

SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)

Department of Agriculture, Conservation and Environment

Vision : Sustainable natural resource management for socio economic growth and prosperity

Mission : To be the leading partner in the provision of equitable, effective and efficient agriculture, conservation and environmental Services to the people of the North West Province

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
<p>Providing advisory services to farmers</p> <p align="center"><i>G.</i></p>	<p>Farmers</p>	<p>Quantity: Quality:</p>	<p align="center">100 <i>usd?</i></p>	<p>Quantity: Quality:</p>	<p align="center">150 <i>farmers? be specific spell it out.</i></p>
		<ul style="list-style-type: none"> • Consultation 	<p>Department meets bi-monthly with farmers for advice on the management, administration and disposal of agricultural state land</p>	<ul style="list-style-type: none"> • Consultation 	<p>Consult with farmers and conduct research on the actual support expected from the Department and Provide and facilitate training of commercial and emerging farmers</p> <p align="center"><i>How + how often</i> <i>AKG.</i></p>
		<ul style="list-style-type: none"> • Access 	<p>The farmers access the Department through contact desks and telephones and out office signage is visible. The building is also accessible for disabled people</p>	<ul style="list-style-type: none"> • Access 	<p>Introduce a call centre for farmers to reach government employees easily and also improve signage and increase telephone lines for District offices and ADC's</p> <p align="right"><i>SMART</i> <i>G.</i></p>

	<ul style="list-style-type: none"> • Courtesy 	<p>The telephone reply by e lines and then answered in a professional manner. We also acknowledge letters within ten working days of receipt</p>	<ul style="list-style-type: none"> • Courtesy 	<p>Answer telephones within three rings and respond to enquiries within 30 days.</p> <p><i>CUSTOMER TRAINING</i></p>	✓G
	<ul style="list-style-type: none"> • Openness & Transparency 	<p>Department conducts road shows on its services through imbezo, stakeholder meetings and conferences. Each farmer knows the extension officer allocated to his/her</p>	<ul style="list-style-type: none"> • Open & Transparency 	<p>Inform beneficiaries about the utilisation of the Departmental budget and provide an annual plan that must be availed on the website and in leaflet form. Place suggestion boxes at visible areas in Departmental offices and introduce a complaints desk.</p>	G
	<ul style="list-style-type: none"> • Information 	<p>The extension officers provide advisory services to allocated farmers</p>	<ul style="list-style-type: none"> • Information 	<p>Introduce brochures, newsletters, periodic information sessions with farmers to empower them on new and upcoming farming methods</p>	G
	<ul style="list-style-type: none"> • Redress 	<p>The Department provides a written apology to aggrieved citizens and supplies information on who to contact in case of dissatisfaction</p>	<ul style="list-style-type: none"> • Redress 	<p>Establish and maintain a register of service delivery complaints and follow up actions. Establish a help desk or hot line within the Department and finalise queries within 60 days.</p>	G

		<ul style="list-style-type: none"> Value for Money 	Compliance with relevant prescripts	<ul style="list-style-type: none"> Value for Money 	Develop and implement systems for compliance, monitoring and law enforcement	G
		Time:	March 2007	Time:	March 2008	G
		Cost:		Cost:		
		Human Resources:	10	Human Resources:	16	G
		Quantity:		Quantity:		
		Quality:		Quality:		
		<ul style="list-style-type: none"> Consultation Access Courtesy Open & Transparency Information Redress Value for Money 		<ul style="list-style-type: none"> Consultation Access Courtesy Open & Transparency Information Redress Value for Money 		
		Time:		Time:		
		Cost:		Cost:		
		Human Resources:		Human Resources:		