

EASTERN CAPE DISTRICT SERVICE CHARTER

VISION

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

AGRARIAN REFORM

RURAL DEVELOPMENT AND

Province of the

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: 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".

Services Offered : Nonkonzo Ezifumanekayo kweSisthili	Service Standards : Umgangatho Wenkonzo oLindelekileyo			
Sustainable Resource Management				
 Establish agricultural infrastructure structures Provide engineering advice during official visits to enable clients to 	 Written reports providing sufficient information on cost and different alternatives for approved projects in the current financial year. The viability study will be submitted to Manager PIMS: Within 7days for projects worth up to R500 000, and Within 21 days for projects worth more than R500 000 			
operate and maintain infrastructure machinery or equipment (For farmers that come for advice).	 2) Preliminary plans, drawings and cost estimation according to acceptable engineering principals will be prepared and submitted: Within 21 days for projects worth up to R500 000 and Within 35 days for projects worth more than R500 000 			
 Conduct awareness campaigns on land care projects to promote conservation of natural resources. 	 3) Final plans, drawings, specifications, bill of quantities and cost estimation according to acceptable engineering principals will be prepared and submitted to SCM to compile bid documents: Within 14 days for projects worth up to R500 000 and Within 21 days for projects worth more than R500 000 			
4) To coordinate and facilitate capacity building exercises within	4) Evaluate bids for adherence to specifications and submit report to SCM within 21 days after bid documents were received from SCM after opening.			
approved land care projects (for farmers) to empower beneficiaries or organized structures to implement conservation measures for natural resources.	5) Construct/install/erect infrastructure according to specifications and drawings within the contract period. Site meetings will be held every two weeks and payments will be submitted when necessary.			
	6) Maintain database of projects and report on a monthly basis on the implementation status and documented evidence in the implementation process.			
5) Coordinate and facilitate land hectares improved through conservation measures to increase productivity.	 7) Advise clients on agricultural engineering related subjects per request according to acceptable engineering principals: Within 5 days for advice on operational and maintenance Within 21 days for planning or upgrading of projects 8) For each approved project conduct awareness campaigns to educate farmers on how to manage natural resources. 			
Farmer Support and Development				
 Facilitate the provision of appropriate infrastructure to improve agricultural production (fencing, dipping tanks, shearing sheds, etc). 	1) The officer has to do a situational analysis to determine what needs to be done by September of each financial year.			
2) Facilitate, coordinate and conduct demonstrations on farming best practices.	2) A plan is drawn for farmers that are struggling to take them on excursions to areas that have best practices in certain fields of agricultural production that they can get farmer to farmer extension, twice a year.			
3) Support functional commodity groups.	3) After a careful needs analysis has been done in consultation with farmers, areas that need support with technological developments according to			
 Provide Technical support to the farmers (farm visits, technical advice, e.g. Animal and plant production). 	prioritized needs are used as a basis to provide technical assistance, according to consultation schedules as agreed with farmers.			
5) Organize farmer's days (information days, field days) and agricultural shows at Local Municipality level to district level.	4) The extension officer will provide a professional and appropriate technical advice to the farmer's request within 5 working days upon receipt of the request.			
Veterinary Services				
1) Vaccination of animals against the State controlled diseases (Brucellosis, Rabies, Anthrax) according to animal disease act 35 of 1984. The district will vaccinate 70% of dogs and cats =15 995 against rabies. We will also vaccinate 13 164 females against Brucellosis.	rices 1) 620 584 treatments will be given to the district sheep to avoid the occurrence of sheep scab. bies, Anthrax) according to animal disease act 35 of t will vaccinate 70% of dogs and cats =15 995 against also vaccinate 13 164 females against Brucellosis. 1) 620 584 treatments will be given to the district sheep to avoid the occurrence of sheep scab.			
2) Control of sheep scab.				
3) Provide dipping material for emerging farmers.				
Agricultural Economic Services				
 Provide support to agribusinesses with agricultural economic services to access markets. 	1) Provide information to farmers on how to secure markets and in contracting with buyers within one month of request.			
2) Facilitate compliance (Certification) of farmers to meet market requirements.	2) Proactively identify market opportunities for major enterprises in the district and evaluate the relative profitability, and issue advisories, once a quarter.			
	3) Organize marketing workshops to facilitate compliance of farmers to meet market requirements once a quarter.			
3) Facilitate and support towards registration of cooperatives.	4) Respond to requests for co-op registration within one month of request.			
4) Collect and disseminate economic and marketing information to	[5] Dreastively identify market apparturities for major enterprises in the district and evaluate the relative profitability and issue of issues a superter			

4) Collect and disseminate econom clients.	-	5) Proactively identify market opportunities for major enterprises in the district and evaluate the relative profitability, and issue advisories, once a quarter.				
5) Facilitate stakeholder meetings towards formation of new partnerships (Share holdings and legal entities).		6) Respond to requests for formation of new partnerships within one month of request				
Rural Development Coordination						
1) Provide rural communities with innovative technology. E.g. Soil cement technology, Alternative sources of energy.		1) Upon the receipt of requests from clients on which innovative technology to implement, the department will conduct feasibility study within 21 days.				
 Coordinate and facilitate integrated rural development planning for rural communities. 		2) Each municipality must provide an integrated rural development plan that is costed to contribute to the integrated provincial rural development plan.				
 Collect and collate information on rural development initiatives implemented to input to the National Priority Outcome7 and Rural Development Strategy. 		3) Municipal Coordinators will submit reports on rural development initiatives to input to the National Priority Outcome7 and Rural Development Strategy, quarterly.				
OFFICE HOURS : MONDAY - THURSDAY 08:00 AM TO 16:30 PM • FRIDAYS 08:00 AM TO 16:00 PM						
AMATHOLE DISTRICT	WESTERN DISTRICT	CHRIS HANI DISTRICT	OR TAMBO DISTRICT	JOE GQABI DISTRICT	ALFRED NZO	
94 Corner of Fitzpatrick and Panmure Road, Quigney Private Bag X9031 East London, 5200 Tel: +27 (0)43 706 8816 Fax: +27 (0)43 743 7550	64 Govan Mbeki Avenue Old Mutual Building Port Elizabeth Tel: +27 (0)41 402 201 / 582 2746 Fax: +27 (0)41 402 6212 / 086 536 9579	1 Hospital Walk Avalon Court Private Bag X7187 Queenstown, 5320 Tel: +27 (0)45 807 7003 Fax: +27(0) 45 807 7083	Room 38 4th Floor, Botha Sigcawu Building Corner Leeds and Owen Street Private Bag X 5022 5099 Tel: +27 (0)47 531 0258 / 047 502 7720	2 Aliwal Street, Block A Private Bag X 1006 Aliwal North, 9750 Tel: +27(0)51 633 1704 Fax: +27 (0)51 633 1788 Email:	ERF 206 Maluti College of Education Magistrate Street Maluti, 4740 Tel:+27 (0)39 256 0718 Fax:+27 (0)39 256 0724	
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