



agriculture, rural development,
land & environmental affairs

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



SERVICE STANDARDS

OFFICE HOURS

All DARDLEA offices will open at 7h45 & close at 16h15 from Mondays to Fridays.

COMPLAINTS

All complaints received will be acknowledged within 3 working days of receiving them.

FEEDBACK TO COMPLAINTS

Feedback will be given to complainants within 9 working days of receiving of the complaints

PAYMENT OF INVOICES

All invoices received will be processed within 30 working days.

CODE OF CONDUCT

All DARDLEA officials shall adhere to the Public Service Code of Conduct at all times.

SERVICE DELIVERY

All DARDLEA officials will uphold, implement and observe the Batho Pele Principles on day-to-day service delivery activities.

COURTESY

All customers will be treated courteously at all times in all service points.

AVAILABILITY OF FRONTLINE STAFF

Frontline staff will be available during lunch hour

HELP DESKS

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.

We commit to implement the outlined Service Standards for the Department of Agriculture, Rural Development, Land And Environmental Affairs

HOD: Ms SP Xulu

MEC: Mr MA Gamede