tlotlo
- * Re bonolo le boikobo ka dinako tsothe
- * Re ithalosa maina fa re bua le wena
- * Re go neela ditirelo tse lebaganeng le maemo a a
tlhokegang
- * Re go utiwelela ka ttheoafalo, gape re go romela kwa
mothong yo o mabapi fa re sa thaloganye loleme la gago
- * Re go naa tshedimosetso e e maleba
- * Ditirelo di tla diragadiwa ka nako

4. TLHOKOMELO YA BADIRISI

4.1. Ditshwanelo tsa gago

JAAKA MODIRISI O NA LE TSHWANELO DIFE

- * Fitlhelela ditirelo tsa rona ka go ikgolaganya le rona kwa
didikwadikweng tsa ditirelogare tsa megala ka mogala le
kwa tikatikweng ya neelo ya ditirelo.
- * Dira dikopo tsa ditirelo tse re neelanang ka tsona
- * Ditirelo tse di rotloetsang ditshwanelo le boleng jwa gago
- * Thusiwa ka loleme le o le ithophetseng
- * Amogela thuso e botalano e e thusang go tswa go
bathankedi ba tlotlang, ba le maikarabelo ba na le
bokgoni
- Dingongorego/ditebogo mabapi le ditirelo di ka lebisiswa
go
- * Mabokoso a ditshtshinyo a mo dikantorong tsa mafelo a
ditirelo/ LDC go ralala
porofense.

**Tlhokomelo ya Badirisi: Tafole ya Thuso: E kwa
kantoro kgolo kwa porofenseng.**

" Mmogo re isa Porofense ya Bokone Bophirima Pele "