



SERVICE DELIVERY CHARTER

We are the Department primarily responsible for building an efficient and competitive agriculture sector, contributing to food security, providing pre-, post –,settlement support in the implementation of land reform programmes, promoting animal health, welfare and production, the provision of land administration through planning and surveying services, land use administration and land reform support.

VISION

Vibrant, equitable, integrated and sustainable urban and rural communities with a world class, united and prosperous agricultural, forestry and fisheries sector with food security for all.

MISSION

To lead and facilitate an integrated, comprehensive and sustainable development and social cohesion by participating and partnering with all sectors of society, through agriculture, rural development and land administration.

VALUES

Guided by the principles of Batho Pele, we will render services particularly based on the following values:

- Professional staff that is result oriented in development and acts with honesty and integrity;
- Show sensitivity to the needs of all citizens, particularly the poor, women, youth, the elderly and the disabled;
- Encourage community owned and community driven development;
- A learning organization that is participatory in its approach and grows from its experiences and new knowledge; and
- Promote and improve effective, efficient and responsive departmental systems and use of resources.

WE PROVIDE THE FOLLOWING SERVICES:

Promotion of Sustainable Resource Management

We provide support in the form of agricultural support services to farmers in order to ensure sustainable development and management of agricultural resources.

- Provide Agricultural Engineering Plans according to the needs of the beneficiaries in the province.
- Design agricultural engineering infrastructure for development according to Terms of Reference for project beneficiaries in the province.
- Train Land-Care project beneficiaries on the sustainable use of natural resources
- Provide projects with suitable infrastructure for livestock and crop production in Mpumalanga Province, based on business plans, Division of Revenue Act, and Land Care Programme
- Improve and manage land by controlling invader plants and bush encroachment through soil conservation measures
- Support schools to practice sustainable use of natural resources
- Distribute early warning information to the Stakeholders/ farmers.
- Issue Urgent warnings depending on the availability of such case.

Promotion of Farmer Support and Development (FSD)

We provide job creation, income generation and household food security through the implementation of commodity based projects funded through the Comprehensive Agricultural Support Programme (CASP), LandCare, Masibuyel' Esibayeni and the Masibuyel' Emasimini Programmes.

- Provide Infrastructure for prioritized projects in the Province
- Provide mechanization services to poor and vulnerable households, subsistence and emerging commercial farmers (Land Reform beneficiaries) to cultivate the land and ensure food security and to stimulate agrarian economic activities as per the applications received and prioritized
- Provide production inputs for planting grain and vegetables to ensure households food security and to generate income with the surplus produced as per the applications received and prioritized
- Facilitate Community mobilization campaigns for efficient implementation of the ME programme in the Province
- Establish / support food gardens as prioritized in the province

Provision of Veterinary Services

We promote animal health, welfare, production and the health and welfare of both humans and animals through veterinary public health programmes

- Vaccinate the cattle for Communal farmers in Mpumalanga province against controlled animal diseases
- Provide dipping for cattle using registered remedies annually in communal areas of the Province
- Conduct Abattoir inspections in the Mpumalanga Province for Abattoir Owners as per protocol.
- Conduct testing on animal and water samples, examine and perform necropsy on dead animals/organs as per the submission
- Attend to the requests for new Mpumalanga abattoirs
- Conduct Illegal slaughter investigations while ensuring that safe and wholesome meat reaches the table of every citizen in Mpumalanga
- Issue Export certificates for exporters in Mpumalanga province

Execution of Technology Research and Development Services

We deal with agricultural research and the development and transfer of appropriate agricultural technologies. We conduct adaptive research to improve sustainable agricultural productivity and also to establish and strengthen research partnerships in agriculture sciences. The adaptive or component research will result in:

- Providing animal & crop production guidelines
- Provide range & forage production guidelines
- Provide pasture evaluation and animal stocking capacities as per the request
- Provide training & capacity building in agricultural practices
- Provide aquaculture and fisheries production guidelines
- Developing agricultural production systems.

Provision of Agricultural Economics

We provide relevant support to the clients with regard to agricultural value chain support (development of agro-processing infrastructure), agricultural marketing, agricultural macroeconomic information, and agricultural feasibility and viability studies in order to ensure sustainable agriculture and rural development.

- Provide the necessary support to ensure that farmers are benefiting throughout the agricultural value chain.
- Assist small holder farmers to access markets as per the Agricultural marketing act of 47, 1996, Perishable products export control act 9 of 1993, Agricultural Products Standards Act No 119 of 1990 in Mpumalanga Province
- Establish functional co-operatives and community associations
- Develop bankable business plans as per the applications received and prioritized
- Link farmers to financial institutions as per the prioritized farms.

Provision of Structured Agriculture Training

We provide agricultural training at Higher Education and Training and Further Education and Training level, certificate and diploma courses, on farm training and skills transfers as well as accredited further education and training courses.

- Conduct accredited training to farmers and farm aids
- Conduct non accredited training to farmers and farm aids
- Develop training manuals for accreditation
- Conduct formal skills programmes
- Conduct non formal skills programmes

Provision of Rural Development

We aim at creating vibrant, equitable rural communities with food security for all

- Implement and monitor all approved CRDP projects according to guidelines and policies as included in the implementation strategy, concept document for CRDP and the PFMA/DORA, to the benefit and support of communities, other government departments and the service providers involved with projects in the prioritized municipalities
- Establish council of stakeholders in all CRDP municipalities.
- Plan and prepare CRDP Business plans for the prioritized municipalities
- Assist the communities to establish the cooperatives for the most needed services
- Coordinate all stakeholder including sector departments, municipalities and local communities for their participation in the CRDP programme.
- Provide technical advice and information to the land reform farms in Mpumalanga Province.
- Facilitate profiling of households and communities for proper referrals.
- Conduct community mobilization and facilitation in agricultural land reform farms

Promotion of Environmental Affairs

We promote well-managed, sustainable environment by facilitating sustainable development through environmental planning and co-ordination, greener governance, environmental awareness and capacity building, integrated pollution and waste management, enforcing compliance to environmental legislation and to promote biodiversity management.

- Develop Legislative, Intergovernmental Sector and Climate change response tools.
- Evaluate and authorize Section 24G applications
- Conduct Environmental Impact Assessments
- Issue waste license applications
- Conduct environmental programmes to create work opportunities through the Nurseries Programme and SMMEs
- As part of our Greening campaigns:
 - o Develop foodgardens to promote food security
 - o Planting of trees
- Facilitate Cleanup campaigns
- Conduct Environmental Awareness workshops for communities, schools and local government
- Conduct Environmental Regulatory Framework capacity building activities in all 18 Local municipalities on the Waste management Act and EIAs
- Develop Quality Environmental resources for use by Environmental officers, other EE practitioners and teachers
- Schools-based Environment Programmes
- Upgrade and maintenance of 8 Environmental Centres

OUR SERVICE STANDARDS

We have set the following minimum standards for the level and quality of services we provide

- All DARDLEA offices will open at 7h45 & close at 16h15 from Mondays to Fridays.
- All complaints received will be acknowledged within 3 working days of receiving them.
- Feedback will be given to complainants within 9 working days of receiving of the complaints.
- All invoices received will be processed within 30 working days.
- All DARDLEA officials shall adhere to the Public Service Code of Conduct at all times.
- All DARDLEA officials will uphold, implement and observe the Batho Pele Principles on day-to-day service delivery activities.
- All customers will be treated courteously at all times in all DARDLEA service points.
- Front Line staff will be available during lunch hour.
- All service points will have functioning help desks - staffed by specialist officials wearing name tags and who are able to communicate in a language relevant to the area.

COMPLAINTS

You are invited to send any complaints/compliments/suggestion through the following ways:

Write to the specific service points or
Send an email to the email address: SPMohlala@mpg.gov.za
Phone us at: 0137666063

OUR PERFORMANCE AGAINST OUR STANDARDS

We shall publish the results of our performance against our standards each year in our Annual Report and Citizen's Report
You have the right to all the Batho Pele principles, especially the following:

-Access, Information, Courteous behavior, transparency, service and standard, redress

CUSTOMER'S OBLIGATIONS

Whilst every effort will be made to best assist the customer in accordance with this service delivery charter, we do expect the following from the customer in return.

- Compliance with relevant Acts, Regulations, Prescripts, Policies and Procedures.
- Provision and completion of all necessary documentation as requested.
- Civil and Courteous treatment of staff at all times.

WE CAN BE FOUND AT THE FOLLOWING CENTRES:

HEAD OFFICE

Building 6, Floor 1&2
No 7 Government Boulevard
Riverside Park
Nelspruit 1200
Republic of South Africa
Private Bag x 11219
Nelspruit 1200
Republic of South Africa
Tel: +27 (0)13 766 6063/6068/6020
Fax: +27 (0)13 766 8429
Email: dardlea@mpg.gov.za

REGIONAL OFFICES

EHLANZENI NORTH DISTRICT OFFICE
101 Main Road
Thulamahashe
1365
Republic of South Africa
Private Bag x 1321
Thulamahashe 1365
Republic of South Africa
Tel: +27 (0)13 773 0045
Email: pnzmpangane@mpg.gov.za

EHLANZENI SOUTH DISTRICT OFFICE
18 Jones Street
Nelspruit 1200
Republic of South Africa
P.O. Box 266
Nelspruit 1200
Republic of South Africa
Tel: 013 759 4063
Fax: 013 752 5608
Email: OMagagula@mpg.gov.za

NKANGALA DISTRICT OFFICE

Building 16
Government Complex
Kwamhlanga1022
Republic of South Africa
Private Bag x 4017
Kwamhlanga 1022
Republic of South Africa
Tel: +27 (0)13 947 2551
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Email: nsylvia706@gmail.com

GERT SIBANDE DISTRICT OFFICE

44 Church Street
Ermelo 2350
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Fax: +27(0)17 811 0774
Email:Gxaba@mpg.gov.za

COLLEGE OF AGRICULTURE- MARAPYANE CAMPUS

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Email: Gerhard@mpg.gov.za

HOD: Ms SP Xulu

MEC: Mr MA Gamede