



CONTRACT NO.: 5/2/2/1(020)2025/2026

APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND MAINTAIN AN E-VOUCHER MOBILE APPLICATION AND WEB-BASED MODULE OF THE “ONLINE PLATFORM FOR PRODUCER SUPPORT” FOR THE DEPARTMENT OF AGRICULTURE.

ADDENDUM NO 1:

THIS DOCUMENT IS COMPILED BY:

Department of Agriculture
Director Demand and Acquisition Management
600 Lilian Ngoyi Street,
Berea Park,
Pretoria
0001

TEL: (012) 312 8375 / 8382 / 8395

FORM FOR RECEIPT OF ADDENDUM NO 1

NB This form for the receipt of Addendum No 1 must be completed by the Tenderer and returned immediately and separately to:

mbulahenima@Nda.gov.za or BenC@Nda.gov.za alternatively can be hand delivered to:

Department of Agriculture
600 Lilian Ngoyi Street,
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Pretoria
0001

For attention: F Maseli / B Coetzer tel. +27 (0) 12 312 8375 / 8382

DEPARTMENT OF AGRICULTURE
5/2/2/1(020)2025/2026

FOR

APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND MAINTAIN AN E-VOUCHER MOBILE APPLICATION AND WEB-BASED MODULE OF THE “ONLINE PLATFORM FOR PRODUCER SUPPORT” FOR THE DEPARTMENT OF AGRICULTURE.

I/We acknowledge receipt of Addendum No 1 and have noted its contents.

SIGNED ON BEHALF OF TENDERER

NAME OF SIGNATORY :

NAME AND ADDRESS OF TENDERER

.....

.....

.....

TEL NO :

FAX NO :

DATE :

DEPARTMENT OF AGRICULTURE

**5/2/2/1(020)2025/2026
FOR**

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ADDENDUM NO 1

NOVEMBER 2025

ISSUED BY:

**Department of Agriculture
Director Demand and Acquisition Management
600 Lilian Ngoyi Street,
Berea Park,
Pretoria
0001**

NAME OF TENDERER:

.....

DEPARTMENT OF AGRICULTURE.

5/2/2/1(020)2025/2026

FOR

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This Addendum forms part of the Tender Documents.

Each Tenderer for this Contract shall incorporate the following amendments and additions in his Tender.

Each Tenderer is required to acknowledge receipt and acceptance of the amendments and additions contained in this Addendum and to submit the completed and signed addendum with his Tender.

No pages may be removed from the Addendum.

ADDENDUM NO 1

1) Kindly note that the following addendum contains the following:

- **Business Case for the Online Platform for Producer Support (See Annexure A)**
- **User Requirements Specification (URS) (See Annexure B)**
- **National Policy on Comprehensive producer Development Support NPCPDS**

Failure to comply with the above requirements will result in an automatic disqualification.

SIGNED ON BEHALF OF THE TENDERER:

DEPARTMENT OF AGRICULTURE,
TENDER NO. 5/2/2/1(020)2025/2026

FOR: APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND MAINTAIN AN E-VOUCHER MOBILE APPLICATION AND WEB-BASED MODULE OF THE “ONLINE PLATFORM FOR PRODUCER SUPPORT” FOR THE DEPARTMENT OF AGRICULTURE.

ACCEPTANCE AND INCORPORATION OF ADDENDUM

I/We accept that Addendum No 1 forms part of the Tender Documents. I/We confirm that I/we -

- (a) have noted the contents of this Addendum
- (b) have fully considered this Addendum
- (c) have incorporated the amendments and additions contained in this Addendum in my/our bid for **Tender No. 5/2/2/1(014)2025/2026**

SIGNED ON BEHALF OF THE TENDERER:

NAME OF SIGNATORY (BLOCK LETTERS):

NAME OF TENDERER (BLOCK LETTERS):

TENDERER'S ADDRESS:
.....

TENDERER'S TEL NO:

TENDERER'S FAX NO:

SIGNATURE OF WITNESS (1):
.....

SIGNATURE OF WITNESS (2):
.....

NAME OF WITNESSES
BLOCK LETTERS:
.....

NAME OF WITNESSES
BLOCK LETTERS:
.....



agriculture

Department:
Agriculture
REPUBLIC OF SOUTH AFRICA

Department of Agriculture

Online Platform for Producer Support Business Case

DOCUMENT TITLE	:	Online Platform for Producer Support
REVISION NUMBER	:	1.2
DIRECTORATE	:	National Extension Support
DIVISION	:	Extension Partnerships
DATE COMPLETED	:	03 July 2025

I. FOREWORD

The Business Case is the justification for the undertaking of the project which typically contains costs, time, benefits and the risks against which continuous viability of the project is tested. The Business Case might be refined (if necessary), once the Project Initiation Document (PID) has been concluded.

II. DOCUMENT AUTHOR FOR ENQUIRES

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III. EXTERNAL REFERENCE DOCUMENTS

The following documents were used as reference for the Business Case. The list below contains hyperlinks to their respective websites.

1. Pre-Investigation National Extension Reform Decision Support System_Sept17
2. TORs Ndimo and Decision support system_v6-2_DSS_September 2018

IV. VERSION CONTROL

Document Reference	Version	Date	Status	Author (AU) Reviewer (RE) Approver (AP)
Online Platform for Producer Support System	0.1	21/04/2021	Draft	AU – Business Analysis
	0.2	05/05/2021	Peer Review	RE – Mr Ngaka & Ms Lekganyane
	0.3	11/05/2021	Draft	RE – Team Review
	1.0	28/05/2021	Final - Reviews	RE – Business Analysis
	1.1	19/07/2021	Final - Reviews	RE – Mrs Lekgau
	1.2	03/07/2025	Final update	RE – Mrs Sitali

V. DISTRIBUTION LIST

INITIAL & Surname	Directorate	Designation & Sub-Directorate
Ms Phuti Lekgau	OCIO	Director: ICT Solution Development
	OCIO	Director: ICT Planning and Governance
Ms Candy Hlungwani	OCIO	Director: ICT Service Deliver and Operations
Mr Roy Naidoo	OCIO	Director: ICT Service Management
Godfrey Mdhuli	OCIO	Director: Knowledge Information and Innovation Management
Ms Tsoetso Sehoole	OCIO	Chief Information Officer (CIO)
Online Platform for producer Support system Task Team	DOA	Project Task Team

VI. ABBREVIATION

ABBREVIATION/ACRONYM	Description
ARC	Agricultural Research Council
BRS	Business Requirements Specification
DAFF	Department of Agriculture Forestry and Fisheries
DALRRD	Department of Agriculture, Land Reform and Rural Development
DHA	Department of Home Affairs
DOA	Department of Agriculture
DRDLR	Department of Rural Development and Land Reform
DSS	Decision Support System
ESO	Extension Suite Online
FSAR	Food Security and Agrarian Reform
ICT	Information Communication Technology
LUSM	Land Use and Soil Management
MAIS	Manstrat Intelligence Solutions
NESS	National Extension Support Services
NER	National Extension Reform
NAMC	National Extension Support Services

OCIO	Office of the Chief Information Officer
OVP	Onderstepoort Veterinary Products
PLAS	Proactive Land Acquisition Strategy
PPECB	Perishable Products Exports Control Board
SARB	South African Reserve Bank
SPLUM	Spatial Planning and Land Use Management

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1. PURPOSE OF THE DOCUMENT

The purpose of this document is to outline the high-level requirements for the proposed development of the Online Platform for Producer Support System (that is inclusive of the Decision Support System, Ndimoko Desk, and the e-voucher systems) as well as the impact on the existing business environment. The Online Platform Producer Support System is expected to provide accurate and up to date agricultural information to the stakeholders in the sector nationally and in all the nine provinces of South Africa considering their uniqueness in terms of landscape and land capability/potential.

2. BACKGROUND

The former Departments of Agriculture, Forestry and Fisheries (DAFF) and Rural Development and Land Reform (DRDLR) hosted an Operation Phakisa for Agriculture, Land Reform and Rural Development in September to October 2016. The purpose was to find solutions for rapid service delivery and transformation in the sector. This five weeks Phakisa focused engagements were structured into seven laboratories/workstreams as follows: (i) Grains, (ii) Horticulture, (iii) Livestock, (iv) Labour, (v) Land Reform, (vi) Producer Support, and (vii) Rural Development.

A total of 27 proposed initiatives emerged from Operation Phakisa for the former Department of Agriculture, Land Reform and Rural Development (DALRRD) of which four were from the Producer Support work stream. One of the initiatives from the Producer Support work stream is the establishment of a centralised, virtual system to link producers and services offered by participating public and private sector institutions through various communication channels.

The former DAFF started the process; however, the initiative was halted due to the merger between the two Departments to allow the newly established Department to take stock of the existing systems to avoid duplication of efforts and reduce wastage of limited resources. Recently the world experienced the COVID-19 pandemic which changed the way we do things. A national lockdown was pronounced by the President which had serious negative implications for the agriculture, land reform and rural development sectors. Several initiatives such as the COVID-19 relief fund for smallholder producers and the Presidential Employment Stimulus package (amongst others) were introduced. It is during the implementation of these initiatives that the Department realised the necessity and the relevancy to fast-track development of the Online Platform for Producer Support.

The Department of Agriculture (DOA) through sub-programme National Extension Support Services (NESS) developed and coordinated the implementation of the national policies, norms and standards for Extension and Advisory Services in the sector. The sub-programme provides strategic leadership and guidance for the planning, coordination and implementation of Extension and Advisory Services programmes in the sector.

The former DAFF has since 2008/09 financial year established and coordinated the implementation of the Extension Recovery Plan (ERP) in a quest to revitalise and improve the ailing Extension and Advisory Services in the country. One of the key challenges experienced was the lack of reliable and updated information to impart to producers as and when needed.

The ERP is constituted by five pillars, one of which is Pillar 4: Provision of Information and Communication Technology (ICT) infrastructure and other resources to Extension Practitioners. Under this pillar an attempt is made to provide important ICT tools and resources to enable Extension Practitioners to deliver effective and efficient service to producers.

3. STRATEGIC ALIGNMENT

The Branch Food Security and Agrarian Reform (FSAR)'s strategic goal is that of redress and equitable access to land and producer support, and the strategic goal is to provide development support to producers and land reform beneficiaries to promote food security and agrarian reform.

4. BUSINESS PROBLEM

There is no comprehensive online farmer/producer support system which can be able to provide the following:

- 4.1 There is no system that can assist the department to track and document the support offered to the producers to eliminate duplicating efforts, as there are various support programs where the same producers are targeted by various sections/branches within the department as well as the support provided by other government departments.
- 4.2 There is no updated information in terms of commodities supported.
- 4.3 There is no comprehensive producer support system linked to producer registration.
- 4.4 There is no system that hosts credible information for all categories of producers.
- 4.5 Inadequate producer support tracking system that monitors what support was provided to producers, and impact of programs in the producers' livelihood.
- 4.6 There is no reconciliation of what was supported and evaluated in all the programs.

- 4.7 The department does not have an e-voucher system that will ensure that producers easily access support, and which will provide details of the vouchers issued to the producers.
- 4.8 Inconsistency in data collection over time, thematic and geographical spread.
- 4.9 There is no information system which provides various agricultural information from pre-production to post-production practices to aid in decision making in farming enterprises.

5. SYSTEM OBJECTIVES

- 5.1 A system that will function as a single integrated operational system that will feed into nine independent provincial systems to be accessed by relevant stakeholders in the country.
- 5.2 A system that will manage the e-vouchers issued to producers (e.g. through value and package vouchers management, real time monitoring of redeeming, reconciliation reports, invoicing and payment management and agro-dealer and supplier registration).
- 5.3 The system that will be able to provide accurate information on agricultural activities along the value chain includes the following information but not restricted to only this information: weather, animal production, plant production, infrastructure, markets, GIS interface/traceability.
- 5.4 A facility to be able to provide early warning information by means of i) email and ii) SMS and iii) on the DSS internet webpage. A system that will provide a Geographical Information capability/interface whereby the spatial information can be captured, stored, managed, retrieved and analysed.
- 5.5 A system that will be integrated with a mapping solution to allow Extension Practitioners to quickly collect field data accurately and efficiently.
- 5.6 A system that must be continuously updated with new information regarding agricultural research, new policies, new standards, best practices, market information.
- 5.7 A system that will link with the current producer/farmer register (inclusive of subsistence producers) for beneficiary management.
- 5.8 A system that will enable different role players in the sector to have a platform for interactions.

6. CURRENT

- 6.1 In 2010 the former DAFF enlisted the services of Manstrat Intelligence Solutions (MAIS) to develop and provide a Decision Support System (DSS) called Extension Suite Online (ESO). The initial five-year contract lapsed and was extended with an additional 12 months with effect from 31 June 2015 to 31 June 2016. The former DAFF was embarking on procuring the services of reputable supplier for the actual re-design and re-development of the DSS on a new five-year contract, when the decision to merge the two department was implemented in April 2020, and all the progress was halted until the merger was complete.

6.2 In 2019 the former DAFF started a process to register smallholder producers with the intention to develop a producer register, the process is still on going.

This Business Case seeks to reconcile and consolidating the requirements from former DAFF and former DRDLR looking at what is existing, identify gaps and develop a system that will meet the newly formed DOA requirements in terms of farmer/producer support.

7. FUTURE

7.1 BUSINESS APPLICATION PROCESS

The scope of work is illustrated in figure 1 which shows the Online Platform for Producer Support (including the Ndimok Desk and Decision Support System) described in full in High Level requirements in point 9 below.

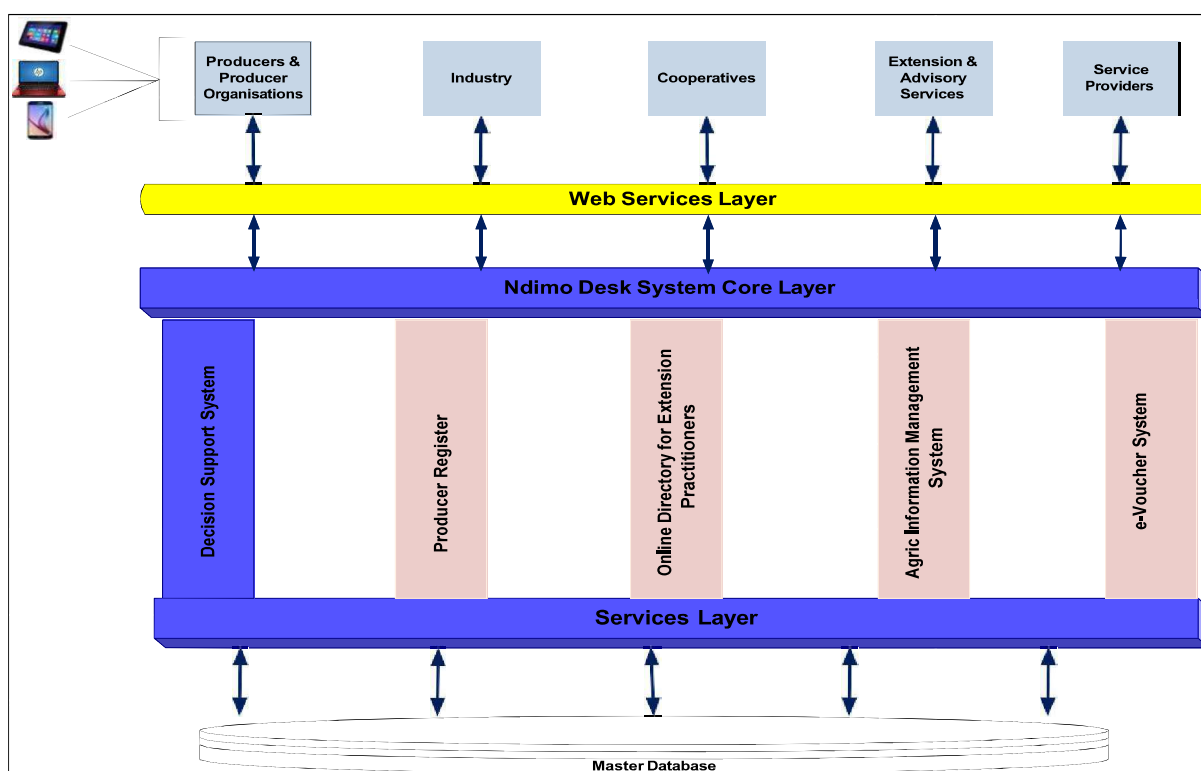


Figure 1: Online Platform for Producer Support

Description of the Service layers:**7.1.1 E-VOUCHER MANAGEMENT**

The voucher management section intends to manage the cashless value distribution of support to producers. In this regard, beneficiaries get the benefits of a vouchering system without ever handling money, thereby ensuring that the benefits offered via the vouchers are used for their intended purposes. The system will amongst others ensure that value and packages of support is managed through a vouchering system. In addition, the system must do the following:

- 7.1.1.1 Verification of producers,
- 7.1.1.2 Real time monitoring of redeeming,
- 7.1.1.3 Reconciliation reports,
- 7.1.1.4 Invoicing and payment management,
- 7.1.1.5 Agro-dealer and supplier registration,
- 7.1.1.6 Producer Contribution management,
- 7.1.1.7 Integration with banks which needs to be negotiated with the financial service providers,
- 7.1.1.8 Weather insurance pay-out management once the insurance products for agriculture is approved and operational.

7.1.2 DECISION SUPPORT SYSTEM

This is a web-based decision support system that will provide real-time relevant information to the Extension Practitioners with technical information necessary for providing advisory services to producers. Will enable extension officers to search for technical information such as and when necessary and be able to provide the following:

- 7.1.2.1 Scheduled SMS based advisory services to producers on matters such as weather updates, market prices etc.
- 7.1.2.2 SMS management and Account management.
- 7.1.2.3 Crop calendar.
- 7.1.2.4 Also have the Online Directory for Extension Practitioners. The purpose of the directory is to present a list of all government-employed Extension Practitioners in the country. This will assist with management of extension-producer ratio and most importantly it's a handy system to be utilised by producers to search Extension Practitioners in their areas for technical support. The system is already operational and thus requires updating and to be linked to the proposed online platform for producer support.

7.1.3 PRODUCER/FARMER REGISTER SYSTEM

The purpose of the Producer Register is to gather data on all categories of producers:

- 7.1.3.1 To provide details of where the producers are located and what they are farming with as basic information;
- 7.1.3.2 To ensure accuracy in the data collected and ensure that information is analysed to understand the issues affecting producers;
- 7.1.3.3 To have an up-to-date reliable database.

There is an existing Producer Register in place although limited to smallholder producers/farmers therefore the system must have the ability to the existing producer register. Furthermore, the module/system will be critical in beneficiary list management for monitoring purposes.

7.1.4 FOOD SECURITY AND NUTRITION MONITORING

- 7.1.4.1 Routine data collection and transmission on agronomic practices.
- 7.1.4.2 Land preparation, Crop management and Post harvest and Management.
- 7.1.4.3 Nutrition and gender mainstreaming.

7.1.5 AGRICULTURAL INFORMATION MANAGEMENT SYSTEM

- 7.1.5.1 Due diligence in beneficiary identification.
- 7.1.5.2 Record Keeping and monitoring.
- 7.1.5.3 Accountability and transparency.
- 7.1.5.4 Adherence to technical Standards.

8 ONLINE PRODUCER SUPPORT CONFIGURATION

National Portal: to be accessed by national officials with varying access control measures. The national portal will mainly be used for program management, user help, Finance, Banks, and general administration of the system.

Provincial portal: to be accessed by provincial officials with varying access control measures. The provincial portal will mainly be used for beneficiary management, oversight, and approvals of producers in line with national guidelines.

District portal: to be accessed by district officials with varying access control measures. The district portal will mainly be used for data capture, program management, producer contact, producer registration and monitoring capabilities.

Supplier/Agro-dealer portal: This portal will be used for product catalogue management, tendering, invoice management, redeeming monitoring, redeeming of inputs, redeeming app.

Oversight portal: This portal provides summarised reports. It is useful for audit trail management, system logs, Dashboard, reconciliations.

NB: The system should be flexible to expand to add more layers, if there are more requirements that are picked up during the requirements sessions with the stakeholders.

9 BUSINESS OPTIONS

The following options were potential solutions:

9.1 Option 1: Maintain the Status Quo and Do Nothing

A. Option Overview

This option means that the department will continue with business As-Is without procuring or developing any applications.

B. Advantages

- No cost of development.
- No change management.

C. Disadvantages

- Time consuming with getting reviews, recommendations and approvals.

D. Financial Implication

- No costs will be incurred.

9.2 Option 2: Implement the hybrid solution

A. Option Overview

This entails enhancement of the existing department system and acquiring the services of the external resource to develop and integrate the e-Voucher solution into the newly enhanced application.

B. Advantages

- Standardized capturing of application information.
- Recommendation and approval workflow.
- Monitoring and evaluation of projects.
- Analytics and reporting enabled on the application.

C. Disadvantages

- Delay in implementing the project on time, as there might be scope creep when the product is being modified.
- Cost implication.

D. Financial Implication

The project cost estimate is [REDACTED] and will be detailed in the business proposals/memorandum to be drafted and presented by the project owner.

9.3 Recommendation

It is recommended to move forward with enhancements (including integration of existing applications such as Long-Term Solution, and Producer Register) of the existing applications within the department and look into building the e-Voucher process into the centralised application that will be hosting the producers information and commodities they are assisted with, cut costs and avoid duplication of applications.

10 HIGH LEVEL SCOPE / REQUIREMENTS

To provide the required system to the department, the following are expected to be delivered:

- 10.1 System development: Develop a web-based internet access system using the latest software product to store and retrieve information, monitor the usage and interface, support and communicate with other related software systems and hardware devices. The system functionalities and capabilities are described in full on 10.2 and should form the basis of the development of the system.
- 10.1.1 The DOA operational environment is not up to date and must be upgraded to what is available to ensure stability in operation;
- 10.1.2 The software including front-ends and back-ends must ensure the system is future proof (meaning it can be used for 5-10 years into the future on technology used).
- 10.1.3 Hosting service at DOA: Setup all applications and databases required for the system and develop and/or identify a server(s) with full resilience and robust hosting capability using the technology that minimises the risk of failure and downtime at DOA.

- 10.1.4 Help Desk: The users of the system must be able to access the Extension Help desk which includes the ICT Help desk during office hours (07h30-16h00) via telephone and e-mail. This is a single help-desk.
- 10.1.5 Extension Technical Support Help desk: Provide sufficiently skilled and the correct number of extension technical staff to ensure that all users can be helped telephonically and by means of email regarding their queries or need for information/advice. The users of the system must be able to access the help desk service during office hours (07h30-16h00) via telephone and e-mail. The help desk must be able to provide immediate support to the users. An after-hours telephone/e-mail/cell phone-based service must be available 24 hours a day and seven days a week.
- 10.1.6 ICT Help desk: Provide sufficiently skilled and the correct number of technical ICT staff to ensure that all applications, servers, software, hardware and hosting equipment are functioning according to the required parameters, for the system to operate. The users of the system must be able to access the system help desk during office hours (07h30-16h00) via telephone and e-mail. The help desk must be able to provide immediate support to the users for login, and other system related challenges.
- 10.1.7 Data maintenance and updates: Setup a data maintenance center where data is obtained (researched, received, collected and collated), analysed and interpreted and uploaded directly onto the system. The DSS software, including the use of front ends and back-ends must be maintained and updated regularly to comply with user's needs and requirements. (Data warehouse capability which allows for an enterprise data-model, tables, databases present and future to be visible, updatable, modifiable to the enterprise and systems).
- 10.1.8 Awareness and Training: Undertake periodic and rigorous orientation and promotional initiatives including visits and meetings with all users in the country. Provide need-based training regularly to users and other interested parties at no additional costs.
- 10.1.9 Maintenance of software/system and upgrades: The Ndimok Desk and DSS Software including use of front-ends and back-ends must be maintained and updated regularly to comply with user needs and requirements as and when new content, tools and data are added to the system, to ensure the system is future proof, (meaning it can be used for a 5-10 years into the future on technology that will ensure this). The system maintenance team is expected to be stationed within the DOA premises for the duration of the contract as it will be detailed within the Terms of Reference and Service Level Agreement.
- 10.1.10 Workflow: Administrators of the system must be able to create, change, delete, modify or look at the current workflows and the related business rules on the system.
- 10.1.11 Project Management: Administrators/users of the system must be able to register/create, change, delete update project and project information on the system, depending on your profile/user rights.

- 10.1.12 Create and pay clients, users, vendors, service providers, laboratories: administrators/users must be able to register/create, change, delete update pay vendors, clients, service providers, depending on the profile/user rights/relationship with the entity along with invoice, payment, billing, reports, audit trail, and information management/storing capability.
- 10.1.13 The department requires an internet-based decision support system with the following basic functionalities or capabilities:
- 10.1.13.1 As an initial phase requirement (i.e. at the start of the contract), DOA needs a minimum of 50 GB on a dedicated server and back up service to migrate and store the already existing data. The system should be able to accommodate a minimum of 5 000 users at any given time, allow users to view different pages simultaneously and should allow users to download or transfer data using different internet speeds starting from a minimum of 1.28 Mbps to 5.12 Mbps.
- 10.1.14 The system software must be easy to install, configure, and deploy and must interface easily with different hardware devices (Laptops, desktops, smart phones, tablets etc.).
- 10.1.15 The DSS system must be accessible to a set of users identified by DOA and the logon use case must be introduced as a functional requirement to access the system. The Ndimok Desk on the other hand is a public platform for all registered producers and providers of services in the sector.
- 10.1.16 Both Ndimok Desk and DSS must be continuously updated with new information regarding agricultural research, new policies, new standards, best practices, market information, natural resources, updated weather etc. by the service providers own subject experts and nominated DOA staff. It is estimated that the service provider would need at least 50 experts (based on international standards) to be able to provide this service to Extension Practitioners and producers (i.e. each commodity/service to have an expert). These experts form the research component of the required call center which forms part of this requirement. Furthermore, interaction via social media platforms such as Facebook, YouTube, Twitter, WhatsApp as means to disseminate information and share experiences is required.
- 10.1.17 Should an Extension Practitioner and producers not be able to find the information required on the Ndimok Desk and DSS to address their need(s) then the Extension Practitioner must be able to access the supplier's experts via email, telephone or be able to enquire from them and receive a response within 5 working days addressing the query.
- 10.1.18 The information provided by the expert as mentioned in 10.2.22 above needs to be placed on the Ndimok Desk and/or DSS within a 5 further working days.
- 10.2 The system, accessible in English, must have the **following minimum system capabilities**:
- 10.2.1 Able to provide early warning information by means of:

- 10.2.1.1 Email,
 - 10.2.1.2 SMS,
 - 10.2.1.3 on the Ndimoko Desk and,
 - 10.2.1.4 DSS internet webpage.
- 10.2.2 Have a reporting and monitoring system regarding the use of the system, trends, types of queries and who used the system, data usage, locations of where information was provided for etc.
- 10.2.3 The system must be integrated with a simple text matching navigation service that will make it easy for the user to find anything on the database (once all the data is entered).
- 10.2.4 Allow the downloading of information and data in MS word, excel or PDF format as required by the user or emailed.
- 10.2.5 Allow information to be printed.
- 10.2.6 Have a full BI capability and report-writing/generator to assist all levels of staff and Extension Practitioner to create reports for clients and managers including templates in MS word & Excel.
- 10.2.7 Have a controlled user access facility with a unique password per user profile as well as the necessary security and user profiles to ensure integrity of information and use thereof.
- 10.2.8 The system must have an option for a user or company or organisation to subscribe and get services based on the subscription level linked to a payment for this service.
- 10.2.9 The system must function as a single integrated operational system that will feed into nine independent provincial systems to be accessed by Extension Practitioners (and other relevant stakeholders such as agricultural students and producers etc.) in the country.
- 10.2.10 The system must have a searchable database and electronic library of documents, articles and books related to various topics linked logically to the data sections and models in the DSS.

The system must allow for interoperability/exchange of information between all systems/platforms analogous to an Enterprise Service Bus (incorporating for example SoA, Web services, web-services, WSDL, XML) to expedite service delivery;

- 10.2.10.1 The system must be able to communicate with systems in the Department of Trade and Industry (DTI), South African Revenue Services (SARS), Department of Home Affairs (DHA), Commercial Banks, industry systems, South African Reserve Bank (SARB), AgriSA, Organisation for Animal Health, international Plant Protection Convention Land Bank and other Developmental

Financial Institutions, Statistics South Africa, Agricultural Research Council, DAFF systems including the Digital Pen System, Producer Register System, Import-Export system which has traceability functionality linked to laboratory systems and equipment, Market Information System, Extension Decision Support System, Smallholder Development Portal, Agricultural Information Management System, Combinative Distance-based Assessment (CODAS), and Forestry License Application and Tracking System as well as other government systems and private sector systems. **The system must provide for and have the capability to cater for the following information:** (It is not the responsibility of the service provider to collect the information, but the system must be able to house such information)

10.2.10.1.1 Producer information:

10.2.10.1.1.1 Name of producer, ID number, vat number, income tax number, size of enterprise(s), domicile, postal, etc.;

10.2.10.1.1.2 List of products produced and location (x,y coordinates);

10.2.10.2.1.3 Services required, training, mentorship, take-off agreements;

10.2.10.2.1.4 If the producer currently is service by government, State Owned Enterprise;

10.2.10.2.1.5 Non-government organisations, grants, loans etc.

10.2.10.1.2 Service provider's information:

10.2.10.1.2.1 Name of service provider, ID/business/CISP number, vat number, income tax number, size of enterprise(s), domicile, postal, etc;

10.2.10.1.2.2 List of services/products available and location (x,y coordinates);

10.2.10.1.2.3 Cost of services/products;

10.2.10.1.2.4 Option for government to b.mo. a coupon system to pay service providers for services rendered, redeem coupons, billing.

10.2.10.1.2.5 Other.

10.2.10.1.3 Digital market/Service/advice portal website/ecosystem (e.g.):

10.2.10.1.3.1 Name of service provider, ID/business/CIPC number, vat number, income tax number, size of enterprise(s), domicile, postal, etc;

10.2.10.1.3.2 List of services/products available and location (x,y coordinates);

- 10.2.10.1.3.3 Cost of services/products;
- 10.2.10.1.3.4 What is offered / asking price /location / costs/ commission.
- 10.2.10.1.4 Professional services/requirements plant and animal health requirements, grading/sorting, quality, inspections, M&E, reporting, transacting;
- 10.2.10.1.5 Ability to list bids and award bids and close out transactions/bids and complete transactions between bidders/offers;
- 10.2.10.1.6 Option for government to provide or develop a coupon system to pay service providers for services rendered, redeem coupons, billing;
- 10.2.10.1.7 Other.
- 10.2.10.1.8 Acquisition of land:
 - 10.2.10.1.8.1 The farm information as it appears at the deeds register;
 - 10.2.10.2.8.2 The owner information as per the deeds register;
 - 10.2.10.2.8.3 Soil, climate & water information if available;
 - 10.2.10.2.8.4 Farm infrastructure information if available.
- 10.2.10.1.9 The system must provide accurate information on agricultural, land reform and rural development activities along the value chain including the following information but not restricted to only this information:
- 10.2.10.1.10 Weather:
 - 10.2.10.1.10.1 Sunlight;
 - 10.2.10.1.10.2 Temperature;
 - 10.2.10.1.10.3 Cloud cover;
 - 10.2.10.1.10.4 Pressure;
 - 10.2.10.1.10.5 Humidity;
 - 10.2.10.1.10.6 Precipitation;
 - 10.2.10.1.10.7 Visibility;
 - 10.2.10.1.10.8 Wind speed and direction;
 - 10.2.10.1.10.9 Information provided for a minimum of 7 days in advance and linked to production early-warnings;
 - 10.2.10.1.10.10 Any other applicable information to be listed in proposal (optional).
- 10.2.10.1.11 Plant Production:
 - 10.2.10.1.11.1 Vegetables;

10.2.10.1.11.2	Fruits;
10.2.10.1.11.3	Grains;
10.2.10.1.11.4	Oil Seeds;
10.2.10.1.11.5	Roots & Tubers;
10.2.10.2.11.6	Industrial Crops;
10.2.10.2.11.7	Flowers;
10.2.10.2.11.8	Any other applicable information to be listed in proposal (optional).

10.2.10.1.12 Animal Production:

10.2.10.1.12.1	Beef cattle;
10.2.10.1.12.2	Dairy cattle;
10.2.10.1.12.3	Mutton sheep;
10.2.10.1.12.4	Wool sheep;
10.2.10.1.12.5	Meat goats;
10.2.10.1.12.6	Milk goats;
10.2.10.1.12.7	Fibre goats;
10.2.10.1.12.8	Ostriches;
10.2.10.1.12.9	Layer chickens;
10.2.10.1.12.10	Broiler chickens;
10.2.10.1.12.11	Pigs;
10.2.10.1.12.12	Any other applicable information to be listed in proposal (optional).

10.2.10.1.13 Infrastructure:

10.2.10.1.13.1	Silos;
10.2.10.1.13.2	Veterinarians;
10.2.10.1.13.3	Cooperatives;
10.2.10.1.13.4	Financial Institutions;
10.2.10.1.13.5	Tanneries;
10.2.10.1.13.6	Suppliers;
10.2.10.1.13.7	Support Services;
10.2.10.1.13.8	Supporting Agriculture value chain partners;

- 10.2.10.1.13.9 Any other applicable information to be listed in proposal (optional).
- 10.2.10.1.14 Markets:
- 10.2.10.1.14.1 Commodity type, volume, mass, quality, quantity with price per line item;
- 10.2.10.1.14.2 Time of last sale of line item;
- 10.2.10.2.14.3 Time of offer to purchase line item;
- 10.2.10.2.14.4 Location where transaction occurred;
- 10.2.10.2.14.5 High and low of line item per day;
- 10.2.10.2.14.6 Summary of commodity types, volume, mass, quality, quantity with price per line item per day, week, month;
- 10.2.10.2.14.7 List of producer/markets agents/buyers/seller active on the day, week, month;
- 10.2.10.2.14.8 Any other applicable information to be listed in proposal (optional).
- 10.2.10.1.15 GIS interface/capability:
- 10.2.10.1.15.1 The system must provide a Geographical Information capability/interface whereby the spatial information can be captured, stored, managed, retrieved and analysed. DAFF uses ESRI software and therefore the solution must communicate/integrate seamlessly with ArcGIS Server and or ArcGIS extensions and utilities (TIN, DEM, and Spatial Analyst).
- 10.2.10.1.15.2 The system should be integrated with a mapping solution to allow Extension Practitioners to quickly collect field data accurately and efficiently. All applications developed within the system must be geo-referenced and tailor-made based on the environmental and land-use phenomena of a specific area. All data and information provided must be packaged for and suitable to be use at a local municipal level.

10.3 The Decision Support System must have information that can be used to advise Extension Practitioners/producers regarding the following phases of farming and the service provider's researchers are to keep the information current and be able to assist Extension Practitioners as described above.

10.3.1 The system must be able to cater for the phases of the commodity lifecycle:

10.3.1.1 Preparing for agricultural enterprise establishment;

10.3.1.2 Pre-Production;

10.3.1.3 Government policies;

10.3.1.4 Relevant Institutions;

10.3.1.5 Facilitating Services;

10.3.1.6 Producer Organisations;

10.3.1.7 Environmental Conditions;

10.3.1.8 Availability Seeds/Plants.

10.3.2 Business planning:

10.3.2.1 Feasibility studies;

10.3.2.2 Business plans;

10.3.2.3 Production systems, commodities, etc,

10.3.2.4 Producers' cultural practices;

10.3.2.5 Pests and diseases;

10.3.2.6 Pre-harvest treatments;

10.3.2.7 Production costs.

10.3.3 Financing:

10.3.3.1 Grants;

10.3.3.2 Loans;

10.3.3.3 Blended Finance.

10.3.4 Initial support:

10.3.4.1 Skills Audit;

- 10.3.4.2 Advisory services;
- 10.3.4.3 Training;
- 10.3.4.4 Mentoring.
- 10.3.5 Acquisition of input resources:
 - 10.3.5.1 Farm infrastructure;
 - 10.3.5.2 Production inputs;
 - 10.3.5.3 Plant & equipment.
- 10.3.6 Preparing for production:
 - 10.3.6.1 Reparations;
 - 10.3.6.2 Infrastructure;
 - 10.3.6.3 Soil preparation etc.
- 10.3.7 Advice on Land use where producer is located is required.
- 10.3.8 Producing commodities:
- 10.3.9 Initiation of production:
 - 10.3.9.1 Ploughing;
 - 10.3.9.2 Planting;
 - 10.3.9.3 Population;
 - 10.3.9.4 Fertilising.
- 10.3.10 Maintenance of production:
 - 10.3.10.1 Pest control;
 - 10.3.10.2 Disease control;
 - 10.3.10.3 Water supply and irrigation.
- 10.3.11 Support:
 - 10.3.11.1 Advisory services;
 - 10.3.11.2 Training;

10.3.11.3 Mentoring.

10.3.12 Harvesting:

10.3.12.1 Pre-harvest;

10.3.12.2 Harvesting;

10.3.12.3 Post-harvesting;

10.3.12.4 Any other applicable information to be listed in the proposal (optional).

10.3.13 Value-adding:

10.3.13.1 Grading;

10.3.13.2 Packaging;

10.3.13.3 Branding;

10.3.13.4 Bulking;

10.3.13.5 Milling;

10.3.13.6 On-selling.

10.3.14 Transport:

10.3.14.1 Transport planning;

10.3.14.2 Transport costing;

10.3.14.3 Transport coordination;

10.3.14.4 Transport consolidation;

10.3.14.5 Cold storage - cold chain.

10.3.15 Market's location and Marketing channels:

10.3.15.1 Selling;

10.3.15.2 Off takers;

10.3.15.3 Markets;

10.3.15.4 Advertising;

10.3.15.5 Market intermediaries;

10.3.15.6 Market Information;

10.3.15.7 Consumer Demand;

10.3.15.8 Exports;

10.3.15.9 Marketing costs.

10.3.16 **Record keeping:** Advisory purpose for producers on how to keep essential records.

10.3.17 **Reporting, monitoring and evaluation:** For producers and officials to be able to report on the system. Allow for future integration with applicable applications.

10.3.17.1 Social networking and information sharing capabilities: The system must provide applications that enable users to create and share information/ content and to participate in social networking.

10.3.17.2 Online - advertising facility: Buying and selling of agricultural items.

10.3.17.3 Online collaboration Forums.

10.3.17.4 Links to Expert support.

10.3.17.5 Links to study groups.

10.3.17.6 Link to producers and producer groups.

10.3.17.7 Link to agricultural associations:

10.3.17.7.1 Links to industry (partners, producers, suppliers).

10.3.17.7.2 Any other applicable information to be listed in the proposal (optional).

10.3.17.7.3 Online innovative technologies.

10.3.17.7.4 Chat bots (to assist users).

10.3.17.7.5 Access to various apps that can help various users in the agriculture, land reform and rural development.

10.3.17.7.6 The system must be able to link up with PaBX or voice technologies that can be used to assist clients who call into a number and be helped by means of selecting automated voice prompts for advice, diagnosis.

10.3.17.7.7 Artificial Intelligence technologies or other technologies to assist in servicing clients queries by voice, email or chat bot.

10.3.17.7.8 The DSS and Ndimio APP which can integrate all the information for use by clients is a deliverable required as part of the solution which must be able to incorporate subsequent phases of the system development.

10.3.17.7.9 The solution must integrate/share information as shown in the Ndimio Desk Framework in Figure 1 above in a secure and confidential manner according to user profile's roles, responsibilities and security level.

10.4 e-Voucher process

The e-Voucher will be issued to the Producer to redeem for the commodities they indicated during the application process. The Producers must be registered in the e-Voucher system. Registration can be done through self-registration Producers, by authorized representative or service points via the mobile application. The Producer Registration must include First name, Surname, Mobile number, Gender, Date of birth, National ID number, Location from village list, GPS co-ordinates.

11 IN SCOPE: NON-FUNCTIONAL REQUIREMENTS

11.1 Response Time:

11.1.1 The core times that the system must be available are the normal working hours of the department of Agriculture (DOA) (Monday to Friday from 7:00 to 16:30), and after hours for the users to utilize when needed.

11.1.2 Users should be able to login via the extranet. A URL should be provided to specific users.

11.1.3 The system must not be down for more than one working day, (notify when system is down).

11.2 Security:

11.2.1 Access to the system must have permission rights and password protected for all users, and the system administrator (Issuing usernames and passwords), Password changes monthly.

12 EXPECTED BENEFITS

12.1 An integrated bespoke solution to manage the business application process in 7.1 above.

12.2 Provide tools to assist decision making by accessing available data on a spatial platform.

12.3 Accurate management of funding activities and automation of reporting.

12.4 Solution specific objectives such as workflow, user management, audit trail, process automation, security/access control and integration.

13 DELIVERY APPROACH

The high-level scope of work includes:

No.	Task	Responsible
1.	Concept Phase	DOA
	Drafting of Business Case and sign-off	DOA
2.	Drafting URS	DOA
3.	Preparation and Planning Phase	DOA
4.	Requirements Gap analysis	DOA
5.	Design Phase (Draft Solution Design Document)	DOA
6.	Develop or Code Solution	DOA & Service Provider
7.	Quality Assurance	DOA & Service Provider
8.	Acceptance Test planning and Execution (UAT)	DOA
9.	Application implementation	DOA & Service Provider
10.	Change Management and Communication	DOA
11.	Training of Officials and Technical Staff	DOA & SERVICE PROVIDER
	Skills transfer to be provided to the internal staff	

14 GAP ANALYSIS

Table 1: Gap analysis

Current State	The future state	How the GAP will be bridged
Manual collection of data using excel spread sheets.	Data managed in a system.	With the implementation of a web-based system, form changes can be controlled centrally and proper validations can be applied across all captured data.
Portfolio of evidence documents not readily available and difficult to access.	Documents in a digital format and content properly managed.	Scanning and uploading portfolio of evidence documents to the system.
Audit trails and User management cannot be implemented.	With proper user management and audit tables in the proposed system specific users can be held accountable for data entered and approvals.	The department can now efficiently ensure accountability and monitor changes that occur based on user credentials.
Reporting on data collected is very tedious and often inaccurate.	With the implementation of a uniform system this will allow for enhanced reporting capabilities.	The department will be able to produce reports as data is held in a uniform manner in a central repository.
There is no integration into other departmental systems.	The proposed solution must be integrated into the necessary systems Farm Register, Spatial Planning and Land Use Management (SPLUM), Surveyor General Data, Proactive Land Acquisition Strategy	This will allow the department to monitor the data flow between applications.

	(PLAS) project information. etc.	
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15 ASSUMPTIONS

- 15.1 Risks and Issues will be addressed and resolved in a professional manner and amicably;
- 15.2 There is adequate financial budget to cover all financial implications for software Consultancy costs for implementation/customization of the solution, Training costs for internal employees and Support and Maintenance costs;
- 15.3 Maintenance and support for the solution will be provided as soon as the solution goes live;
- 15.4 The configuration and administration of the solution would be adequately documented for future reference in maintaining the solution;
- 15.5 Necessary ICT infrastructure is also available, adequate and reliable to host the new application; and the solution is hosted on existing DOA environment;
- 15.6 The project adheres to governance, standards, policies and procedures of the Department;
- 15.7 Participation and availability of business representatives/users to confirm business requirements or supply additional requirement and strategic direction;
- 15.8 Senior management will not exclude business in driving the project forward and making key decisions;
- 15.9 Data cleaning from the existing DOA applications such as Producer Register is forming part of this project;
- 15.10 Integration with existing DOA applications such as Producer Register, Long Term Solution, ALHA, Project Register, and other applications that will be identified during the requirements session will form part of the project;
- 15.11 Project owner is identified and information such as forms and worksheets to be automated, business rules and criteria are provided.

16 ESTIMATED TIMELINES

The project will be started from 2025/26 to end of 2026/27, they will be adjusted during the project life cycle if needs be.

17 FINANCIAL ANALYSIS

17.1 Financial assumptions

It is assumed that there is sufficient budget available to cover the following costs of the project:

- 17.1.1 Training costs for internal employees on the envisioned systems.
- 17.1.2 Annual Support and Maintenance costs.

17.1.3 Upgrade costs, if required.

17.2 Implementation Costs



NB: Purposely shaded out.

17.3 Funding requirements

17.3.1 The project will be funded from the FSAR operational budget.

17.3.2 The project must exist in the department demand management Plan. (Host, deploy and provide support services), with the possibility of charge back to the relevant branch if agreed.

18 PROJECT STAKEHOLDERS

18.1 Project Stakeholders

No	Stakeholder/Role	Description
1.	Technical directorates within DOA	Animal Production, Plant Production, Land Use and Soil Management (LUSM) Water Use and Irrigation Development, Climate Change and Disaster Management, Smallholder Development, NESS Plant Health, Animal Health, Marketing, Statistics and Economic Services.
2.	Ministry	Office of the Minister, Office of the Deputy Minister.
3.	Support Directorates	Office of the Chief Information Officer, Monitoring and Evaluation, Internal Audit, Risk Unit.
4.	Provincial Departments of Agriculture	All nine Provincial Departments of Agriculture particularly sections responsible for producer support and development.
5.	State Owned Entities operating in the agricultural sector	National Agricultural Marketing Council (NAMC), ARC, Perishable Products Exports Control Board (PPECB), Onderstepoort Veterinary Products (OVP).

19 PROJECT ROLES AND RESPONSIBILITIES

The following people will be responsible for managing the implementation of the proposed solution:

Project Role	Division	Interest/ Responsibility
Project Sponsor	National Extension Reform (NER). Food Security and Agrarian Reform	Project Sponsor provides overall business direction of the project. Allocates funding to the project. The Sponsor has a special interest in the project succeeding and actively promotes the project. The core responsibilities of the Sponsor are: - Approves the Project Charter, Project Initiation Document, Project Schedule, Budget and Project Management Plan and Change requests; - Chairs the Project Steering Committee; Resolve any cross functional or other important issues that restrict the project from effectively progressing; - Supports the Project Manager and Project Team in executing the project management and schedule activities; - Ensures project alignment to organisational strategy and priorities and provides guidance on these matters to the Project Manager; - Reviews the Project Management Plan with the Project Manager/Team and suggest improved ways of building support and capability for the project; - Regularly review the project status and performance based upon an agreed schedule or based upon agreed to exceptions; Support the project's priority within the organisation;

		- Ensures commitment from various business units in terms of the resources required by and/or allocated to the project; - Approves the project's finances and/or variances thereto.
Project Owners	National Extension Support Services (NESS). Food Security and Agrarian Reform	Has overall control, authority, and accountability for any given business process. Sign-off business functionality. The core responsibilities of the Project Owner or Owner representative are: - Defines the success criteria for the project's deliverables and the project's product, service and/or result. - Provides knowledgeable input regarding the project's service, product, and/or result from a holistic viewpoint. Accepts and sign off all project deliverables as and when they are delivered. - Provides a single point for decisions regarding the project's objectives and deliverables. - Ensures that management, staff and subject matter experts with appropriate business knowledge and experience are available to the project team to design, develop and implement the project outputs. - Manages the Project's budget. (The Project Owner is an expert from the business side who assumes the role of the Business Project Manager).
Senior users / System owners	NESS	Provide business requirements. Sign-off business functionality.

	Food Security and Agrarian Reform	
Chief Information Officer	OCIO (Office of the Chief Information Officer)	Ensures that all IT initiatives align with the overall strategy of OCIO.
Project Manager	OCIO: Planning and Governance	Responsible for delivery of the project and ensuring that the project is delivered according to the specification, on time and within budget. The core responsibilities of Project Manager are: - Manages and coordinates the project. - Complies with the prescribed project management methodology standards. - Attains agreement on the PID. - Plans and schedules the project activities and resources. - Tracks project progress, resolve and/or escalate issues and/or risks. - Monitors the project's budget. Ensures effective configuration management practices for project artefacts. Resolves resource issues. - Ensures processes that will contribute towards the quality of the deliverables. - Manages team dynamics and team development (teaming).

		- Ensures attainment of deliverables as included in the project scope. - Employs resources and develop resources where required in order to deliver project outputs. - Institute formal governance processes in collaboration with the Project Sponsor. - Closes the project formally after authorisation has been acquired for project completion.
Solution Architect Information Architect	OCIO	Provides direction to the technical architecture of the solution. Ensure that the architecture of the solution is in line with the DOA architectural design standards.
Information Security Officer	OCIO: Governance, Risk and Compliance	Ensures that the project conforms to ICT governance and compliance.
Business Analyst	OCIO: ICT Solutions Development	Bridges the gap between business and IT to ensure that the right deliverable is delivered.
System analyst	OCIO	Responsible system analysis activities in the project.
Business Relationship Manager	OCIO	Manage business relationship between Business and OCIO.
OCIO Technical Team	OCIO	Approves functional and technical specifications.

		Responsible for system testing and signing off on system testing. Provide the IT Systems Applications Infrastructure.
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20 PROJECT ACCOUNTABILITY

The Business/Project Owner will have the responsibility to:

- 20.1 Accept and approve the proposed approach.
- 20.2 Support the proposed solution.
- 20.3 Approve the documentation for each and every planned release.
- 20.4 Participate in UAT and ensure sign off.
- 20.5 Adhere to change management procedures set out for this project.

21 MAJOR RISKS

Table 3: Risk

ID	RISK	Probability (L,M,H)	Impact (L,M,H)	Risk Rating *See note	RISK CONTAINMENT PLAN (Response required in mitigating the risks)
R1	Poor integration to other related systems.	M	M	M	Integration must form part of project scope.
R2	Lack of buy-in from the user in adopting the new system. (User Resistance).	M	M	M	- Active support from User and team for formalised change management procedures. - Provide sufficient training of the new solution.
R3	Misalignment to DOA's technology direction.	H	H	H	Architecture expertise required to align project with overall technology direction.

R4	Infrastructure Requirements not being met.	M	H	H	Requirements to be identified during planning phase and these should include what is required for development and testing.
R5	Significant scope creep and major changes to project deliverables	H	H	H	Business requirement document must be quality checked by project owner and subject matter experts. Jointly agree on requirements, budget and schedule and sign-off on all. Project manager to report problems in a timely manner.
R6	Lack of Stakeholders commitment. Lack of commitment from subject matter experts and end users.	H	H	H	Ensure team participation in all decision-making processes. Consistent reporting to keep team updated on progress and tasks.

22 BUSINESS IMPACTS

22.1 People

The solution implementation will have the following impact on people:

- 22.1.1 Standard manner of working – business will have to adapt to new way of doing things as defined by the system. Training on a new application will be required. The training should cover user and administrator level training. The administrators should be able to give first- and second-line support so that there is minimal requirement for vendor post implementation support. The IT technical staff will have to be trained on the new system in order to offer efficient support to end users.

- 22.1.2 Performance will initially be slower as users become familiar with the new ways of working. After becoming familiar with the solution, there will be less time spent in task management.

22.2 Business Process

- 22.2.1 The solution will be customised to closely match the newly defined business processes. Time will be spent with business users to discuss Business Process. In this way, business will be involved from the beginning and will have complete ownership of the process.
- 22.2.2 New Processes will be communicated, work shopped, and training provided for all stakeholders. A repository of all processes must be setup. All Business, Customer Relations, ICT and Support processes must be identified as such and stored as well.
- 22.2.3 The operations should adapt their processes to include utilising the tool.

22.3 Technology

- 22.3.1 New technology always necessitates training and up skilling of employees. This must be done to ensure that the solution is used to deliver services.
- 22.3.2 There will also be impact on the LAN/WAN as business users at national and provincial offices make use of the tool.

23 GOVERNANCE

23.1 Governance Model

The governance model will provide a framework for establishing adequate confirmation that projects are delivered and meet the stakeholder business needs. It will provide a framework to reduce risks during project execution by requiring adequate considerations to risk management, verification and validation of existing processes.

The governance model will establish the management structure and processes that identifies specific roles and responsibilities to be used for the life of projects. The specific players involved, their accountability, and the interaction and communication between them will be defined so that a cohesive team is created to guide project execution and oversee project progress.

The Governance Model includes:

- Project Steering Committee.
- Change Control Board.
- Project Team Meetings.

The Project Steering Committee will direct the project from strategic perspectives and will be the overall authority approving planning, Budget projections and Conceptual designs. The key participants are:

- DOA executive and Senior Management.
- The Project Sponsors.
- Project Management.
- Stakeholder representatives.
- Strategic Partners.

The Project Board will be the oversight unit for the projects progress and will be the authority to approve the technical elements of the project and assess the performance.

The Board will be made of the following:

- Senior management.
- Project Managers.
- Business representatives.

The Project team meeting will coordinate the delivery operations of tasks on a continuous basis. The project team meeting works at a granular level which is directed by the Project Manager and sessions are attended by all technical resources party to solution developments.

23.2 Decisions Required

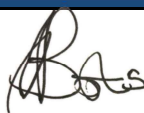
The Project Sponsor will have the responsibility to:

- Accept and approve the proposed approach.
- Support the proposed solution.
- Negotiate sufficient budget.

23.3 Change Management

For any changes/enhancements required to the system by users, the Change Control Standards set out by the Office of the Chief Information Officer must be adhered to. The Change Control Board will be responsible to oversee changes. The Change Control Board will include stakeholders.

24 APPROVAL

NAME & Title	Approval	Signature	Date
Ms Lebogang Botsheleng (A)DDG: Food Security and Agrarian Reform	Approved ☒ Not Approved ☐		09/07/2025
Reasons (Compulsory when document is not approved)			



agriculture

Department:
Agriculture
REPUBLIC OF SOUTH AFRICA

Department of Agriculture

Addendum to Requirements Specification: Online Platform for Producer Support System

Author: ICT Solutions Business Analysis

Document version: 2.1

Document status: Final Draft

Company Confidential

Prepared by: ICT Solutions Development - Business Analysis



agriculture

Department:
Agriculture
REPUBLIC OF SOUTH AFRICA

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Document Amendment History

VERSION	DATE	STATUS	DESCRIPTION OF AMENDMENT	AMENDED BY
0.1	04/02/2022	1 st Draft	Initial Draft	ME Kgatitsoe
0.2	05/04/2022	2 nd Draft	Update with Business reviews	ME Kgatitsoe
0.3	11/09/2023	3 rd Draft	Update-The National Online Extension Directory	ME Kgatitsoe
0.4	13/09/2023	4 th Draft	Business reviewed The National Online Extension Directory requirements	Mr Shiya, Ms Mkhize,& Ms Kgatitsoe
0.5	15/11/2023	5 th Draft	Updated Farmer Register, Decision Support System and e-Voucher functionality	ME Kgatitsoe
0.6	23/02/2024	6 th Draft	Business Review	ME Kgatitsoe
0.7	11/03/2024	7 th Draft	Business Review	Mr Msomi, Mr Ngaka & Ms Lekganyane
1.0	25/03/2024	8 th Draft	Business Review	Mr Ngaka
2.0	28/05/2024	Final	Final Sign Off	ME Kgatitsoe
2.1	10/12/2024	Draft	Addendum (Farmer Register Process & Additional e-Voucher Requirements)	ME Kgatitsoe

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Glossary of abbreviations

ABBREVIATION	DESCRIPTION
AIMS	Agricultural Information Management System
AgriBEE	Agricultural Black Economic Empowerment
ARC	Agriculture Research Council
BI	Business Inteligent
CASP	Comprehensive Agricultural Support Programme
CODAS	Cooperative Data Analysis System
CIPC	Companies and Intellectual Property Commision
CAADP	Comprehensive Africa Agricultural Development Programme
CM	Configuration Manangement
DAFF	Department of Agriculture, Forestry and Fisheries
DEMC	Digital Elevation Mode
DFI	Development Financial Institution
DHI	Department of Home Affairs
DOA	Department of Agriculture
DTIC	Department of Trade, Industry and Competition
DRDLR	Department of Rural Development and Land Reform
DSS	Decision Support System
EDSS	Extension Decision Support System
EPs	Extension Practitioners
ESO	Extension Suite Online
ESRI	Environmental System Research Institution
FR	Functional Requirements
MAIS	Manstrat Intelligence Solutions
NAMC	National Agricultural Marketing Council
OBP	Onderstepoort Biological Products
OCIO	Office of Chief Information Practitioner
GIS	Geographical Information System
ICT	Information and Communication Technology
ID	Identity Document
IT	Information Technology
IP	Intranet Protocol
IGR	Internally Generated Revenue
NAMC	National Agricultural Marketing Council
NPCPDS	National Policy on Comprehensive Producer Development Support
PDAs	Provincial Departments of Agriculture
PESI	Presidential Employment Stimulus Initiative
PID	Project Initiation Document
PPECB	Perishable Products Export Control Board
SAFAEAS	South African Forum for Agricultural Extension and Advisory Services
SARB	South African Reserve Bank
SMS	Short Message Services
SARS	South African Revenue Services
SOE	State Own Entity

StatsSA	Statistics South Africa
TIN	Triangulated Irregular Network
TCP	Transmissio Control Protocol
VAT	Value Added Tax

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SECTION 1: DSS, FARMER REGISTER, NATIONAL ONLINE DIRECTORY FOR EXTENSION PRACTITIONERS (EP), & e- VOUCHER.

1 INTRODUCTION

1.1 Purpose of the Document

The purpose of this document is to outline the detailed requirements for the proposed development of the Online Platform for Producer Support (consisting of the Decision Support System, Farmer Register System, National Online Directory for Extension Practitioners (EP), and the e-Voucher systems). The Online Platform Producer Support is expected to provide accurate and up-to-date agricultural information to the stakeholders in the sector nationally and in all nine provinces of South Africa, considering their uniqueness in terms of landscape and land capability or potential. The platform will also include a centralised, virtual system to link producers and services offered by participating public and private sector institutions through various communication channels.

This document (Business Requirements Document) is intended for:

- a) Developer(s),
- b) Business Analyst(s),
- c) Project Manager(s),
- d) Project Sponsor,
- e) Project Owner(s), and
- f) End User(s).

1.2 Background to Requirement

In 2010, the former Department of Agriculture, Forestry and Fisheries (DAFF) enlisted the services of Manstrat Intelligence Solutions (MAIS) to develop and provide a Decision Support System (DSS) called Extension Suite Online (ESO™). The initial five-year contract lapsed and was extended by an additional 12 months, with effect from 31 June 2015 to 31 June 2016. The former DAFF was embarking on procuring the services of a reputable supplier for the actual re-design and re-development of the DSS on a new five-year contract when the decision to merge the two departments was implemented in April 2020, and all the processes were halted until the merger was complete.

In 2019, the former DAFF started a process to register smallholder producers with the intention of developing a Farmer Register. The former Department of Rural Development and Land Reform (DRDLR) is implementing a long-term solution called Survey 123, amongst other existing systems that might be considered for synchronisation and incorporation into the Online Platform.

The National Policy on Comprehensive Producer Development Support (NPCPDS) proposes the introduction of an e-voucher system. This is a voucher in an electronic form (using either a debit card or SMS) that has a stored value that can be redeemed by beneficiaries at participating agro dealers to ensure timely provision of inputs to producers. The system will avoid unnecessary delays caused by inefficiencies within the government procurement system, which in most cases lead to inputs being delivered after the planting season or sometimes producers getting the wrong inputs (e.g., dormant seed).

The majority of the applications envisioned to form part of the Online Platform for Producer Support as shown in point 3.1 (Organisational perspective) are already in existence and need minor enhancements detailed in the Functional Requirements section, with the exception of the Decision Support System and the e-Voucher system, which need to be developed or customized should there be a viable product that will meet the needs of Business.

1.3 Business Need, Opportunity and Objectives

The Business' objective is to develop maintain and provide training and after-care services for an internet system hosted within the existing departmental server environment. This Online Platform for Producer Support is expected to provide accurate and up-to-date agricultural information to the EP (EPs) and producers, respectively, in all the nine provinces of South Africa, considering their uniqueness in terms of landscape and land capability/potential.

2 PROJECT OBJECTIVE

2.1 Project objectives

The project's objectives are to deliver:

- a) a system that will function as a single integrated operational system that will possibly feed into independent provincial modules to be accessed by relevant stakeholders in the country.
- b) The system shall manage the e-vouchers issued to producers (e.g., through value and package voucher management, real-time monitoring of redeeming, reconciliation reports, invoicing and payment management, and agro-dealer and supplier registration).
- c) The system that will be able to provide accurate information on agricultural activities along the value chain, including but not limited to the following information: weather, animal production, plant production, infrastructure, markets, and GIS interface/traceability.
- d) A facility to be able to provide early warning information and advisory services by means of
 - i) email, ii) SMS, and iii) on the DSS internet webpage. A system that will provide a Geographical Information capability/interface whereby the spatial information can be captured, stored, managed, retrieved, and analysed.

- e) A system that will be integrated with a mapping solution to allow EP to quickly collect field data accurately and efficiently.
- f) A system that must be continuously updated with new information regarding agricultural research, new policies, new standards, best practices, and market information.
- g) A system that will link with the current Producer/Farmer Register (inclusive of subsistence producers) for beneficiary management.
- h) A system that will enable different role players in the sector to have a platform for interactions.

2.2 Business rules and guiding principles

Table 1: Business rules and guiding principle

ID	Business Rule Description	Corresponding Functional Requirements
The National online Directory For Extension Practitioners		
BR1	Users will be granted access based on their roles and responsibilities. All required fields must be captured.	FR1 & FR11
BR2	All EP identified will have access to and be registered in the system, allocated specific User Roles and Responsibilities i.e., Read, Write, Authorise. Etc	FR2
BR3	Before updating any information in the system, internal verification and approval must be done by supervisors.	FR3, FR4& FR5
BR4	Both internal and external users will have access to search for EP, to assist with their requests.	FR6
BR5	The standards set by the department regarding the size and types of the documents that can be uploaded/downloaded on any system must be adhered to in line with the Departmental file plan.	FR7 & FR8
BR6	An audit trail of all deleted transactions must be kept, for later reference.	FR9 & FR12
BR7	All EP identified will have access and registered in the system, allocated specific User Roles and Responsibilities i.e., Read, Write, Authorise. etc.	FR10
The Online Platform for Producer Support		
BR8	The Online Platform for Producer Support will only publish information that can be accessed by the public and will not allow external users to access the internal facing application.	FR1
BR9	Users will be granted access based on their roles and responsibilities. All required fields must be captured.	FR2
BR10	All required fields must be captured as users will not be allowed to proceed with the Application process. The system must allow capturing of applications to register as and when required. Cell phone number and Identity Number is compulsory and without it, applicants cannot be assisted. The Producer Identity number must be validated with Home Affairs system.	FR3
BR11	Audit Trail of the following must be stored: - All verified application with dates and time stamps or electronic signatures. - All applications that are not verified. - Last person to edit/verify a record.	FR4
BR12	Audit Trail of the following must be stored:	FR5

	• All authorised application with dates and time stamps or electronic signatures. • All applications that are not authorised. • Reasons for not authorising the applications. • Last person to edit/verify a record.	
BR13	Audit Trail of the following must be stored: • All Approved application with dates and time stamps or electronic signatures. • All applications that are not Approved. • Reasons for not approving the applications. • Last person to edit/verify a record.	FR6
BR14	Only Users with access to the Farmer Register will be allowed to search for information in the system.	FR7
BR15	Only the required documents are to be uploaded and attached to the Producer Application.	FR8
BR16	The Producer must meet the requirements, and all input fields and commodities requesting support for must be captured when filling out the application.	FR9
e-Voucher system		
BR17	All Producers/beneficiaries must be registered on the Farmer Register system. Producers/beneficiaries applications must be evaluated to flag if they have benefited (monetary services), from other programmes offered by the department. All Producers/beneficiaries must have a registered mobile number to redeem their vouchers.	FR1, FR2 & FR3
BR18	All producers' beneficiaries must produce a valid voucher number at the service point. Vouchers will only be redeemed at the service points provided by the Department. All Producers/beneficiaries must have a registered mobile number to redeem their vouchers.	FR4
Decision Support System		
BR19	All Producers that request services must be registered in the Farmer Register. If not, the EP and other relevant officials must ensure that Producers register before accessing services.	FR1
BR20	Farm visits will be initiated by the EP	FR2
BR21	The research information can be loaded into the system but will only be published to be used after being approved by the relevant research committee/forum	FR3
BR22	All queries received from the clients should be assigned a unique query reference number, allocated to the Extension Manager/PDAs for assessment and responded to.	FR4

2.3 Requirements: Assumptions, Constraints and Risks

2.3.1 Assumptions

The following assumptions have been made, that will ensure the successful implementation of the required solution:

- Access to and availability of business representatives/users to confirm business requirements or supply additional requirements and strategic direction.
- DOA/Office of the Chief Information Practitioner (OCIO) will ensure that the system is accessible to stakeholders in all regions affected.
- OCIO will engage with service providers/internal stakeholders of other applications in use to

investigate integration options.

- d) Full buy-in, co-operation and participation by all stakeholders.
- e) Adherence to standards, policies and procedures.
- f) Availability of internal Information Technology (IT) Human resources.
- g) Hardware requirements are not detailed in this document. It is assumed that all the required hardware is in place. An assessment of the hardware required for this project must be conducted by OCIO prior to deploying the system.

2.3.2 Constraints

The following constraints must be noted with regard to the content of this document:

- a) The performance of the Application is dependent on the network speed and a sound infrastructure. Any failure on these will impact the speed and performance of the Application.
- b) It is important that all users get adequate training to use the Application effectively.
- c) The data collection tools required must be standardised across the affected branches and aligned with other existing Applications that need to be integrated.
- d) Information to be imported from other Applications is dependent on the availability of the information from these Applications and the ability to extract the required data.

2.3.3 Risks

Table 2 : Possible risks identified for the project

Risk	Mitigation
Infrastructure availability	OCIO must ensure that all the required infrastructure is properly set-up and available for use.
Inadequate testing by business	Business must ensure that the Application is tested properly, and any issues identified must be registered on the issue tracker.
Communication	All project-specific communication should include the Project Manager from DOA and the Technical Lead.
Continuous change of requirements	Any changes to the requirements are to be evaluated and prioritised prior to development. This will potentially also have an effect on the Application delivery date.
Budgetary constraints	Project managers need to ensure that all the requirements and changes are within budget.
Poorly trained users	Business and project managers need to ensure that all users receive adequate training within the confines of the commercially agreed-upon terms and conditions.
Lack of monitoring	The monitoring should be done to ensure that the system/platform prevents any shocks that may disrupt it.

2.4 User Documentation

The following documentation is required at different phases of the project:

- a) The Functional Requirement Specification document – this is a living document that will be updated as the Application is designed and expected to be signed off by the project sponsors and owner at the end of the project.
- b) The User Requirements Specification document – to be signed off by the Project Sponsor and Project Owner as well as the Solutions Development Team (this can be an internal or external team provided).
- c) A training manual on how to use the application will be prepared as soon as the design phase of the project is complete.
- d) User Acceptance Training Report produced by the Solutions Design Team, which gives a go-ahead of the Application to be deployed, provided all testing stages have passed.
- e) Deployment/Go- Live plan which indicates all the tasks that will be performed by both the OCIO Technical and Support team and the Development Team.

3 REQUIREMENT SPECIFICATION

3.1 In Scope: Organisation Requirements

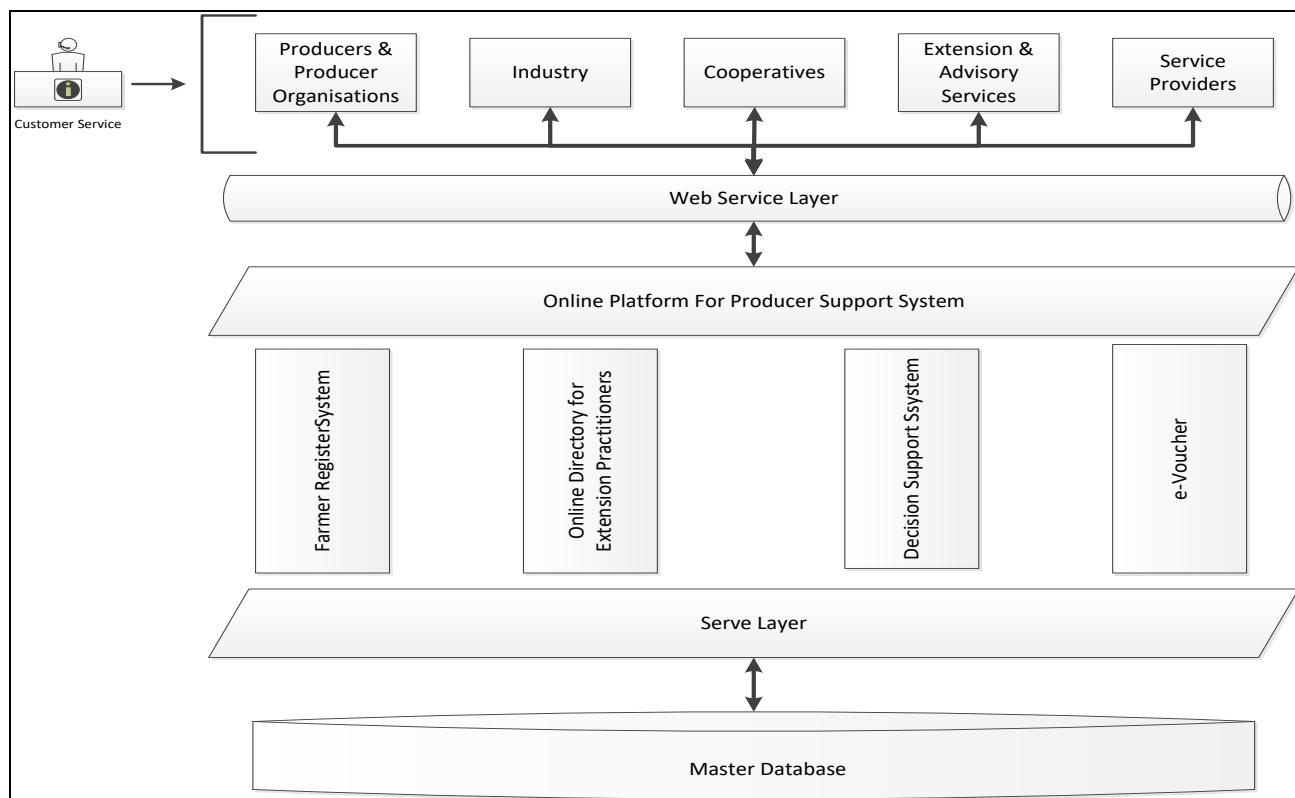


Figure 1: Online Platform for Producer Support Process

The Online Platform for Producer Support is a web-based system using the latest software products to store and retrieve information, monitor the usage and interface, support and

communicate with other related software systems and hardware devices. This Online Platform for Producer Support will be divided into the following modules, each with its own functionalities and capabilities, Decision Support System, Farmer Register System, Online Directory for EP, and the e-Voucher systems. It is crucial to note that some of these systems listed are already developed and only require enhancements. Only four (Decision Support System, Farmer Register System, Online Directory for EP, and e-Voucher system) of the listed systems will be developed as the first phase and the remainder (i.e., Agric Information Management System) will be carried over to phase 2. All these applications will be housed and accessed on the same platform as illustrated in Figure 1.

3.2 Online Platform for Producer Support Modules

3.2.1 Online Farmer Register

Internal User must be able to register the Producers, conduct producer verifications, draw various reports, access notices and other pertinent information and publications relevant to the operations of producer registration. The portal may also be accessible to the public for access to information and developments in the sector.

The additional functionalities key to the Online Farmer Register System are as follows:

- 3.2.1.1 Allow Producers that needs assistance from the department to register in the system and capture their application for the service they require, alternatively send through their request via email.
- 3.2.1.1.1 Producers must be able to capture their personal and business information directly in the system or send their details to any PDAs office for capturing. A dedicated email address must be created to receive all the information.
- 3.2.1.1.2 To register smallholder producer's demographics, and the GPS coordinates through the officials based in the PDAs offices upon registration.
- 3.2.1.2 Upon receiving the services request, the Department Official should be able to carry out the different levels of recommendations and approvals will be able to review and process the submitted applications.
- 3.2.1.3 The system must allow for Monitoring and Evaluation (M&E) of the application of assistance/support requested by the registered Producer and keep track of the progress made and the type of support provided to producers over time.
- 3.2.1.4 Built the Dashboard and Analytics – these will give an overview of the entire project statistics showing total applications and the statuses, funds allocated and remaining, gender, province, commodities, and demographic information.

3.2.2 The National Online Directory for EP Requirements

One of the key thrusts of the Norms and Standards for Extension and Advisory Services is to improve access to agriculture support services by ensuring the visibility and accountability of extension personnel. To achieve this, the Extension Directory has been identified as a vital reference tool for finding information related to extension personnel, their names and addresses, their contacts and area(s) of focus, etc. The information to be captured should include both public and private sector EP.

This directory plays an important role in providing various sorts of information on extension personnel to producers, sector stakeholders, researchers, administrators, policymakers and even to a general information seeker, both within and outside the DOA.

The internet and web technologies have changed the way people communicate, interact, acquire, share knowledge, search, investigate, and participate in the creation and re-use of information. Using web technologies, one can easily design and develop an extension directory to provide reliable, up-to-date, authentic, and comprehensive information on the various aspects of

extension services in South Africa. These resources are becoming more valuable for the users when they are available in e-form and accessible online. Hence, the concept for the development of an online-based extension directory is proposed in this document.

The basic objective of this concept is to design and develop an "Online Directory of Extension Services in South Africa" based on any management software available to DOA Information and Communication Technology (ICT). In addition, the concept has the following specific objectives:

- 3.2.2.1 To design and develop a reliable, authentic, up-to-date, authoritative, and comprehensive online directory of Extension Personnel in the country.
- 3.2.2.2 To provide an online interface for the users to access, search (general to advanced) and download the information related to extension personnel in various municipalities and provinces in South Africa.
- 3.2.2.3 To record all information on extension services departments and personnel in three different formats of the directory, i.e., print, digital, and online.

The "Online Directory of Extension Service" will cover all the programmes/departments in the extension services in South Africa, including their sub-directorates/units. It will contain nine Provincial Departments of Agriculture (PDAs) across the country responsible for imparting extension support information and other services to producers. The directory will also cover other institutions, which are recognised and are responsible for providing extension services to producers such as commodity organisations.

In the context of the content of the directory, it will provide detailed information on the various aspects of the PDA such as Contact Information, the name of the head of the department, number of extension directorates/units and directorates/units at a glance, and the services offered.

Further, the directory will also link users to other URLs for more information related to current departmental support programs and other institutions recognised for providing extension support services to producers. The biographical segment of the directory will attempt to provide an account of information about extension personnel, ranging from their contact information to their educational qualifications, area of specialization/focus, office address and directions/ GPS coordinates, awards and recognition, membership of professional associations, etc.

Key functionalities of the Online Directory will be as followed:

- 3.2.2.4 The system should be integrated with a mapping solution to allow EP to collect field data accurately and efficiently. All applications developed within the system must be geo-referenced and tailor-made based on the environmental and land-use phenomena of a specific area. All data and information provided must be packaged for and suitable for use at the local municipal level.
- 3.2.2.5 Should an EP and producers not be able to find the information required on the Online Platform and DSS to address their need(s), then the EP must be able to access the supplier's experts via email, telephone or be able to enquire of them and receive a response within 5 working days addressing the query.
- 3.2.2.6 The information provided by the expert, as mentioned above, needs to be placed on the Online Platform and/or DSS within a 5 further working days.
- 3.2.2.7 The system should provide a full Business Intelligence capability and report-writing/generator to assist all levels of staff and EP in creating reports for clients and managers, including templates in MS word & Excel.
- 3.2.2.8 The system must function as a single integrated operational system that will feed into nine independent provincial systems to be accessed by EP (and other relevant stakeholders such as agricultural students and producers etc.) in the country.
- 3.2.2.9 Physical Offices address, Contact Person Details and email address of the EP that can be contacted at the specific address must be recorded into the system, and all other official details, roles and responsibilities at any level must be captured.
- 3.2.2.10 The Commodity Organisations and EP should also be captured on the Extension Directory.

3.2.3 Decision Support System Requirements

The Decision Support System is expected to provide accurate and up-to-date agricultural, forestry and fisheries information to the EP and producers, respectively, in all nine provinces of South Africa, considering their uniqueness in terms of landscape and land capability/potential.

The Department requires an internet based DSS with the following basic functionalities or capabilities:

- 3.2.3.1 As an initial phase requirement, the Department needs a minimum of 50 GB on a dedicated server and backup service to migrate and store the already existing data. The system should be able to accommodate a minimum of 5 000 users at any given time,

allow users to view different pages simultaneously, and allow users to download or transfer data using different internet speeds, starting from a minimum of 1.28 Mbps.

- 3.2.3.2 The system software must be easy to install, configure, deploy and must interface easily with different hardware devices (Laptops, desktops, smart phones, tablets etc.).
- 3.2.3.3 The DSS must be accessible to a set of users identified by the Department and the logon use case must be introduced as a functional requirement to access the system. The Online Platform, on the other hand, is a public platform for all registered producers and providers of services in the sector.
- 3.2.3.4 The DSS must be continuously updated with new information regarding agricultural research, new policies, new standards, best practices, market information, natural resources, updated weather etc. by the nominated officials. Furthermore, interaction via social media platforms such as Facebook, YouTube, Twitter (now X), WhatsApp as means to disseminate information and share experiences is required.

3.2.3.5 The DSS should be able to provide early warning information by means of:

3.2.3.5.1 Email and,

3.2.3.5.2 SMS and Social Media Platform,

3.2.3.5.3 on the Online Platform and

3.2.3.5.4 DSS internet webpage.

3.2.3.6 Have a reporting and monitoring system regarding the use of the system, trends, types of queries, who used the system, data usage, locations where information was provided etc.

3.2.3.7 The system must be integrated with a simple text-matching navigation service that will make it easy for the user to find anything in the database (once all the data is captured).

3.2.3.8 Allow the downloading of information and data in MS Word, MS Excel or PDF format as required by the user or emailed.

3.2.3.9 Allow information to be printed.

3.2.3.10 Have a full Business Intelligence (BI) capability and report-writing/generator to assist all levels of staff and EP to create reports for clients and managers including templates in MS Word and MS Excel.

3.2.3.11 Have a controlled user access facility with a unique password per user profile as well as the necessary security and user profiles to ensure the integrity of information and the use thereof.

3.2.3.12 The system must have an option for a user or company or organisation to subscribe and get services based on the subscription level linked to a payment for this service.

3.2.3.13 The system must function as a single integrated operational system that will feed into nine independent provincial systems to be accessed by EP (and other relevant stakeholders such as agricultural students and producers etc.) in the country.

3.2.3.14 The system must have a searchable database and an electronic library of documents, articles and books related to various topics linked logically to the data sections and models in the DSS.

3.2.3.14.1 The system must allow for interoperability/exchange of information between all systems/platforms analogous to an Enterprise Service Bus (incorporating for example SoA, Web services, web-services, WSDL, XML) to expedite service delivery;

- 3.2.3.14.2 The system must have capability to integrate with All SoE's, and other systems in the Department of Trade, Industry and Competition (DTIC), South African Revenue Services (SARS), Department of Home Affairs (DHI), Commercial Banks, South African Reserve Bank (SARB), Organisation for Animal Health, international Plant Protection Convention State owned Entities such as Land Bank, ARC, National Agricultural Marketing Council (NAMC), Perishable Products Export Control Board (PPECB), Onderstepoort Biological Products (OBP) and other Developmental Financial Institutions (DFI) Statistics South Africa, other DOA systems including the Farmer Register, Import-Export system which has traceability functionality linked to laboratory systems and equipment, Market Information System, Extension Decision Support System (EDSS), Survey123, Smallholder Development Portal, Agricultural Information Management System (AIMS), Cooperative Data Analysis System (CODAS), and Forestry License Application and Tracking System (FLATS) Commodity associations or commodity organisations as well as other government systems and private sector systems.

The system must provide for and have the capability to capture and house the following information:

3.2.3.15 Producer information:

- 3.2.3.15.1 Name of producer, ID (Identity Document) number, VAT number, income tax number, size of enterprise(s), domicile, postal, etc.
- 3.2.3.15.2 List of products produced and location (x, y coordinates);
- 3.2.3.15.3 Services required, training, mentorship, take-off agreements;
- 3.2.3.15.4 If the producer is currently serviced by government, State-Owned Enterprise;
- 3.2.3.15.5 Non-government organisations, grants, loans etc;
- 3.2.3.15.6 Other.

3.2.3.16 Service provider's information:

- 3.2.3.16.1 Name of service provider, ID/business/CIPC number, Value added Tax (VAT) number, income tax number, size of enterprise(s), domicile, postal, etc;
- 3.2.3.16.2 List of services/products available and location (x,y coordinates);
- 3.2.3.16.3 Cost of services/products;
- 3.2.3.16.4 Option for the government to issue e-vouchers to pay service providers for services rendered, (this includes the redemption of vouchers and billing).
- 3.2.3.16.5 Other.

3.2.3.17 Digital market/Service/advice portal website/ecosystem (e.g.):

- 3.2.3.17.1 Name of service provider, ID/business/CIPC (Companies and Intellectual Property Commission) number, vat number, income tax number, size of enterprise(s), domicile, postal, etc;
- 3.2.3.17.2 List of services/products available and location (x,y coordinates);
- 3.2.3.17.3 Cost of services/products;
- 3.2.3.17.4 What is offered / asking price /location / costs/ commission;
- 3.2.3.17.5 Professional services/requirements plant and animal health requirements, grading/sorting, quality, inspections, monitoring and evaluation, reporting, transacting;
- 3.2.3.17.6 Ability to list bids and award bids and close out transactions/bids and complete transactions between bidders/offers;
- 3.2.3.17.7 Other.

3.2.3.18 Acquisition of land:

- 3.2.3.18.1 The farm information as it appears in the deeds register;
- 3.2.3.18.2 The owner information as per the deeds register;
- 3.2.3.18.3 Soil, climate, and water information if available;
- 3.2.3.18.4 Farm infrastructure information if available.

The system must provide accurate information on agricultural activities along the value chain including but not restricted to only this information:

3.2.3.19 Weather:

- 3.2.3.19.1 Sunlight;
- 3.2.3.19.2 Temperature;
- 3.2.3.19.3 Cloud cover;
- 3.2.3.19.4 Pressure;
- 3.2.3.19.5 Humidity;
- 3.2.3.19.6 Precipitation;
- 3.2.3.19.7 Visibility;
- 3.2.3.19.8 Wind speed and direction;
- 3.2.3.19.9 Information provided for a minimum of seven (7) days in advance and linked to production early-warnings;
- 3.2.3.19.10 Any other applicable information to be listed in proposal (optional).

3.2.3.20 Plant Production:

- 3.2.3.20.1 Vegetables;
- 3.2.3.20.2 Fruits;
- 3.2.3.20.3 Grains;
- 3.2.3.20.4 Oil Seeds;
- 3.2.3.20.5 Roots & Tubers;
- 3.2.3.20.6 Industrial Crops;
- 3.2.3.20.7 Flowers;
- 3.2.3.20.8 Forestry;
- 3.2.3.20.9 Any other applicable information to be listed in proposal (optional).

3.2.3.21 Animal Production:

- 3.2.3.21.1 Beef cattle;
- 3.2.3.21.2 Dairy cattle;
- 3.2.3.21.3 Mutton sheep;
- 3.2.3.21.4 Wool sheep;
- 3.2.3.21.5 Meat goats;
- 3.2.3.21.6 Milk goats;
- 3.2.3.21.7 Fibre goats;
- 3.2.3.21.8 Ostriches;
- 3.2.3.21.9 Layer chickens;
- 3.2.3.21.10 Broiler chickens;
- 3.2.3.21.11 Pigs;
- 3.2.3.21.12 Fishery;
- 3.2.3.21.13 Rabbit
- 3.2.3.21.14 Any other applicable information to be listed in proposal (optional).

3.2.3.22 Infrastructure:

- 3.2.3.22.1 Silos;
- 3.2.3.22.2 Agricultural scientists (Veterinarians; crop scientists etc)
- 3.2.3.22.3 Cooperatives;
- 3.2.3.22.4 Financial Institutions;
- 3.2.3.22.5 Tanneries;
- 3.2.3.22.6 Suppliers;
- 3.2.3.22.7 Support Services;

3.2.3.22.8 Supporting Agriculture, Land reform and Rural development value chain partners;

3.2.3.22.9 Any other applicable information to be listed in proposal (optional).

3.2.3.23 Markets:

3.2.3.23.1 Commodity type, volume, mass, quality, quantity with price per line item;

3.2.3.23.2 Time of last sale of line item;

3.2.3.23.3 Time of offer to purchase line item;

3.2.3.23.4 Location where the transaction occurred;

3.2.3.23.5 High and low line items per day;

3.2.3.23.6 Summary of commodity types, volume, mass, quality, quantity with price per line item per day, week, month;

3.2.3.23.7 List of producer/markets agents/buyers/seller active on the day, week, and month;

3.2.3.23.8 Any other applicable information to be listed in proposal (optional).

3.2.3.24 GIS interface/capability:

3.2.3.24.1 The system must provide a Geographical Information capability/interface whereby the spatial information can be captured, stored, managed, retrieved and analysed. The Department uses Environmental System Research Institute (ESRI) software and therefore the solution must integrate seamlessly with ArcGIS Server and/or ArcGIS extensions and utilities (Triangulated Irregular Network (TIN), Digital Elevation Model (DEM), and Spatial Analyst).

3.2.3.24.2 The system should be integrated with a mapping solution to allow EP to quickly collect field data accurately and efficiently. All applications developed within the system must be geo-referenced and tailor-made based on the environmental and land-use phenomena of a specific area. All data and information provided must be packaged and suitable for use at a local municipal level.

3.2.3.25 The DSS must have information that can be used to advise EP and producers regarding the following phases of farming, and the service provider's researchers are to keep the information current and be able to assist EP as described in 3.1.3.26.

The system must be able to cater for the phases of the commodity lifecycle:

3.2.3.26 Preparing for agricultural enterprise establishment:

3.2.3.26.1 Pre-Production:

- 3.2.3.26.1.1 Importance of crop/animal/forestry/fisheries;
- 3.2.3.26.1.2 Government policies;
- 3.2.3.26.1.3 Relevant Institutions;
- 3.2.3.26.1.4 Facilitating Services;
- 3.2.3.26.1.5 Producer Organisations;
- 3.2.3.26.1.6 Environmental Conditions;
- 3.2.3.26.1.7 Availability Seeds/Plants.

3.2.3.26.2 Business planning:

- 3.2.3.26.2.1 Feasibility studies;
- 3.2.3.26.2.2 Business plans;
- 3.2.3.26.2.3 Production systems, commodities, etc.
- 3.2.3.26.2.4 Producers' cultural practices;
- 3.2.3.26.2.5 Pests and diseases;
- 3.2.3.26.2.6 Pre-harvest treatments;
- 3.2.3.26.2.7 Production costs.

3.2.3.26.3 Financing:

- 3.2.3.26.3.1 Grants;
- 3.2.3.26.3.2 Loans;
- 3.2.3.26.3.3 Blended Finance.

3.2.3.26.4 Initial support:

- 3.2.3.26.4.1 Skills Audit;
- 3.2.3.26.4.2 Advisory services;
- 3.2.3.26.4.3 Training;
- 3.2.3.26.4.4 Mentoring.

3.2.3.26.5 Acquisition of input resources:

- 3.2.3.26.5.1 Farm infrastructure;
- 3.2.3.26.5.2 Production inputs;
- 3.2.3.26.5.3 Plant & equipment.

3.2.3.26.6 Preparing for production:

- 3.2.3.26.6.1 Reparations;
- 3.2.3.26.6.2 Infrastructure;
- 3.2.3.26.6.3 Soil preparation etc.
- 3.2.3.26.6.4 Advice on Land use where producer is located is required.

3.2.3.27 Producing commodities:

3.2.3.27.1 Initiation of production:

- 3.2.3.27.1.1 Ploughing;
- 3.2.3.27.1.2 Planting;
- 3.2.3.27.1.3 Population;
- 3.2.3.27.1.4 Fertilising.

3.2.3.27.2 Maintenance of production:

- 3.2.3.27.2.1 Pest control;
- 3.2.3.27.2.2 Disease control;
- 3.2.3.27.2.3 Water supply and irrigation.

3.2.3.27.3 Support:

3.2.3.27.3.1 Advisory services;

3.2.3.27.3.2 Training;

3.2.3.27.3.3 Mentoring.

3.2.3.27.4 Harvesting:

3.2.3.27.4.1 Pre-harvest;

3.2.3.27.4.2 Harvesting;

3.2.3.27.4.3 Post-harvesting;

3.2.3.27.4.4 Any other applicable information to be listed in the proposal (optional).

3.2.3.27.5 Value-adding:

3.2.3.27.5.1 Grading;

3.2.3.27.5.2 Packaging;

3.2.3.27.5.3 Branding;

3.2.3.27.5.4 Bulking;

3.2.3.27.5.5 Milling;

3.2.3.27.5.6 On-selling;

3.2.3.27.5.7 Transport:

3.2.3.27.5.7.1 Transport planning;

3.2.3.27.5.7.2 Transport costing;

3.2.3.27.5.7.3 Transport coordination;

3.2.3.27.5.7.4 Transport consolidation;

3.2.3.27.5.7.5 Cold storage - cold chain.

3.2.3.28 Market's location and Marketing channels:

3.2.3.28.1 Selling;

3.2.3.28.2 Off takers;

3.2.3.28.3 Markets;

3.2.3.28.4 Advertising;

3.2.3.28.5 Market intermediaries;

3.2.3.28.6 Market Information;

3.2.3.28.7 Consumer Demand;

3.2.3.28.8 Exports;

3.2.3.28.9 Marketing costs.

3.2.3.29 Record keeping: An advisory for producers on how to keep essential records.

3.2.3.30 Reporting, monitoring and evaluation: For producers and officials to be able to report on the system. Allow for future integration with applicable applications.

3.2.3.31 Social networking and information sharing capabilities: The system must provide applications that enable users to create and share information/ content and to participate in social networking.

3.2.3.31.1 Online - advertising facility: Buying and selling of agricultural items

3.2.3.31.2 Online collaboration Forums:

3.2.3.31.2.1 Links to Expert support;

3.2.3.31.2.2 Links to study groups;

3.2.3.31.2.3 Link to producers and producer groups;

3.2.3.31.2.4 Link to agricultural associations;

3.2.3.31.2.5 Links to industry (partners, producers, suppliers);

3.2.3.31.2.6 Any other applicable information to be listed in the proposal (optional).

3.2.3.31.3 Online innovative technologies:

3.2.3.31.3.1 Chat bots (to assist users).

3.2.3.31.3.2 Access to various apps that can help various users in the Agriculture, Land Reform and Rural Development sector,

3.2.3.31.3.3 The system must be able to link up with PaBX or voice technologies that can be used to assist clients who call into a number and be helped by means of selecting automated voice prompts for advice and diagnosis;

3.2.3.31.3.4 Artificial Intelligence technologies or other technologies to assist in servicing clients queries by voice, email or chat bot.

3.2.3.31.3.5 The DSS can integrate all the information for use by clients are deliverables required as part of the solution and must be able to incorporate subsequent phases of the system development.

3.2.3.31.3.6 The solution must integrate/share information as shown in the Online Platform Framework in Figure 1, in a secure and confidential manner according to the user profile's roles, responsibilities and security level.

3.2.4 e-Voucher System Requirements

The e-Voucher will be issued to the Producer to redeem for the commodities they indicated during the application process. The Producers must be registered in the Farmer Register and have their profile linked to the e-Voucher system. Producer Registration can be done through a self-service portal (Online Platform for Producer Support) where producers will be requested to choose the service, they need assistance with, and redirected to the correct portal to capture their applications, or Producers can be registered by contacting their respective EP and indicate what service they request. The Producer Registration must include First name, Surname, Mobile number, Gender, Date of birth, National ID number, Location – GPS co-ordinates, province, municipality, district and wards, amongst other things.

Once producers are registered and approved, they will go through the e-Voucher process below: Voucher redemption requires the combination of both a beneficiary's mobile number and the unique benefit voucher code sent to that number via SMS. A registered mobile user acting as a service point and linked to the Farmer Register will have access to the Voucher Redemption module.

Once the beneficiary has provided the necessary information to the service point, the service point will redeem the voucher on behalf of the beneficiary, alternatively, beneficiaries can be granted access to redeem their own vouchers. The service point will now select which of the available products the beneficiary has selected.

Once the transaction is completed, both the beneficiary and the service point will receive an SMS confirming the transaction has taken place. If the value of the voucher has not been fully redeemed, the beneficiary will receive another SMS with a new unique voucher code for the remaining voucher balance. The reconciliation of all vouchers paid versus what was issued will be conducted by the appointed national office team together with the finance team.

3.3 Out of Scope Requirements

Any requirements that are not listed in this document are regarded as out of scope and would require following the change management process to be included in the project for development.

3.4 Business Process Flow

3.4.1 The National Directory for EP

The diagram below (Figure 2) shows the National Directory for EP high level process:

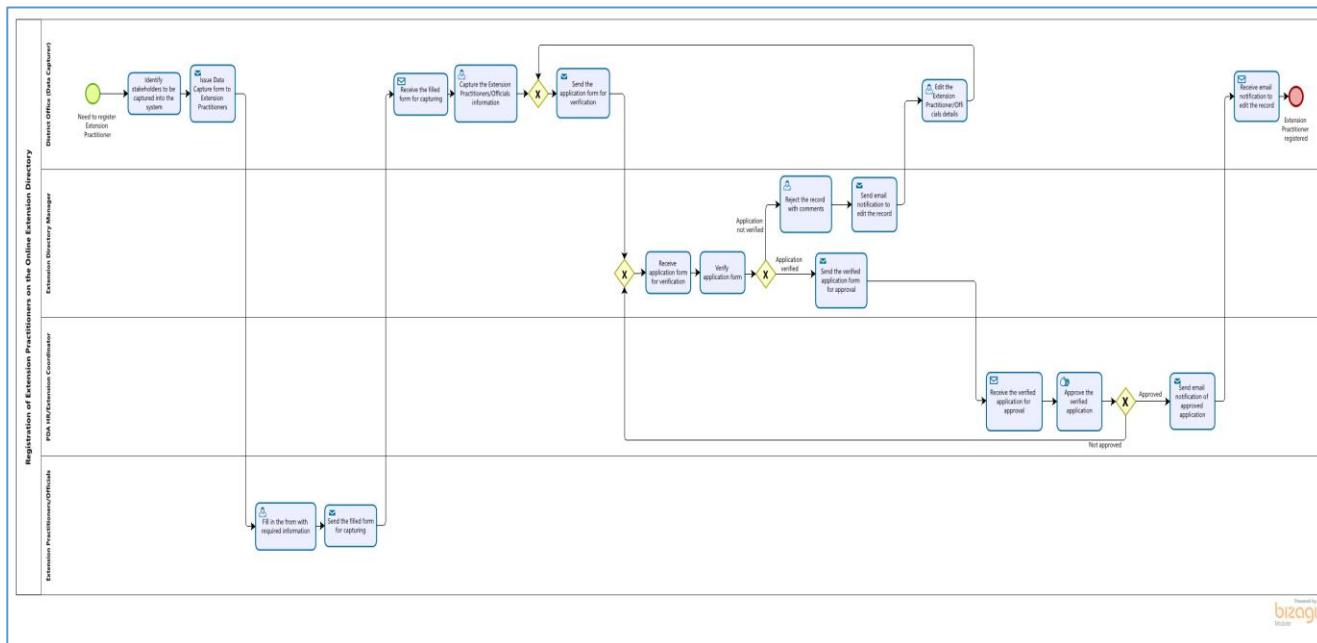


Figure 2: The National Online Directory for EP Business Process

Table 3 : National Online Directory for EP Business Process Narrative

Stakeholders	Process Description	Input	Output
Provincial Directorates Extension (PDAs), District Office (Data Capturer),	1. Identify and compile a list of data collectors and capturers.	- Human Resource (HR) Persal Report - Existing databases - Registration Forms - Qualifications - External Stakeholders (Commodity Group, Internally Generate Revenue (IGR) Forums, South African Forum Agricultural Extension and Advisory Services	List of data collectors and data capturers.

		(SAFAEAS), and Comprehensive Africa Agriculture Development Programme (CAADP)	
Directorates Extension (PDAs), District Office (Data Capturer)	2. Consolidate the existing databases of stakeholders (internal and external) to be captured into the system.	List of Extension Practitioner and details.	Consolidated stakeholder database.
Directorates Extension (PDAs), District Office (Data Capturer)	3. Login to the National Online Extension directory system.	Consolidated stakeholder database. Log-in details.	
Directorates Extension (PDAs), District Office (Data Capturer)	4. Register/ Capture and Verify the EP and Officials in the system.	Consolidated stakeholder database.	Captured and Verified Extension Practitioner
Directorates Extension (PDAs), District Office (Data Capturer)	5. Edits/Updates the existing EP and Officials.	Captured and Verified Extension Practitioner	Updated Extension Practitioner database.
Directorates Extension (PDAs), District Office (Data Capturer)	6. Generate reports.	Updated Extension Practitioner database.	EP successfully registered.
PDA HR/Extension Coordinator	7. Supervisors Reviews and Approves the records.	Captured and Verified Extension Practitioner	Captured and Verified Extension Practitioner
End -Users	Browse through the system to search for information of EP, Extension Officials and information related to other programmes	Extension Directory	Search results are obtained
OCIO	Ensures that the system is accessible and running successfully without disruptions	- Registration Forms. - Database to store data.	System monitored regularly.

3.4.2 The Online Farmer Register

The diagram below (Figure 3) shows The **Online Farmer Register** high level process:

Producer

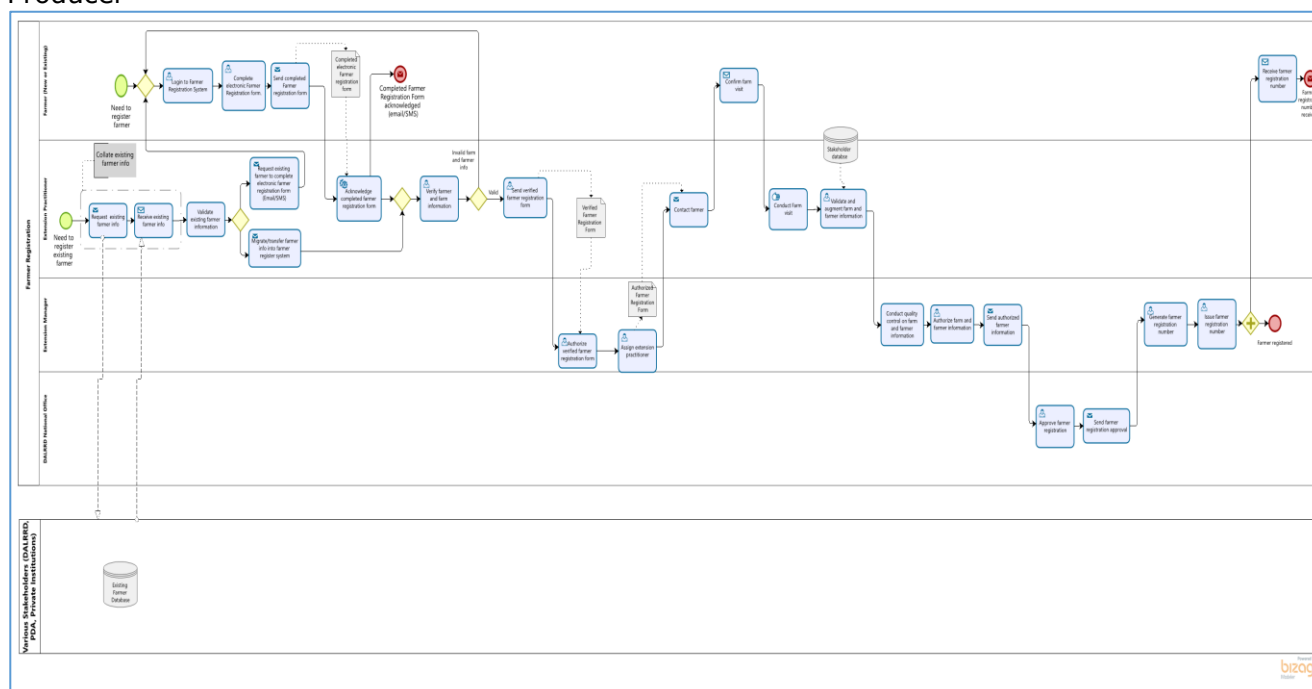


Figure 3: Online Farmer Register

Table 4 : Online Farmer Register Business Process Narrative

Stakeholders	Process Description	Input	Output
Extension Practitioner	(Existing Producer Database) 1. Collate producer information from various institutions/stakeholders. 2. Validate producer information from various institutions/stakeholders. 3. Migrate/transfer data into new platform. 4. Request existing producer to complete an electronic producer registration form (Email/SMS).	Existing Database (Existing Producers and institutions/stakeholders)	- Updated and migrated database. - Existing producer registration request (Email/SMS).
Producers	Electronic Registration (Online App/Email) 5. Login to producer registration system 6. Complete electronic Producer Registration form. 7. Send completed electronic Producer Registration form.	Electronic Producer Registration Form (including Farm Picture uploads).	Completed Producer Registration Form.
Automated System reply	8. Acknowledge completed Producer Registration form.	Completed Producer Registration Form. (Email/Physical Meeting/Walk-In/Helpdesk/Telephonic)	Completed Producer Registration Form acknowledged (email/SMS)

Extension Practitioner	9. Verify producer and farm information on the system. 9.1 If information is valid, Send verified Producer Registration Form to manager for authorization. 9.2 If information is not valid, reject Producer Registration Form and send response to producer.	- Completed Producer Registration Form. - Verified producer and farm information on the registration form.	- Verified producer and farm information. - Verified producer and farm information on the registration form sent.
Extension Manager	10. Authorise the verified Producer Registration Form on the system. 11. Assign extension practitioner to conduct physical farm visit.	- Verified producer registration form. - Authorised Producer Registration Form.	- Authorised Producer Registration Form. - Extension Practitioner Assigned.
Extension Practitioner	12. Contact producer for farm visit (Email/SMS/Telephonic). 13. Conduct the farm visit for physical verification. 13.1 Verify and upload farm information on the tool. 13.2 Send verified and uploaded information to stakeholders. 14. Validate and augment farm and producer information (by stakeholders).	- Authorised Producer Registration Form. - Authorised Producer Registration Form. - Producer confirmation (Email/SMS/Telephonic). - Verified and uploaded farm information (Farm verification report and pictures).	- Producer contacted - Confirmed farm visit. - Physically conducted farm visit. - Verified and uploaded farm information (Farm verification report and pictures). - Validated and augmented farm and/or producer information.
Extension Manager	15. Conduct quality control on farm and producer information. 16. Authorise/Approve farm and producer information on the system.	- Validated and augmented farm and producer information. - Farm verification report and pictures. - Quality Assured farm and producer information.	- Quality Assured farm and producer information. - Authorised/Approved farm and producer information.

	17. Send the producer information to National Office for registration approval. 18. Approve producer registration. 19. Send producer registration approval to District/PDA. 20. Generate producer registration number (Web Service). 21. Issue registration number to the producer (Email/SMS).	• Authorised/Approved farm and producer information. • Authorised/Approved farm and producer information. • Approved producer registration • Approved producer registration (Email/Web service) • Producer registration number	producer information. • Sent Authorised/Approved farm and producer information. • Approved producer registration. • Approved producer registration sent (Email/Web service). • Producer registration number (Web Service). • Issued producer registration number (Email/SMS).
Producer	Physical Application Registration (Walk-in/Help Desk) 1. Request to register Producer.	Request to register Producer (Walk-in/Help Desk)	
Extension Practitioner	2. Complete Producer Registration form on behalf of the Producer. 3. Send completed Producer Registration form for capturing.	Producer Registration Form	Completed Producer Registration Form.
Automated System reply	4. Acknowledge completed Producer Registration form.	Completed Producer Registration Form. (Email/Physical Meeting/Walk-In/Helpdesk/Telephonic)	Completed Producer Registration Form acknowledged (email/SMS).
Extension Practitioner	5. Verify producer and farm information on the system. 5.1 If information is valid, proceed to step 6.	• Completed Producer Registration Form.	• Verified producer and farm information.

	5.2 If information is not valid, reject Producer Registration Form and send response to producer. 6. Send verified Producer Registration Form to manager for authorization.	• Verified producer and farm information on the Registration Form	• Verified producer and farm information on the registration form sent.
Extension Manager	7. Authorise the verified Producer Registration Form on the system. 8. Assign extension practitioner to conduct physical farm visit.	• Verified producer registration form. • Authorised Producer Registration Form.	• Authorised Producer Registration Form. • Extension Practitioner Assigned.
Extension Practitioner	9. Contact producer for farm visit (Email/SMS/Telephonic). 10. Conduct the farm visit for physical verification. 10.1 Verify and upload farm information on the tool. 10.2 Send verified and uploaded information to stakeholders. 11. Validate and augment farm and producer information (by stakeholders).	• Authorised Producer Registration Form. • Authorised Producer Registration Form. • Producer confirmation (Email/SMS/Telephonic). • Verified and uploaded farm information (Farm verification report and pictures).	• Producer contacted • Confirmed farm visit. • Physically conducted farm visit. • Verified and uploaded farm information (Farm verification report and pictures). • Validated and augmented farm and/or producer information.

Extension Manager	12. Conduct quality control on farm and producer information. 13. Authorise/Approve farm and producer information on the system. 14. Send the producer information to National Office for registration approval. 15. Approve producer registration. 16. Send producer registration approval to District/PDA. 17. Generate producer registration number (Web Service).	- Validated and augmented farm and producer information. - Farm verification report and pictures. - Quality Assured farm and producer information. Authorised/Approved farm and producer information. - Authorised/Approved farm and producer information. - Approved producer registration. - Approved producer registration (Email/Web service). - Approved producer registration number (Web Service).	- Quality Assured farm and producer information. - Authorised/Approved farm and producer information. - Sent Authorised/Approved farm and producer information. - Approved producer registration. - Approved producer registration sent (Email/Web service). - Producer registration number (Web Service).
Extension Manager/Extension Practitioner	18. Issue registration number to the producer (Email/SMS).	Producer registration number.	Issued producer registration number (Email/SMS).

3.4.3 The Decision Support System

The diagram below (Figure 4) shows The **Decision Support System** high level process: Producer

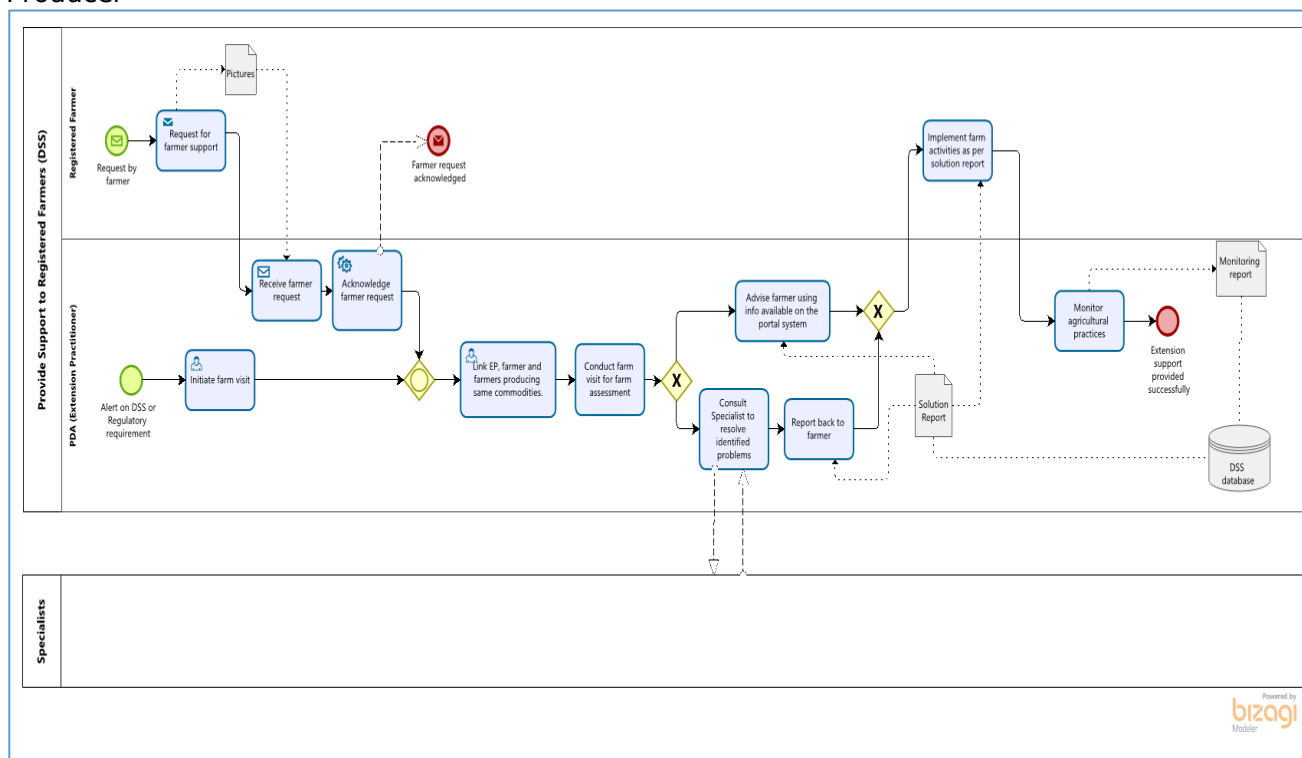


Figure 4: Provide support to registered Producers (DSS)

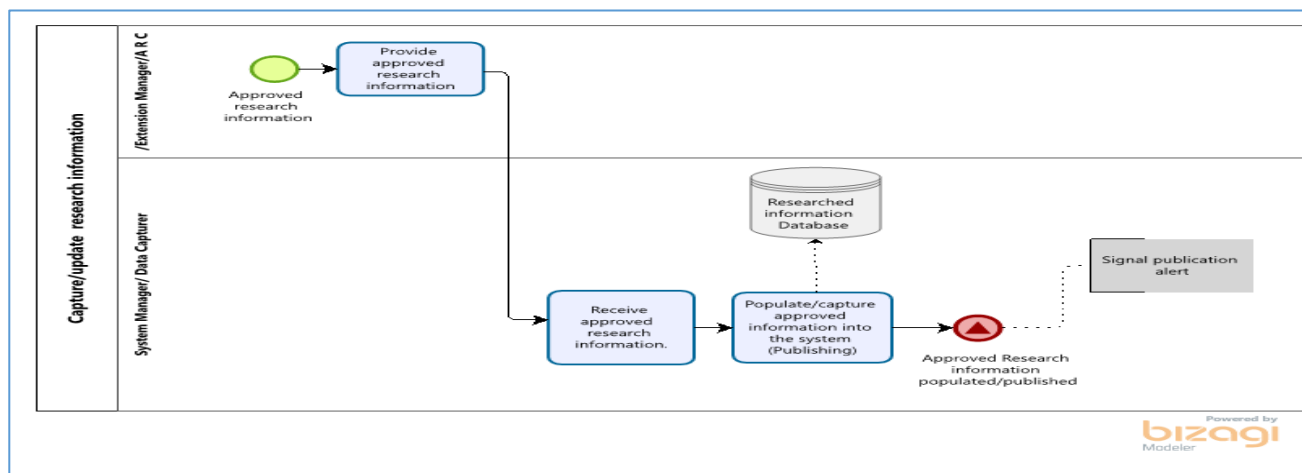


Figure 5: Capture/Update Research Information

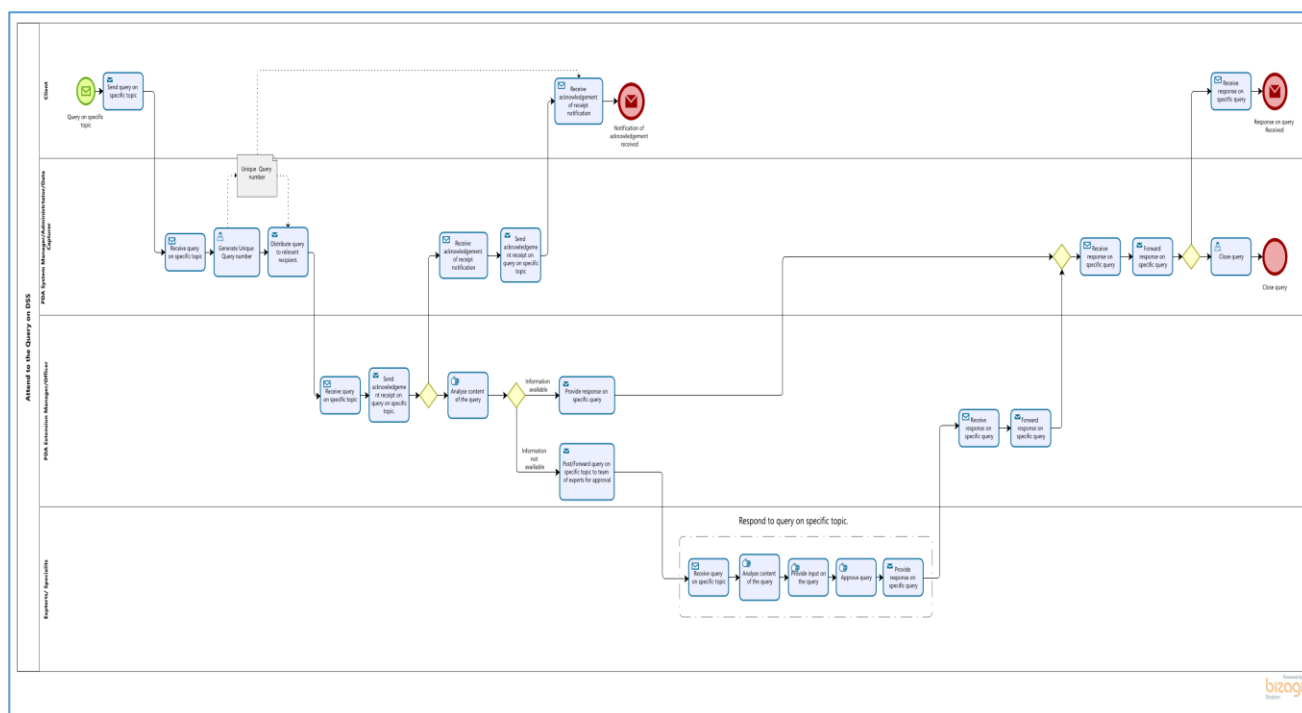


Figure 6: Attend to the Query on DSS

Table 5: Decision Support System Business Process Narrative

Stakeholders	Process Description	Input	Output
Provide Support to Registered Producer (DSS)			
PDA - Extension Manager/Extension Practitioner	1. a) Initiate a farm visit. OR	- EP Regulatory requirement (EP on the system). - Alert on DSS	Farm visit initiated (EP on the system).
Producer	1. b) Request for Farm support	Request by the producer (Pictures as support documents).	Request acknowledged (Email/SMS).
PDA - Extension Manager/Extension Practitioner	2. Link EP, producer with other producers producing same commodities per area.	- Farm visit initiated (EP on the system). - Request by the producer (Pictures as support documents).	- Producers linked to EPs within the district. - Linked/group producers producing same commodities per area for study group.
PDA - Extension Practitioner	3. Conduct farm visit for farm assessment.	- Producers linked to EPs within the district. - Producer Enquiry - Outbreak - Scheduled Visit.	- Problem identified - Tailor package supported.
PDA - Extension Practitioner	4. a) Consult specialists to resolve the identified problems (proceed to step 5). OR 4.b) Advise producer using info available on the portal system (proceed with step 6).	- Problem identified - Tailor package support.	Solution (report with written recommendations)

PDA - Extension Practitioner	5. Report back to the producer.	• Solution (report with written recommendation)	• Implementation by the producer
Producer	6. Implement farm activities as per solution report.	• Solution (report with written recommendations)	• Solution implemented by the producer. • Successful agricultural practise.
PDA - Extension Practitioner	7. Monitor agricultural practise.	• Successful agricultural practise	• Monitoring report.
Capture /Update research information			
Extension Manager/ARC	1. Provide approved research information.	• Approved research information	• Approved research information sent
System Manager/Data Capturer	2. Receive approved research information.	• Approved research information.	• Approved research information received.
System Manager/Data Capturer	3. Populate/capture approved information into the system (Publishing).	• Approved research information received.	• Approved information into the system (Publishing) captured.
Attend to Query on DSS			
Client	1. Send query on specific topic.	• Query on specific topic.	• Query on specific topic sent.
System Manager/Administrator/Data Capturer	2. Receive query on specific topic.	• Query on specific topic.	• Query on specific topic received
System Manager/Administrator/Data Capturer	3. Generate Unique Query number.	• Query on specific topic received	• Unique Query number generated.
System Manager/Administrator/Data Capturer	4. Distribute query to relevant recipient.	• Query on specific topic received. • Unique Query number generated.	• Query to relevant recipient distributed.
PDA Extension Manager/Practitioner	5. Receive query on specific topic	• Distributed Query to relevant recipient.	• Query on specific topic. Received.
PDA Extension Manager/Practitioner	6. Send acknowledgement receipt on query on specific topic.	• Query on specific topic received. • Unique Query number.	• Notification of acknowledgement received.
PDA Extension Manager/Practitioner	7. Analyse content of the query 7.1.(If information is available): Provide response on specific query (then proceed to step 13). OR 7.2.(If information is not available): Post/Forward query on specific topic to team of experts for approval (then proceed to step 8).	• Query on specific topic received. • Unique Query number.	• Response on specific topic Provided. - OR • Query on specific topic posted. •
Experts/Specialists	8. Respond to query on specific topic.	• Posted Query on specific topic.	• Response on specific topic Provided.
PDA Extension Manager/Practitioner	9. Receive response on specific query	• Response on specific topic Provided.	• Response on specific topic Provided.

PDA Extension Manager/Practitioner.	10. Forward response on specific query to Administrator/Data Capturer	• Response on specific topic.	• Response on specific topic forwarded.
System Manager/Administrator/Data Capturer	11. Receive forwarded response on specific topic.	• Response on forwarded specific topic.	• Response on forwarded specific topic received.
System Manager/Administrator/Data Capturer	12. Forward response on specific query to client/query sender.	• Forwarded response on specific topic.	• Response on specific topic forwarded to client.
Client	13. Receive forwarded response on specific topic.	• Forwarded response on specific topic.	• Forwarded response on specific topic received.
System Manager/Administrator/Data Capturer	14. Close query. Process end.	• Forwarded response on specific topic.	• Closed query

3.4.4 The e-Voucher System

The diagram below (Figure 7) shows **The e-Voucher System** high level process:

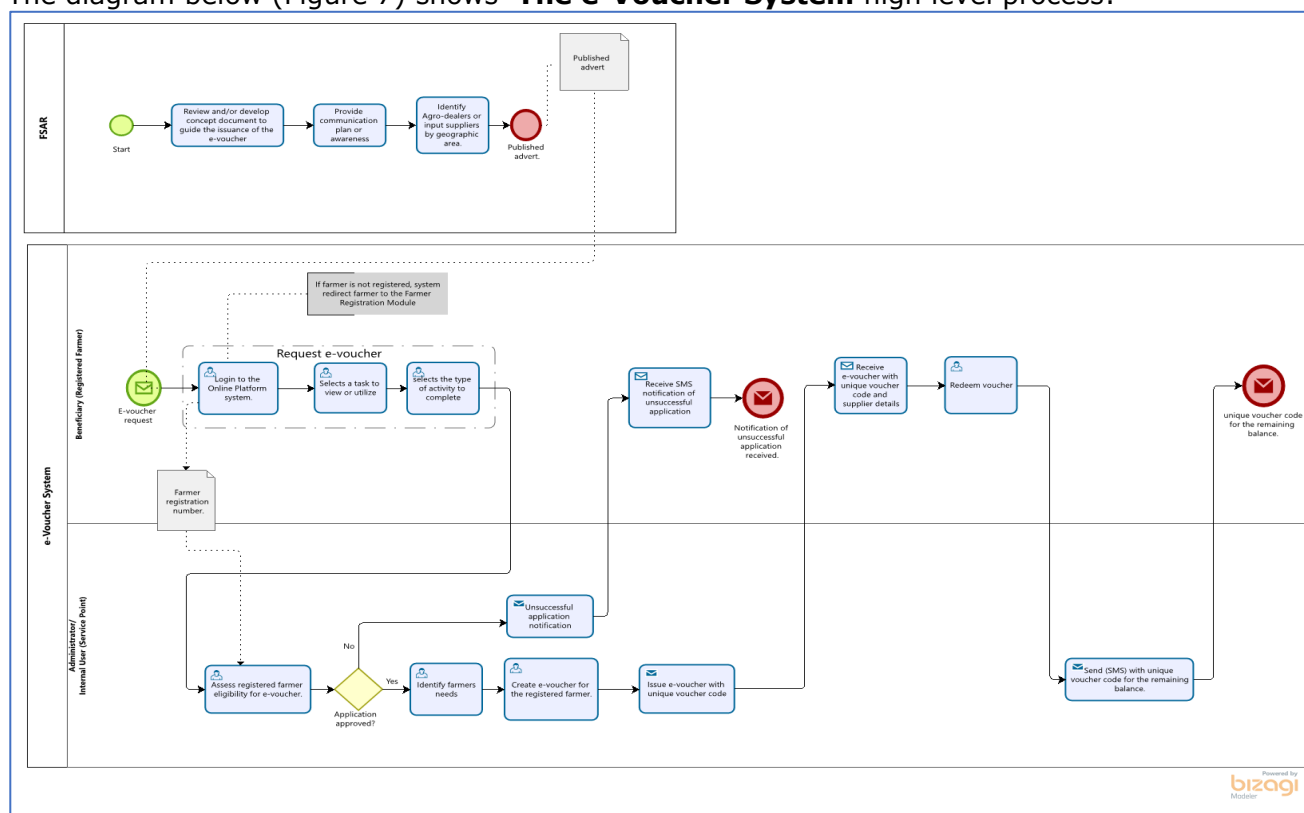


Figure 7: The e-Voucher System

Table 6 : The e-Voucher System

Stakeholders	Process Description	Input	Output
Registered Producer	1. Request e-voucher. 1.1 Login to the Online Platform system. 1.2 selects a task to view or utilize (e-voucher system). 1.3 Selects the type of activity they want to complete (e-voucher request). The user is redirected to the correct module (e-voucher system) to carry out their task or activity.	2. Login details (Producer registration number)	Producer granted access into the system.
Administrator/ Internal User (Service Point)	3. Assess registered producer eligibility for e-voucher. (If application is not unsuccessful): 3.1a Send producer/beneficiary the unsuccessful application notification (Process end). OR (If application is unsuccessful): 3.1b Identify producer's needs. (Continue to step	• Producer registration number. • Created e-voucher. • Producer Information (Producer Registration system).	4. e-voucher with voucher balance. • Beneficiary eligibility report. • Producer's needs identified.
Administrator/ Internal User (Service Point)	5. Create e-voucher for the registered producer.	• Beneficiary eligibility report. Producer's needs identified.	• e-voucher with voucher balance.
Administrator/ Internal User (Service Point)	6. Issue e-voucher with unique voucher code to the beneficiary (registered producer).	e-voucher requested.	• e-voucher with voucher balance issued. Unique voucher code.
Registered Producer	7. Redeem voucher • Producer provides supplier with Verification documents (ID/ License, and signature of the redeemer) in order to redeem the voucher. • Supplier provides the invoice and attach the producer documents (ID/ License, and signature of the redeemer).	• Mobile Number. • e-voucher with voucher balance. Unique Voucher Code.	• e-Voucher redeemed.
Administrator/ Internal User (Service Point)	8. Send (SMS) with unique voucher code for the remaining balance.	• Transaction completed	• Unique voucher code with remaining balance sent.

4 FUNCTION REQUIREMENTS

4.1 The National Online Directory for EP System

4.1.1 The National Online Directory for EP Use Case 1

The Use Case diagram below depicts the high-level requirements to be developed and implemented for The National Online Directory For EP system.

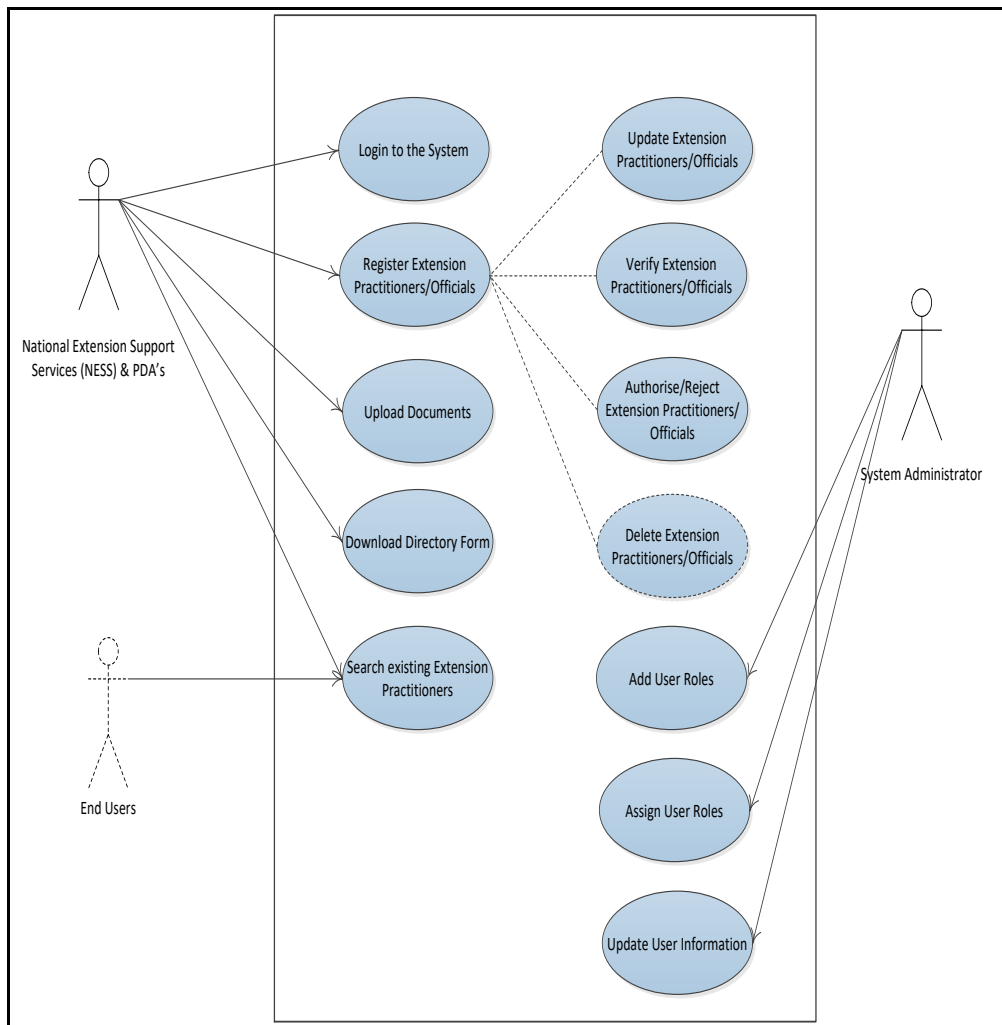
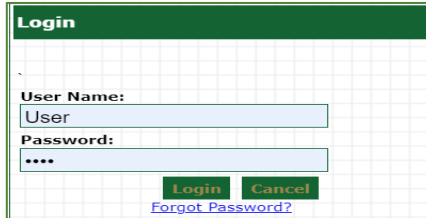


Figure 8: EP Use Case 1

LEGEND	
	The Actor diagram, depicts a role a User will be playing while using the system. As shown with the Use Case diagram above, both the National Extension Support Services and PDA 's are Actors and stakeholders of the Directory for Extension Practitioners system.
	The System Boundary diagram, depicts the functions that will be carried out within the system.
	The Use Case diagram depicts the actions that Users will be performing in the system.

4.1.2 Functional Requirement 1 – Log-In screen For Directory for EP

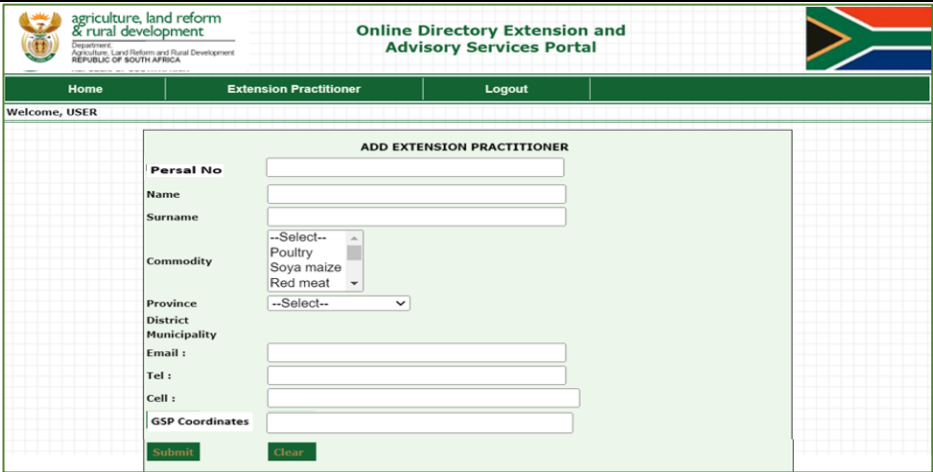
Use Case

Name	Log-In Screen
Use Case ID Number	UC -1.1
Trigger	System Users requires access to Login to the System
Initiating Actor	National Extension Support Services (NESS), Provincial Departments of Agriculture (PDAs), District Office (Data Capturer), Extension District Manager, PDA HR/Extension Coordinator, And all other officials granted access to any of the systems.
Description	Allows Users access to the System to perform their assigned tasks
Business rules	1. Users will be granted Access based on their Roles and Responsibilities. 2. All required fields must be captured.
Preconditions	1. Newly appointed EP and officials requires to be added. onto the system. 2. Update the existing EP details and information.
Post conditions	The users are granted primary access and successful logged onto the System.
Inputs	Username & Password
Normal Flow	1. Users accesses URL for Directory for EP System and directed to the login page. 2. Users enters their username, password and on the Login screen. 3. Users submits data entered by clicking the enter button on their keyboard or by selecting "Log - In" on their home screen. 4. The System validates user credential against Active directory, if accepted, then validates against application database. 5. If all conditions are met user is granted access to the System.  Log-in screen
Alternative Flows	1. The user enters wrong password or username and or Profile. 1.1 The System access would be denied. 1.2 The user would receive a message request to re-enter the credentials, 1.3 Users can only repeat step 1.2 above twice, as their account will be locked after the 3rd attempt. 2. If the user has forgotten password. 2.1 The user would be enabled to log a request for password reset at the OCIO Help desk.
Frequency of Use	As many times a day ,as required
Assumptions	The user is registered on Active directory.

4.1.3 Function Requirement 2 – To Register EP

Use Case	
Name	Register EP

Use Case ID Number	UC – 1.2
Description	The system allows the Provincial Directorates Extension to capture the EP.
Initiating Actor	National Extension Support Services (NESS) District Office (Data Capturer), Extension District Manager, PDA HR/Extension Coordinator,
Business Rule ID	Only the EP identified by the Department will have access and registered in the system.
Trigger	The Provincial Directorates Extension identifies the EP to be captured into the system.
Preconditions	The EP must be verified by the Provincial EP.
Post conditions	The record is successfully captured ,and the supporting documents are uploaded.
Inputs	• HR Persal Report • Existing databases of EP • Registration Forms • Qualifications • External Stakeholders (Commodity Group) • IGR Forums • SAFAEAS • CAADP
Normal Flow	1. Once the Users has successfully Logged into the system, the system will display "Capture/Add Extension Practitioner" page/form for the Users to fill in. 2. The Users will capture the required fields as follows: 2.1 Name, 2.2 Surname, 2.3 Commodity with a drop-down selection, this tab must allow users to select multiple Commodities at a time (i.e. Poultry, Soya Beans, Red Meat, Wheat, Vegetables, Animal Health, Vet Services, Engineering, Grains, Wine, Sugar, Fruits, and Citrus). 2.4 Provinces with selections (Gauteng, North West, Free State, Northern Cape, Western Cape, Eastern Cape, KwaZulu Natal, Limpopo & Mpumalanga). 2.5 District (Drop down list of all districts in a specific province) 2.6 Municipality (Drop down list of all municipalities in a specific District), 2.7 Wards, 2.8 E-mail Address, 2.9 Cell Number, 2.10 Telephone Number, 2.11 GPS Coordinates (If possible, the system should be able to pick up the location without entering manually). 3. Users will have an option to <Submit > or <Clear> the fields captured. 4. If the <Submit> tab is selected, a pop up message "records is saved successfully" will pop up with and <Ok> button for users to select. A record will be saved in the system.

	
Frequency of Use	As many times a day ,as required
Assumptions	The EP are verified and allowed to be captured on the System. All the required fields are captured in the physical Form prior to being captured on the system.

4.1.4 Function Requirement 3 – To Update EP Information

Use Case	
Name	Update EP Information
Use Case ID Number	UC -1.3
Description	Updating any of the fields captured using the <Add EP> windows ,as depicted in FR1 above.
Initiating Actor	National Extension Support Services (NESS) District Office (Data Capturer), Extension District Manager, PDA HR/Extension Coordinator,
Business Rule ID	Before updating any information in the system, the internal verification and approval must be done by the supervisors.
Trigger:	Users are requested to update the existing EP information.
Preconditions	All the Users must have been previously captured, and saved in the system. A list of all captured EP, will be displayed for Users to select the record they wish to edit.
Post conditions	All the required fields are captured and new information is saved and sent to the next level Supervisor or office manager for verification.
Inputs	Previously captured records of EP.
Normal Flow	1. Once logged into the system, User will navigate to the <Update> tab, click on the <Update> button, as per the screenshot below:

agriculture, land reform & rural development
Department: Agriculture, Land Reform and Rural Development
REPUBLIC OF SOUTH AFRICA

Online Directory Extension and Advisory Services Portal

Home Extension Practitioner Logout

Welcome, USER

Add Extension Practitioners

LIST OF EXTENSION PRACTITIONERS

MUNICIPALITY	NAMES & SURNAME	CELL NUMBER	PHONE NUMBER	EMAIL	COMMENTS	VIEW	UPDATE	DELETE	SUBMIT
CITY OF JOHANNESBURG	Elle brooke brooke	0642346789	0123124770	ellebrooke@classicmail.co.za		View	Update	Delete	Submit

- The **<Update Extension Practitioner>** window will be displayed to update the required fields, and click on the **<Update>** button to save the change, as per the screenshot below:
- The updated record will be sent to the next level Supervisor of office manger for verification.

agriculture, land reform & rural development
Department: Agriculture, Land Reform and Rural Development
REPUBLIC OF SOUTH AFRICA

Online Directory Extension and Advisory Services Portal

Home Extension Practitioner Logout

Welcome, USER

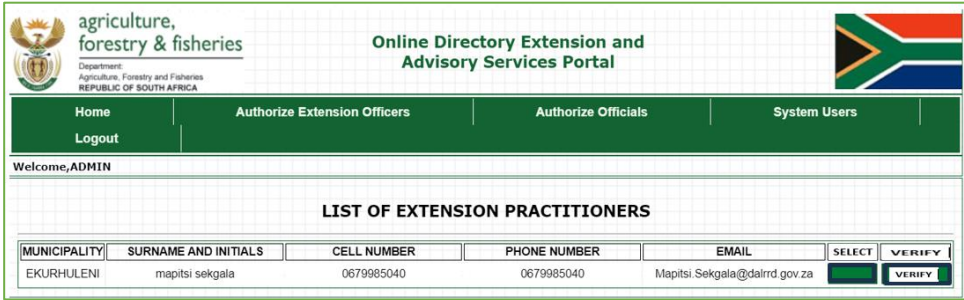
ADD EXTENSION PRACTITIONER

Name: Elle brooke
Surname: brooke
Commodity: --Select--
Province: GAUTENG
District: CITY OF JOHANNESBURG
Municipality: CITY OF JOHANNESBURG
Email: ellebrooke@classicmail.co.za
Tel: 0123124770
Cell: 0642346789
Update Clear

Alternative Flow	Should the Users choose not to save or update the changes made, they will have an option to click on <clear> button to cancel the changes, as per the screenshot above.
Frequency of Use	As many times a day ,as required
Assumptions	Users will not proceed to the next step if the required fields are not captured.

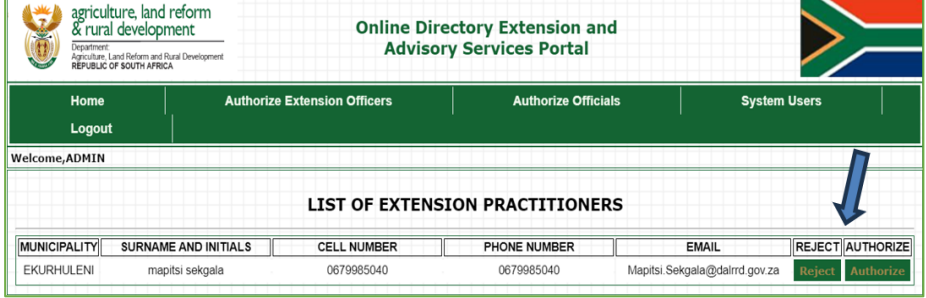
4.1.5 Function Requirement 4 – To Verify existing EP

Use Case	
Name	Verify existing EP
Use Case ID Number	UC -1.4
Description	The supervisor receives an e-mail notification to verify the EP
Initiating Actor	National Extension Support Services (NESS) District Office (Data Capturer), Extension District Manager, PDA HR/Extension Coordinator,
Business Rule ID	Before updating any information in the system ,the internal verification and approval must be done by the supervisors.
Trigger	Verify the EP
Preconditions	The Supervisor receives an alert to verify the EP, alternatively The Supervisor will log into the system to check if there are any records that requires verification.
Post conditions:	All records (EP) are verified.

Inputs	E-mail Alert, Captured records.
Normal Flow:	1. The Supervisor log into the system via the link send through their e-mail or by using the URL. 2. A list of all the records that required verification should be displayed (as per Screenshot below), 3. To verify the Extension Practitioner, the Supervisor will select the record to be verified and click on the <Verify> button, as per screenshot below. 4. A confirmation message that reads "your record has been successfully verified" will pop up on your screen. 5. Records can be verified as line items or more than 1 record can be selected and get verified at once. 6. Once the record is verified, an e-mail notification will be sent to the National Office (HR) for authorization. 
Alternative Flow	None
Frequency of Use	As many times a day ,as required
Assumptions	The User roles and responsibilities will be communicated in time to the Provincial Supervisors.

4.1.6 Function Requirement 5 – To Authorise for existing EP

Use Case	
Name	To Authorise for existing EP
Use Case ID Number	UC -1.5
Description	The supervisor receives an e-mail notification to Authorise the EP.
Initiating Actor	National Extension Support Services (NESS) District Office (Data Capturer), Extension District Manager, PDA HR/Extension Coordinator,
Business Rule ID	Before updating any information in the system ,the internal verification and approval must be done by the supervisors.
Trigger:	To Authorise the EP information
Preconditions	National Extension Support Services (NESS) Supervisor verified the records.
Post conditions	All records (EP) are authorised.
Inputs	E-mail Alert,Captured records.
Normal Flow	1. The Supervisor log into the system via the link send through their e-mail or by using the URL. 2. A list of all the records that required authorisation should be displayed (as per Screen Shot below). 3. To authorise the Extension Practitioner, the Supervisor will select the record to be authorised and click on the <Authorise> button, as per screenshot below.

	4. A confirmation message that reads "your record has been successfully. authorised" will pop up on your screen, and the authorised records will be removed from the waiting list. 5. Records can be authorised as line items or more than 1 record can be selected and get authorised at once. 6. Once the record is authorised, an email notification will be send to National Extension Support Services (NESS) for noting. 
Alternative Flow	The Users will select <Reject> button, to reject the record. An e-mail notification will be sent to the Supervisor with reasons why the record was reject.
Frequency of Use	As many times a day ,as required
Assumptions	The conditions of rejecting a file will be set prior to the implementation of the system.

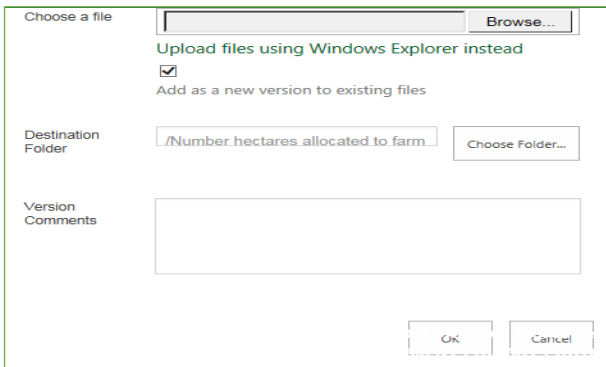
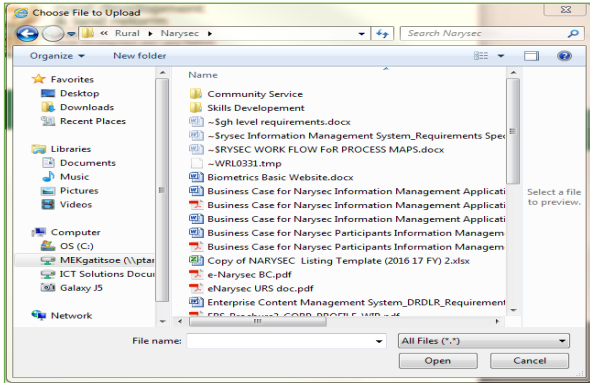
4.1.7 Function Requirement 6 – To Search for existing EP

Use Case	
Name	Search for existing EP
Use Case ID Number	UC -1.6
Description	Search for existing EP
Initiating Actor	National Extension Support Services (NESS) District Office (Data Capturer), Extension District Manager, PDA HR/Extension Coordinator,
Business Rule ID	Both internal and external users will have access to search for EP, to assist with their requests.
Trigger	Enquiry of extension Practitioner Information
Preconditions	A record was previously captured ,or Users wants to validate if the Extension Practitioners exist on the system before attempting to capture the record.
Post conditions	Search results are retrieved.
Inputs	Captured records.
Normal Flow	- On the Landing page, User should be able to search or existing Extension Practitioners by selected the <Search Provincial EP> Tab, as per the screen shot below. - The <Search Extension Practitioner> window will be displayed, for Users to select the following fields before continuing with their search, as per screen shot below : - Province (drop down field with all Provinces), (Gauteng,North West, Free State, Northern Cape,Western Cape, Eastern Cape,KwaZulu-Natal, Limpopo & Mpumalanga),

	2.2 District (drop down field, with all Districts limited to the province selected above), 2.3 Municipality (drop down field with all municipalities limited to the District selected above), 2.4 Commodity (to select multiple commodities) (i.e Poultry, Soya Beans, Red Meat, Wheat, Vegetables, Animal Health, Vet Services, Engineering, Grains, Wine, Sugar, Fruits, and Citrus). 3. After the above fields are selected, User must click on the <search> button to retrieve the information.  4. The searched record will be displayed.
Alternative Flow	The Users will select <Clear> button, to clear the record. User will have an option to recapture the fields and search again.
Frequency of Use	As many times a day ,as required
Assumptions	If the record of the EP does not exists ,Users will be allowed to capture the record using the functions as stipulated in FR1 – Register EP

4.1.8 Function Requirement 7 – To Upload Documents

Use Case	
Name	Upload Supporting Documents
Use Case ID Number	UC -1.7
Description	This use case describes the actions necessary to upload supporting documents
Initiating Actor	National Extension Support Services (NESS) District Office (Data Capturer), Extension District Manager, PDA HR/Extension Coordinator,
Business Rule ID	The standards set by the department regarding the size and types of the documents that can be uploaded/downloaded on any system must be adhered to, this must be in line with the Departmental file plan.
Trigger:	Attach supporting documents to the EP record.
Preconditions	The Extension Practitioner must be captured on the system.
Post conditions	Documents are successfully uploaded.
Inputs	• HR Persal Report, • Existing Databases of EP • Registration Forms, • Qualifications

Normal Flow	1. While on the "Capture/Add Extension Practitioner" window select <Upload> Button,  2. Select on the <Browse > button as per screenshot above to search the files to upload, 3. The <Choose File to Upload > window opens with a <Open> and <Cancel > tabs for Officials to select the files to upload. 4. Users must be able to upload more than 1 file at a time, and click on the <Open> tab to upload the files, then click on the <OK/Save> tab, to save the files uploaded. 
Alternative Flow	Select on the <Cancel> button, if User no longer wants to upload supporting Document.
Frequency of Use	As many times a day, as required
Assumptions	Size of the files to be uploaded will e determined by the ICT Support Services.

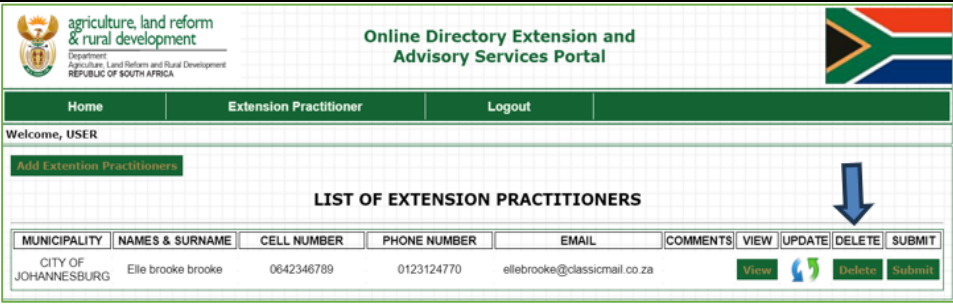
4.1.9 Function Requirement 8 – Download Directory Form

Use Case	
Name	Download Directory Form
Use Case ID Number	UC -1.8
Description	A link where Users can download a copy of the Directory Form for use.
Initiating Actor	National Extension Support Services (NESS) District Office (Data Capturer), Extension District Manager, PDA HR/Extension Coordinator,
Business Rule ID	The standards set by the department regarding the size and types of the documents that can be uploaded/downloaded on any system must be adhered to, this must be in line with the Departmental file plan.
Trigger	Download the Directory Form
Preconditions	Directory Form is built into the system for the Users to download

Post conditions	Downloaded Directory Form
Inputs	Hard copy of a Directory Form to be built into the system
Normal Flow	- On the landing page of the "Online Directory Extension and Advisory Services Portal", a link to download the "Directory Registration Form" will be provided for the Users to download the Form. - Click on the "Directory Registration Form" link, and the download form will be downloaded. 
Alternative Flow	Not to download the Directory Form.
Frequency of Use	As many times a day ,as required
Assumptions	The Form will be available for download

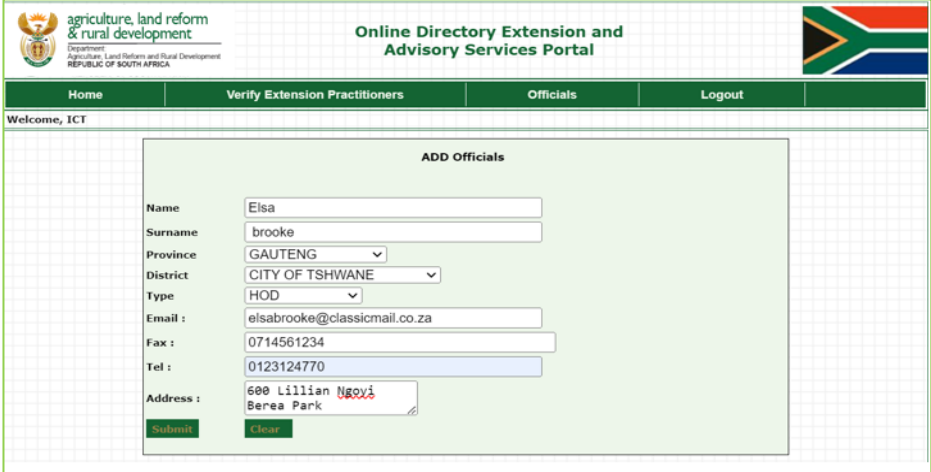
4.1.10 Function Requirement 9 – Delete the existing EP

Use Case	
Name	Delete the existing EP
Use Case ID Number	UC -1.9
Description	Deleting the EP that are no longer part of the Department.
Initiating Actor	PDA's
Business Rule ID	An audit trail of all deleted transactions must be kept, for later reference.
Trigger	Delete the record of the EP
Preconditions	The Extension Practitioner leaves the Department
Post conditions	Deleted record
Inputs	Confirmation from HR that the Extension Practitioner can be deleted from the System.
Normal Flow	- After logging into the system, A list of records will be displayed. - Select the record, select the <Delete> button to delete the record. - A pop up message will be displayed, that reads "Are you sure you want to delete the record?", with a <OK> and <Cancel> options. If The <Ok> tab is selected, a record will be deleted. Else select <Cancel> tab to cancel the instruct. - A message that reads "record deleted successfully" will be displayed, if the <Ok> tab is selected.

	
Alternative Flow	none
Frequency of Use	As many times a day ,as required
Assumptions	Audit trail of all deleted items will be kept for review when required.

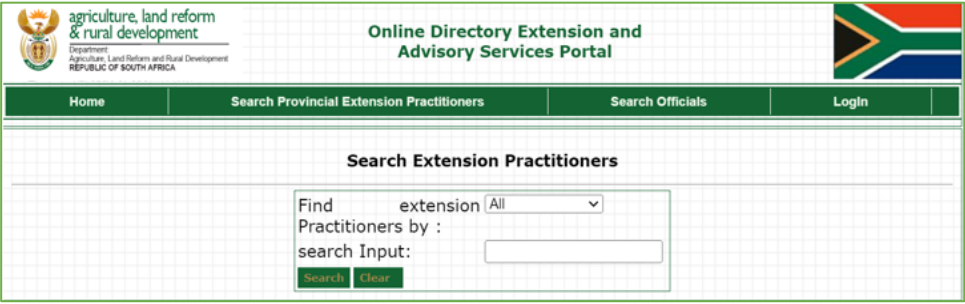
4.1.11 Function Requirement 10 – Capture the Officials

Use Case	
Name	Capture Officials
Use Case ID Number	UC – 1.10
Description	The system allows the Provincial Extension Coordinator to capture the Officials.
Initiating Actor	Provincial Extension Coordinator National Extension Support Services (NESS) District Office (Data Capturer), Extension District Manager,
Business Rule ID	Only the Officials identified by the Department will have access and registered in the system.
Trigger	Capture Officials in the system.
Preconditions	The Officials must be verified.
Post conditions	The record is successfully captured.
Inputs	• HR Persal Report • Existing databases of Extension Officials • Registration Forms • Qualifications
Normal Flow	1. Once the Users has successfully Logged into the system, the system will display "Add Officials" page/form for the Users to fill in. 2. The Users will capture the required fields as follows: 2.1 Persal Number/Employee Number, 2.2 Name, 2.3 Surname, 2.4 Type - with a drop-down selection, (i.e. HOD, District Director, and Coordinator). 2.5 Provinces with selections (Gauteng, North West, Free State, Northern Cape, Western Cape, Eastern Cape, KwaZulu Natal, Limpopo & Mpumalanga). 2.6 District, 2.7 Municipality, 2.8 Email Address, 2.9 Cell Number, 2.10 Telephone Number, 2.11 Work Adress. 3. Users will have an option to <Submit > or <Clear> the fields captured.

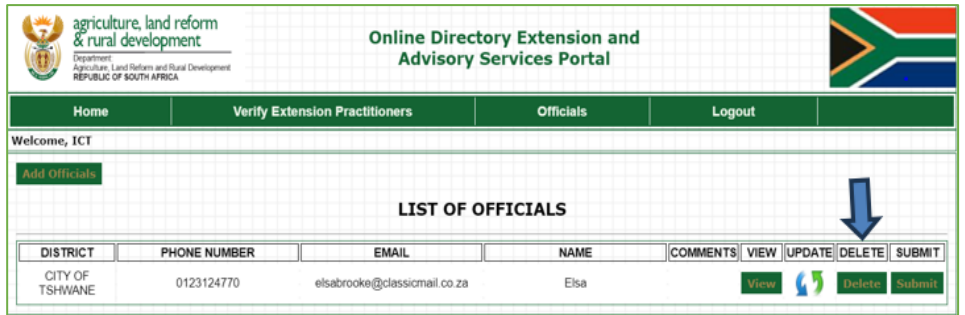
	4. If the <Submit> tab is selected, a pop up message "records is saved successfully" will pop up with and <Ok> button for users to select. A record will be saved in the system. 
Frequency of Use	As many times a day ,as required
Assumptions	All the required fields are captured in the physical Form prior to being captured on the system.

4.1.12 Function Requirement 11 – To Search for existing Officials

Use Case	
Name	Search for existing Officials
Use Case ID Number	UC -01
Description	Search for existing Officials
Initiating Actor	End-Users (anyone who needs information on the system)
Business Rule ID	Both internal and external users will have access to search for EP, to assist with their requests.
Trigger	Enquiry about Officials Information
Preconditions	A record was previously captured, or Users wants to validate if the Officials exist on the system before attempting to capture the record.
Post conditions	Search results are retrieved.
Inputs	Captured records.
Normal Flow	1. On the Landing page, User should be able to search or Officials by selected the <Search Officials> Tab, as per the screen shot below. 2. The <Search Officials > window will be displayed, for Users to Select the following fields before continuing with their search, as per screen shot below: 2.1 Find EP by: Name, Phone Numbers or All, 2.2 Search Input – text box for user to type their search inputs. 3. After the above fields are selected, User must click on the <search> button to retrieve the information. 4. The searched record will be displayed.

	
Alternative Flow	The Users will select <Clear> button, to clear the record. User will have an option to recapture the fields and search again.
Frequency of Use	As many times a day, as required
Assumptions	If the record of the EP does not exist, end users should be able to access help desk (through telephone or e-mail) for assistance

4.1.13 Function Requirement 12 – Delete the existing Officials

Use Case	
Name	Delete the existing Officials
Use Case ID Number	UC -01
Description	Deleting the Officials that are no longer part of the Department.
Initiating Actor	National Extension Support Services (NESS) /PDA's
Business Rule ID	An audit trail of all deleted transactions must be kept, for later reference.
Trigger	Delete the record of the Officials
Preconditions	The Official leaves the Department
Post conditions	Deleted record
Inputs	Confirmation from HR that the Official can be deleted from the System
Normal Flow	1. After logging into the system, A list of records will be displayed. 2. Select the record to be deleted, 3. Select the <Delete> button to delete the record. 4. A pop-up message will be displayed, that reads "Are you sure you want to delete the record?", with a <OK> and <Cancel> options. If The <Ok> tab is selected, a record will be to delete. Else select <Cancel> tab to cancel the instruct. 5. A message that reads "record deleted successfully "will be displayed, if the <Ok> tab is selected. 
Alternative Flow	none
Frequency of Use	As many times a day ,as required

Assumptions

Audit trail of all deleted items will be kept for review when required.

4.2 Online Farmer Register

4.2.1 The Online Farmer Register Use Case 2

The Use Case diagram below depicts the high-level requirements to be developed and implemented for the Online Farmer Register system.

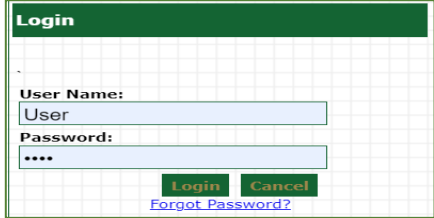
Figure 9: The Online Farmer Register Use Case 2**LEGEND**

	The Actor diagram depicts a role a User will be playing while using the Farmer Register system. As shown with the Use Case diagram above.
	The System Boundary diagram, depicts the functions that will be carried out within the system.
	The Use Case diagram depicts the actions that Users will be performing in the system.

4.2.2 Functional Requirement 1 – Log-In screen For Online Platform Dashboard

Use Case	
Name	Online Platform Dashboard
Use Case ID Number	UC -2.1
Description	Online Platform is a public platform for all registered Producers and Providers of services in the sector.
Initiating Actor	Producers Private and Public sector services And all other officials granted access to any of the systems
Business Rule ID	The Online Platform will only publish information that can be accessed by the public, and will not allow external users to the internal facing application.
Trigger:	Request to Log a call for assistance (i.e. producers support or any other service), Register as a Producer and Providers of services in the sector.
Preconditions:	1. The Internal user should have access to the System. 2. The external users should have registered their information as per FR1 below to access the system.
Post conditions:	External Users: 1. Would only have access to the Online Platform Online Platform and self registration portal. 2. And other information centres with services the department offers.
Inputs	The Department of Agriculture website.
Normal Flow:	User lands on the Departmental website, to access the link to the Online Platform. 1. Users select the < Online Platform > link. 2. A list of question pops up on the screen for the user to answer: "Are you a Producer or Producer and Provider of Service?" IF "Producer/producer option "is selected, Users will be directed to the < Producer Registration > page to either register themselves as a Producer or Long Into the <Farmer Register system>. IF "Provider of Service "is selected, Users will. be directed to the page detailing the Services the Department offers. 3. The user selects the type of activity they want to complete or The service they want to utilise i.e. update Producers details, Request Producer assistance (Producers will be redirected to the Decision Support System), redeem e-Vouchers, update Services they Offer.
Alternative Flow	The user is redirected to the help desk if any of their activities were not successful.
Frequency of Use:	As many times a day, as required.
Assumptions:	The user was registered successfully. The user query was resolved effectively and efficiently

4.2.3 Functional Requirement 2 – Log-In screen For the Online Farmer Register

Use Case	
Name	Log-In Screen
Use Case ID Number	UC -2.2
Trigger	System Users requires access to Login to the System
Initiating Actor	Producer, Extension Practitioner.
Description	Allows Users access to the System to capture the Producers applications.
Business rules	- Users will be granted Access based on their Roles and Responsibilities. - All required fields must be captured. - The system must not allow the users to login for capturing the applications as and when required as there will not be an open and close date to capture and process applications.
Pre-conditions	Users need access to the system to perform their roles.
Post Conditions	The users are granted primary access and successfully logged onto the System.
Inputs	Username & Password
Normal Flow	- Users accesses URL for Online Farmer Register and directed to the login page. - Users enters their username, password and on the Login screen. - Users submits data entered by clicking the enter button on their keyboard or by selecting "Log - In" on their home screen. - The System validates user credential against Active directory, if accepted, then validates against application database. - If all conditions are met user is granted access to the System. 
Alternative Flows	- The user enters wrong password or username and or Profile. - The System access would be denied. - The user would receive a message request to re-enter the credentials, - Users can only repeat step 1.2 above twice, as their account will be locked after the 3rd attempt. - If the user has forgotten password. - The user would be enabled to log a request for password reset at the OCIO Help desk or online.
Frequency of Use	As many times a day, as required
Assumptions	All Producers will be registered and classified as such.

4.2.4 Functional Requirement 3 – Capture Producer/Farmer Application

Use Case	
Name	Capture Producer/Farmer Application
Use Case ID Number	UC – 2.3
Description	This Use Case allows the users to capture the Producer registration/applications.
Initiating Actor	Producer, Extension Practitioner.
Business Rule ID	- All required fields must be captured as users will not be allowed to proceed with the Application process. - The system must not allow capturing of applications as and when required. - Cell phone number and Identity Number is compulsory without it applicants cannot be assisted, whereas email address should be optional - The Producer Identity number must be validated with Home Affairs.
Trigger	Need to Capture new Producer in the system
Preconditions	Producer request to be captured into the Farmer Register to access the services offered by the Department.
Post conditions	The Farmer registration Form is successfully captured.
Inputs	Hard copy Application Form, Electronic Producer Registration Form (including Farm Picture uploads).
Normal Flow	- Once the user has logged in, the system must display the Producer application page divided into sections as listed below and allow the user to capture the application information (See Annexure A – Location & Annexure B – Producer Application Form). - Farm Location (inclusive of GPS Coordinates), - Section 1: Producer Personal Details, - Section 2: Farm and production details, - Section 2 – Type of Farming/Fishing practised, - Section 2: Particulars of the Farm operation (business), - Section 3: Available infrastructure (assets) and services, - Section 4: Annual Turnover (last 3 financial years), - Section 5: Comments. - The user will upload the supporting documents and click on the "Save "button. - The system will save the captured information and generate a unique reference/Producer number.
Alternative Flows	For any type of services required, The system must check if the applicant has previously received any Government support (e.g., MAFISA,CASP,AgriBEE, Training, Advice or Other)for 3 years using the beneficiary identity numbers and not allow the user to proceed with capturing the application.
Frequency of Use	As many times a day, as required
Assumptions	All the required fields are captured in the physical Form prior to being captured on the system.

4.2.5 Functional Requirement 4 – Verify Producer Application/Augmented Producer/Farmer Information

Use Case	
Name	Verify New Producer Application/Existing Producer/Farmer Information
Use Case ID Number	UC -2.4
Description	The Extension Practitioner receives an e-mail notification to verify the Farmers Application
Initiating Actor	Extension Practitioner
Business Rule ID	Audit Trail of the following must be kept: - All verified application with dates and time stamps. - All applications that are not verified. - Last person to edit/verify a record.
Trigger	Verify Producer Application
Preconditions	The Producer must have completed their Application Form in full, and submitted for Verification.
Post conditions:	Producer Application is verified and send for approval.
Inputs	E-mail Alert of captured applications, Completed Producer Registration Form.
Normal Flow:	- The Extension Practitioner log into the system via the link send through their e-mail or by using the URL. - A list of all the Application Forms that required verification should be displayed - To verify the Famer application form, select the record to be verified and click on the <Verify> button, - A confirmation message that reads "your record has been successfully verified" will pop up on your screen. - Application Forms can be verified as line items or more than 1 record can be selected and get verified at once. - Once the application form is verified, an e-mail notification will be sent to the Extension Manager for authorization.
Alternative Flow	- If the Application is "Verified" - An automatic email reminder must be sent to the Extension Practitioner to action their tasks. Else - An escalation will be sent to the immediate supervisor with all the Application Forms that are not actioned.
Frequency of Use	As many times a day, as required
Assumptions	The User roles and responsibilities will be communicated in time to the Provincial Supervisors.

4.2.6 Functional Requirement 5 – Authorise Producer Application

Use Case	
Name	To Authorise Producer Application
Use Case ID Number	UC -2.5
Description	The Extension Manager receives an e-mail notification to Authorise the Producer Application Form.
Initiating Actor	Extension Manager

Business Rule ID	Audit Trail of the following must be kept: • All authorised application with dates and time stamps. • All applications that are not authorised. • Reasons for not authorising the applications. • Last person to edit/verify a record.
Trigger:	The awaiting authorisation application has been verified by the Extension Practitioner and an email notification was send to the Extension Manager to to authorise the Producer Application.
Preconditions	The Producer application has been verified by the Extension Practitioner
Post conditions	All submitted applications are authorised.
Inputs	E-mail Alert, Status of the application (Captured,Verified,Authorised,Approved) Producer applications verified by the Extension Practitioner.
Normal Flow	1. The Extension Manager log into the system via the link send through their e-mail or by using the URL. 2. A list of all the application that required authorisation should be displayed. 3. To authorise the Producer Application, the Extension Manager will <select> the record to be authorised and click on the <Authorise> button. 4. A confirmation message that reads "your record has been successfully. authorised" will pop up on your screen, and the authorised records will be removed from the waiting list. 5. Records can be authorised as line items or more than 1 record can be selected and get authorised at once. 6. Once the record is authorised, an email notification will be sent to Provincial offices for Approval.
Alternative Flow	The Extension Practitioner will select <Reject> button, to reject the record. An e-mail notification will be sent to the Extension Practitioner with reasons why the record was rejected.
Frequency of Use	As many times a day ,as required
Assumptions	Farmers will be awarded the opportunity to fix any errors picked up and re-apply.

4.2.7 Functional Requirement 6 – Approve Producer Application

Use Case	
Name	To Approve Producer Application
Use Case ID Number	UC -2.6
Description	The Provincial Office - DOA receives an e-mail notification to Approve Producer Application Form
Initiating Actor	National Office DOA
Business Rule ID	Audit Trail of the following must be kept: • All Approved application with dates and time stamps. • All applications that are not Approved. • Reasons for not approving the applications. • Last person to edit/verify a record.
Trigger:	The awaiting Approval application has been authorised by the Extension Manager and an email notification was sent to the National Office – DOA to Approve the Producer Application.

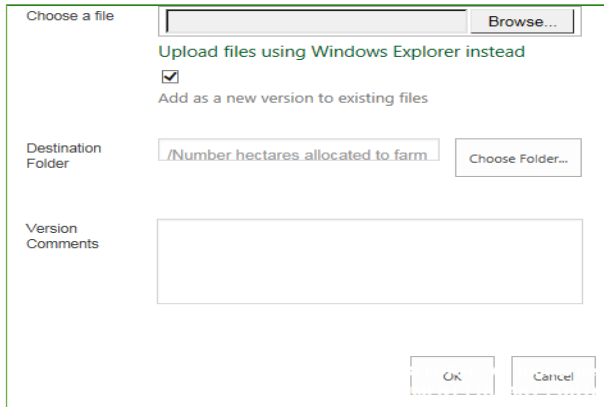
Preconditions	The Producer application has been authorised by the Extension Manager
Post conditions	All submitted applications are approved.
Inputs	E-mail Alert, Status of the application (Captured, Verified, Authorised, Approved) Producer applications authorised by the Extension Practitioner.
Normal Flow	1. The Provincial Office - DOA log into the system via the link send. through their e-mail or by using the URL. 2. A list of all the application that required approval should be displayed. 3. To approve the Producer Application, the National Office - DOA will <select> the record to be approved and click on the <Approve> button. 4. A confirmation message that reads "your record has been successfully. approved" will pop up on your screen, and the approved records will be removed from the waiting list. 5. Records can be approved as line items or more than 1 record can be selected and get authorised at once. 6. Once the record is approved, an email notification/sms will be send to Producer with the Farm registration number.
Alternative Flow	1. If the application has been "Approved" 1.1The system must populate a list of all the items that the applicant has requested. 1.2The user must then indicate the approved items. 1.3The user must input the budget allocated for the project. 1.4The system will save and send a sms to applicant regarding the application outcome and the list of the approved items. 2. If the application outcome is "Not-Approved" The user must indicate the reason for non-approval. An sms will be sent to applicant stating the application outcome and the reason for non-approval.
Frequency of Use	As many times a day, as required
Assumptions	The rejected Producers will be allowed to correct discrepancies that lead to the rejection of their application and allow to re-apply.

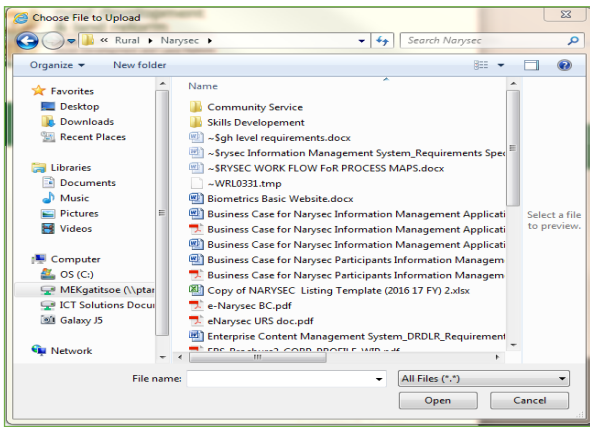
4.2.8 Functional Requirement 7 – Search Producer Information

Use Case	
Name	Search for Producer information
Use Case ID Number	UC -2.7
Description	Search for Producer information in the system
Initiating Actor	Internal End-Users (anyone who needs information on the system)
Business Rule ID	Only Users with access to the Farmer Register will be allowed to search for information in the system.
Trigger	Enquiry about Farmers supported by the Department
Preconditions	a Farmer must exist in the Farmer register
Post conditions	Search results are retrieved.
Inputs	Captured Farmer records.
Normal Flow	1. On the Landing page, User should be able to search for Producer by selected the <Search > Tab, as per the screen shot below. 2. The <Search for a Producer> window will be displayed, for Users to capture the following fields before continuing with their search, as per screen shot below:

	2.1 Identity Number, Surname, or Registration Number. 3. After the above fields is captured, User must click on the <Find Record> button to retrieve the information. 4. The searched Farmer record will be displayed. 
Alternative Flow	The Users will select <Clear> button, to clear the record. User will have an option to recapture the fields and search again.
Frequency of Use	As many times a day, as required
Assumptions	If the record of the Producer does not exist, the message "No record found" will be displayed. Users should be allowed to search for another record.

4.2.9 Function Requirement 8 – To Upload Documents

Use Case	
Name	Upload Supporting Documents
Use Case ID Number	UC -2.8
Description	This use case describes the actions necessary to upload supporting documents
Initiating Actor	EP, Extension manager
Business Rule ID	Only required documents are to be uploaded and attached to the Producer Application.
Trigger:	Attach supporting documents to the Producer application form.
Preconditions	The Producer application must be captured on the system.
Post conditions	Documents are successfully uploaded.
Inputs	• Copy of the Identity document, • Application Form, • Any other supporting documents.
Normal Flow	1. While on the "Capture Producer Application" window select <Upload> Button,  2. Select on the <Browse > button as per screenshot above to search the files to upload, 3. The <Choose File to Upload > window opens with a <Open> and <Cancel > tabs for Officials to select the files to upload. 4. Users must be able to upload more than 1 file at a time, and click on the

	<Open> tab to upload the files, then click on the <OK/Save> tab, to save the files uploaded. 
Alternative Flow	Select on the <Cancel> button, if User no longer wants to upload supporting Document.
Frequency of Use	As many times a day, as required
Assumptions	Size of the files to be uploaded will be determined by the ICT Support Services.

4.2.10 Function Requirement 9 – Upload Proof of Supported projects

Use Case	
Name	Upload Proof of Supported Project
Use Case ID Number	UC -2.9
Description	Producers have been assisted by the Department and proof of the service delivered must be submitted it can be done in a form of pictures or vouchers issued.
Initiating Actor	EP, Extension manager
Business Rule ID	The Producer must meet the requirements and all input fields and commodities requesting support for must be captured when filling in the application.
Trigger:	The Producers application is approved and serves have been rendered.
Preconditions	Applications must have been approved on the system.
Post conditions	Proof of services rendered has been uploaded on the system/
Inputs	List of services offered. Date when the service was rendered. The items that were supplied.
Normal Flow	- After the serves have been rendered to the Producers, and proof of service has been received, the EP will log into the system to indicated. the services rendered such as issuing of vouchers, training offered, benefiting from other government schemes such as CASP, MAFISA, AgriBEE.etc. - The user will save the captured information and upload proof of delivery.
Alternative Flow	None
Frequency of Use	As required
Assumptions	All Producers will be made aware that they will be requested to provide proof of the services rendered.

Function Requirement 10 – View/Print Reports

Use Case	
Name	View/Print Reports

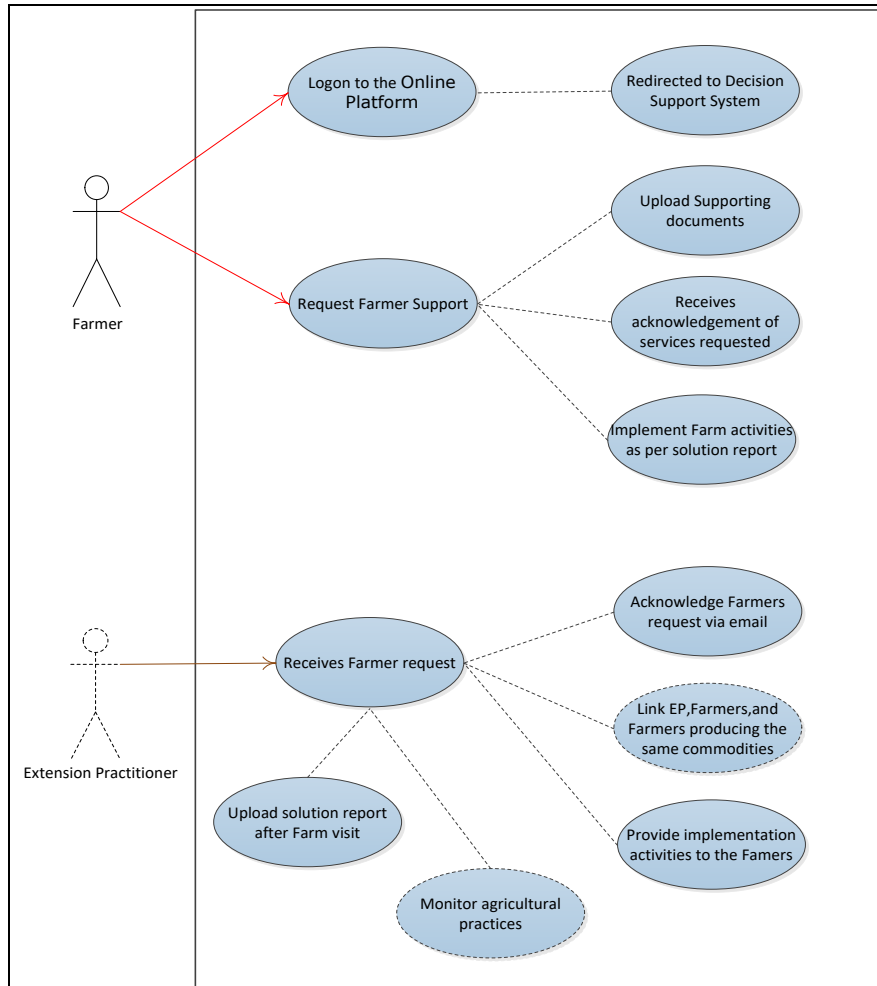
Use Case ID Number	UC -2.10
Description	The User wants to view and print the required reports.
Initiating Actor	EP, Extension manager
Business Rule ID	All required fields are captures.
Trigger:	To Print reports
Preconditions	Applications must have been captured on the system.
Post conditions	The requested report must be displayed and printed.
Inputs	Report Name, Period (start and end date),and Status.
Normal Flow	1. The user logs in to the system and click on the "Report" tab. 2. Selects the following parameters: 2.1 Name of the report and, 2.2 Period (start and end date). 3. The system displays the requested report with an option to Download (csv,exl,html),print, save or exit. 4. Click on "print" button and system prints the report. 5. Click on "save" button and system allows the user to save the report to the local machine. 6. Click on "exit" button and system will close the current page.
Alternative Flow	None
Frequency of Use	As many times a day ,as required
Assumptions	All input data fields must contain valid values for the users to retrieve information while running the Report.

4.3 Decision Support System

4.3.1 The Decision Support System Use Case 3

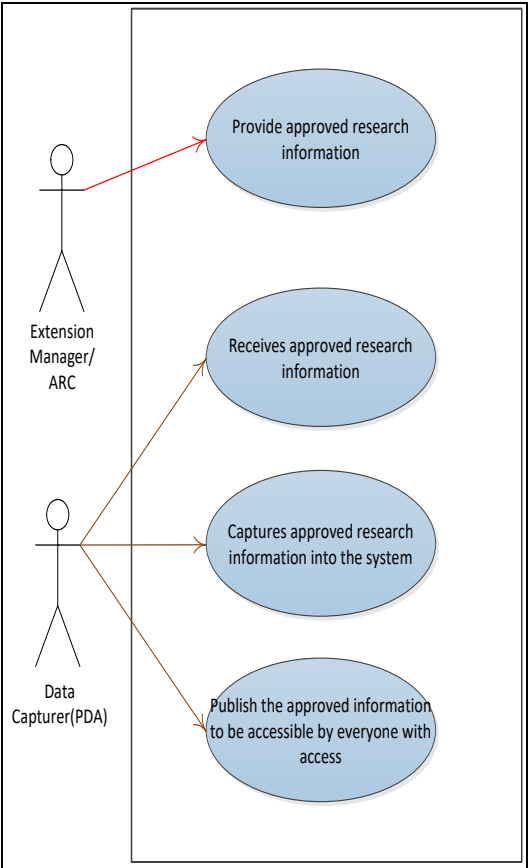
The Use Case diagram below depicts the High-Level requirements to be developed and implemented for the Decision Support system.

Figure 10: Provide Support to Registered Producers Use Case 3



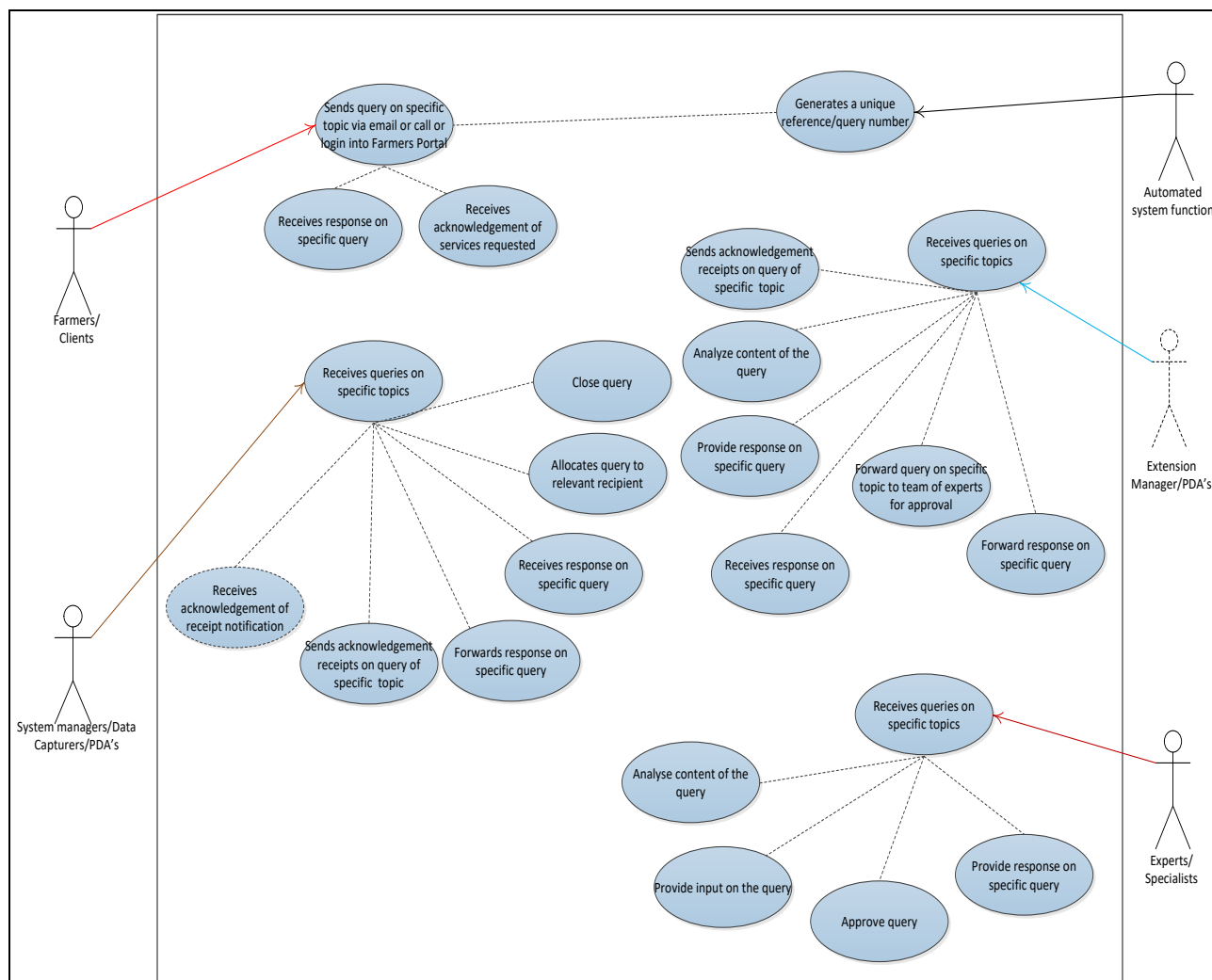
LEGEND	
	The Actor d diagram depicts a role a User will be playing while using the system. As shown with the Use Case diagram above, both the Farmer and EP are Actors and stakeholders of the Decision Support system.
	The System Boundary diagram, depicts the functions that will be carried out within the system.
	The Use Case diagram depicts the actions that Users will be performing in the system.

Figure 11: Capture/Update Research Information Use Case 3



LEGEND	
	The Actor diagram, depicts a role a User will be playing while using the system. As shown with the Use Case diagram above, both the Extension Manager/ARC and Data Captures (PDA's) are Actors and stakeholders of the Directory For EP system.
	The System Boundary diagram, depicts the functions that will be carried out within the system.
	The Use Case diagram depicts the actions that Users will be performing in the system.

Figure 12: Attend to the Query on DSS Use Case 3



LEGEND

	The Actor diagram depicts a role a User will be playing while using the system. As shown with the Use Case diagram above, the Farmers, Experts/Specialists, Extension Manager/ARC and Data Captures (PDA's) are Actors and stakeholders of the Directory for EP system.
	The System Boundary diagram, depicts the functions that will be carried out within the system.
	The Use Case diagram depicts the actions that Users will be performing in the system.

4.3.2 Functional Requirement 1 – Request Producer Support Services

Use Case	
Name	Request Producers Support services
Use Case ID Number	UC -3.1
Trigger	Producers request services from the Department
Initiating Actor	Producers
Description	All Producers can access can request support from the Department through the various platforms that are readily available.
Business rules	All Producers that request services must be registered in the Farmer Register, if not the EP must request additional information from the Producers to register them in the systems, before accessing services.

Pre-conditions	Register all Producers in the Farmer Register system (Producer must complete and signs the application form with the assistance of the extension Practitioner OR follow the self-registration process).
Post Conditions	The Producer's request is acknowledged via Email/SMS
Inputs	Email notifications with Producer Requests, providing supporting documents and pictures.
Normal Flow	1. Upon logging into the Online Platform Online Platform, the Farmers will be directed to the Decision Support System where they will choose the service that they require. 2. If the "Request for Producer Support", option is selected, the Farmer will be requested to provide the following: 2.1 Name, Surname, Producer Registration number, Commodities, Contact Details, Email and brief description of the service required. 2.2 On the same page, the Producers will be required to attach the supporting documents. i.e., pictures. 3. Producer will receive "Receives acknowledgement of services requested" email/SMS indicating the following: "thank you for contacting the Department, your request will be assessed, and feedback will be provided on your contact details provided".
Alternative Flows	Producers who do not have access to emails and internet, can send through their request via their EP. The EP will initiate Farm visits based on the regulatory requirements and log this request on the Decision Support System.
Frequency of Use	As frequent as the service is required
Assumptions	The Users will have been oriented on how to log their request through the publication that will be found in the Departmental Website, or through their EP.

4.3.3 Functional Requirement 2 – Receive and Process Request Producer

Use Case	
Name	Receive and Process Request Producer
Use Case ID Number	UC -3.2
Trigger	Producers request services from the Department
Initiating Actor	Extension Manager/Extension Practitioner
Description	Providing support to after receiving requests from the Producers.
Business rules	Farm visits will be initiated by the EP to ensure that regulatory requirements are followed, before any support is offered to the Producers.
Pre-conditions	Register all Producers in the Farmer Register system (Producer must complete and signs the application form with the assistance of the Extension Practitioner OR follow the self-registration process).
Post Conditions	Producers linked to practitioners within the district. Linked/group producers producing same commodities per area for study group.
Inputs	Email notifications with Producer Requests, providing supporting documents and pictures. Farm visit initiated by EP on the system.
Normal Flow	1. The EP will have two options to access all the Producers request, 1.1 They will receive an email notification of all the requests that are related to their District assign to them. 1.2 Alternatively, they can log into the Decision Support System to view all the requests allocated to their District.

	- The Extension Practitioner will assess the request, and request supporting documents if they are not attached to the request. - The EP will group the Producers according to their commodities and provide implementation activities to each service requester. - On instance where a Farm visit are required, the EP will conduct the Farm visits to resolve identified problems. - Upload the solution report, link it to the Producer reference number after Farm visits. - Extension Practitioner will send the Solution Report to the Producer for implementation. - The Monitoring Report will evidence of the implementation plan from the Producer must be uploaded.
Alternative Flows	Producers who do not have access to emails and internet, will be contacted telephonically by their EP. The EP will initiate Farm visits based on the regulatory requirements and log this request on the Decision Support System.
Frequency of Use	As many times as the services are requested.
Assumptions	Appointments with the producers will be made in time prior to Farm visit. The Sufficient resources will be provided to carry out this process. Practitioner will to be upskilled with new trends/best practices.

4.3.4 Functional Requirement 3 – Capture/Update research information

Use Case	
Name	Capture/Update research information
Use Case ID Number	UC -3.3
Trigger	Research information revived from the various sources.
Initiating Actor	System Managers, and Extension Managers if information is approved by research committee/forum
Description	The Department partners with the Agriculture Research Council and other sources to receive research information based on the commodities that that Producers require assistance with.
Business rules	The research information can be loaded into the system but will only be published to be used after being approved by the research committee or forum.
Pre-conditions	Compilation of research information from various research sources
Post Conditions	Upload and publish approved research information in the Decision Support System.
Inputs	Approved research information
Normal Flow	- The Department system managers will receive the research information from various sources via email. - The System Mangers/Extension Managers will capture the research information into the system using the information collection Forms. - Once the information received is approved, only then it can be published to be used by everyone with access in the system. - The information required to be captured in the system is outlined in Annexure C- Information Collection Form and Annexure D- Phase of the Commodity Lifecycle.
Alternative Flows	None
Frequency of Use	As many times as required.
Assumptions	System Managers/Data Capturers will be made aware of the changes to their process prior to the Go-Live date.

4.3.5 Functional Requirement 4 – Producer Sends query to the Department

Use Case	
Name	Producer Sends query to the department
Use Case ID Number	UC -3.4
Trigger	Queries received from Producers/Clients on specific topic
Initiating Actor	Producer/Client
Description	A Producer/Client contact the department to query information on the Decision Support System related to a topic they require help with.
Business rules	Only approved research information will be used to advice the Clients.
Pre-conditions	Producer/Client have queries they need assistance with.
Post Conditions	Producer/Client received response on their specific query they requested assistance with from the Department.
Inputs	Query logged by the Producer/Client.
Normal Flow	- The Producer send their query to the Department via email, calling the Department or by logging into the Farmer Register Portal. - If the query is received through the Farmer Register the following will occur: - The Registered Producer will be able to click on the "Log query" link. - A window will pop up requesting the Producer to fill in their Producer Registration Number, Name & Surname, Contacts, Email and Comments filed to capture their query. - Once the above is captured, the Farmer will select the <Submit> button to submit their query. - A unique Query Reference number will be generated and send to the Producer/Client email/SMS. - An acknowledgment email will also be sent to the Producer/Client acknowledging that their request was received and will be attended to.
Alternative Flows	- Queries that are received via emails and telephonically, will be directed EP to be captured in the Decision Support System. - The EP will log into the Decision Support System and log a query on behalf of the Client. - A Unique Query Reference number will be generated by the system and send automatically to the Client. - Subsequent to that an acknowledgement email will also be send to the Client with the unique query reference number for later follow up.
Frequency of Use	As often as required
Assumptions	System Managers/Data Capturers will be made aware of the changes to their process prior to the Go-Live date.

4.3.1 Functional Requirement 5 – Receive Query from the Producer/Client

Use Case	
Name	Receive Query from the Producer/Client
Use Case ID Number	UC -3.5
Trigger	Queries received from Producers/Clients on specific topic
Initiating Actor	System Manager, PDAs and Data Capturers

Description	Department receives queries from the Producer/Client to assists with any query that is logged.
Business rules	All queries received from the Clients should be assigned unique query reference number, allocate to Extension Manager/PDAs for assessed and should be responded.
Pre-conditions	The Department would have approved research data uploaded and published on the system for the Producers/Clients to enquire on.
Post Conditions	Producer/Client received response on their specific query they requested assistance with from the Department.
Inputs	Query logged by the Producer/Client.
Normal Flow	- The System Manager/Data Capturers will receive queries in 2 folds. - i.e via email with queries logged by Client, - or by logging into the Decision Support System and view the "Logged query list". - Each query will comprise of the following: - Status of the query (either - logged, in progress, partially resolve, and resolved). - The content of the query, - Name and Surname of the client (Producer registration number if registered), - Contact details (of the client), - Email address (of the client), - Reference number (unique query number). - The System Manager/Data Capturers will review the "Logged query list" and assign queries to the relevant PDA Extension Manager/Practitioner. - After receiving feedback from the PDA Extension Manager/Practitioner, the System Manager/Data Capture will forward the responses to the Client. - Then continue to close the query.
Alternative Flows	None
Frequency of Use	As often as required
Assumptions	All queries will be allocated a reference number and attended to.

4.3.2 Functional Requirement 6 – Receive Query from the System Manager/Data Capturers

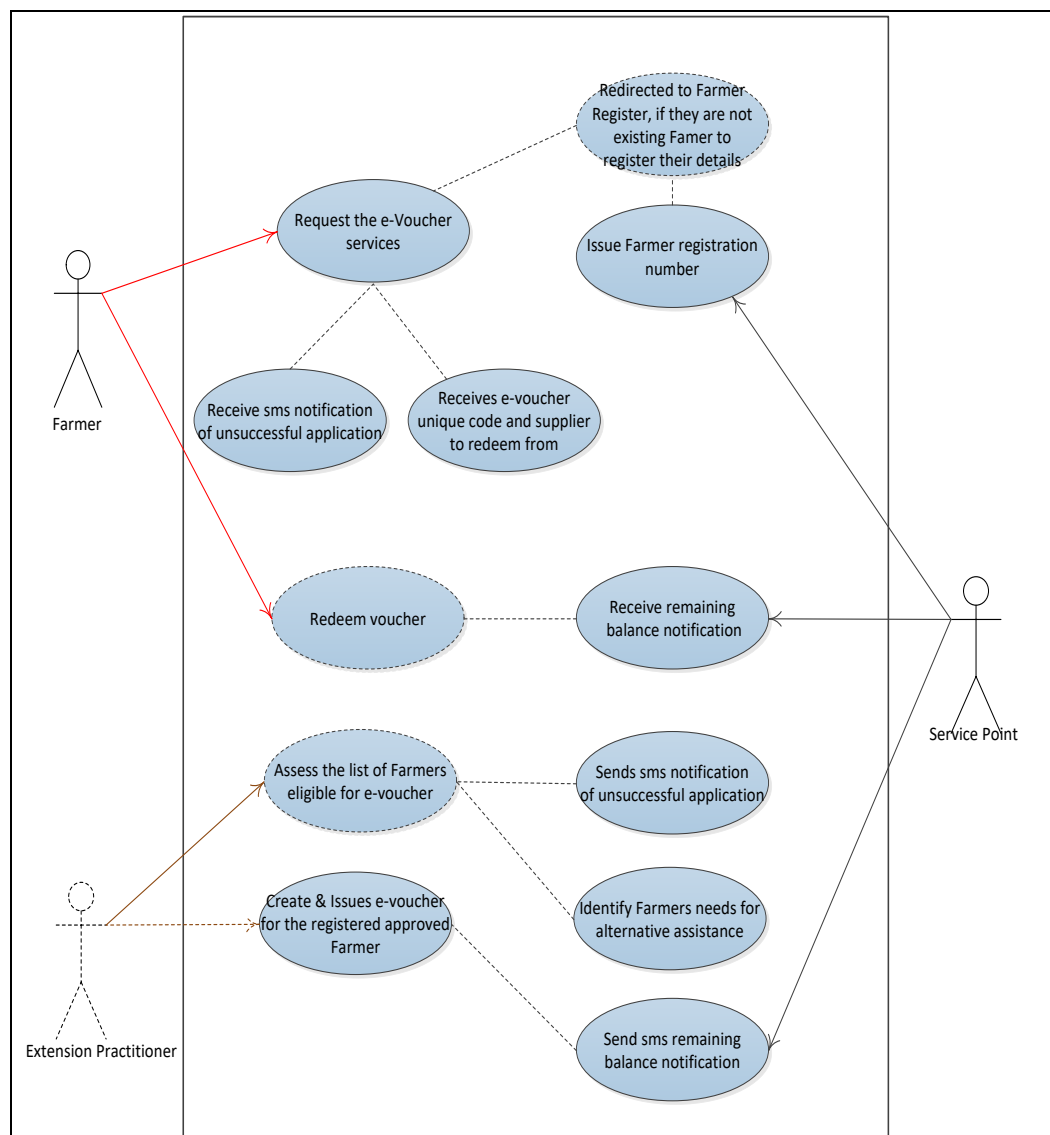
Use Case	
Name	Receive Query from the System Manager/Data Capturers
Use Case ID Number	UC -3.6
Trigger	Queries assigned by the System Manager/Data Capturer on specific topic
Initiating Actor	PDA Extension Manager/Practitioner
Description	PDA Extension Manager/Practitioner receives queries allocated by the System Manager/Data Capturers to assist the client.
Business rules	All queries received from the Clients should be assigned unique query reference number, allocate to Extension Manager/PDAs for assessed and should be responded.
Pre-conditions	All queries must be allocated to the correct PDA Extension Manager/Practitioner for actioning.
Post Conditions	Producer/Client received response on their specific query they requested assistance with from the Department.
Inputs	Queries allocated by the System Manager/Data Capturers for actioning.

Normal Flow	1. The PDA Extension Manager/Practitioner will either log into the system to action the query or receive email notification of all queries they need to action. 2. The list of queries will be displayed on the landing page of the PDA Extension Manager/Practitioner, as follows: 2.1 Status of the query (either - logged, in progress, partially resolve, and resolved). 2.2 The content of the query, 2.3 Name and Surname of the client (Producer registration number if registered), 2.4 Contact details (of the client), 2.5 Email address (of the client), 2.6 Reference number (unique query number). 3. Once the queries are assessed, an acknowledgment email with the unique query reference number will be send to the Producer/Client. 4. The PDA Extension Manager/Practitioner will analyse the content of the query and search on the Decision Support system if information required by the Client is readily available to provided response on. 5. If the information required is not available, the Experts/Specialist will be conducted to provide inputs and approval via email. 6. The PDA Extension Manager/Practitioner will provide feedback from the Experts/Specialist to the System Manger/Data Capturers. • The PDA Extension Manager will update the status of the query.
Alternative Flows	None
Frequency of Use	As often as required
Assumptions	All queries will be allocated a reference number and attended to.

4.4 e-Voucher

4.4.1 The Decision Support System Use Case 4

The Use Case diagram below depicts the High-Level requirements to be developed and implemented for the e-Voucher system.

Figure 13: e-Voucher Use Case 4**LEGEND**

The **Actor** diagram depicts a role a User will be playing while using the system. As shown with the Use Case diagram above, both the EP and Farmers are Actors and stakeholders of the Directory for EP system.



The **System Boundary** diagram, depicts the functions that will be carried out within the system.



The **Use Case** diagram depicts the actions that Users will be performing in the system.

4.4.2 Functional Requirement 1 – Request the e-Voucher System

Use Case	
Name	Request the e-Voucher services
Use Case ID Number	UC -4.1
Trigger	Producer requires services from the Department
Initiating Actor	Producer, Extension Practitioner.
Description	Producers send an application requesting to be assisted with the e-Vouchers to buy the commodities they require for their operations.

Business rules	• All Producers/beneficiaries must be registered on the Farmer Register system. • Producers/beneficiaries applications must be evaluated to ensure that they have access assistance from other funds offered by the Department. • All Producers/beneficiaries must have a registered mobile number to redeem their vouchers.
Pre-conditions	Producers/Beneficiaries are able to access to the system and request the services.
Post Conditions	Producers/Beneficiaries received the e-Vouchers and redeem them successfully.
Inputs	Producer Registration number, and Mobile number
Normal Flow	1. Users accesses URL for Online Platform and directed to the login page. 2. Users will be asked to select the service they require. 3. Upon selecting the services required, Users are redirected to the Farmer Register system if they are not existing Producers, to register their details. 4. If they are existing Producers, they will select the e-Voucher services, and capture their application to request the e-Voucher. 5. User will be required to provide the following details before their application is processed: The Producers/Beneficiaries First name, Surname, Mobile number, Gender, Date of Birth, National ID number, Location – GPS coordinates, Province, District, Wards and Municipality. 6. Select submit button to submit their application for authorisation.
Alternative Flows	1. Producers/Beneficiaries can send their e-voucher request through their EP. 2. Producers/Beneficiaries will still be required to provide their details as detailed in point 5 above. 3. Once the details are provided, the application will follow the normal authorisation process before receiving their vouchers.
Frequency of Use	When the application for funding dates is announced for Producers/Beneficiaries to submit their applications.
Assumptions	All Producers will be registered and classified as such. All Producers/Beneficiaries have access to the mobile device, as this will not be provided by the department.

4.4.3 Functional Requirement 2 – Assess Registered Producer eligible for e-voucher

Use Case	
Name	Assess Registered Producer eligible for e-voucher
Use Case ID Number	UC -4.2
Description	The Producers/Beneficiaries that send through their application to the Department requesting voucher assistance will be assessed to evaluate with they are eligible for the vouchers or other service offered by the Department.
Initiating Actor	PDA, DOA
Business Rule ID	• All Farmers/beneficiaries must be registered on the Farmer Register system. • Producers/beneficiaries applications must be evaluated to ensure that they have access assistance from other funds offered by the Department. • All Producers/beneficiaries must have a registered mobile number to redeem their vouchers.
Trigger:	Assess if the Producers/Beneficiaries are eligible to receive the e-vouchers.
Preconditions	The Producer must be registered in the Farmer Register to access the services the Department offers, or All Beneficiaries will go through their EP to access the services.
Post conditions	Producers will be informed when their application are unsuccessful and directed to the correct unit after assessing their needs.

Inputs	Producer registration numbers – if they are existing Producers. Producers' information to register them on the system.
Normal Flow	1. After the PDAs logs into the system, they will navigate to the page where they can view all the service request. 2. Select the e-voucher module to view all the e-voucher request. 3. Assess all the applications individually and provide feedback. 4. If application is unsuccessful: Send producer/beneficiary the unsuccessful application notification (Process end). 5. If the application is successful, the Extension Practitioner will continue with the e-voucher process.
Alternative Flow	If application is unsuccessful, the EP will Identify producer's needs and provide alternate suitable service.
Frequency of Use	As many times a day, as required
Assumptions	All requests will be resolved, and feedback will be send to the Farmers/Beneficiaries.

4.4.4 Functional Requirement 3 – Create, Issues, & Approve e-voucher for the registered approved Producer

Use Case	
Name	Create, Issues & Approve e-voucher for the registered approved Producer
Use Case ID Number	UC -4.3
Description	e-vouchers are created and issues to the eligible Farmers/Beneficiaries.
Initiating Actor	PDA, DOA
Business Rule IDe	• All Farmers/beneficiaries must be registered on the Farmer Register system. • Producers/beneficiaries applications must be evaluated to ensure that they have access assistance from other funds offered by the Department. • All Producers/beneficiaries must have a registered mobile number to redeem their vouchers.
Trigger:	Evaluated and approved Producer/Beneficiaries of the e-Vouchers.
Preconditions	The Producer/Beneficiaries must be assessed and deemed eligible to receive the vouchers.
Post conditions	The e-Vouchers are created and issues to the Producers/Beneficiaries. e-voucher with voucher balance, if Beneficiaries did not utilise the whole voucher amount.
Inputs	Beneficiary eligibility report. e-Vouchers requested. Producer's needs identified.
Normal Flow	There will be two ways to see if there are Producers/Beneficiaries that requires assistance with e-Vouchers, namely: 1. The PDAs will receive an email notification from the system, listing all the applications that have been assessed, or 2. PDAs will Log into the system and view all the applications that are awaiting to have vouchers created. 3. When creating e-voucher, the correct mobile number must be captured on the system and linked to the Farmer ID number. 4. Capture the following details: The Producers/Beneficiaries First name, Surname, Mobile number, Gender, Date of Birth, National ID number, Location – GPS coordinates, Province, District, Wards and Municipality, Programme-Voucher Amount, 5. PDAs will select all the Producers/Beneficiaries that where successful after assessment and select "create e-Voucher" option, to create e-voucher with unique voucher codes.

	6. The Vouchers will be assessed and approved before being issued. The following fields will be assessed: Programme, Voucher no, Farmer Name, Farmer ID, voucher value, voucher status (created, authorised, approved). 7. Send the e-voucher number with balance to the Producer/Beneficiaries to redeem their vouchers. 8. The next step will be to redeem the vouchers, in FR4 below.
Alternative Flow	None
Frequency of Use	As many times a day, as required
Assumptions	All Producers/Beneficiaries must have a registered mobile number.

4.4.5 Functional Requirement 4 – Redeem e-vouchers

Use Case	
Name	Redeem e-voucher
Use Case ID Number	UC -4.4
Description	Redeem e-vouchers send to the Producers/Beneficiaries
Initiating Actor	Producers/Beneficiaries
Business Rule ID	- All Farmers/beneficiaries must produce a valid voucher number at the service point. - Vouchers will only be redeemed at the service points provided by the Department. - All Producers/beneficiaries must have a registered mobile number to redeem their vouchers.
Trigger:	Producers/Beneficiaries requires to redeem the e-Vouchers.
Preconditions	The Producer/Beneficiaries must receive a valid voucher.
Post conditions	Producers/Beneficiaries redeemed their e-Vouchers. Producers/Beneficiaries receives e-voucher with voucher balance if Beneficiaries did not utilise the whole voucher amount.
Inputs	Mobile Number. e-voucher with voucher balance. Unique Voucher Code.
Normal Flow	- Once the Producers/Beneficiaries receives their vouchers via mobile, they will be required to redeem their vouchers within specified time frame at the identified service providers. - The voucher message will give details of the following: - e-Voucher number, - e-Voucher amount, - suggested nearby service point, - The following are required to redeem the e-voucher: - Valid Identification document/license, and signature of the Producer/Beneficiaries. - Famers/Beneficiaries hands over their code at their service point to redeems their e-vouchers, - If not all the voucher amount is utilised, the Producer/Beneficiaries will immediately receive an SMS notification with the remaining balance. - The Producer/Beneficiaries will still receive balance notification even if there are zero balance in the voucher. - The Supplier/Service point will generate invoice and submit to the Department for reconciliation.
Alternative Flow	None
Frequency of Use	As many times a day, as required

Assumptions

All Service Point/Service Providers identified by the department will be notified prior to Producers/Beneficiaries interaction with the Service provider.

5 NON-FUNCTION REQUIREMENTS

5.1 User Interface Requirements

- a) The generated content across all applications must be displayed in printable format.
- b) Allow for mobility: access the Applications anytime anywhere 24/7.
- c) The application must be Agile: it must allow for change on business requirements not functionality. g templates that can be uploaded but the business process cannot be changed.
- d) Real time update on the Application. i.e. if documents are updated on the application, users must be able to access them immediately.
- e) Only narrative fields will not be validated, however all numeric fields must be validated and reported if any of the numbers are incorrect – e.g., if an ID is required only ID number should be recorded.
- f) Alert Users for Non - Log Ins – if users do not log into the Application to update their tasks, an alert must be sent out to them to start using the Applications. i.e. Online Platform Online Platform
- g) Only Authorised users will be given access to the Application.
- h) Make provision to work offline, and update synchronize when plugged onto the network.
- i) Mobile requirement – to access information and capture data. This will include Viewing, Approval and Signing off the reports.

5.2 Software Interface Requirements

The technologies to be used are partially known at this point (as listed below) but the development Tools and Components will be detailed in the solution design document after analysis of the requirements is completed.

Table 5: Software Interface Requirements

No.	Software
1.	DOA uses Java to develop in-house applications
2.	MS-SQL as the system database
3.	MS Exchange for e-mail services
4.	Operating Systems Windows 7 and 10
5.	Server Operating Systems Windows Server 2012 R2

The use of front-end and back-end must be maintained and updated regularly to comply with user needs and requirements as and when new content, tools and data are added to the system, to

ensure the system is future proof, (meaning it can be used for 5-10 years into the future on technology that will ensure this). The system maintenance team is expected to be stationed within the department premises for the duration of the contract (in support of the e-voucher module that will be outsourced).

5.3 Communication Interface Requirements

At the transmission and network layers, the Transmission Control Protocol (TCP) and the Intranet Protocol (IP) will be utilised in the use and deployment of the solution.

5.4 Performance Requirements

5.4.1 Response time

- a) The data solution should show no visible deterioration in response time as the number of people increases who will be accessing the information.
- b) Response times seen by end users for querying data should be on the order of 40 seconds or less.
- c) The core times that the Application must be available are the normal working hours of the Department of Agriculture (DOA) (Monday to Friday from 08:00 to 16:30) and log a call with the Helpdesk for after hours when needed.
- d) Users should be able to login via the extranet. A URL should be provided to specific users.
- e) The Application must not be down for more than one working day, (notify when Application is down).

5.4.2 Loading speed

The data Application would load as quickly as comparable productivity tools in whatever environment it is running in, with a maximum of 40 seconds or less.

5.5 Safety, Security and Environmental Requirements

Access to the Application must have permission rights and password protected for all users, and the Application administrator (Issuing usernames and passwords), Password changes monthly as per the ICT Standards.

5.6 Service Level Requirements

Below will apply only if a service provider is appointed to assist with the enhancements to the existing application within the Department:

Table 7 : Service Level Requirements

Severity Level	Description	Contact Method	Response Time
P1 (Critical)	System is inoperable or not functioning; data has been lost.	E-mail Phone Helpdesk	90% within 24 hours; monitored and maintained 24/7/365
P2 (Major)	Business outage or significant impact threatening future productivity. Very difficult to work around; the system is somewhat usable.	E-mail Phone Helpdesk	90% within two (2) South African business days; monitored and maintained during business hours
P3 (Minor)	Issue impact is high; production is proceeding but in an impaired fashion. Workarounds are available.	E-mail Phone Helpdesk	90% within twenty (20) South African business days; monitored and maintained during business hours.
P4 (Not Urgent)	Issue does not have a significant current productivity impact and bugs that have no impact on productivity.	E-mail	To be agreed between parties based on sprint allocation.

5.7 Input and Output Performance Requirements

High steady-state and peak demands for read requests and write requests, I/O Applications should be aggressive on optimizing data retrieval.

5.8 Compliance Requirements

The processes for the development of the entire solution should be in line with the Information Technology Infrastructure (ITIL) Compliance Management. The responsibility is to ensure that standards and guidelines on ITIL Compliance Management is followed, or that proper, consistent accounting or other practices are being employed within the solution.

5.9 Maintenance Requirements

The maintenance of the overall solution is the primary responsibility of the Solutions Development and Service Management team, post the project implementation, however if a Service Provider is appointed with the Post-implementation Support contract in place, this will be a joint support between OCIO and the Service Provider to the Business.

Data maintenance and updates:

Setup a data maintenance centre where data is obtained (researched, received, collected, and collated), analysed and interpreted and uploaded directly onto the system. The DSS software including the use of front ends and back-ends must be maintained and updated regularly to comply with user needs and requirements. (Data warehouse capability which allows for an enterprise data-model, tables, databases present and future to be visible, updatable, modifiable to the enterprise and systems).

5.10 Delivery Requirements

5.10.1 Delivery Dates:

The project will commence from 01 April 2022 to end of 31 December 2024. The timeframe will be adjusted during the project life cycle if needs be.

5.10.2 ICT Help desk:

Provide sufficiently skilled and the correct number of technical ICT staff to ensure that all applications, servers, software, hardware and hosting equipment are functioning according to required parameters, for the system to operate. The users of the system must be able to access the system help desk during office hours (08h00-16h30) via telephone and e-mail. The help desk must be able to provide immediate support to the users for login, and other system related challenges. An after-hours telephone/e-mail/cell phone-based service must be available 24 hours a day and seven days a week.

5.10.3 Extension Technical Support Help desk:

Provide sufficiently skilled and the correct number of extension technical staff to ensure that all users can be helped telephonically, via Chat systems (to be built as part of the requirements) and by means of email regarding their queries or need for information/advice. The users of the system must be able to access the help desk service during office hours (08h00-16h30) via telephone and e-mail. The help desk must be able to provide immediate support to the users.

5.10.4 Skills Transfer

The successful supplier must do skills transfer to the departmental information technology staff on how to configure the system, hardware, software, source code, to enable them to maintain/operate it by scheduling 5 days where the developers and infrastructure people can be shown/informed.

5.11 Support and Training Requirements

Continuous testing: - During development, the super user or super tester and the developer must continuously test every User Story upon completion to ensure that it is aligned with the requirements. This is to ensure that every module is complete and integrates with the rest of the Application.

Post development: - the Application will be provided to the Department for its own full Application testing, and thereafter there will be a User Acceptance Testing (UAT) opportunity before the Application is declared fit for production use.

Awareness and Training: - Undertake periodic and rigorous orientation and promotional initiatives including visits and meetings with all users in the country. Provide need-based training

regularly to users and other interested parties at no additional costs. Support and training will be provided by the Solutions Development team in conjunction with the Service Provider, if any is appointed for this Project. Develop a training manual for both technical and non-technical users, that can be used as a reference to navigate through the system.

5.12 Business Continuity Requirements

- a) The back-up and disaster recovery solution should be operational at all times.
- b) All users with access to the system should be relayed a message beforehand should there be disruptions on the solution. This message will be sent out via email to all active Users.
- c) The solution should enable a rapid recovery and timeous resumption of critical operations after 10 hours, following a wide-scale disruption.
- d) The solution should enable a rapid recovery and timeous resumption of critical operations after 2 hours, following the loss or inaccessibility of staff in at least one major operation location.
- e) Routine use or testing of recovery and resumption arrangements should be done once every six months.
- f) The solution should enable high-level of confidence, through ongoing use or robust testing, that critical business continuity arrangements are effective and compatible.

6 QUALITY AND ACCEPTANCE

6.1 Quality

The quality of the Application would be determined by its usability, look and feel of the reports and the correct contents of the reports generated, the response time of data retrieval and the number of bugs experienced when transacting.

6.2 Acceptance Criteria

The criteria that will be used to sign-off on the various deliverables of the proposed solution is as follows:

- a) The business requirements are meet.
- b) Generation of specified Reports as per request are meet.
- c) Functionality to manipulate the generation of reports using various filtering criteria specified.

The probability for Application availability is 98%.

7 IMPACT ASSESSMENT

7.1 Internal Organisational Impact Assessment

The following organisational entities may impact this project or may be impacted by this project:

Table 8 : Internal organizational impact assessment

NO	ORGANISATIONAL ENTITY	DESCRIPTION OF IMPACT	CONTACT PERSON
1.	Departmental Branches	Change in the way information is accessed and disseminated	Project Owner
2.	Departmental Branches	Automation of business processes. Streamlined reporting	MASS

8 REQUIREMENTS MANAGEMENT

8.1 Standards

The following standards must be adhered to:

Table 9 : Compliance standards to be adhered to

STANDARDS	OWNER DEPARTMENT	CONTACT PERSON
ITIL	OCIO (ICT SOLUTIONS DEVELOPMENT)	Mrs P Lekgau
SDLC	OCIO (ICT SOLUTIONS DEVELOPMENT)	
COBIT	OCIO (ICT SOLUTIONS DEVELOPMENT)	

8.2 Configuration

Configuration Management (CM) is a technical administrative discipline that will support the solution development and maintenance by:

- Aligning to the current configuration of the other OCIO Portal.
- Automatic recording and tracing changes to the solution components throughout the life cycle.
- Provide processes for controlling changes.
- Configuration will be based of the requirements detailed in point above. Set up all applications and databases required for the system and develop and/or identify a server(s) with full resilience and robust hosting capability using the technology that minimises the risk of failure and downtime in the Department.
- National Portal: to be accessed by national officials with varying access control measures. The national portal will mainly be used for program management, user help, Finance, and general administration of the system.
- Provincial portal: to be accessed by provincial officials with varying access control measures. The provincial portal will mainly be used for beneficiary management, oversight, approvals of producers in line with national guidelines.
- District portal: to be accessed by district officials with varying access control measures. The district portal will mainly be used for data capture, program management, producer contact, producer registration and monitoring capabilities.
- Supplier/Agro-dealer portal: This portal will be used for on-boarding of suppliers/agro-dealers, product catalogue management, tendering, invoice management, redeeming monitoring, redeeming of inputs, redeeming app.
- Oversight portal: This portal provides summarised reports. It is useful for audit trail management, system logs, Dashboard, reconciliations.

8.3 Requirements Tracking

The purpose of the requirements traceability matrix is to ensure all product requirements are completed in accordance with the project initiation document. This matrix provides a thread from all product requirements through design, testing, and user acceptance. Any approved changes in project scope or requirements will result in changes to the traceability matrix below. Based on impacts of the approved changes, the Project Manager will make the necessary changes to the matrix and communicate those changes to all project stakeholders.

9 REQUIREMENTS TRACEABILITY MATRIX

9.1 Matrix 1: Requirements to project scope/WBS deliverables

Table 10 : Matrix Requirements to project scope/WBS deliverables

NO	REQUIREMENTS	MATRIX ELEMENTS			
		NEEDS	OPPORTUNITIES	GOALS	OBJECTIVES
1.	Business Case development	X		X	X
2.	Business Case Sign off	X		X	X
3.	User Requirements Specification development	X		X	X
4.	User Requirements Document Development Sign Off	X		X	X
5.	Project Initiation Document (PID) Development	X		X	X
6.	PID Sign Off	X		X	X
7.	Project Plan Development	X		X	X
8.	Application Development	X		X	X
9.	Application Testing	X		X	X
10.	User Acceptance Testing	X		X	X
11.	Proof of Concept (Dry Run)	X	X		
12.	Change Management & User Training	X		X	X

9.2 Matrix 2: Reporting Requirements

Table 11 : Matrix Reporting Requirements of the Online Platform for Producer Support

REPORT		INFORMATION REQUIREMENT		MATRIX ELEMENTS	
		FARMER REGISTER REPORTS		GOALS	OBJECTIVES
REF	REPORTS	DESCRIPTION	FIELDS		
Rp.1	Total Number of EP Per Province	This report will display the numbers of Practitioners within a specific Province.	Name, Surname, Province, Municipality, District, Commodity.	X	X
Rp.2	Total Number of registered Producers	This report will display The Total Number of Producers who used the self-service portal to register themselves in the Farmer Register.	Producer Registration Number, Name, Surname, Identity Number, Contacts, Location, Commodity,	X	X

			Farm and Production details.		
Rp.3	Total Number of Applications received	The report will display the Total Number of Applications received	Producer Registration Number, Farm Location, Producer Personal Details, Particulars of the farm operation, Available Infrastructure, Annual Turnover.	X	X
Rp.4	Application Status Report	The report will display the list all application per status.	Producer Registration Number, Application status (pending, Verified, Authorised, Approved), Date Captured, Date Approved, Approved By, Reference Number, Applicant (Producer), Province, Municipality, District.	X	X
Rp. 5	Support Status Report	The report will display the list of farmers and support received over time	Producer Registration Number, Application status (pending, Verified, Authorised, Approved), Date Captured, Date Approved, Approved By, Reference Number, Applicant (Producer), Province, Municipality, District.	X	X

REPORT		INFORMATION REQUIREMENT		MATRIX ELEMENTS	
	DECISION SUPPORT SYSTEM				
REF	REPORTS	DESCRIPTION	FIELDS	GOALS	OBJECTIVES
Rp.1	Total Number of requests received	This report will display The Total Number of requests received	Reference Number, Name, Surname, Identity, Number, Producer Registration Number, Contacts, Location, Commodity, Farm and Production details, Date.	X	X

Rp.2	Total Number of requests resolved	These reports will give an indication of the number of requests that were received and fully resolved.	Reference Number, Name, Surname, Identity, Number, Producer Registration Number, Contacts, Location, Commodity, Farm and Production details, Date.	X	X
Rp.3	Application status	This report will provide a list of all the requested logged and the status of each application: 1. Logged, 2. In-Progress, 3. Referred (to external providers for service), 4. Partially Closed, 5. Closed.	Reference Number, Name, Surname, Identity, Number, Producer Registration Number, Contacts, Location, Commodity, Farm and Production details, Date, Status.		

REPORT		INFORMATION REQUIREMENT		MATRIX ELEMENTS	
REF	REPORTS	e-VOUCHER		GOALS	OBJECTIVES
		DESCRIPTION	FIELDS		
Rp.1	Total Number of e-Vouchers issued	This report will display The Total Number of voucher issued to the registered Producers.	Name, Surname, Identity, Number, Producer Registration Number, Contacts, Location, Commodity, Farm and Production details, Voucher number.	X	X
Rp.2	Total Number of e-Vouchers fully redeemed	This report will display The Total Number of voucher fully redeemed.	Name, Surname, Identity Number, Producer Registration Number, Contacts, Location, Commodity, Farm and Production details, Voucher number, Voucher Amount, Voucher Amount redeemed, Balance Remaining, Service Point.	X	X

Rp.3	Total Number of e-Vouchers partially redeemed	This report will display The Total Number of e-voucher partially redeemed.	Name, Surname, Identity Number, Producer Registration Number, Contacts, Location, Commodity, Farm and Production details, Voucher number, Voucher Amount, Voucher Amount Partially redeemed, Balance Remaining, Service Point.	X	X
Rp.4	Total Number of e-Voucher issued but not redeemed	This report will display The Total Number of e-Voucher issued but not redeemed by the Producer/Beneficiaries.	Name, Surname, Identity Number, Producer Registration Number, Contacts, Location, Commodity, Farm and Production details, Voucher number, Voucher Amount, Balance Remaining, Service Point.	X	X

10 Annexures

10.1 Annexure A - Farm Location

Farm Location

Location	
Latitude: D	M S S
Longitude: D	M S E

10.2 Annexure B - Producer Application Form

Section 1 – Producer Personal Details

Section 1 - Producer Personal Details	
1.1 Details of the farmer	
Surname	
Name/initials	
Identity number	
Contact number	
Nationality (e.g. South African)	
E-mail address (e.g. ellen@gmail.com)	
Residential Address	
Street	
Suburb	
Town/City	
Code	
Postal Address	
Street	
Suburb	
Town/City	
Code	
Commodity & Farming experience	years:
Age group	--Select--
Gender	--Select--
Population group	--Select--
Language	--Select--
Are you operating the farm on a full-time or part-time basis?	--Select--
Are you the owner of the farm or land reported on?	--Select--
Please indicate ownership of the farm	--Select--
How was this farm or land acquired?	--Select--
If by redistribution, which programme?	--Select--
Number of employees Male Female Youth (18-35 years) With Disability	
Type of employment Permanent Male Female Seasonal Male Female Contract Male Female	
Highest level of formal education obtained	--Select--
Partial Submit 1	

Section 2 - Farm and production details

Section 2 - Farm and production details	
Particulars of the farm reported on	
Name of the farm: Registered name (don't use special characters)	
Name of the farm: Common name (don't use special characters)	
Name of the farm: Portion Number	
Province in which the farm is situated	KwaZulu Natal ▾
District municipality in which the farm is situated	eTHEKWINI ▾
Local municipality in (or closest) which the farm is situated	eTHEKWINI ▾
Ward	
Nearest town/village	--Select-- ▾
Type of business entity	--Select-- ▾
Business has how many members?	
Farm size/area of land farmed on (ha)	Arable Grazing
Type of farming practiced on this farm	☐ Livestock ☐ Horticulture ☐ Field crops ☐ Forestry ☐ Fishing ☐ Game Farming

Partial Submit 2

Section 2 – Type of Farming/Fishing practised

Section 2 - type of farming/fishing practised													
Livestock													
Poultry		Goat		Pigs		Ostrich		Cattle		Sheep		Other	
Horticulture													
Type	AP (ha)	QP (tons)	Type	AP (ha)	QP (tons)								
Vegetables			Fruits										
Nuts			Other										
Field Crops													
Type	AP (ha)	QP (tons)	Type	AP (ha)	QP (tons)	Type	AP (ha)	QP (tons)					
Grain			Cotton			Oilseeds							
Sugar Cane			Other			.	.	.					
Forestry													
Type	AP (ha)	QP (tons)	Type	AP (ha)	QP (tons)	Type	AP (ha)	QP (tons)					
Laths			Droppers			Poles							
Building Poles			Other			.	.	.					
Fishing													
What kind of Fishing? --Select-- ▾													
In which dam/river?:													
Snoek - QP (tons)		Hake QP - (tons)		Tuna QP - (tons)		Shell-fish - QP (tons)		Lobster QP - (tons)		Other QP - (tons)			
Game Farming													
Buffalo		Springbok		Impala		Crocodile		Gemsbok		Other			

Partial Submit 3

Section 2 – Particulars of the Farm operation (business)

Section 2 - Particulars of the farm operation (business)

Type of marketing channel

☐ contractual
☐ auction
☐ informal

Does your farm practise value adding and/or agro-processing activities Yes

Primary Agro-processing	Secondary Agro-processing	Advanced Agro-processing
☐ Washing or Cleaning	☐ Milling	☐ Canning
☐ Sorting and Grading	☐ Grinding	☐ Bottling
☐ Packaging	☐ Slaughtering	☐ Extraction (concentrates)
☐ Cold Storage	☐ Pressing for oil	☐ Mixing
☐ Slice and Dice (Cutting)	☐ Juicing and Purees	☐ Flavouring
☐ Labelling	☐ Others	☐ Others
☐ Pasteurising		
☐ Others		

Are the value adding and/or Agro-process activities practised on your farm undertaken manually? Yes

Partial Submit 4

Section 3 – Available infrastructure (assets) and services

Section 3 - Available infrastructure (assets) and services

Please indicate the types of assets available on the farm

Fixed Structures	Machinery/Vehicles	Irrigation Systems	Water Infrastructure	Implements/Equipments	Other
☐ Farm House/Stead	☐ Tractor	☐ Drip/ Micro irrigation	☐ River	☐ Ploughs	☐ Dip Tank
☐ Storage rooms/sheds	☐ Combine Harvesters	☐ Sprinkler irrigation	☐ Dams	☐ Planter	☐ Access road
☐ Poultry Houses	☐ Trunk	☐ Centre pivots	☐ Canal	☐ Tiller	☐ Electricity
☐ Pigsty	☐ Light delivery vehicle/bakkie	☐ Furrow irrigation	☐ Boreholes/Windmills	☐ Garden tools	
☐ Packhouse		☐ Flood irrigation		☐ Trailer	
☐ Fencing					
☐ Other (specify)	☐ Other (specify)	☐ Other (specify)	☐ Other (specify)	☐ Other (specify)	☐ Other (specify)

Do you have access to Animal Handling Facility elsewhere? Yes

Which of the following? Private

Type Small Stock

Have you ever receives any Government support? MAFISA

Type of Extension, Technical and Advisory Services

Extension Services Yes

Veterinary services? Yes

Which Veterinary services? Communal/public

Early-warning Information Yes

Agricultural Economic Information Yes

Training Yes

What Type of Training? Formal

Partial Submit 5

Section 4 – Annual Turnover (Last 3 financial years)

Section 4 - Annual Turnover (Last 3 financial years)

Producer Classification

Partial Submit 6

--Select--
Household (Vulnerable) Income negligible
Household (Subsistence) Less than R50 000
Smallholder R50 000 to less than R1 million
Medium Scale R1 million to less than R10 million
Large Scale R10 million to less than R50 million
Mega More than R50 million

Section 5 – Comments

Section 5 - Comments

Comments by the farmer:

Preferred Communication in future:

☐ Telephone
☐ Mobile phone
☐ Fax
☐ Email
☐ Face to Face

Date of the interview:

Partial Submit 7

10.3 Annexure C – Information Collection Form

Information Collection Forms		
Producer Information		
Fields	Description	Characters
Full name	Full names of applicant	text
Surname	Surname of Applicant	text
ID Number	Capture 13 Digit identification Number if "Yes"	numbers
Vat Number	Capture vat number	numbers
Income Tax Number	Capture Income tax Number	numbers
Size of enterprise(s)	Capture enterprise size	varchar
Telephone no	Both national and international numbers	numbers
Cell phone no	Both national and international numbers	numbers
Residential Address:	Capture residential address	varchar
Postal address:	Capture postal ad dress	varchar
List of products produced and coordinates	Capture coordinates and products	varchar
Services required, training, mentorship, take-off agreements	Capture info	varchar
If the producer currently is service by government, State owned Enterprise	Capture info	
Non-government organisations, grants, loans etc.	Capture info	

Service Producer Information		
Fields	Description	Characters
Full name	Full names of applicant	text
Surname	Surname of Applicant	text
ID Number/business/CISP number	Capture 13 Digit identification Number if "Yes"	numbers
Vat Number	Capture vat number	numbers
Income Tax Number	Capture Income tax Number	numbers
Size of enterprise(s)	Capture enterprise size	varchar
Telephone no	Both national and international numbers	numbers
Cell phone no	Both national and international numbers	numbers
Residential Address:	Capture residential address	varchar
Postal address:	Capture postal address	varchar
List of service/products available and coordinates	Capture coordinates and products	varchar
Cost of Service/products	Capture info	varchar
Option for government to b.mo. a coupon system to pay service providers for services rendered, redeem coupons, billing.	Capture info	

Digital market/Service/advice portal website/ecosystem		
Fields	Description	Characters
Full name	Full names of applicant	text
Surname	Surname of Applicant	text
ID Number/business/CISP number	Capture 13 Digit identification Number if "Yes"	numbers
Vat Number	Capture vat number	numbers
Income Tax Number	Capture Income tax Number	numbers
Size of enterprise(s)	Capture enterprise size	varchar
Telephone no	Both national and international numbers	numbers
Cell phone no	Both national and international numbers	numbers
Residential Address:	Capture residential address	varchar
Postal address:	Capture postal address	varchar
List of service/products available and coordinates	Capture coordinates and products	varchar
Cost of Service/products	Capture info	varchar
What is offered	Capture info What is offered / asking price /location / costs/ commission	
Professional services/requirements	Capture info Professional services/requirements plant and animal health requirements, grading/sorting, quality, inspections, M&E, reporting, transacting	
List bids	Ability to list bids and award bids and close out transactions/bids and complete transactions between bidders/offers	
Option for government to b.mo. a coupon system to pay service providers for services		

rendered, redeem coupons, billing		
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Acquisition of Land		
Fields	Description	Characters
The farm information as it appears at the deeds register	Possible integration with Deeds Registration System	
The owner information as per the deeds register	Possible integration with Deeds Registration System	
Soil, climate & water information if available	Capture info	text
Farm infrastructure information if available	Capture info	text

Weather		
Fields	Description	Characters
Sunlight	Capture information	
Temperature	Capture information	number
Cloud cover	Capture information	text
Pressure	Capture info	text
Humidity	Capture information	text
Precipitation	Capture information	text
Visibility	Capture information	text
Wind speed and direction	Capture information	text
Information provided for a minimum of 7 days in advance and linked to production early-warnings	Capture information	text
Any other applicable information to be listed in proposal (optional)	Capture information	text

Plant Production		
Fields	Description	Characters
Vegetables	Capture information	text
Fruits	Capture information	text
Grains	Capture information	text
Oil Seeds	Capture info	text
Roots & Tubers	Capture information	text
Industrial Crops	Capture information	text
Cannabis	Capture information	text
Flowers	Capture information	text
Forestry	Capture information	text
Legumes	Capture information	text
Any other applicable information to be listed in proposal (optional)	Capture information	text

Animal Production		
Fields	Description	Characters
Beef cattle	Capture information	text
Dairy cattle	Capture information	text
Meat sheep	Capture information	text
Fibre sheep	Capture information	text
Meat goats	Capture information	text

Milk goats	Capture information	text
Fibre goats	Capture information	text
Ostriches	Capture information	text
Layer chickens	Capture information	Text
Broiler chickens	Capture information	Text
Pigs	Capture information	Text
Rabbits	Capture information	Text
Fishery	Capture information	Text
Game Meat	Capture information	text
Any other applicable information to be listed in proposal (optional)	Capture information	Text

Infrastructure		
Fields	Description	Characters
Silos	Capture information	text
Veterinarians	Capture information	text
Cooperatives	Capture information	text
Financial Institutions	Capture information	text
Tanneries	Capture information	text
Suppliers	Capture information	text
Support Services	Capture information	text
Supporting Agriculture, Forestry and Fisheries value chain partners	Capture information	text
Mills, Abattoirs	Capture information	text
Any other applicable information to be listed in proposal (optional)	Capture information	Text

Markets		
Fields	Description	Characters
Commodity type, volume, mass, quality, quantity with price per line item	Capture information	text
Time of last sale of line item	Capture information	text
Time of offer to purchase line item Location where transaction occurred	Capture information	text
High and low of line item per day	Capture information	text
Summary of commodity types, volume, mass, quality, quantity with price per line item per day, week, month	Capture information	text
List of producer/markets agents/buyers/seller active on the day, week, month	Capture information	text
Market Compliance	Capture information	text
Any other applicable information to be listed in proposal (optional)	Capture information	text

10.4 Annexure D – Phase of the Commodity Lifecycle

Preparing for agricultural enterprise establishment		
Pre-Production		
Fields	Description	Characters
Importance of crop/animal/forestry/fisheries	Capture information	text

Government policies	Capture information	text
Relevant Institutions	Capture information	text
Facilitating Services	Capture information	text
Producer Organisations	Capture information	text
Environmental Conditions	Capture information	text
Availability Seeds/Plants	Capture information	Text
Business Planning		
Feasibility studies	Capture information	Text
Business plans	Capture information	Text
Production systems, commodities, etc.	Capture information	Text
Producers' cultural practices	Capture information	Text
Pests and diseases	Capture information	Text
Pre-harvest treatments	Capture information	Text
Production costs	Capture information	Text
Financing		
Grants	Capture information	Text
Loans	Capture information	Text
Blended Finance	Capture information	Text
Initial support		
Skills Audit	Capture information	Text
Advisory services	Capture information	Text
Training	Capture information	Text
Mentoring	Capture information	Text
Acquisition of input resources		
Farm infrastructure	Capture information	Text
Production inputs	Capture information	Text
Plant & equipment	Capture information	Text
Preparing for production		
Reparations	Capture information	Text
Infrastructure	Capture information	Text
Soil preparation etc.	Capture information	Text
Advice on Land use where producer is located is required	Capture information	Text

Producing Commodities		
Initiation of Production		
Fields	Description	Characters
Ploughing	Capture information	text
Planting	Capture information	text
Population	Capture information	text
Fertilising	Capture information	text
Maintenance of Production		
Pest control	Capture information	Text
Disease control	Capture information	Text
Water supply and irrigation	Capture information	Text
Support		
Advisory services	Capture information	Text

Training	Capture information	Text
Mentoring	Capture information	Text
Harvesting		
Pre-harvest	Capture information	Text
Harvesting	Capture information	Text
Post-harvesting	Capture information	Text
Any other applicable information to be listed in the proposal (optional)	Capture information	Text
Value Adding		
Grading	Capture information	Text
Packaging	Capture information	Text
Branding	Capture information	Text
Bulking	Capture information	Text
Milling	Capture information	Text
On-selling	Capture information	Text
Transporting	Capture information	Text
Transporting (sub set to transporting)		
Transport planning	Capture information	Text
Transport costing	Capture information	Text
Transport coordination	Capture information	Text
Transport consolidation	Capture information	Text
Cold storage - cold chain	Capture information	Text
Markets location and Marketing channels		
Selling	Capture information	Text
Off takers	Capture information	Text
Markets	Capture information	Text
Advertising	Capture information	Text
Market intermediaries	Capture information	Text
Market Information	Capture information	Text
Consumer Demand	Capture information	Text
Exports	Capture information	Text
Marketing costs	Capture information	Text

SECTION 2: ADDENDUM

(FARMER REGISTER UPDATED PROCESS, AND eVOUCHER ADDITIONAL REQUIREMENTS)

ADDENDUM A: FARMER REGISTER (PROCESS CHANGES)

Below outline the processes changes to be implemented on the Farmer register system. These processes were reviewed and signed off by all stakeholders that will be utilising the Farmer Register system to register the farmers that requires assistance from the Department.

11 FUNCTION REQUIREMENTS

11.1 Farmer Register Business process flow

Title: Chief Directorate: National Extension Support Services

Process Name: Farmer Registration and Support Process

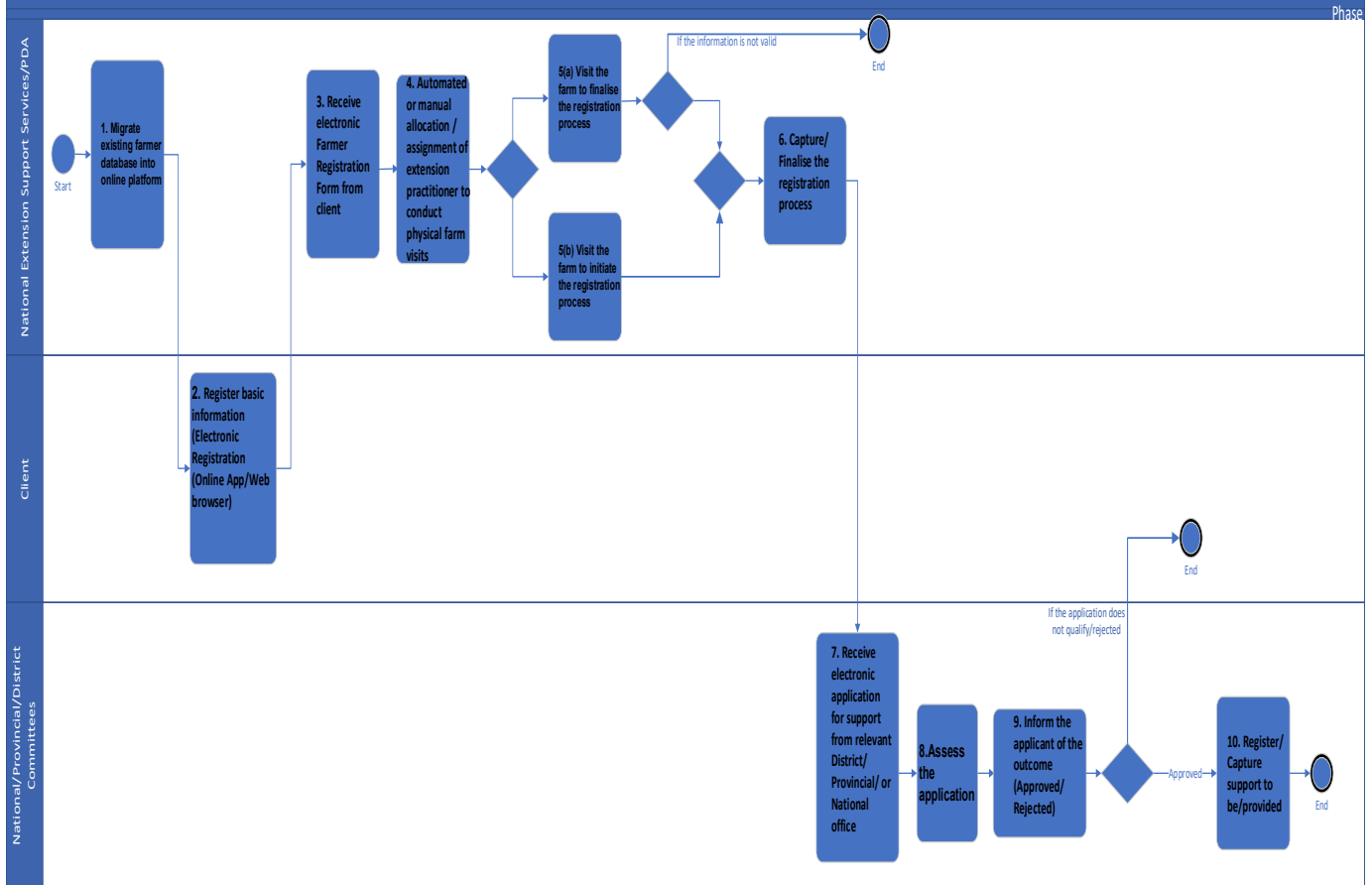


Table 12: Updated - Online Farmer Register Business Process Narrative

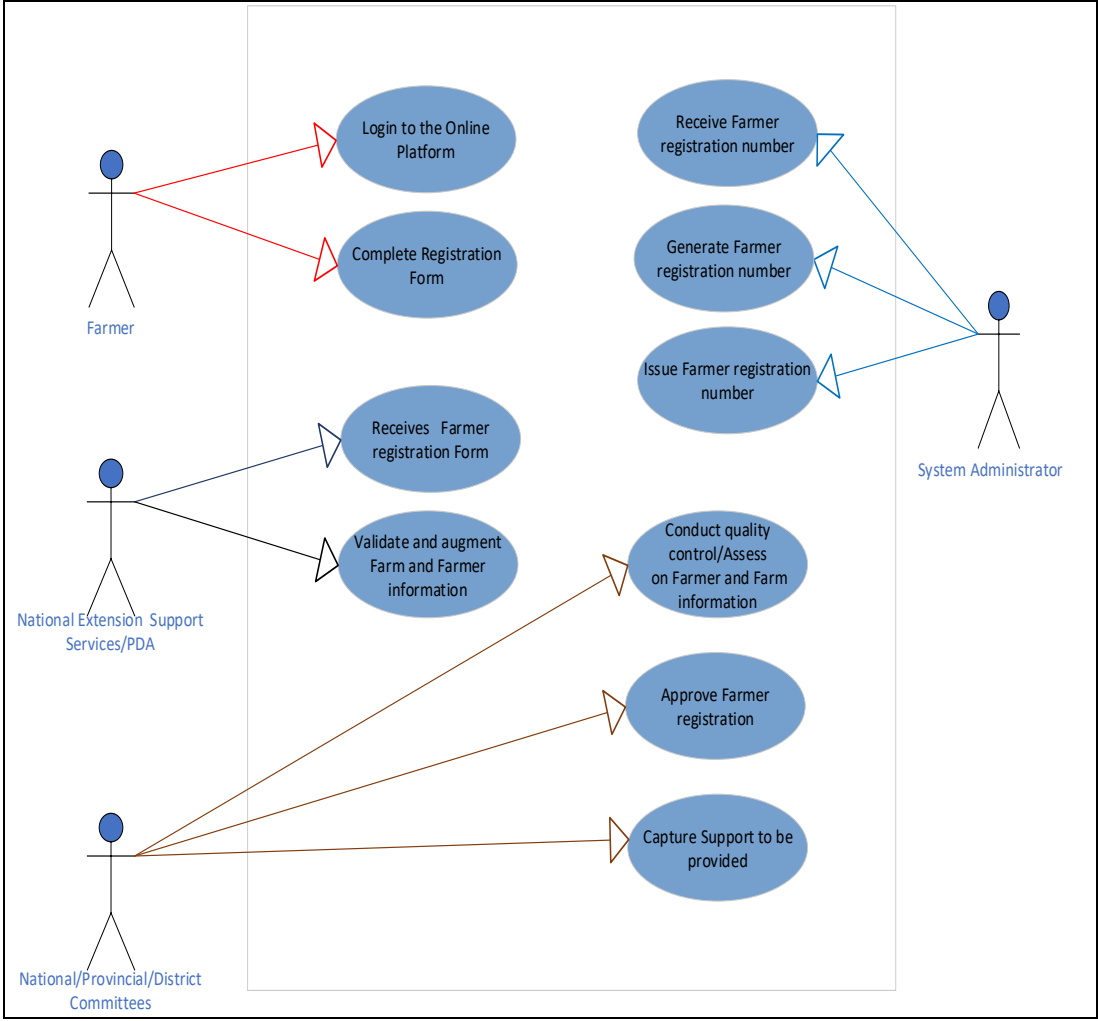
Stakeholders	Process Description	Input	Output
(National Extension Support Services/PDA) Extension Practitioner	1. Migrate existing Farmer Database into online platform 1.1 Collate farmer information from various institutions/stakeholders. 1.2 Validate farmer information from various institutions/stakeholders. 1.3 Transfer data into new platform. 1.4 Request existing farmer to complete electronic farmer registration form (Email/SMS).	Existing Farmer Database (Existing Farmers and institutions/ stakeholders)	Updated and migrated database. Existing farmer registration request (Email/SMS). Electronic Farmer Registration Form
Farmer	2. Register basic information (Electronic Registration (Online App/Web browser)) 2.1 Create login credentials 2.2 Login to farmer registration system	Electronic Farmer Registration Form	Completed Farmer Registration Form.

	2.3 Complete electronic Farmer Registration form (basic information). 2.4 Submit completed electronic Farmer Registration form.		
Automated system reply.	3. Receive electronic Farmer Registration Form from client 3.1 Acknowledge completed Farmer Registration form.	Completed Farmer Registration Form.	Completed Farmer Registration Form received and acknowledged (email/SMS).
Extension Manager	4. Assign extension practitioner to conduct physical farm visit.	Completed Farmer Registration Form received and acknowledged (email/SMS).	Extension Practitioner Assigned
Extension Practitioner Automated system reply	5. (a) Visit the farm to finalise the registration process. 5.1 Contact farmer for farm visit (Email/SMS/Telephonic). 5.2 Upload verified farm information on the system. 5.3 Send response to applicant on the outcome with farmer registration number if the response is positive. If information is not valid, reject Farmer Registration Form with comments.	Extension Practitioner Assigned	Verified and uploaded farm information (Farm verification report and pictures).
Extension Practitioner Automated system reply	5. (b) Visit the farm to initiate the registration process. 5.1 Contact farmer for farm visit (Email/SMS/Telephonic). 5.2 Upload verified farm information on the system. 5.3 Send response to applicant on the outcome with farmer registration number if the response is positive.	Extension Practitioner Assigned	Verified farm information (Farm verification report and pictures).
Extension Practitioner	6. Capture/Finalise the registration process	Verified farm information (Farm verification report and pictures).	Uploaded/captured farm information (Farm verification report and pictures). Issued farmer registration number (Email/SMS).
Extension Practitioner/Project Coordinators.	7. Receive electronic application for support from relevant District/Provincial/ or National office 7.1 Check the application and supporting documents. 7.2 Acknowledge the receipt of the application.	Uploaded/captured farm information (Farm verification report and pictures). Issued farmer registration number (Email/SMS).	Acknowledgement letter/SMS.

National/Provincial/District Committees.	8. Assess the application. 8.1 Check if the application meets the required criteria. 8.2 Check if the applicant previously received support considering the following: a) the applicant received support within the same timeframe. b) the type of support provided (POE) c) financial year in which the support was provided. d) the amount spent on the support that was provided. e) any other details	Acknowledgement letter/SMS.	Approval/Rejection letter.
National/Provincial/District Committees.	9. Inform the applicant of the outcome (Approved/ Rejected) 9.1 Approve the application. 9.2 Inform the applicant that the application is approved and provide unique reference number. If the application does not qualify due to a) the application does not meet the requirements for the programme applied for, or b) the farmer received similar support previously and it is still within the valid period, reject the application and inform the applicant	Approval/Rejection letter.	List of farmers to be supported
National/Provincial/District Committees	10. Register/capture support to be/provided. a) Indicate the support programme. b) Type of support provided (PoE). c) Financial Year. d) Indicate the province/national. e) Indicate the amount spent (PoE). f) Other End of the process	List of farmers to be supported	Database showing the number of farmers supported and type of support provided

11.2 The Online Farmer Register Use Case 5

The Use Case diagram below depicts the high-level requirements to be developed and implemented for the Online Farmer Register system.



LEGEND	
	The Actor diagram depicts a role a User will be playing while using the Farmer Register system. As shown with the Use Case diagram above.
	The System Boundary diagram, depicts the functions that will be carried out within the system.
	The Use Case diagram depicts the actions that Users will be performing in the system.

11.3 Functional Requirement 1 – Log-In screen For Online Platform Dashboard

Use Case	
Name	Online Platform Dashboard
Use Case ID Number	UC -5.1
Description	Online Platform is a public platform for all registered Producers and Providers of services in the sector.
Initiating Actor	Producers Private and Public sector services And all other officials granted access to any of the systems
Business Rule ID	The Online Platform will only publish information that can be accessed by the public, and will not allow external users to the internal facing application.
Trigger:	Request to Log a call for assistance (i.e. producers support or any other service), Register as a Producer and Providers of services in the sector.
Preconditions:	1. The Internal user should have access to the System. 2. The external users should have registered their information to access the system.
Post conditions:	External Users: 1. Would only have access to the Online Platform Online Platform and self registration portal. 2. And other information centres with services the department offers.
Inputs	The Department of Agriculture website.
Normal Flow:	User lands on the Departmental website, to access the link to the Online Platform. 1. Users select the < Online Platform > link. 2. A list of question pops up on the screen for the user to answer: "Are you a Producer or Producer and Provider of Service"? IF "Producer/producer option "is selected, Users will be directed to the < Producer Registration > page to either register themselves as a Producer or Long Into the <Farmer Register system>. IF "Provider of Service "is selected, Users will be directed to the page detailing the Services the Department offers. 3. The user selects the type of activity they want to complete or The service they want to utilise i.e., update Producers details, Request Producer assistance (Producers will be redirected to the Decision Support System), redeem e-Vouchers, update Services they Offer.
Alternative Flow	The user is redirected to the help desk if any of their activities were not successful.
Frequency of Use:	As many times a day, as required.
Assumptions:	The user was registered successfully. The user query was resolved effectively and efficiently

11.4 Functional Requirement 2 – Capture Producer/Farmer Application

Use Case	
Name	Capture Producer/Farmer Application
Use Case ID Number	UC –5.2
Description	This Use Case allows the users to capture the Producer registration/applications.
Initiating Actor	Producer, Extension Practitioner.
Business Rule ID	- All required fields must be captured as users will not be allowed to proceed with the Application process. - The system must not allow capturing of applications as and when required. - Cell phone number and Identity Number is compulsory without it applicants cannot be assisted, whereas email address should be optional - The Producer Identity number must be validated with Home Affairs.
Trigger	Need to Capture new Producer in the system
Preconditions	Producer request to be captured into the Farmer Register to access the services offered by the Department.
Post conditions	The Farmer registration Form is successfully captured.
Inputs	Hard copy Application Form, Electronic Producer Registration Form (including Farm Picture uploads).
Normal Flow	- Once the user has logged in, the system must display the Producer application page divided into sections as listed below and allow the user to capture the application information (See Annexure A – Location & Annexure B - Producer Application Form). - Farm Location (inclusive of GPS Coordinates), - Section 1: Producer Personal Details, - Section 2: Farm and production details, - Section 3 – Type of Farming/Fishing practised, - Section 4: Particulars of the Farm operation (business), - Section 5: Available infrastructure (assets) and services, - Section 5 : Annual Turnover (last 3 financial years), - Section 6 : Comments. - The user will upload the supporting documents and click on the "Save "button. - The system will save the captured information and generate a unique reference/Producer number.
	For any type of services required, The system must check if the applicant has previously received any Government support (e.g., Micro Agricultural Financial Institution (MAFISA), (Comprehensive Agricultural Support Programme(CASP), Agricultural Black Economic Empowerment (AgriBEE), Training, Advice or Other) for 3 years using the beneficiary identity numbers and not allow the user to proceed with capturing the application.
Frequency of Use	As many times a day, as required
Assumptions	All the required fields are captured in the physical Form prior to being captured on the system.

11.5 Functional Requirement 3 – Verify Producer Application/ Augmented Producer/Farmer Information

Use Case	
Name	Verify New Producer Application/Existing Producer/Farmer Information
Use Case ID Number	UC – 5.3
Description	The Extension Practitioner receives an e-mail notification to verify the Farmers Application
Initiating Actor	National Extension Support Services / PDA
Business Rule ID	Audit Trail of the following must be kept: • All verified application with dates and time stamps. • All applications that are not verified. • Last person to edit/verify a record.
Trigger	Verify Producer Application
Preconditions	The Producer must have completed their Application Form in full, and submitted for Verification.
Post conditions:	Producer Application is verified and send for approval.
Inputs	E-mail Alert of captured applications, Completed Producer Registration Form.
Normal Flow:	1. The Extension Practitioner log into the system via the link send through their e-mail or by using the URL. 2. A list of all the Application Forms that required verification should be displayed 3. To verify the Famer application form, select the record to be verified and click on the <Verify> button, 4. A confirmation message that reads "your record has been successfully verified" will pop up on your screen. 5. Application Forms can be verified as line items or more than 1 record can be selected and get verified at once. 6. Once the application form is verified, an e-mail notification will be sent to the Extension Manager for authorization.
Alternative Flow	If the Application is "Verified" 6.1 An automatic email reminder must be sent to the Extension Practitioner to action their tasks. Else 6.2 An escalation will be sent to the immediate supervisor with all the Application Forms that are not actioned.
Frequency of Use	As many times a day, as required
Assumptions	The User roles and responsibilities will be communicated in time to the Provincial Supervisors.

11.6 Functional Requirement 4 – Approve Producer Application

Use Case	
Name	To Approve Producer Application
Use Case ID Number	UC -5.4
Description	The Provincial Office - DOA receives an e-mail notification to Approve Producer Application Form
Initiating Actor	National Office DOA
Business Rule ID	Audit Trail of the following must be kept: • All Approved application with dates and time stamps. • All applications that are not Approved. • Reasons for not approving the applications. • Last person to edit/verify a record.
Trigger:	The awaiting Approval application has been authorised by the Extension Manager and an email notification was sent to the National Office – DOA to Approve the Producer Application.
Preconditions	The Producer application has been authorised by the Extension Manager
Post conditions	All submitted applications are approved.
Inputs	E-mail Alert, Status of the application (Captured, Verified, Authorised, Approved) Producer applications authorised by the Extension Practitioner.
Normal Flow	1. The Provincial Office - DOA log into the system via the link send through their e-mail or by using the URL. 2. A list of all the application that required approval should be displayed. 3. To approve the Producer Application, the National Office - DOA will <select> the record to be approved and click on the <Approve> button. 4. A confirmation message that reads "your record has been successfully approved" will pop up on your screen, and the approved records will be removed from the waiting list. 5. Records can be approved as line items or more than 1 record can be selected and get authorised at once. 6. Once the record is approved, an email notification/SMS will be sent to Producer with the Farm registration number.
Alternative Flow	1. If the application has been "Approved" 1.1 The system must populate a list of all the items that the applicant has requested. 1.2 The user must then indicate the approved items. 1.3 The user must input the budget allocated for the project. 1.4 The system will save and send a SMS to applicant regarding the application outcome and the list of the approved items. 2. If the application outcome is "Not-Approved" The user must indicate the reason for non-approval. A SMS will be sent to applicant stating the application outcome and the reason for non-approval.
Frequency of Use	As many times a day, as required
Assumptions	The rejected Producers will be allowed to correct discrepancies that lead to the rejection of their application and allow to re-apply.

12 ADDENDUM B: ADDITIONAL e-VOUCHER REQUIREMENTS

13.1 Audits: The e-Voucher Module and mobile App should include a complete **audit trail** of all transactions between the producers, suppliers/agro-dealers and financial institutions including management of beneficiary list and the associated entitlements.

The system should be able to provide proof/evidence voucher was redeemed by the intended beneficiaries/producers.

13.2 Monitoring and evaluation: The system should enable superusers at various levels of government to access reports (e.g., number of producers supported in a specific province, district, local municipality; disaggregation of producers supported per type of support, disaggregation of the number of producers supported per specific category, gender, age group, racial group and other key indicators including persons with disabilities, military veterans etc.). The system should enable other capabilities for superusers, such as setting up packages, setting up input catalogue structure, entitlements, review, etc

13.3 Grievance redress support: The system should have dedicated features for tracing Beneficiary transactions to address queries and mechanism for receiving grievances from affected Beneficiaries.

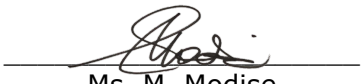
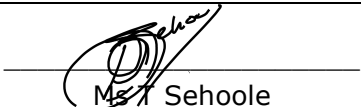
13.4 Reporting, Business Intelligence, Dashboards and Analytics: The system should provide Standard Reports and Support generation of ad-hoc reports and export of data (controlled through access privileges). It should also Provide Capabilities for Data analytics including, Dashboards, Summary/Aggregate Reports, and export of data in different Formats (e.g., CSV, Excel, PDF, etc).

13.5 Beneficiary management: As part of beneficiary management, the system should be capable to verify the Regulation of interception of Communication (RICA) status of producers based on their cellphones numbers. This should also include ascertaining whether the number is registered in the names of the producer.

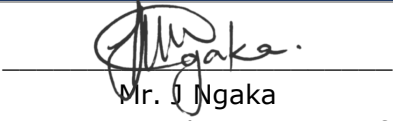
13 SIGN-OFF & APPROVAL

The signatories hereof, being duly authorised thereto, by their signatures hereto authorise or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.

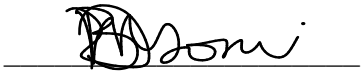
Document Recommendation

Signature	Date	Recommended/Not Recommended & Comments (or See Attached)
 Ms. M. Modise Acting Director:	30/07/2025	Recommended
 Ms. T. Sehoolo Chief Information Officer	31 July 2025	Recommended

Document Sign-Off

Signature	Date	Recommended/Not Recommended & Comments (or See Attached)
 Mr. J. Ngaka Director: National Extension Reform	30/07/2025	Recommended
 Ms. M. Lekganyane Director: National Extension Support	2025/07/30	

Document Approval

Signature	Date	Approved/Not Approved & Comments (or See Attached)
 Mr B Msomi Chief Director: National Extension Support Services	31 July 2025	Approved



agriculture, land reform
& rural development

Department:
Agriculture, Land Reform and Rural Development
REPUBLIC OF SOUTH AFRICA

National Policy on Comprehensive Producer Development Support (NPCPDS)

Cabinet Approved

March 2024

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LIST OF ACRONYMS AND ABBREVIATIONS

AAP	:	Assistant Agricultural Practitioner
AGOA	:	Africa Growth and Opportunity Act
AgriBEE	:	Agricultural Broad Based Black Economic Empowerment
AAMP	:	Agriculture and Agro-processing Master Plan
APAP	:	Agricultural Policy Action Plan
APSA	:	Agricultural Product Standard Act
BAAC	:	Bank for Agriculture and Agricultural Cooperatives
BEE	:	Black Economic Empowerment
BBBEE	:	Broad-Based Black Economic Empowerment
BPCP	:	Black Producer Commercialisation Programme
BRICS	:	Brazil, Russia, India, China and South Africa
CARA	:	Conservation of Agricultural Resources Act
CASP	:	Comprehensive Agricultural Support Programme
CPPP	:	Community, Public-Private Partnerships
CRDP	:	Comprehensive Rural Development Programme
CRDP	:	Comprehensive Rural Development Programme
CSO	:	Civil Society Organisations
DALRRD	:	Department of Agriculture, Land Reform and Rural Development
DAPOTT	:	District Agri-Parks Operations Task Team
DCU	:	District Coordinating Unit
DP	:	Development Partners
DTIC	:	Department of Trade, Industry and Competition
DWS	:	Department of Water and Sanitation
EFSF	:	Emerging Farmers Support Facility
EXCO	:	Executive Committee
FAO	:	Food and Agriculture Organization of the United Nations
FSAR	:	Food Security and Agrarian Reform
GDP	:	Gross Domestic Product
IADFPF	:	Integrated Agricultural Development Finance Policy Framework
ICT	:	Information and Communications Technology
IDC	:	Industrial Development Corporation
IDP	:	Integrated Development Plan
IGDP	:	Integrated Growth and Development Plan
IPAP	:	Industrial Policy Action Plan
IPCC	:	Intergovernmental Panel on Climate Change
LDS	:	Land Development Support
LRAD	:	Land Redistribution for Agricultural Development
M&E	:	Monitoring and Evaluation
MAFISA	:	Micro-Agricultural Financial Institutions of South Africa
MANCO	:	Management Committee of DALRRD
MLRA	:	Marine Living Resources Act
MTSF	:	Medium Term Strategic Framework
NAMC	:	National Agricultural Marketing Council
NAP	:	National Coordinating Unit
NAPPOTT	:	National Agri-Parks Operations Task Team
NDP	:	National Development Plan
NEMA	:	National Environmental Management Act
NEPF	:	National Evaluation Policy Framework
NGP	:	New Growth Path
NLAACC	:	National Land Acquisition and Allocation Control Committee

NPCPDS	:	National Policy on Comprehensive Producer Development Support
NPSC	:	National Programme Steering Committee
NVFFA	:	National Veld and Forest Fire Act
ODA	:	Official Development Assistance
PAPOTT	:	Provincial Agri-Parks Operations Task Team
PCU	:	Provincial Coordinating Unit
PDAs	:	Provincial Departments of Agriculture
PEPs	:	Politically Exposed Persons
PES	:	Presidential Employment Stimulus Initiative
PLAS	:	Proactive Land Acquisition Strategy
PMTT	:	Project Management Task Team Committee
POS	:	Point of Sale
PPECB	:	Perishable Products Export Control Board
PPI	:	Producer Price Index
PSE	:	Producer Support Estimate
PSSC	:	Provincial Shared Services Centre
PPSC	:	Provincial Programme Steering Committee
PRN	:	Producer Register Number
PTC	:	Provincial Technical Committee
R&D	:	Research and Development
RSA	:	Republic of South Africa
SARS	:	South African Revenue Service
SCM	:	Supply Chain Management of the Department
SIP	:	Strategic Integrated Project
SLA	:	Service Level Agreement
SLAG	:	Settlement Land Acquisition Grant (SLAG)
SMS	:	Short Message Service
SOPs	:	Standard Operating Procedures
SPLAG	:	Settlement Planning Land Acquisition Grant
Stats SA	:	Statistics South Africa
USSD	:	Unstructured Supplementary Service Data
WTO	:	World Trade Organization

DEFINITION AND INTERPRETATION

The meaning of words or terms that are defined in this document are operative only in the context of this document and shall supersede any other meaning provided elsewhere. Any citation of a law without the words, "*as amended*", refers to the latest version of that law, including any amendments thereto. In this Policy, unless inconsistent with or otherwise indicated by the context, the following words and expressions shall have the following meanings and cognate expressions shall have corresponding meanings:

"Act 126" means The Land Reform: Provision of Land and Assistance Act, 1993 (Act No. 126 of 1993).

"Adaptation": "In human systems, the process of adjustment to actual or expected climate and its effects, in order to moderate harm or exploit beneficial opportunities. In natural systems, the process of adjustment to actual climate and its effects; human intervention may facilitate adjustment to expected climate."

"Agricultural Enterprise" is an enterprise engaged in activities relating to agricultural production and/or plantation, livestock production, agricultural services, hunting, trapping and/or game propagation, forestry and/or logging, inland fishing, and **"Farming Enterprise"** shall have a corresponding meaning.

"Agricultural Value-chain" refers to the full range of activities implemented by various entities (including but not limited to primary producers, processors, traders and service providers) that provides inputs, utilise basic agricultural products, from the stage of raw production to final consumption, and which entities add value to the agricultural products at each respective stage.

"Agriculture": Involves the sustainable and productive utilisation of natural resources and other inputs by people for plant and/or animal production purposes, either for own consumption or for marketing.

"Black Producers" means a Black Person (Africans, Coloureds and Indians) who is 18 years or older and who conducts an Agricultural Enterprise and is a farmer. The definition of "Black people" now includes South African Chinese people as per the Pretoria High Court ruling on the 18th of June 2008", and **"Land Reform Farmers"** shall have a corresponding meaning.

"Black Producer Commercialisation Programme" means a programme initiated by Government aimed at leveraging the states capacity to support investment that will unlock and enhance agricultural production by Black Producers through deliberate, targeted and well-defined financial and non-financial interventions.

"Blended finance": is a financial instrument combining public, philanthropic and private funds in order to improve access and the affordability of finance and to lessen the current reliance on state grants only. It is a combination of grants (from the state), donor funds and commercial loans (from financial institutions) which complement each other.

"Child Headed Household": A household of children only headed by an individual under the age of 18.

"Commercially Viable and Sustainable Enterprise" means an Agricultural Enterprise which generates sufficient profit to enable the enterprise to meet all of its commitments and reinvest for the future without ongoing financial assistance from government or charitable organisations.

“Commodity Organisation” means an organisation of producers of a particular agricultural commodity committed to developing that commodity that brings a wide spectrum of interest groups related to a particular commodity including partnering with government to advance agrarian transformation.

“Conservation Agriculture”: Refers to an agricultural management system based on the simultaneous application of three principles: minimum mechanical soil disturbance, an organic soil cover throughout the year and the use of crop diversity, including rotations and associations. It utilises natural resources in a manner that is environmentally, economically and socially sustainable.

“Constitution” means the Constitution of the Republic of South Africa, 1996.

“Development” means providing support to Black Farmers in terms of human capacity development, infrastructural development and operational inputs on land acquired or leased by such Black Farmer.

“Development Partners” means a partnership where a mutually-beneficial relationship is built on trust, sharing of knowledge and integration, with its partners regarding development of Black Farmers.

“Development Support” means the capital and non-capital renewal and restructuring of constrained Agricultural Enterprises conducted by Black Producers.

“Director-General” means the Director-General of the Department.

“Disability”: A condition imposed by a society when a person with a physical, psycho-social, intellectual, neurological and or sensory impairment is denied access to full participation in all aspect of life, and when society fails to uphold the rights and specific needs of individuals with impairments.

“Double-dipping”: Is defined as an act of getting multiple financial supports from the same or different institutions for the same purpose.

“Effectiveness”: An aggregate measure of (or judgment about) the merit or worth of an activity, i.e., the extent to which an intervention has attained, or is expected to attain, its major relevant objectives efficiently in a sustainable fashion and with a positive institutional development impact.

“Efficiency”: A measure of how economically resources/inputs (funds, expertise, time, etc.) are converted into outputs.

“e-voucher”: It is a voucher in an electronic form (debit card or SMS) which has a stored value which can be redeemed by beneficiaries via Point of Sale (POS) or on-line.

“Farm dweller” any person, other than the farm owner or person in charge who is living on a farm this include farm workers living on farms (who may or may not be working on a farm where they live), farm workers spouses, partners, or family members, occupiers and long-term occupiers in terms of Extension of Security Tenure Act (ESTA), labour tenant and associations.

“Farm Worker”: a person who works on a farm regularly whether full time, part time or seasonal including general worker on a farm, all domestic workers who work in a house on a farm and also a security guard (not employed in the private security industry) who is employed to guard the farm

and areas where farming activities takes place. A farm worker is not necessarily a farm dweller as some do not live in the farm.

“Household Producer (Vulnerable)” Is defined as a producer or entity that produces primarily for household consumption¹ and has limited resources and skills to operate a market-oriented production system. This category includes child headed households & households producing in communal land and commonages that are registered as indigents or they meet the criteria for registration as indigents with their municipality. These fall within schedule 1 water use authorization in terms of the National Water Act (No. 36 of 1998).

“Household Producer (Subsistence)” Is defined as a producer or entity that produces primarily for household consumption. These producers are not or would not be classified as indigents by their municipality. They may market limited surplus production with an annual turnover of less than **R50 000**. These fall within schedule 1 water use authorization in terms of the National Water Act (No. 36 of 1998).

“Juristic person”: Is defined is a social entity, a community or an association of people which has an independent right of existence under the law.

“Large Scale Commercial Producer”: Is defined as an individual or entity that produces and sell agricultural commodities for the purpose to make a profit. These are established enterprises producing for market to make a profit with an annual turnover ranging from **R10 000 001 – R50 million**. Requires a water use licence authorization in terms of section 40 of the NWA as defined in section 21 of the NWA, except those which fall under existing lawful use.

“Medium Scale Commercial Producer”: Is defined as an individual or entity that produces and sell agricultural commodities for the purpose to make a profit. These are established enterprises producing for market to make a profit with an annual turnover ranging from **R1 000 001 – R10 million** and are eligible for VAT registration. Requires a water use licence authorization in terms of section 40 of the NWA as defined in section 21 of the NWA, except those which fall under existing lawful use.

Mega/Corporate Producer: Is defined as an individual or entity, that produce and sell agricultural commodities for the purpose to make a profit. These are established enterprises producing for the market to make a profit with an annual turnover above R50 million. Requires a water use licence authorization in terms of section 40 of the NWA as defined in section 21 of the NWA, except those which fall under existing lawful use.

“Mitigation”: "Mitigation" means a human intervention to reduce the sources or enhance the sinks of greenhouse gases (GHGs). This report also assesses human interventions to reduce the sources of other substances which may contribute directly or indirectly to limiting climate change, including, for example, in agriculture the sequestration of atmospheric CO₂ in plant tissue through photosynthesis and its storage in soil organic matter, the reduction in direct emissions from fossil fuel usage and energy intensive inputs.

“Monitoring”: A systematic collection of data on specified indicators to provide management and the main stakeholders of an ongoing development intervention with indications of the extent of progress and achievement of objectives and progress in the use of allocated funds.

¹ The word household consumption include own use of non-edible agricultural products such as cotton etc.

“Own contribution”: refers to the resources that an applicant should contribute into the process to form part of the whole capital package, viz. own contribution + grant. This can be in monetary, in kind (e.g. property, machinery, equipment and livestock) or through the use of own labour.

“Politically Exposed Persons”: The Financial Intelligence Centre (FIC) defines Politically Exposed Persons (PEPs) as an individual who is or has in the past been entrusted with a prominent public function in a particular country.

“Producer”: Is an individual or entity that engages in agricultural activities along the value chain either on a full-time or on a part-time basis but who derives the majority of his income from these activities.

“Producer Register”: A compilation of Registered Producers maintained by the Department and/or its provincial counterparts.

“Registered Producer”: A producer who has voluntarily registered himself/herself with the government Producer Register System and has been issued with a unique producer register number (PRN).

“Persons with disabilities”: Refers to persons who have perceived and or actual physical, psychosocial, intellectual, neurological and/or sensory impairments which, as a result of various attitudinal, communication, physical and information barriers, are hindered in participating fully and effectively in society on an equal basis with others.

“Resilience”: “The ability of a system and its component parts to anticipate, absorb, accommodate, or recover from the effects of a hazardous event in a timely and efficient manner, including through ensuring the preservation, restoration, or improvement of its essential basic structures and functions.”

“Rights to land”: Means any real or personal right in land, including a right to cropping and grazing land.

“Smallholder Producer”: Is defined as a producer or entity that produces (at primary, secondary, and tertiary level) for household consumption and markets, therefore farming is consciously undertaken in order to meet the needs of the household and derive a source of income. These are usually the new entrants aspiring to produce for market at a profit with a maximum annual turnover **ranging from R50 001 to R1 million per annum**. Smallholder Producer falls within the General Authorisation (GA) as per Government Gazette Notice 398 of 26 March 2004.

“Social Assistance” Assistance refers to social grants in the form of a supplementary grant, a foster care grant, a child-support grant, a care-dependency grant or a financial award, granted under the Social Assistance Act, 1992 (Act No. 59 of 1992).

“Stakeholders”: The private sector, development partners, labour and interested and/or affected parties in as far as it applies to agriculture, land reform and rural development.

“Sustainability”: The continuation of benefits from an intervention: The probability of continued long-term benefits including resilience to risk of the net benefit flows over time.

“Tight Value Chain”: Refers to well organised Value chains, which are comprised of financial service providers, buyers, input providers, producer organizations, and individual farmers and loose value chain are poorly organized.

“Value Chain Financing”: are financial flows between participants in a particular value chain (internal) but also flows from financial institutions: from banks to participants in a specific value chain (external).

“Vulnerability”: The degree to which geophysical, biological and socioeconomic systems are susceptible to and unable to cope with, adverse impacts of environmental degradation, drought and climate change. Temporal and spatial exposure to different types of environmental degradation and climate risks is assumed in this definition, as are potential changes in resilience.

“Vulnerable Groups”: In this policy will include: youth, women, persons with disabilities, farm workers and orphans.

“Vulnerable person”: A person whose survival, care, protection or development may be compromised, due to a particular condition, situation or circumstance and which prevents the fulfilment of his or her rights.

“Women”: A female human of any age and race.

“Youth”: Young people as those falling within the age of 18 to 35 years.

EXECUTIVE SUMMARY

The South African government has implemented various programs to support emerging farmers, particularly historically disadvantaged individuals. These programs aim to promote land reform, provide training, access to finance, and technical support to enable emerging farmers to become commercially viable. The agriculture sector in South Africa faces several challenges. These include frequent droughts, climate change impacts, land reform issues, water scarcity, pests and diseases, access to markets, and limited access to finance and resources for small-scale farmers.

The policy will be the overall national policy for the agriculture sector in South Africa that will regulate and guide interventions (support services) provided to the various categories of producers by the government. This will also guide other stakeholders involved in producer support such as the private sector, Civil Society Organisations (CSOs) and Development Partners (DPs) and other sector stakeholders. In doing this, the policy will therefore use a wide array of instruments to support the restoration and revitalisation of agro-ecosystems, and the economic and social prosperity of producers to ensure national as well as household food and nutrition security. Due to the diversity in as well as the widespread and severe degradation of the natural resources, the assessment of their current potential and state must be a foundational component of the support package.

The National Policy on Comprehensive Producer Development Support (NPCPDS) recognises that achieving the above objectives requires the cooperation and participation of the farming community and the private sector as a whole. Therefore, the government will strengthen existing producer support institutional mechanisms to ensure that they are integrated and cater for the participation of the farming community and the private sector.

Building the capacity of producers and officials is of the utmost importance to ensure the sustainability of developmental initiatives as envisaged in the policy. The government will therefore strive to ensure that there is a need for concerted efforts to capacitate producers and officials, particularly those who interact regularly with producers (e.g. Extension Practitioners, Animal Health Technicians, and Veterinarians etc.).

To be effective and efficient, producer support still needs to be tailored to the needs of producers. Hence, the policy has categorised producers into six distinct but interrelated categories, namely: (i) Household Producer (Vulnerable), (ii) Household Producer (Subsistence), (iii) Smallholder Producer, (iv) Medium Scale Commercial Producer, (v) Large Scale Commercial Producer, and (vi) Mega/Corporate Producer

A central feature of the NPCPDS will be a shift away from wholesale grants (with the exception of Household Producers, to a blended financial system that utilises public or philanthropic capital to spur private sector investment in projects aimed at achieving the sustainable development goals.

Local processing of agricultural produce will be encouraged in order to increase opportunities for value-adding, job creation, and foreign exchange earnings through the implementation of agro-processing incentive schemes and other targeted measures along the agricultural value chain.

This policy introduces a number of high impact policy principles that will change the way the government conducts its business as far as producer support is concerned, including the following:

- *Capped support:* There will be caps on financial support to be provided to producers to avoid cases of very substantial transfers to individuals or businesses. The caps will be reviewed regularly to account for inflation and other price escalation using the producer price index (PPI).

- *Ring-fenced support:* The proposed share of ring-fenced funds should be in line with relevant support strategies to be reviewed on a regular basis as and when the need arise.
- *Adjustment support:* will be focusing on risk-based emergency support, re-allocation, or disbursement of unused funds to other emerging priority or existing producer enterprises.

With an ageing farmer population, the mainstreaming of youth and other vulnerable groups (e.g., women, persons with disabilities) is of utmost importance.. A minimum of 50% support will be allocated to women and a minimum of 40% will be allocated to youth (of which 50% must be targeted to agriculture graduates), and a minimum of 10% will be allocated to persons with disabilities, military veterans and farm workers as part of the designated groups.

1. CONTEXT AND BACKGROUND

1.1 State of agriculture producers in South Africa

South Africa is known for its diverse and productive agricultural sector, which plays a crucial role in the country's economy. Agriculture in South Africa is characterised by a mix of commercial farming, subsistence agriculture, and emerging farmers. The commercial farming dominates the agricultural landscape in South Africa. Large-scale commercial farms utilise advanced farming techniques, machinery, and irrigation systems. These farms produce crops and livestock for local consumption and export. The subsistence farming is prevalent in rural areas, particularly in impoverished communities. Smallholder farmers grow crops and raise livestock primarily for their own consumption and local markets. They often face challenges such as limited access to resources, technology, and markets.

Agriculture contributes significantly to South Africa's economy, providing employment, food security, and raw materials for various industries. It contributes around 2.5% to the country's Gross Domestic Product (GDP) and employs a significant portion of the population, particularly in rural areas (StatsSA, 2022).

South Africa has a wide range of agricultural crops grown across different regions. Major crops include maize, wheat, sugarcane, citrus fruits, grapes, apples, pears, peaches, and vegetables. Maize is the most important staple crop, while citrus fruits and wine grapes are significant exports. Livestock farming is an essential component of South Africa's agriculture sector. Cattle, sheep, goats, and poultry are the main livestock reared. Beef production is the largest livestock sector, followed by poultry and sheep farming. South Africa is also a major exporter of high-quality beef and mutton.

South African agriculture has seen advancements in technology and innovation. Precision farming techniques, such as remote sensing, GPS, and data analytics, are being adopted to optimise crop production. Agri-tech start-ups are emerging in areas like vertical farming, hydroponics, and drone applications. South Africa has a well-developed agri-processing industry that adds value to agricultural products. Food processing, wine production, and meat processing are prominent sectors. The country exports a range of agricultural products, including citrus fruits, wine, maize, sugar, wool, and meat to international markets.

The South African government has implemented various programs to support emerging farmers, particularly historically disadvantaged individuals. These programs aim to promote land reform, provide training, access to finance, and technical support to enable emerging farmers to become commercially viable. The following are among other programmes that DALRRD are implementing:

1.1.1 The Comprehensive Agricultural Support Programme (CASP)

The state found that financial services to smallholder farmers were inadequate, farmer support was neglected, and there was a need to re-establish a state-supported agricultural credit scheme. The implementation of CASP in 2004 was therefore aimed at providing agricultural support services to beneficiaries of land reform and to producers who had acquired land privately and were engaged in initiatives that support the domestic or export market (DALRRD, 2022). The aim of CASP is to provide post-settlement support to the targeted beneficiaries of land reform, restitution and redistribution, and other black producers who have acquired land through private means and are engaged in value-adding enterprises domestically or in export. The comprehensive available support includes on/off-farm infrastructure (including mechanisation service), training, business development and marketing, technical and advisory services, financial support and information and

knowledge management. It supports Provincial Departments of Agriculture (PDAs) to create a favourable environment to those producers and to expand the provision of support services for the development of agriculture. The CASP has six pillars: information and knowledge management, technical and advisory assistance, and regulatory services; training and capacity building; marketing and business development; on-farm and off-farm infrastructure and production inputs. Lessons in the implementation of CASP as captured in the Impact Evaluation of the Comprehensive Agricultural Support Programme formed the basis for the development of this policy.

1.1.2 Micro Agricultural Financial Institutions of South Africa (MAFISA)

The lack of access to credit is often seen as a critical constraint to the establishment or expansion of viable micro-enterprises. The MAFISA provides production loans to smallholder operators within the agriculture sector. The scheme's operations are guided by the MAFISA Credit Policy (DAFF, 2015e). Loans are provided at a low interest rate and accessed through a network of institutions accredited by the DALRRD as retail intermediaries.

1.1.3 Agricultural Broad-Based Black Economic Empowerment (AgriBEE)

The purpose of the AgriBEE Fund is to support Small, Medium, Micro Enterprises (SMMEs) within the agricultural sector who wish to acquire shareholding in existing commercially viable and sustainable enterprises and advance enterprise development through support for agro-processing and value adding activities (post-production infrastructure) to the people who were previously marginalised to participate in the sector value chain. The AgriBEE fund is implemented through provision of funding to acquisition of equity and shares in viable and sustainable enterprises, including vertically integrated enterprises (agro-processing) in the agricultural sector. It ensures that there is an increased number of black people who own, manage and control sustainable enterprises in the agriculture sector. This is done to improve the participation by black designated, namely, unemployed black people not attending and not required by law to attend an educational institution; black people who are youth; black people who are persons with disabilities; black people living in rural and under developed areas; black military veterans in terms of the Military Veterans Act 18 of 2011 as well as farm workers, throughout the respective sectors' value chains.

1.1.4 Ilima/Letsema.

The Ilima/Letsema Program was introduced to create sustainable agricultural activities and improve the food security of farming communities in 2008. The purpose of the Ilima/Letsema Program is to provide grant to household producers to increase agricultural production. The main outcome of the program is an increased agricultural production of grains, livestock, and horticulture at both household and national level.

1.1.5 Covid-19 Relief Scheme

South Africa went into a total shutdown in order to contain the spread of COVID-19 pandemic on 26 March 2020. The agricultural and food sectors were declared essential services, implying that they were allowed to continue operating, except exports of wool, wine, mohair, cotton and floriculture. As such, the sector was not heavily affected, except the afore-mentioned few industries. The processing of food was also not heavily affected on the supply side, although there were disruptions in certain inputs and ancillary services, especially for small- and medium-size enterprise agro-processors. The demand side was, however, significantly affected by the closure of schools (affecting feeding schemes), restaurants, hospitality, and limitations within informal trading systems, which all affected the aggregate demand for food. Port capacity and operations

were also impacted by the hard lockdown, which affected the exports and imports of agriculture and food products such as citrus, wheat and maize.

South Africa was on its way to an economic recession before lockdown, however, it did not deter the government from implementing various Covid-19 response policy measures to assist its citizens with Covid-19 relief schemes. The DALRRD was granted R1.2 billion which was primarily meant to assist "financially distressed smallholder farmers" to ensure they continue their production and food security for the country.

1.1.6 The Presidential Employment Stimulus (PES)

The PES was launched in October 2020 as part of South Africa's Economic Reconstruction and Recovery Plan, in response to the economic impacts of the Covid-19 pandemic (ERR, 2020). The Covid-19 pandemic illustrated the vulnerability of the South African food production and distribution systems. Although exempt from the strictest lockdown regulations, the agricultural sector faced severe challenges with disruptions to production and marketing experienced by many smallscale farmers. The PES has provided production input vouchers to subsistence farmers, to assist them back into production. Applications were made on an Unstructured Supplementary Service Data (USSD) platform and came from every corner of the country. This has also provided DALRRD with a geo-spatially referenced database of subsistence farmers for the first time. Concurrently, the implementation of PES coincides with the recruitment and employment of about 4 370 Assistant Agricultural Practitioners (AAP) that further facilitate successful implementation of the project.

Since its launch in October 2020, the PES has enabled the most rapid expansion of public employment in South Africa's history, by supporting programmes that could scale up to provide work to those who need it. This programme sustained and increased employment in the agricultural sector. It supports subsistence producers with farming input vouchers to enhance their production efforts as they strive to retain self-employment and support food value chains. The proactively support vulnerable individuals and groups, women, youth, people with disabilities, child-head households, farm-dwellers and farmworkers and military veterans.

1.1.7 Market Access

Internationally, standards for food imports and exports are harmonised through various international standard-setting bodies subscribed to under the World Trade Organisation (WTO), to which South Africa is a signatory. This includes the Sanitary and Phytosanitary Measurements Agreement, the World Organisation for Animal Health, Codex Alimentarius Commission, and the Intergovernmental Panel on Climate Change. These requirements aim to protect consumer rights, the environment, animal life and public health. Through its Directorate: Food Import and Export Standards, the DALRRD collates information regarding the standards for sanitary and phytosanitary measures applicable to trade in animal and plant products. The department also coordinates promotion and awareness programmes addressing crosscutting standards and legislative requirements for food safety, quality, and plant and animal health. The DALRRD and the Perishable Products Export Control Board (PPECB) work closely to assist South Africans to export their products successfully in a highly competitive global arena.

Furthermore, through National Agricultural Marketing Council, the DALRRD mandated the council to investigate the establishment, continuation, amendment, or revocation of statutory measures affecting the marketing of agricultural products; and evaluate the desirability, necessity or efficiency of these statutory measures. The NAMC was established in terms of the Marketing of Agricultural Products Act No. 47 of 1996, as amended by Act No 59 of 1997 and Act No. 52 of 2001. Its vision is to strategic positioning the South African agriculture in a dynamic global market (NAMC, 2023). It provides quality advisory services derived from trade policy investigations to the minister and directly affected groups in order to strengthen policy development and informed

policy decision. The DALRRD continues to identify and develop international market access for producers and facilitate trade promotions in partnership with the Department of Trade, Industry and Competition (DTIC). Some of the special international markets include the Philippines, China, Japan, Korea, and Thailand.

1.2 Sustainable Development Goals

Member states to the United Nations General Assembly, inclusive of South Africa, adopted the 17 Sustainable Development Goals (SDGs) aimed at transforming the world by calling for action to end poverty and inequality, protecting the planet, and ensuring that all people enjoy health, justice, and prosperity in 2015. These goals are based on the principle of inclusivity and not leaving anyone behind. Goal 1 of SDGs, seeks to end poverty in all forms everywhere, and central to achieving this is through target 1.4 which seeks to ensure that *“all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance by 2030”*. This is a suitable consideration given that it addresses the objectives of this policy in terms of access to land by agriculture producers as well as access to finance and non-financial support.

1.3 Agenda 2063: The Africa We Want

South Africa is a member state to the African Union which means the country subjects itself to the objectives, mission and vision of the continent. the African Union adopted the Agenda 2063 In January 2015: The Africa We Want at the 24th Ordinary Assembly of the Heads of State and Governments of the African Union. The Agenda 2063 is a roadmap for changing the outlook of Africa into one which becomes an equal and global competitive continent based on inclusive and sustainable development underpinned by values of Pan-Africanism and African Renaissance to be achieved by 2063. This vision is guided by numerous aspirations to help Africa realise this dream. In terms of Aspirations 1 *on a prosperous Africa based on inclusive growth and sustainable development the continent aspires to modernise agriculture for increased production that leads to individual farmers to ensure a lasting food security for their nations. This will be achieved amongst others through science, technology, innovations, and adoption of indigenous knowledge. Priority will be given to youth and women.*

1.4 Reversing the Legacy of the Past

The pervasive process of land alienation that dispossessed the majority of South Africans of their land over the past century lies at the root of the disparity in ownership of and access to land in South Africa. The land alienation process started in 1913 with the Natives Land Act and was perpetuated by a number of discriminatory laws that resulted in the massive dispossession of land in South Africa from black people. As the Green Paper on Land Reform (2011) highlights, one of the consequences of the loss of their land was that black people could no longer produce enough food to feed themselves and their families, nor could they keep livestock.

The root of the land question arises out of the pervasive process of land alienation that dispossessed the majority of South Africans of their land in 1913 through the Natives Land Act, (No. 27 of 1913). The Natives Land Act (No. 27 of 1913) became a spring of major challenges related to land reform in the former homelands (DRDLR, 2013). The post-1994 government refers to the former homelands as ‘communal areas’ (Communal Land Tenure Policy 2013). For most people living in these areas, their rights to land are uncertain and vulnerable. The right to security of land tenure – that is, the legal and practical ability to defend one’s ownership, occupation, use of and access to land from interference by others – is enshrined in Section 25(6) of the Constitution. The Constitution further prescribes that the government should enact a law to provide for the realisation

of the right to security of tenure in Section 25(9). Land tenure reform is one of the three main areas of the government's land reform programme – the other two are land redistribution (related to Section 25(2), (3) and (4), which involves tackling the unequal distribution of land in the country resulting from the apartheid era, and restitution (Section 25(7)), which is about restoring land to or providing equivalent compensation to people who were dispossessed of rights to land as a result of racially discriminatory laws or practices. The DALRRD has published Communal Land Tenure regulations for public comments. The regulation seeks to regulate the communal land, which encompasses land occupied mostly by African communities in the former homelands. A Recordal of Land Tenure Rights on Communal Land pilot project is currently being implemented in the Eastern Cape, Amathole District, under the Buffalo City Municipality within the Amahleke Traditional Authority, which is made of 10 villages.

1.5 The Constitution

In 1996, the Constitution of the Republic of South Africa was enacted. The Constitution enshrines certain fundamental human rights, including the right of all citizens in relation to property. All rural development and land reform policies of the South African government, including this policy, are intended to give effect to the Constitution, and in the case of this policy, to Section 25 (right to property) and Section 27 (Health care, food, water and social security).

Section 25(5) of the Constitution of the Republic of South Africa is of particular significance and provides that *"the state must take reasonable legislative and other measures, within its available resources, to foster conditions which enable citizens to gain access to land on an equitable basis"*. In a country where the majority of citizens do not have equitable access to land, this constitutional promise remains imperative. The further provisions of Section 25 of the Constitution compel the government to spare no effort in addressing land reform, racial disparity, and inequity in access to and ownership of land by South Africans.

Section 27 (1) (b) of the Republic of South Africa states that *"everyone has the right to have access to sufficient food and water"*. Similarly, Section 27(2) states that *"the state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of each of these rights"*

1.6 National Development Plan (Vision 2030)

In order to contribute to the realisation of national developmental objectives as encapsulated in Chapter 6 of the National Development Plan (NDP), the National Policy on Comprehensive Produce Development Support (NPCPDS) aims to regulate and guide numerous interventions (support services) provided to the various categories of producers by the government. The principles detailed in Chapter 6 of the NDP that are relevant in the context of this policy include the following:

- sustainable production based on the capacity building of black people through incubators, mentorships, and other accelerated forms of training in agricultural science, prior to the transfer of land;
- development of sound monitoring institutions in order to protect markets against opportunism, corruption, and speculation; and
- enhanced opportunities for commercial farmers and organised industries to contribute to the success of black people through mentorship, training, commodity chain integration, and preferential procurement.

1.7 Agriculture and Agro-Processing Master Plan (AAMP)

The vision of the AAMP is a “*globally competitive agricultural and agro-processing sectors driving market oriented and inclusive production to develop rural economies, ensure food-security, and create employment and entrepreneurial opportunities*”. An inclusive and thriving agricultural and rural economy is aligned with the vision in Chapter 6 of the NDP. The AAMP is an operational plan to reaffirm and implement the goals and measures of the NDP, Chapter 6. It is, specifically, promotes a meaningful public-private partnership designed to produce a world-class, competitive, dynamic, growing, ecologically sustainable, safe, fair and inclusive sector in 2030. With the assistance of governments, development banks, and other organisations, various interventions and programmes is able to undertake with workers, employers, and communities on various categories of farms and agribusinesses. The intention is to leverage and channel various forms of resources, support, and clearly defined roles and responsibilities of social partners in implementing the programmes of action towards achieving the strategic objectives of AAMP.

1.8 The Green Paper on Land Reform

The Green Paper on Land Reform (2011) formulates the Department’s vision of land reform as follows:

- “*A re-configured single, coherent four-tier system of land tenure, which ensures that all South Africans, particularly rural blacks, have reasonable access to land with secure rights, in order to fulfil their basic needs for housing and productive livelihoods.*”
- “*Clearly defined property rights, sustained by a fair, equitable and accountable land administration system within an effective judicial and ‘governance’ system.*”
- “*Secure forms of long-term land tenure for resident non-citizens engaged in appropriate investments which enhance food sovereignty and livelihood security, and improved agro-industrial development.*”
- “*Effective land use planning and regulatory systems which promote optimal land utilisation in all areas and sectors; and, effectively administered rural and urban land, and sustainable rural production systems*”.

The principles underpinning land reform are stated in the Green Paper to be threefold, namely:

- de-racializing the *rural* economy;
- democratic and *equitable* land allocation and use across gender, race and class; and
- sustained production *discipline* for food security.

The Green Paper puts forward a set of proposals to articulate the Department’s proposed improved trajectory for land reform, which proposals attempt to:

- improve on past and current land reform perspectives, without significantly disrupting agricultural production and food security; and
- avoid or minimise land redistribution and restitution, which do not generate sustainable livelihoods, employment, or incomes.

1.9 White paper on agriculture

This policy is aimed at ensuring equitable access to agriculture and promotes the contribution of agriculture to the development of all communities, society at large and the national economy, in order to enhance income, food security, employment and quality of life in a sustainable manner. It makes provision for agricultural production and marketing, the sustainable use of natural resources, agricultural financing, institutional infrastructure, access to information and agricultural technology, research and training.

1.10 Land Donation Policy

The Land Donations Policy aims to accelerate land donations as one of the ways to respond to the slow pace of land reform and create opportunities for citizens, especially in peri-urban and rural areas (DALRRD, 2020). It provides incentives with prescribed empowerment responsibilities on the part of big institutional landowners that donate land. Land donations are to be expedited from large institutional landowners such as agribusinesses, mining companies, land owned by urban landlords, land expropriated from absentee landlords, among others. The Land Donation Policy was approved by the Cabinet in 2020. The allocation of the donated land is guided by the Beneficiary Selection and Land Allocation Policy (BSLAP). The policy is being implemented but progress has been slow and tentative, however The DALRRD continues to create awareness through campaigns targeting landowners.

1.11 Beneficiary Selection and Land Allocation Policy

The National Policy on Beneficiary Selection and Land Allocation provides for a uniform, fair, credible and transparent process and criteria for the selection of beneficiaries for land allocation or leasing of State properties (DALRRD, 2022). It promotes conditions which enable the previously disadvantaged South Africans and targeted groups to gain access to land on an equitable basis. The targeted groups include women, youth and unemployed agricultural graduates, persons with disabilities, military Veterans, and Communal farmers and state land residents. Farm workers and farm dwellers, Labour tenants, Urban and peri-urban areas, and dispossession cases which fall outside the ambit of the Restitution of Land Rights Act, 1994 are not excluded to be the beneficiaries.

1.12 Summary

Since the dawn of democracy in South Africa, the government has embarked on numerous policies and programmes to provide financial and non-financial support, mainly targeting the previously disadvantaged producers. The intent was to emphasise the importance of their participation in the mainstream agricultural sector through the provision of on-and off farm infrastructure, extension support, market access, etc.

Despite these interventions, the challenges confronting the agricultural sector, such as skewed participation as well as inadequate, ineffective, and inefficient support systems as identified in the Strategic Plan for South African agriculture (2001) still exists. This policy is derived from the need to substantially contribute to the achievement of the national development objectives (i.e., *poverty eradication, economic growth and job creation*) as stipulated in the NDP, in which agriculture is identified as one of the primary drivers of growth in the economy. It is in this regard that efficient agricultural policies and programmes are essential to meet the increasing demand for nutritious food in a sustainable way while create job and entrepreneurial opportunities.

2. PROBLEM STATEMENT

2.1 The main problem facing the agriculture, sector is the lack of a comprehensive policy framework to harmonise, guide, and regulate the provision of support services to the various categories of producers. This has created unnecessary confusion with regard to the roles and responsibilities of various institutions that provide support to the various types of producers in South Africa, as per the findings of the Department of Planning, Monitoring and Evaluation (DPME)'s impact assessment studies on agricultural support programmes (DPME, 2014). This section therefore aims to outline some of the key problems facing the sector that should be addressed by this policy.

2.1.1 *Inequality to access and ownership of resources coupled with skewed participation of the previously disadvantages individuals along the agriculture and agro-processing value chains*

- a) South Africa is one of the most **unequal countries** in the world, with a consumption per capita Gini coefficient² estimated to be about 0.67 in 2015 (Stats SA, 2019)³. It is therefore the aim of the government to ensure that black producers no longer remain on the periphery, but become economically active and involved in the value chains of agriculture. From a legislative point of view, the country has made remarkable progress in addressing transformation through the promulgation of the Broad Based Black Economic Empowerment Act (BBBEE), 2003 (Act No. 53 of 2003), the AgriBEE Charter and Forestry Sector Charter, to mention a few.
- b) The agriculture, land reform and rural development sector is also characterised by low participation of vulnerable groups (youth, women, and persons with disabilities). The former Department of Agriculture, Forestry and Fisheries commissioned the University of Pretoria to conduct an impact assessment of the Comprehensive Producer Development Support. The report found that only 14% of the beneficiaries were youth and recommended that “*government should endeavour to improve the involvement of youth, women, and persons with disabilities in CASP-supported projects, particularly in project management*” (DPME, 2014).
- c) Despite these strides, transformation of the agriculture sector has been slow and tentative (DAFF, 2014 – Agricultural Policy Action Plan), and inequality is therefore still high and manifests itself through access to resources (land, water, finance, markets, infrastructure, etc.). This affects the participation of previously disadvantaged individuals along the value chains.
- d) The agriculture sector in South Africa is underfunded. Using the Producer Support Estimate (PSE)⁴ as a measure, the average direct support provided to the agricultural sector in South Africa is below that of other emerging markets such as Brazil, China, Russia and Indonesia. Most of these countries also receive non-financial support (such as control, veterinary support, and the removal of trade barriers) that makes them more competitive in international markets.
- e) Producers in the agricultural sector are experiencing difficulties in **accessing finance due to** several reasons which include but not limited to lack of collateral, costs of

² The Gini coefficient is a measure of inequality of a distribution. It is defined as a ratio with values between 0 and 1.

³ According to World Bank (2022), the Gini coefficient figures are based on consumption per capita in nominal terms.

⁴ The Percentage Producer Support Estimate (% PSE) represents policy transfers to agricultural producers, measured at the farm gate and expressed as a share of gross farm receipts.

funds, absence of infrastructure are associated with the constraint access to finance in the sector. Funds available for lending in the sector are limited as financiers are reluctant to service some of the producers due to the inherent risks associated with them. Most producers cannot use their land as collateral because of their tenure rights to land, particularly those in communal areas, as they do have rights to land, but this has not been translated into a registered right that would enable them to approach financial institutions for assistance. In the short to medium term, alternative and innovative financial mechanisms need to be designed to ensure producers access to finance. Long-term strategies will include the provision of secure property and tenure rights with a collateral value.

- f) A **skewed ownership of land** coupled with a slow pace of implementing the land reform programme is a threat to achieving development objectives as encapsulated in the NDP, the New Growth Path (NGP), and other strategic and policy documents of government, particularly those relating to agrarian transformation and rural development. The vision of the NDP recommends that there should be a more rapid transfer of land to black beneficiaries *“without distorting land markets or business confidence in the agribusiness sector.”* The Land Audit report on the state of farms and agricultural holdings reveals that Whites own 72% of the total 37 031 283 ha farms and agricultural holdings owned by individual landowners, followed by Coloureds at 15%, Indians at 5%, Africans at 4%, others at 3%, and co-owners at 1% (DRDLR, 2017).
- g) Furthermore, there is also a threat of **competing demands**, usually for high potential agricultural land, from the human settlement and mining sectors which affect land use patterns for agriculture and forestry sub-sectors in particular.
- h) South Africa is a water-scarce country, and therefore there is a need to ensure the sustainable use of water through the protection of the quality of water resources for the benefit of all water users. **Access to water resources** is still one of the main challenges facing the development of producers in the sector, despite the government's efforts to ensure equitable allocation and use of the scarce and unevenly distributed water resources.
- i) With regard to **access to markets**, the Agricultural Marketing Policy for the Republic of South Africa (2010) noted that the deregulation process had an overall positive impact in the sector. It however recognise that the country deregulated and liberalised faster than the WTO commitments, resulting in South African farmers having to face increased competition in both domestic and international markets (DAFF, 2010).
- j) The National Policy Framework on the Development of Small and Medium Agro-processing Enterprises in the Republic of South Africa (2015) identifies the major constraints to entrance and active participation in the agro-processing value chain by Small and Medium Enterprises (SMEs) as a lack of appropriate technology, inadequate infrastructure, access to finance and low level of technical and entrepreneurial skills. In addition to these constraints, the challenges of **compliance with stringent market standards** preclude SMEs from accessing mainstream markets, which are crucial to creating an inclusive agro-processing industry in South Africa; implying market concentration is entrenched in the industry.

2.1.2 Low agricultural productivity

- a) The agricultural sector has been identified in the NGP and the NDP (Vision 2030) as a sector that can contribute meaningfully to the creation of about 1 million additional jobs. This can be realised through the restoration of the natural agricultural resources and if there is an increase in productivity coupled with new development and expansion in the sector.
- b) Most producers and communities that obtained land ownership through land reform programmes face serious challenges maintaining the productive potential of the farm. This can be attributed to a **lack of skills**, particularly the business acumen required to run a commercial operation. Vink, Van Rooyen, and Karaan (no date) argue that this is mainly because the policies that have succeeded in transferring land have not been supplemented with support to the beneficiaries to enable them to make productive use of the land. As a result, most properties acquired through various programmes (such as Land Redistribution for Agricultural Development – LRAD) were on the verge of being auctioned or had been sold, therefore undermining the efforts and intentions of the land reform programme.
- c) **National extension and advisory services** in the country is plagued with a number of structural and counterproductive challenges that limit the efficiency and effectiveness of efforts and investments in the development of previously disadvantaged producers in particular. The poor linkage still remains one of the major challenges within the agriculture sector in South Africa, where research, extension, and producers are at best disintegrated. One of the major challenges for extension relates to the lack of extension capacity marked by a low extension to producer ratio. Extension and advisory services lack a developmental and systems approach, where practitioners have a holistic view and understand the total value chain and linkages (DAFF, 2016, National Policy on Extension and Advisory Services). The scientific and technical capacity within the PDAs to assess the potential, capability, suitability, and conservation status of the natural agricultural resources at the farm level is extremely limited. As a result, producers do not receive the required scientific and technical support to conduct soil and veld surveys, the demarcation of production units, the compilation of farm management plans, the design of utilisation and conservation works, and the selection of suitable and adapted farming enterprises, systems, and practises.
- d) **Agro-climatic conditions** also have an impact on this, as it is estimated that only a third of South Africa receives sufficient rain for crop production, and approximately a third of this area (approximately 12% of the country) has fertile soil which are suitable to produce rain-fed crops. Most of this is marginal land for crop production, and less than 3% of South Africa's land is considered high-potential land.
- e) **Mechanisation support services**, is one of the critical pillars in achieving the government's objective of increasing access to locally produced food in line with all the integrated governmental (DALRRD) schemes to ensure food security. Lack and improper use of farm machinery (such as timber harvesters, tractors, implements, irrigation schemes, logistics, etc.) both on agricultural and forestry land has resulted in reduced productivity. Therefore, standardised procedures need to be formulated to ensure that farm machinery is used at its optimum level to increase farm efficacy.
- f) **Agricultural Research and Development (R&D)** is a significant source of a long-term economic growth for South African agriculture sector (Liebenberg, 2013).

Agriculture R&D provide depth analysis on the importance and adoption of new and emerging technologies in the South African context not only to increase global competitiveness, however, to ensure household food security and to assist the developing producers in entering the mainstream (Department of Agriculture, 2008). Alston, Chan-Kang, Marra, Pardey and Wyatt (2000) reviewed that investing in the agricultural R&D result into high/positive agricultural productivity gains. According to Raidimi and Kabit (2017), the South African agricultural sector is faced with many challenges that can be resolved by agricultural R&D. These challenges include the adaptation to effects of climate change, farming within environmental limits while surviving economically, access and use of agricultural technologies and access to agricultural markets, among others.

- g) South Africa is not exempted from the **Energy** crisis that is facing world. The country has been experiencing a series of loadshedding that has negative implication in the agricultural sector. A study by (Walsh, Theron, and Reeders, 2020). showed that agriculture had the greatest loss of output in terms of its contribution to GDP, whereas manufacturing suffered the greatest loss of output in absolute terms.

2.1.3 *Unsustainable agricultural practices coupled with the sector's vulnerability to the triple -C (Covid-19, climate change and conflict)*

- a) **Triple Cs:** Dealing with the triple challenges of Covid-19, climate change, and conflict in agriculture requires a comprehensive and multi-faceted approach. These challenges have significant impacts on food security, livelihoods, and agricultural systems, and addressing them requires collaboration and coordinated efforts at various levels.
- b) **Climate change** is generally regarded as a threat to the efforts of developing countries to ensure food security and poverty reduction. In South Africa, rainfall is erratic, coupled with seasonal variation and high evapotranspiration. Increased incidents of extreme weather events such as droughts, fires, and floods are common. A major concern is the expected broad reduction of rainfall that is likely to be in the range of 5% to 10% in the summer rainfall region (DEAT, 2004). The Intergovernmental Panel on Climate Change (IPCC) also estimates that there will be a decline in annual precipitation in most semi-arid regions, including Southern Africa. This will also have a negative impact on the annual runoff, which is expected to decline by over 20% in the western, inland, and northern parts of the country (IPCC, 2007).
- c) **Land degradation** is a significant challenge facing South African farmers. A general disregard for the inherent limitations and sensitivity of natural resources exists. Unsustainable agricultural practises that have had a major impact on the state of our resource are overgrazing, the general lack of applying basic veld and soil conservation practices, the cultivation of marginal areas, and the subsequent abandonment of these areas. Unsustainable agricultural practises have resulted in the irreversible loss of topsoil, a reduction in grazing capacity, the encroachment of undesirable plant species, and an increase in the vulnerability of the producers.
- d) Some studies show that, under a hotter and drier climate, maize production is expected to decrease by up to 20%, mostly in the drier western regions (DEAT, 2004). Furthermore, a 20% increase in the frequency of extremely dry austral winters, and springs is anticipated (Nkomo, Nyong, and Kulinda, 2006). A study by Hassan (2006) shows that the impacts of climate change in the South African agricultural sector will

differ in different farming systems. It found that dryland and smallholder producers will be affected mostly as compared to irrigation and large-scale/commercial producers. This might have drastic implications for the implementation of various agricultural support programmes if proper mechanisms are not put in place.

- e) The Draft Policy on Conservation Agriculture (DAFF, 2018) recognises that current farming methods have a high environmental demand and are largely dependent on external inputs, therefore leading to the depletion and degradation of natural resources. If not addressed, this can result in irreversible soil loss over time, reducing the ecological (e.g., biomass production) and hydrological functions (e.g., filtering, infiltration, and water holding capacity) of soil (Le Roux, 2014).

2.1.4 *Lack of coordination and collaboration among key stakeholders in the provision of producer support*

- a) **Lack of coordination and collaboration** is one of the greatest challenges facing the provision of support packages to producers in South Africa. Various studies and policy documents, such as DAFF (2008; 2012; 2015), FAO (2009), University of Pretoria Business Enterprises (2015) identified the need to improve coordination and collaboration among government departments and other stakeholders by creating functional coordination mechanisms. FAO (2009) reiterates, based on global experience, that support services need to be well coordinated and integrated to achieve maximum benefit. It further states that the “**silo approach**,” which is characterised by different, disjointed (and sometimes conflicting) initiatives, is inefficient and sometimes counterproductive. These sentiments were also echoed by the Integrated Growth and Development Plan (2012) which stated that “non-alignment between the three spheres of government and between government and state-owned entities as well as non-alignment of programmes has had a negative impact on the sector. It resulted in poor implementation of programmes due to the absence of integration, coordination, and monitoring.” This has often led to the limited resources of government not being strategically utilised to ensure maximum benefit.
- b) The provision of funding is also not adequately complemented by the provision of other required support services (non-financial). Poor coordination between financial and non-financial support is therefore of concern. Currently, support programmes are having little impact because of poor coordination among other factors. Poor coordination has negative implications such as allowing competition between loans and grants, as well as limiting the leveraging potential of private sector resources.

3 OBJECTIVES OF THE POLICY

3.1 Main Objective

- a) The main objective of the Policy is to regulate and guide the provision of support measures to the various categories of producers, thereby contributing to the restoration of the natural resources, a sustainable, transformed, and competitive agricultural sector.

3.2 Specific objectives

- 3.2.1 To define and standardise the categories of producers in the South African agricultural sector.

- 3.2.2 To facilitate the development and access of appropriate support services tailored to meet the needs of the various categories of producers along the agriculture value chains.
- 3.2.3 To establish a comprehensive register of producers that will serve as a prerequisite for accessing support from the government.
- 3.2.4 To assess, protect, rehabilitate, improve, and optimally utilise scarce natural resources (e.g., land, water, bio-diversity, and genetic resources) by using an agro-ecosystem planning framework, agro-ecological principles, farm management plans for all government interventions and developments, active development of the required knowledge base, high-quality training, organisational and individual certification, and a wide range of other appropriate measures and practises.
- 3.2.5 To provide for measures to establish systems for the timely provision of inputs and basic infrastructure for producers.
- 3.2.6 To transform the sector through the facilitation and mainstreaming the participation of previously disadvantaged individuals including youth, women, and persons with disabilities in the agriculture sector.
- 3.2.7 To strengthen institutional mechanisms to better coordinate support provided to the agriculture sector to avoid unnecessary duplication.
- 3.2.8 To provide for suitable disaster risk management measures to improve producers' adaptation and mitigation to climate change and climate variability, as well as for adequate and timely compensation of producers.

4. LEGISLATIVE FRAMEWORK

- 4.1 In order to give effect to the rights enshrined in the Constitution, including Section 25 (right to property) and Section 27 (Health care, food, water and social security), the NDP, the MTSE, the CRDP, the Green Paper, State Land Lease and Disposal Policy and the PLAS were adopted, and the following acts of Parliament were promulgated/amended, namely:
 - 4.1.1 The Land Reform: Provision of Land and Assistance Act, 1993 (Act No.126 of 1993);
 - 4.1.2 The Restitution of Land Rights Act, 1994 (Act No 22 of 1994) and
 - 4.1.3 Extension of Security of Tenure Act 62, 1997 (Act no 62 of 1997, as amended)
 - 4.1.4 Labour Tenants Act ,1996 (Act no 3 of 1996)
 - 4.1.5 Marketing of Agricultural Products Act, 1996 (Act No. 47 of 1996)
 - 4.1.6 National Forests Act, 1998 (Act No.84 of 1998)
 - 4.1.7 Agricultural Law Rationalisation Act, 1998 (Act No.72 of 1998)
 - 4.1.8 Agriculture Law Extension Act, 1996 (Act No.87 of 1996)
 - 4.1.9 National Environmental Management Act 107 of 1998
 - 4.1.10 National Environmental Management: Biodiversity Act 10 of 2004
 - 4.1.11 National Environmental Management: Air Quality Act 39 of 2004
 - 4.1.12 National Environmental Management: Waste Act 59 of 2008.
 - 4.1.13 National Water Act, 36 of 1998
- 4.2 The Department's statutory mandate derives from the Constitution, is amplified by the aforesaid plans, policies and acts of Parliament. This Policy seeks to address certain aspects of the Department's statutory mandate, as detailed more fully in this Policy.
- 4.3 The funding which the Department will provide to projects in terms of this Policy is sourced from monies appropriated by Parliament in terms of the following:
 - 4.3.1 Section 10(1)(b)(ii) of Act 126 allows the Department to maintain, plan, develop or improve property or cause such maintenance, planning, development or improvement to be conducted by a person or body with whom or which he or she has concluded a written agreement for that purpose;

- 4.3.2 Section 10(1)(b)(iii) of Act 126 allows the Department to provide financial assistance by way of an advance, subsidy, grant or otherwise, to any person for the acquisition, maintenance, planning, development or improvement of property and for capacity building, skills development, training and empowerment; and
 - 4.3.3 Section 42C of the Restitution Act, The Restitution of Land Rights Act, 1994 (Act No. 22 of 1994).
 - 4.3.4 Extension of Security of Tenure Act, Chapter 2, section 4 (1)(c) which provides that the Minister shall, from moneys appropriated by Parliament for that purpose and subject to the conditions the Minister may prescribe in general or determine in a particular case, grant subsidies for the development of land occupied or to be occupied in terms of onsite or off-site developments.
 - 4.3.5 Labour Tenants Act, Section 26 (1)(b); The Minister shall, from moneys appropriated by Parliament for that purpose, grant advances or subsidies for the development of land occupied or to be occupied by labour tenants.
 - 4.3.6 Division of Revenue Act (DORA)
- 4.4 In the event of any conflict between any provisions of this policy with other national and provincial policies, the provisions of this policy shall prevail if the conflict specifically concerns the provision of financial and non-financial support to producers in the agricultural sector.

5 STRATEGIC SIGNIFICANCE OF THE POLICY

- 5.1 The Department has a mandate to contribute to the realisation of constitutional rights that “*everyone has the right to have access to sufficient food and water*” as stated in Section 27 (1) (b) of the Constitution of the Republic of South Africa. The General Household Survey 2016 data shows that 13.7% of South Africa’s population with inadequate access to food (StatsSA, 2017). While there is a significant drop from 29.3% in 2002, it still reaffirms the need for concerted efforts to address the plight of the poorest of the poor in the country. Furthermore, in terms of Section 25 of the Constitution of the Republic of South Africa, the state has the responsibility to “...*take reasonable legislative and other measures, within its available resources, to foster conditions which enable citizens to gain access to land on an equitable basis*”.
- 5.2 Given the massive rural poverty and little prospect of creating employment for growing numbers of jobless citizens within the urban and rural economies, it is imperative to explore various models and policy interventions for producer support and development. This will address the needs of the most vulnerable and marginalised groups as well as the sector.

6 GUIDING PRINCIPLES AND CONDITIONS FOR PRODUCER SUPPORT

- 6.1 This Policy is based upon the following principles, which were derived from the country’s experiences and lessons learned in implementing various producer support programmes during the pre- and post-1994 eras. The principles set out in this section apply throughout the Republic of South Africa to all organs of state that provide support (technical, financial, or otherwise) to categories of producers as defined Section 7.
 - 6.1.1 *Mandatory producer registration:* Registration on the central database is compulsory for all categories of producers, and they will be issued with a unique **Producer Registration Number (PRN)** which will be used to access support (regulatory, financial, and non-financial).

- 6.1.2 *Own contribution:* Producers are expected to make own contribution as a prerequisite to access financial support except for Household Producers. The form and type of own contribution will be detailed in specific programmes.
- 6.1.3 *Sustainable management of natural resources:* In light of the impending effects of climate change and climate variability, competing demands, and the current state of the natural resources, the government shall assess, monitor and ensure that key agricultural resources, particularly soils, veld, and water for agriculture production, are rehabilitated, protected, utilised, and managed sustainably to provide adequate production for the current and future generations.
- 6.1.4 *Value chain approach:* As per the AAMP, government shall promote the revitalisation of agriculture and agro-processing value chains by prioritising grant funding to priority commodities, informed by the commodities with high-growth potential and high labour absorption capacity identified in the NDP. Spatial plans will be developed and pursued according to the agricultural production zones using a commodity-based approach.
- 6.1.5 *Equitable access to producer support:* The government will strive to achieve equity by ensuring that interventions reach a wide spectrum of audiences across different regions and genders, as well as by mainstreaming youth and persons with disabilities. Concerted efforts will be undertaken to avoid “double-dipping,” where a few producers, mainly the elite, access various forms of grant funding from government. The provision of support (both financial and non-financial) must be transparent, and the requirements should be clear and applicable to all applicants depending on their category.
- 6.1.6 *Strengthen collaboration and coordination:* Constitutionally, agriculture is a concurrent competence between the national and provincial spheres of government, with the spheres being autonomous but inter-dependent to achieve the policy goals of a unitary state. In this regard, government shall continue to provide producer support services using a mixture of decentralised (mainly in agriculture) and centralised systems. To strengthen these systems, the government will increase its collaboration and coordination efforts with sector stakeholders, particularly the private sector.
- 6.1.7 *Needs assessment and skills audit:* With regard to financial support, producers will be subjected to a compulsory skills audit in line with the business venture (both existing and new ventures). Training should be needs driven depending on needs assessments and skills audits. Government to embark on skills and capacity development where there is a need.
- 6.1.8 *Comprehensive needs-driven provision support to producers:* The provision of support (both financial and non-financial) to producers should be needs driven and provided in a comprehensive manner, hence the need to objectively categorise producers. Funding must be provided along with other needed services to ensure that the support provided is holistic. The funding provided must cover the various support needs such as skills development, extension and advisory services, market access support, etc. The support must enable the acquisition of needed equipment and assets.
- 6.1.9 *Participatory planning:* The success of agricultural support programmes depends, to a large extent, on the commitment and dedication of beneficiaries. In this regard, the government shall ensure that producers are involved in the planning, implementation, and monitoring of their enterprises to stimulate commitment and ownership. Furthermore, the government shall work on the eradication of constraints that hinder the involvement of the private sector in the agriculture sector.

- 6.1.10 *Market-led approach:* The government will support market-oriented agricultural production system. The government shall support businesses that have a bankable business plan (e.g., including an offtake agreement) showing profitability and sustainability in the long term except for projects requiring investment of R50 000 or less over a five-year period. The state will also intervene using applicable legislation (e.g., Preferential Procurement Policy Framework Act No. 5 of 2000) to ensure that producers have access to markets.
- 6.1.11 *Community, Public-Private Partnerships:* Promotion of Community, Public-Private Partnerships (CPPPs) with government providing leadership in terms of policy and programme development as well as enhanced monitoring and evaluation to ensure a healthy relationship with sector stakeholders.
- 6.1.12 *Capped support:* There will be caps on financial support to be provided to producers to avoid cases of very substantial transfers to individuals/ entities. The caps will be reviewed regularly to cater for inflation and price escalations. The Minister or relevant delegated authority shall approve applications requiring support over and above the thresholds.
- 6.1.13 *Responsibility and accountability:* Producers are expected to comply with all relevant and applicable legislation ((e.g., National Water Act, Act 36 of 1998, tax laws, labour laws, the Conservation of Agricultural Resources Act (CARA), No 43 of 1983, National Environmental Management Act (NEMA) No. 107 of 1998, Environmental, Social and Governance Framework” National Veld and Forest Fire Act (NVFFA), No. 101 of 1998 Marine Living Resources Act (MLRA) No 18 of 1998, Agricultural Product Standard Act (APSA) No 119 of 1990, Broad Based Black Economic Empowerment (BBBEE) etc.) and must adhere to mandatory record keeping and regular reporting of business activities (production activities, financial and support received from government). Household producers will report through extension services. Producers will have to demonstrate commitment to ensure the success of their businesses, and a lack thereof might lead to the termination of support.
- 6.1.14 *Ring fenced allocations:* The proposed share of ring-fenced funds should be in line with relevant support strategies to be reviewed on a regular basis as and when the need arise.
- 6.1.15 *Sustainable products:* It is important to design and implement financial support services and products that are sustainable. Sustainable programmes will ensure continued and stable support for producers.
- 6.1.16 *Exit Strategy:* Producers will be funded in line with the approved business plan for their financial needs for a maximum period of 5 years. However, the graduation principle allows for producers to graduate within the five-year period from one category to the other, therefore qualifying for support under the new category without a waiting period. All business plans must include an exit strategy with clear time frames that illustrate a proper handover and the sustainability of the enterprise with limited or no state support. Factors beyond the producer’s control should be reported as these might affect the predetermined exit strategy. Non-financial support will be provided in perpetuity in line with applicable policies and legislations.
- 6.1.17 *Measures for unforeseen circumstances:* factors beyond producers’ control will also be addressed on merit.

- 6.1.18 *"Use it or lose it"*: To ensure that South Africa's agricultural output does not decrease further, the "use it or lose it" approach will be strictly implemented to redistributed farms. This will only be done once a thorough assessment of the producers have been done and recommendations made that they are no longer fit to continue operating on the redistributed land.

7 CATEGORIES OF PRODUCERS AND THEIR SUPPORT REQUIREMENTS FOR TARGETED CLIENTELE

7.1 Targeted clientele

- 7.1.1 All producers who are South African Citizens operating in properties acquired through various Land Reform programmes and producers operating on State Land including communal land as well as those operating on privately acquired land.
- 7.1.2 Support will be given to the following Land Reform farmers:
- In the case of Restitution programme in terms of The Restitution of Land Rights Act (Act no 22 of 1994)
 - Regularised and functional Legal entities such as a communal property association (CPA) that meets the requirements of the law and their founding documents;
 - Legal entities without conflicts or those that adhere to procedures to resolve conflicts;
 - CPAs under the administration of the Director-General;
 - Land Redistribution programmes (SLAG, SPLAG, LRAD) and the State Land Lease and Disposal Policy in terms of The Land Reform: Provision of Land and Assistance Act, 1993 (Act no 126 of 1993 as amended);
 - Land Tenure Reform projects in terms of Extension of Security of Tenure Act 62, 1997 (Act no 62 of 1997, as amended);
- 7.1.3 A thorough assessment will be done on farmers that have been previously assisted through government programmes such as RADP, CASP, MAFISA, etc. in order to determine the nature and level of support they may qualify for as well as the extent to which such support will be given.

7.2 Categories of producers

- The Policy caters for the following categories of producers:
- 7.2.1 *Household Producer (Vulnerable)*
- In this Policy, a **Household Producer (Vulnerable)** is defined as a producer or entity that produces primarily for household consumption⁵ and has limited resources and skills to operate a market-oriented production system. This category includes child headed households & households producing in communal land and commonages that are registered as indigents or meet the criteria for registration as indigents with their municipality. These fall within schedule 1 water use authorization in terms of the National Water Act (No. 36 of 1998).
- 7.2.2 *Household Producer (Subsistence)*
- In this Policy, a **Household Producer (Subsistence)** is defined as a producer or entity that produces primarily for household consumption. These producers are not or would not be classified as indigents by their municipality. They may market limited surplus

⁵ The word household consumption include own use of non-edible agricultural products such as cotton etc.

production with an annual turnover of less than **R50 000**. These fall within schedule 1 water use authorisation in terms of the National Water Act (NWA) (No. 36 of 1998).

7.2.3 *Smallholder Producer*

- a) In this policy, a **Smallholder Producer** is defined as a producer or entity that produces (at primary, secondary, and tertiary levels) for household consumption and markets, therefore, farming is consciously undertaken in order to meet the needs of the household and derive a source of income. These are usually the new entrants aspiring to produce for the market at a profit with a maximum annual turnover **ranging from R50 001 to R1 million per annum**. Smallholder Producer falls within the General Authorisation (GA) as per Government Gazette Notice 398 of 26 March 2004.

7.2.4 *Medium Scale Commercial Producer*

- a) In this policy, a **Medium Scale Commercial Producer** is defined as an individual or entity that produces and sell agricultural commodities for the purpose to make a profit. These are established enterprises producing for market to make a profit with an annual turnover ranging from **R1 000 001 – R10 million** and are eligible for VAT registration. Requires a water use licence authorization in terms of section 40 of the NWA as defined in section 21 of the NWA, except those which fall under existing lawful use.

7.2.5 *Large Scale Commercial Producer*

- a) In this policy, a **“Large Scale Commercial Producer”** is defined as an individual or entity that produces and sells agricultural commodities for the purpose of making a profit. These are established enterprises producing for the market to make a profit with an annual turnover ranging from **R10 000 001 – R50 million**. Requires a water use licence authorization in terms of section 40 of the NWA as defined in section 21 of the NWA, except those which fall under existing lawful use.

7.2.6 *Mega/Corporate Producer*

- a) In this policy, a **“Mega/Corporate Producer”** is defined as an individual or entity, that produce and sells agricultural commodities for the purpose to make a profit. These are established enterprises producing for the market to make a profit with an annual turnover above R50 million. Requires a water use licence authorization in terms of section 40 of the NWA as defined in section 21 of the NWA, except those which fall under existing lawful use.

Producers will either regress or graduate to the next category if they have attained an equivalent annual turnover for the other category in two successive years. However, with an exemption where a state of disaster or other equivalent profiling have been gazetted as a result of natural (e.g., drought) or anthropogenic events (e.g., insurgences). Provided a producer will not regress to a previous category if turnover is reduced for a period of up to two years due to external factors such as adverse agro-ecological or economic factors.

7.3 Exclusions

7.3.1 The following categories/ person(s) are not eligible for grant funding in any program under this policy:

- a) Foreign nationals;
- b) Employees from all three spheres of government (national, provincial and municipal level). This is not applicable to traditional leaders.
- c) Politicians, who hold public office;

- d) Employees of State-Owned Enterprises (SOEs) that are implementing agricultural programmes;
- e) Employees of all organisations serving as fund administrators for agriculture programmes at the local, provincial, and national level;
- f) Dual citizenship including those who hold public office in foreign countries; and

7.4 Support requirements for producers

Table 1: General support requirements for various categories of producers during developmental phase.

Support Component	Household Producer (Vulnerable)	Household Producer (Subsistence)	Smallholder Producer	Medium Scale Producer	Commercial
Financial services	Programme specific capping of financial support to be introduced in line with the needs of producers and available resources.	Programme specific capping of financial support to be introduced in line with the needs of producers and available resources.	Programme specific capping of financial support to be introduced in line with the needs of producers and available resources.	Programme specific capping of financial support to be introduced in line with the needs of producers and available resources.	Programme specific capping of financial support to be introduced in line with the needs of producers and available resources.
On-farm infrastructure	Small equipments and infrastructure such as micro-milling machines for meal and stock feed, food processing equipment, non-fuel water pumping equipment (e.g., ram pumps, treadle pumps etc.), small-scale solar, small-scale transport such as motor-assisted bicycles and tuk-tuks Fencing storage, handling and cooling facilities Irrigation Rainwater harvesting	Small equipments and infrastructure such as micro-milling machines for meal and stock feed, food processing equipment, non-fuel water pumping equipment (e.g., ram pumps, treadle pumps etc.), small-scale solar, small-scale transport such as motor-assisted bicycles and tuk-tuks Boreholes and windmills Building supplies and structures Fencing storage and handling Irrigation Packaging and handling systems Rainwater harvesting	Boreholes and windmills Building supplies and structures Fencing storage and handling Irrigation Packaging and handling systems Rainwater harvesting	Boreholes and windmills Building supplies and structures Fencing storage and handling Irrigation Packaging and handling systems Rainwater harvesting	Boreholes and windmills Building supplies and structures Fencing storage and handling Irrigation Packaging and handling systems Rainwater harvesting

Support Component	Household Producer (Vulnerable)	Household Producer (Subsistence)	Smallholder Producer	Medium Scale Commercial Producer
Implements	Basic farm implements (spade, hoes, water cans, etc.) with no own contribution	Basic farm implements (spade, hoes, water cans, etc.) with applicable own contribution as per programme strategy.	Optimal infrastructure with applicable own contribution as per programme strategy. Over/under capitalisation to be avoided Small scale plants and machinery	Optimal infrastructure with applicable own contribution as per programme strategy. Over/under capitalisation to be avoided Small scale plants and machinery
Off-farm infrastructure (public goods)	With no own contribution, but CPPP is encouraged to ensure community ownership. Public goods (communal fence, roads, dipping tanks etc.)	With no own contribution but CPPP is encouraged to ensure community ownership. Public goods (communal fence, roads, dipping tanks etc.)	With no own contribution but CPPP is encouraged to ensure community ownership. Public goods (communal fence, roads, dipping tanks etc.)	With no own contribution but CPPP is encouraged to ensure community ownership. Public goods (communal fence, roads, dipping tanks etc.)
Marketing support	Limited marketing support as production focus is household consumption and informal markets	Limited marketing support as production focus is household consumption and informal markets	Comprehensive marketing support including: (i) Government procurement (30% set aside) (ii) Preferential procurement through the private sector (iii) Support to meet quality standards for local and international markets (iv) Market infrastructure development (v) Market information services (vi) Facilitation of market access through domestic and international market development	Comprehensive marketing support including: (i) Government procurement (30% set aside) (ii) Preferential procurement through the private sector (iii) Support to meet quality standards for local and international markets (iv) Market infrastructure development (v) Market information services (vi) Facilitation of market access through domestic and international market development

Support Component	Household Producer (Vulnerable)	Household Producer (Subsistence)	Smallholder Producer	Medium Scale Producer	Commercial
			(vi) Facilitation of market access through domestic and international market development (vii) Creation on enabling environment through tariffs and quotas (viii) Trade promotions	(vii) Creation on enabling environment through tariffs and quotas. (viii) Trade promotions	
Extension and Advisory Services	This category will be serviced through partnership with non-governmental organisations (NGOs) and community-based organisations (CBOs)	This category will be serviced through partnership with NGOs and CBOs	This category will be a priority for public sector extension and advisory services. Encourage partnerships with development partners. Pluralistic extension approach will be encouraged.	This category will benefit mainly through private extension commodity providers/or research organisations and partnership with development partners in general.	
Business Development and Support Planning	Basic project activity/plan and thorough training if in groups/cooperative arrangements. Skills needs assessment and capacity development Assessment and evaluation of the natural agricultural resources (Soil, Rangeland and Biodiversity surveys, Agricultural land capability, Agricultural suitability, Agricultural potential for crops	Basic project activity/plan and thorough training if in groups/cooperative arrangements. Skills needs assessment and capacity development Assessment and evaluation of the natural agricultural resources (Soil, Rangeland and Biodiversity surveys, Agricultural land capability, Agricultural suitability, Agricultural potential for crops	Comprehensive business plan/feasibility studies with the support of agricultural economists within the PDAs. Skills needs assessment and capacity development Assessment and evaluation of the natural agricultural resources (Soil, Rangeland and Biodiversity surveys, Agricultural land capability, Agricultural suitability, Agricultural potential for crops	Comprehensive business plan/feasibility studies with the support of agricultural economists within the PDAs. Skills need assessment and capacity development. Assessment and evaluation of the natural agricultural resources (Soil, Rangeland and Biodiversity surveys, Agricultural land capability, Agricultural suitability, Agricultural potential for crops	

Support Component	Household Producer (Vulnerable)	Household Producer (Subsistence)	Smallholder Producer	Medium Scale Commercial Producer
	Agricultural potential for crops and animals, Degradation / conservation status)	suitability, Agricultural potential for crops and animals, Degradation / conservation status)	and Biodiversity surveys, Agricultural land capability, Agricultural suitability, Agricultural potential for crops and animals, Degradation / conservation status)	and animals, Degradation / conservation status)
Farm and business management planning	Compilation of farm management plans	Compilation of farm management plans	Compilation of farm management plans	Compilation of farm management plans
Conservation works	Soil, veld and wetland conservation Rehabilitation and restoration of the natural agricultural resources	Soil, veld and wetland conservation Rehabilitation and restoration of the natural agricultural resources	Soil, veld and wetland conservation Rehabilitation and restoration of the natural agricultural resources	Soil, veld and wetland conservation Rehabilitation and restoration of the natural agricultural resources
Governance mechanism	Individual guidelines	For groups and associations	For groups and associations	Individual guidelines

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Minister's initials R. T.

8 POLICY IMPLEMENTATION MODALITIES

8.1 Implementation approaches

- a) The state's intervention will mainly be to create a conducive environment for a market-led development coupled with the provision of economic incentives as well as public goods and services. The following policy intervention measures may be considered individually or in reasonable and feasible combinations in order to achieve the objectives of the policy. Most of the innovations proposed in this policy are linked to the initiatives of Operation Phakisa for Agriculture, Rural Development and Land Reform and include the following:

8.1.1 Comprehensive Electronic Producer Register System:

- a) The policy proposes the establishment of a Comprehensive Electronic Producer Register System that will be used as a prerequisite for providing support to producers. This implies that only producers who are registered in the Producer Register System will be eligible for support once the policy has been approved. The system seeks to avoid instances where producers get multiple support for the same purpose from one or more institutions (dubbed "double dipping" in the sector). However, through partnerships, measures will be put in place to enable internet access particularly for rural producers with limited access. This will also present a shift away from current practises where there is no proper record of producers and thus poor targeting in terms of support interventions. Furthermore, the system is expected to enable government to identify and intervene during disasters affecting producers.
- b. Compilation and maintenance of a Comprehensive Electronic Producer Register for agriculture
 - i. The Department shall compile and thereafter maintain a Comprehensive Electronic Producer Register for the sector.
 - ii. The Department shall assign a unique PRN to every person or entity whose particulars are included in the Comprehensive Electronic Producer Register.
 - iii. Development/appointment of an electronic and physical audit system for all registered producers.
- c. The Comprehensive Electronic Producer Register shall:
 - i. Be used as a prerequisite for providing support to producers in the sector;
 - ii. monitor the number of producers in the sector and support provided to them;
 - iii. Be used for programme planning and development including timeous response to disasters;
 - iv. Contain the names, identify/entity registration numbers, addresses, contact details, profile of the enterprise's production activities including latest financial statements and support received to date (if any);
 - v. In line with other legislations such as the Protection of Personal Information Act, 2013, contain details (company registration, tax certificates) of both existing and prospective producers;
 - vi. Contain the BEE status of the producer using a valid B-BBEE certificates and/or Sworn Affidavit; and
 - vii. Be updated on a regular basis to include any change of address, contact details and record any support services provided by government or any other stakeholder in partnership with government.

8.1.2 E-Voucher System:

- a) The policy proposes the introduction of an e-voucher system. This is a voucher in electronic form (using either a debit card or SMS) that has a stored value that can be redeemed by beneficiaries at participating agro-dealers to ensure timely provision of inputs to producers. The system will avoid unnecessary delays caused by inefficiencies within the government procurement system, which in most cases lead to inputs being delivered after the planting season or sometimes giving the producers the wrong inputs (e.g., dormant seed).

8.1.3 Grant Holding Account:

- a) The policy proposes the introduction of a grant holding bank account, which shall be opened by a farmer with any of the various approved financial institution that the Department shall have partnered with through a service level agreement (SLA) or a memorandum of agreement (MoA) as the case may be.

b) The Grant Holding Account Approach

- i) The department shall deposit the approved grant amounts into the farmer's grant holding bank account upon receipt and/or approval of the necessary support documents as outlined in the particular program documents.
- ii) The Department shall notify the bank to release money from the farmer's grant holding bank account either directly to the account of the service provider or to the farmer's current account depending on the intended purpose of the funds, after being satisfied with the conditions of the submitted supporting documents and motivations as outlined in the relevant program document.
- iii) Where suppliers used are not in the supplier database submitted with the financial statement. Vetting of supplier details and verification on safety web should be done and such documents should accompany the release letter to the financial institution.

8.1.4 Blended Funding Scheme:

- a) Blended finance is a term given to the use of public or philanthropic capital to spur private sector investment in projects aimed at achieving the SGDs. The model proposes using both loans and grant funding based on bankable business plans. The overall objective of the scheme is to facilitate the inclusion and participation of black, smallholder, and medium-scale producers across the agricultural value chains. The purpose of the Blended Finance Scheme (BFS) is to leverage government and private sector resources to support investments that will unlock and enhance agricultural production by black smallholder and medium-scale producers through deliberate, targeted and well-defined financial and non-financial interventions. The BFS is targeting black-owned enterprises in the agriculture, land reform and rural development sector and will operate through various role players, particularly financial institutions.

b) The blended funding approach:

- i. All farmers who have been prioritised for funding through this policy shall be vetted by various financial institutions with whom the Department shall have entered into agreements for this purpose.

- ii. Farmers that would have been vetted and indicated a good financial record with less risk shall be evaluated for either approval for support under blended financing model as first preference.
- iii. Farmers who are eligible for assistance under the Blended Financial Model should be given priority by financial institutions. Therefore, comprehensive grant funding shall be applicable only to farmers who do not qualify for loans in accordance with the vetting results of the financial institutions.
- iv. Farmers who qualify for comprehensive grant funding shall follow the department approval process as set out in the manual or standard operating procedures of specific grant they are applying for.
- v. Farmers who are recommended for blended finance shall approach the financial institutions and thereafter follow approval process as set out in the BFS Manual.

8.1.5 Negotiable warehouse receipts:

- a) This model allows the use of warehouse receipts for the transfer of ownership of a commodity without having to deliver the physical commodity and should therefore be eligible to be used as collateral for a loan application. A classic example is a Warehouse Receipt, which is a document that provides proof of ownership of commodities such as tonnes of maize in a silo or that may be stored in a warehouse, vault, or depository for safekeeping.

8.1.6 Producer Support Centres

- a) A Producer Support Centre (PSC) is a government owned one stop producer outreach facility within a minimum radius of 30km through which producers will receive comprehensive support packages according to their categories along the value chain. The maximum radius will vary per province within a reasonable distance.
- b) The key characteristics of the PSCs is that it contains the anchor support services (Vets, Extension support, soil specialists, etc.), has producer training facilities, has mechanization centre, it supports primary production, collection, market access, aggregation and storage facilities, and agro-processing amongst others.
- c) Each PSC shall outline the services available for the various categories of producers in line with the NPCPDS, applicable legislation, and availability of resources. A user-pay principle may be applicable to some of the services for certain categories of producers.

8.2 **Intervention measures**

8.2.1 **Component 1: Reduce inequality and improve the participation of Black Producers along the agriculture value chains**

- a) *Rationale:* The Reconstruction and Development Programme (RDP) noted that “no democracy can survive and flourish if the majority of our people remain in poverty, without tangible prospects for a better life. Attacking poverty and deprivation must therefore be the first priority of a democratic government” (RSA, 1994). It is therefore the object of this policy to ensure equitable participation of the previously disadvantaged individuals along the agricultural value chains.

- b) *Policy actions:* Facilitate the provision of support services that will catalyse the entrepreneurial behaviour of SME agro-processors, thereby ensuring that they are provided with a nurturing environment during their crucial stages of development.

8.2.1.1 Access to finance

- i. Continue to support Household Producers with grants to induce development and improve their socio-economic status over time.
- ii. Introduce innovative financial instruments (e.g., blended finance for producer support and value chain financing) to address challenges relating to access to finance mainly targeting smallholder and medium-scale commercial producers. Large-scale commercial producers will benefit from blended finance in the event that their operations are not liquid enough to finance from commercial banks on a competitive basis as a result of disaster (Disaster Management Act No. 57 of 2002).
- iii. The government together with the private sector should develop affordable and viable insurance packages for producers to cover the inherent risk of production activities along the value chain.
- iv. Government to provide credit guarantees where necessary as a risk mitigation and credit enhancement measure.
- v. Where feasible, the government shall open a controlled bank account with participating financial institutions. The controlled bank account shall be registered in the legal name of the Department, which will be held on behalf of the producer.

8.2.1.2 Access to markets

- i. Implement a capacity building programme to impart agro-business skills along the agriculture value chain.
- ii. Capacitate and support the certification of producers to meet national and international market standards.
- iii. Facilitate the provision of strategic marketing infrastructure (such as farm-to-market roads, storage facilities (e.g., silos) and trade centres).
- iv. Support the institutional set-up and development of marketing cooperatives
- v. Facilitate the provision of enterprise development initiatives.
- vi. Facilitate and support the transfer of appropriate, evidence-based processing technologies and related support services that will enhance the participation, growth, and better positioning of SME agro-processors in the competitive global environment.
- vii. Partnership with commodity organisations to create an enabling environment for ensuring market linkages for black producers
- viii. Facilitate the development of crucial infrastructure investment that will support the entrance and active participation of SME agro-processes in the mainstream agro-processing industry with the development of rural-based SME agro-processing industries.
- ix. Develop and improve food handling, marketing, and distribution systems targeting producers that are linked to domestic, regional, and international markets.
- x. Strengthen public procurement from producers (including upstream input production) and develop local formal and informal markets.
- xi. Develop special and strategic international markets for South African agricultural commodities.
- xii. Expose agricultural producers in trade promotions in partnership with the Department of Trade, Industry and Competition (DTIC).

8.2.1.3 Increase economic participation of Black Producers

- i. Enhance the implementation of the transformation agenda for the sector as encapsulated in the Agri BEE Charter and Forestry Sector Charter.
- ii. Design and implement an efficient and sustainable land reform programme.
- iii. Identify and align the implementation of relevant legislative frameworks that have a negative impact on the realisation of the sector's transformation agenda.

8.2.1.4 Access to water resources

- i. Facilitate access to water and timeous provision of water rights ideally linked to the transfer of land.
- ii. Revitalise and support the institutional set-up of irrigation schemes.
- iii. Invest in efficient water use irrigation and production systems (such as drips, centre pivots, sprinklers, precision farming as well as mulching, drought tolerant cultivars and hardy animal breeds).
- iv. Invest in multiple water use systems for producers including rainwater harvesting and the use of grey water in the agriculture sector.
- v. Provide technical information and support to producers to ensure improved water use efficiency along the value chains. This may include the provision of grace period while the project is still in the early stages of development.

8.2.1.5 Mainstreaming of youth, women, and persons with disabilities in agriculture

- a) Rationale: In order to attract youth, women, and persons with disabilities to the agriculture sector, a number of vocational training courses in different aspects of agricultural activities, including value addition and processing of agro-products, shall be introduced and recognised.
- b) Policy actions:
 - i. In line with the Beneficiary Selection and Land Allocation Policy, this Policy proposes no less than 50% allocation of support to women, 40% to youth (of which half should target at agricultural graduates), and 10% to people living with disabilities, farm workers and military veterans. Various mechanisms will be used to farm workers including the review 50/50 scheme and the Agri-Village concept.
 - ii. Government to introduce and roll-out a Graduate Placement Programme in key agricultural fields as a way of exposing agriculture graduates to the working environment; and
 - iii. Government will partner with basic and institutions of higher learning (e.g., universities, Technical and Vocational Education and Training (TVET) and colleges of agriculture) including special schools to support graduates to have practical experience and start own enterprises.

8.2.1.6 Access to Land

- a) Rationale: To strive to achieve the imperatives of Section 25(5) of the Constitution of the Republic of South Africa which states that "the state must take reasonable legislative and other measures, within its available resources, to foster conditions which enable citizens to gain access to land on an equitable basis".

b) Policy actions:

- (i) The State should secure land, through measures at its disposal, that is strategically located and is earmarked for agricultural development.
- (ii) Land to be transferred to producers should, where applicable, be linked to the transfer of the associated water rights.
- (iii) Measures should be put in place to strengthen security of tenure for communities in communal areas.
- (iv) Promote and encourage the donation of land through the Land Donation Policy.

8.2.2 Component 2: Design support measures to increase agriculture productivity

8.2.2.1 Technical and Advisory Services

- a) Rationale: To provide efficient and effective extension, advisory and technical services, especially through participatory approaches, to assist producers in restoring their natural capital, and increasing agricultural production and productivity, while at the same time ensuring adherence to regulatory services.

b) Policy actions:

- i. Generate, collate, and disseminate appropriate and cost-effective agricultural technologies through cost-effective means, including the use of Information and Communication Technologies (ICT) by extension and advisory services personnel registered with an appropriate professional body;
- ii. Strengthen government extension machinery through retraining and resourcing of Extension Practitioners including secondment to established commodity organisations; and
- iii. Pilot and upscale farmer-to-farmer extension approaches, such as farmer-field schools (FFS) to address the high extension to farmer ratio in the country.
- iv. Design and promote appropriate technologies and practices for minimising post-harvest losses along the entire commodity value chain.
- v. Strengthen governments scientific and technical services to assess, plan, monitor and ensure that natural agricultural resources is used in a sustainable manner.

8.2.2.2 Provision of Needs Based Training and Capacity Building

- a) Rationale: To address the essential needs of producers through training and capacity-building programmes that are suited to the available natural agricultural resources and the socioeconomic environment of producers.

b) Policy actions:

- i. Conduct a needs assessment and skills audit for producers in line with the potential and state of their available natural agricultural resources and proposed business venture.
- ii. Government to embark on skills and capacity development informed by the needs assessment and skills audit. This will take Recognition of Prior Learning (RPL) into consideration.
- iii. Basic financial literacy will be a prerequisite for financial support where there is no evidence of proper financial management practices;

- iv. Provision of training on record keeping to all producers informed needs assessment and skill audit.
- v. Government to introduce a system of registering mentors with 5 years' experience in the production of a particular commodity or area of expertise as a requirement.
- vi. Conduct a skills audit for mentors before registration.
- vii. Where mentorship is necessary, producers should be engaged and provided with the choice to select a mentor. Mentorship should generally be provided pro bono, but where necessary, a performance-based incentive may be arranged.

8.2.2.3 Agro-climatic solutions for efficient production system

- i. Provision of inputs informed by the current state and potential of the natural agricultural resources determined through on-farm soil and rangeland surveys, agro-climatic outlooks, management practices, on- and off-farm infrastructure and market trends.
- ii. Conduct regular agro-ecological assessments, promote regenerative agricultural systems, and implement bio-resource management
- iii. Selection of crops and animals adapted to local soil, veld, terrain and climatic conditions
- iv. Support the commercialised indigenous products and indigenous knowledge systems in the sector including the preservation of the genetic material in gene banks.
- v. Promote a diversity of production systems, including agro-forestry and related practices, to increase productivity.

8.2.2.4 Provision of suitable on- and off-Farm Infrastructure including Mechanisation

- a) Rationale: The provision of suitable infrastructure and mechanisation is aimed at creating a balance between resource allocation and the land under production to avoid over- or under-capitalization.

i. Mechanisation

Mechanisation in agriculture involves the use of tools, equipment, and machines appropriate to execute specific functions in the production/harvesting, storage, processing, transport, and marketing value chains. Mechanisation also includes irrigation systems, food processing, and related technologies and equipment. It utilises manual, animal, and mechanical power at varying degrees. It is important to note that mechanisation is a portion of the inputs required as part of producer support packages and therefore cannot ensure production on its own without addressing the total production value chain (i.e., timely supply of fuel, fertiliser, seed, agrochemicals, etc.). To be cost-effective, mechanisation must be guided by scientific guidelines and be appropriate according to soil types and size of operation, to the various categories of producers and economically viable against the varying conditions prevailing in different regions and localities.

ii. Approaches to Mechanisation

This envisaged mechanisation approach seeks to guide, coordinate, and harmonise the implementation of mechanisation support services by the state that will ensure the sustainable utilization of the natural agricultural resources for increased food production, particularly by resource poor farmers. The guidelines for mechanisation

should be used to guide the pricing of mechanisation services at the provincial level. The proposed mechanisation delivery models include the following:

(1) *Utilisation of local SMME Contractors/ Implementing Agent*

The choice of this model is fundamentally premised on the appreciation that provincial departments have capacity constraints, including but not limited to the following: lack of infrastructure for warehousing and servicing of equipment, inadequate human resource capacity to operate and maintain the equipment, lack of resources to invest in appropriate technology to operate the equipment on a regular basis, etc. SMMEs and service providers (including local agribusinesses), which exist in all provinces, can provide mechanisation services on a cost recovery basis. Producers can be issued vouchers with which to pay for services rendered by SMMEs. The amount of a voucher is to be determined by the size of land available for cultivation, and the applicable percentage of the contribution for such categories of producers.

(2) *Investment in agriculture mechanisation*

Investment in mechanisation through improved research and technology development in the sector is crucial in terms of stimulating growth and creating employment. Within the context of the Black Industrialist Programme, the government seeks to explore ways of stimulating the capacity for local manufacturing and distribution of mechanisation products and services, particularly tailored for smallholder producers. As part of ensuring investment in mechanisation, government will assist commercially oriented producers to invest mechanisation using the applicable own contribution for such categories of producers.

b) Policy interventions on mechanisation

- i. Promote agriculture mechanisation through the application of appropriate machinery and technology for various categories of producers;
- ii. Promote gender responsive, agro-ecological, and environmentally friendly mechanisation technologies within the principles of sustainable agriculture to mitigate against the negative impacts of climate change;
- iii. Facilitate capacity development opportunities for improved research and technology development and transfer on mechanisation;
- iv. Promote a conducive environment for local manufacturing and distribution of agricultural machinery and technologies within the ambient of the Black Industrialist Programme;
- v. Stimulate entrepreneurship and youth participation through mechanisation in the sector, and
- vi. Mechanisation services are to be provided in line with the recommended own contribution for various categories of producers.

c) Policy interventions on-farm and off-farm infrastructure:

- i. Government to provide both on-farm and off-farm infrastructure to producers in the agriculture, land reform and rural development sector to ensure the protection, restoration, and sustainable use of the natural

- agricultural resources to minimise post-harvest losses and enable optimal agro-processing and value-added activities at an enterprise level;
- ii. Off-farm infrastructure will be provided for the benefit of producers without their own contribution. The CPPP's are encouraged to ensure community ownership since these are public goods; and
- iii. On-farm infrastructure will be provided to producers using the applicable own contribution depending on the category of producers.

8.2.3 Component 3: Promote sustainable management and utilisation of natural resources

8.2.3.1 Investment in research and programme for natural resource management

- a) *Rationale:* The Policy recognises that South Africa is a semi-arid country with vast spatial variability in the agricultural potential, capability, and suitability of its natural agricultural resource base. It also recognises that South African resource base is vulnerable to degradation and desertification, that a large portion (approximately 60 million hectare) is already moderately to severely degraded, and that the vulnerability to further land degradation will be exacerbated by the impacts of drought and climate change. The objective is to ensure the protection, restoration, long-term sustainable use, and regeneration of the scarce natural resources.

b) Policy interventions:

- i. Invest in research to expand the South African knowledge base on the potential, capability, suitability, and conservation status of the natural agricultural resources, agro-ecology, the regeneration of soil health, rangeland health, healthy and resilient farming, and agro-ecosystems through a participatory on farm research system.
- ii. Identify key barriers to the adoption of sustainable land management practices, for each category of farmers using a systems approach and develop strategies to remove these barriers.
- iii. Support the commercialised indigenous products and indigenous knowledge systems in the sector for adaptation to climate change.
- iv. Land use suitability maps and farm management plans to be developed and regularly updated to increase efficiencies per commodity to reduce the risks and vulnerability of the sector to climate change.

8.2.3.2 Promote disaster risk reduction measures including post disaster recovery and rehabilitation

- i. Revitalise the scientific and technical support services to assist all categories of farmers with the compilation of comprehensive farm management plans based on the potential, limitations, and state of the natural agricultural resources.
- ii. Design and implement a soil health, rangeland health, and farming resilience evaluation, monitoring, and reporting system for each of the categories of farmers and prioritise farmers that comply during post disaster recovery.
- iii. Maintenance of the early warning system to ensure timely provision of appropriate information
- iv. Timely provision of post-disaster recovery and rehabilitation measures
- v. Provide affordable and tailored risk management strategies, including insurance, credit guarantees etc.

8.2.3.3 Policy actions/strategies to addressing the Triple Cs

- i. Strengthening healthcare systems: Covid-19 has highlighted the importance of robust healthcare systems. Governments and organisations should invest in healthcare infrastructure, including testing and vaccination capabilities, to mitigate the impacts of the pandemic. This will help protect agricultural workers and ensure the continuity of farming activities.
- ii. Agriculture is highly vulnerable to climate change impacts such as extreme weather events, droughts, and changing rainfall patterns. Implementing climate-smart agricultural practices, such as conservation agriculture, agroforestry, and efficient irrigation methods, can help farmers adapt to changing conditions and reduce their vulnerability to climate-related risks.
- iii. Promoting sustainable agriculture: Sustainable farming practices that promote biodiversity conservation, soil health, and water management are crucial for long-term agricultural resilience. Encouraging the adoption of organic farming, precision agriculture, and agroecological approaches can help reduce the environmental footprint of agriculture while improving productivity and resilience.
- iv. Strengthening social safety nets: Conflict and crises exacerbate food insecurity and disrupt agricultural systems. Implementing social safety nets, such as cash transfer programs and food assistance, can provide a critical lifeline for vulnerable populations affected by conflicts and other crises. These safety nets can help ensure access to food and basic necessities, protecting livelihoods and preventing further instability.
- v. Investing in rural development: Rural areas are often disproportionately affected by conflicts and climate change impacts. Investing in rural development, such as improving rural infrastructure, access to markets, and agricultural extension services, can enhance the resilience of rural communities and improve their ability to adapt to changing circumstances.
- vi. Enhancing data collection and sharing: Accurate and timely data is crucial for effective decision-making and targeted interventions. Governments and organizations should invest in data collection systems and platforms that enable the sharing of information on disease outbreaks, climate patterns, and conflict dynamics. This information can inform early warning systems and guide the development of appropriate response strategies.
- vii. Strengthening regional and international cooperation: Addressing the triple challenges requires collaboration and cooperation among governments, international organizations, and stakeholders at all levels. Sharing knowledge, best practices, and resources can help countries learn from each other's experiences and develop joint strategies to tackle these complex issues.

8.2.4 Component 4: Strengthen institutional mechanisms for better coordination of producer support in the sector

a) Rationale:

- i. The South African agricultural sector receives support from various role players, notably the government of South Africa through the Department and its provincial counterparts, the Department of Trade, Industry and Competition

(DTIC) the private sector, commodity organisations, non-governmental organisations, bilateral and multilateral development partners, international donors, etc. As a result, the sector has many programmes targeting the same beneficiaries, each with its own implementation institutional structure. The impact of these programmes is limited due to duplication of activities and non-alignment of efforts and resources.

- ii. Through this objective, it is envisaged that institutional mechanisms for providing support in the agriculture sector will be strengthened and aligned for better coordination of support services in the sector.

b) Policy actions:

- i. Strengthen coordination and alignment of support services with the responsible line ministries;
- ii. Explore Public-Private Partnerships with commodity organisations and the private sector to leverage their resources to contribute materially and immaterially towards the development of producers;
- iii. Promote strategic partnerships among research institutions, extension and advisory services, commodity organisations, and producers at all levels; and
- iv. Fast track the implementation of the land reform programme by ensuring joint and coordinated planning between the Department and the Department of Human Settlements, Water and Sanitation, as well as other relevant stakeholders.

9 IMPLEMENTATION PLAN

9.1 Introduction

- a) This Policy shall be implemented by the government of South Africa through the Ministry of Agriculture, Land Reform and Rural Development with the support and cooperation from other government departments from the three spheres (national, provincial, and local), the private sector, producers and producer organisations, commodity organisations, civil society organisations, and development partners. For effective implementation of the policy, the government shall ensure that the following implementation actions are taken:

- i. Create a conducive environment for the active participation of the private sector and other stakeholders to effectively support the government in policy implementation;
- ii. Operationalise inclusive institutional mechanisms for agriculture service delivery systems with relevant capacities (human, financial, technical, etc.);
- iii. Ensure a coordinated and comprehensive producer support that addresses the aspirations of the sector; and
- iv. Improve the implementation and monitoring of the Policy at various levels of its implementation.

9.2 Institutional mechanism

The institutional mechanism for the implementation of the NPCPDS is summarised in Figure 1 and is linked to the approved structure for the implementation of the AAMP.

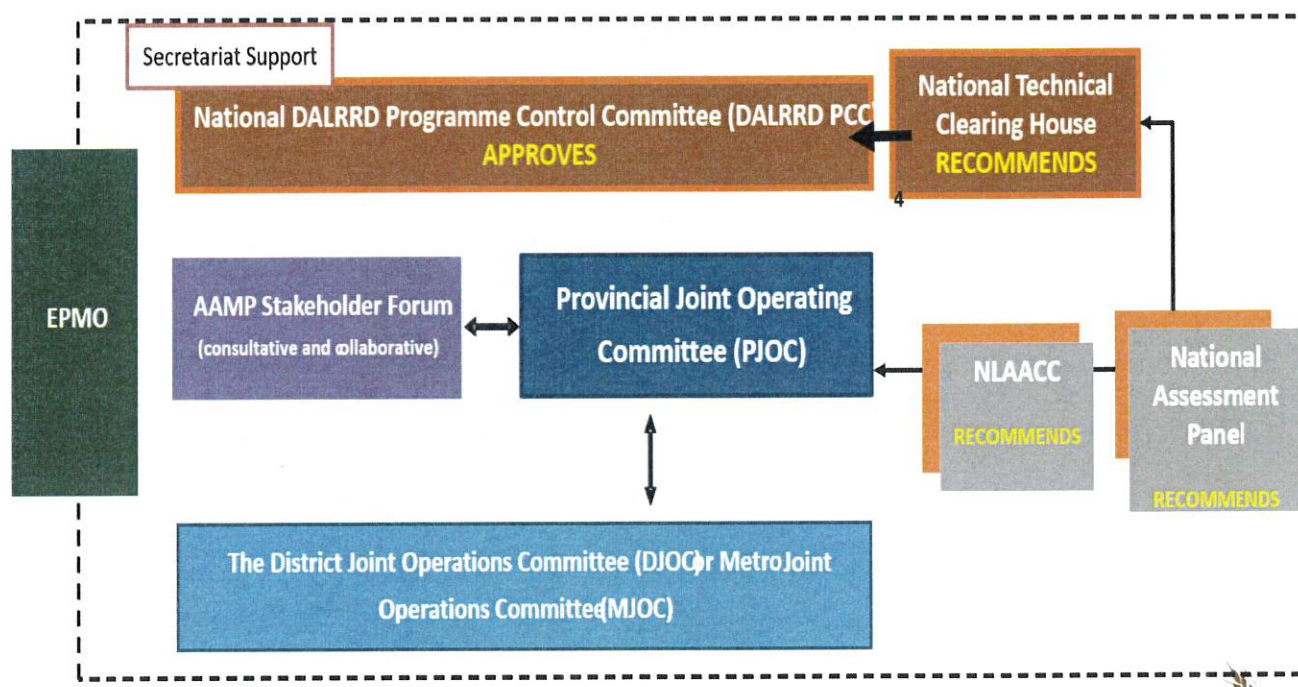


Figure 1: Institutional structure for the implementation of the NPCPDS

The proposed institutional structure comprises of the following key structures:

9.2.1 The DALRRD Project Control Committee

The purpose of the DALRRD PCC is the strategic management of selected DALRRD programmes towards the realisation of the AAMP, the National Rural Development Strategy, and the National Spatial Development Framework (NSDF), through the co-ordination and integration of national programmes, and related projects.

9.3.2 National Technical Clearing House

The main role of the National Technical Clearing House is to provide an assessment of provincial submissions, by providing the DALRRD PCC with an overview of the potential impact of programmes and projects towards the implementation of the AAMP, the National Rural Development Strategy, and the NDSF, with recommendations for approval or non-approval by participating delegated authorities. The National Assessment Panel and the NLAACC will serve as sub-sector specific clearing houses.

9.3.3 Provincial and District Joint Operating Committee

The provincial structures will serve as first point of entry for producers to access support in the sector. This structure will be the implementation arm of the national structures and will prioritise projects based on national policies and guiding frameworks.

9.3.4 Stakeholder forum

The AAMP is implemented within the ambit of community, public, private partnerships. Therefore, stakeholder forums can help communities build partnerships to design and implement plans to solve specific brownfields concerns, as well as discover financing sources and generate support for rehabilitation goals.

9.3 Oversight on the implementation of the policy

The Portfolio Committee on Agriculture, Land Reform and Rural Development will continue to provide a political oversight role to ensure that the sector is allocated adequate resources to enable implementation of the strategies that are identified in this policy as well as broader government objectives enshrined in the NDP and NGP.

9.4 Administration of producer support for agriculture

The following approach will be used for the application of producer support services as outlined in this policy:

- i. All existing and prospective producers must register with the relevant local authority to be eligible for support;
- ii. The relevant local authority or extension office will capture the details of the producer in the database and provide the client with a PRN;
- iii. An application for producer support should be made in writing at the nearest local relevant authority or extension office or participating financial institutions in case blended-financial instruments for producer support;
- iv. Applicants should declare all sources of funding received or applied for, as well as their full financial position and income stream(s), as part of the supporting information to be considered by the District Coordinating Unit (DCU);
- v. In considering the application, the relevant authority or extension office must conduct an assessment and/or request additional information from the applicant;
- vi. The department shall direct or inform the farmers recommended other financing model (e.g., blended finance, loan financing etc.) to approach the financial institutions.
- vii. Personal information provided in line with the application of producer support should be treated with confidentiality, though sharing with relevant partners will be formalised through an agreement;
- viii. Preparation of project plans for consideration by DCU, PCU, and NCU;
- ix. The relevant authority, extension office, or participating financial institution should inform applicants of the outcomes of their applications;
- x. If the application was not considered for producer support, the relevant authority, extension office, or participating financial institution should provide reasons why the application was not successful;
- xi. Preparation and publication of the project list;
- xii. Project Implementation; and
- xiii. Regular monitoring and evaluation.

10 ROLES AND RESPONSIBILITIES

10.1 The role of national government

- a) The stipulated roles that are specified for national government referring particularly to the role of the Department and other government departments at a national level, including the role of state-owned enterprises such as the Agricultural Research Council (ARC) and the NAMC, etc., which support the Department in achieving its mandate. In general, the Department has the overall responsibility of ensuring that this policy is fully implemented and monitored.
- b) The core functions of the National Government shall be to:

- i. Create a conducive macro-economic policy environment that takes into consideration developments and trends nationally and globally;
- ii. The National Government will strive to improve South Africa's comparative and competitive advantages in the domestic and global markets by developing and implementing policies aimed at achieving a sectoral growth rate as stipulated in the NDP;
- iii. Strive to ensure adequate investment and provision of essential agriculture support services (research, extension, training, veterinary service, marketing information services, etc.) to the producers;
- iv. Provide technical backstopping to provincial counterparts in the implementation of producer support programmes;
- v. Monitor and evaluate the environmental, social and economic impacts, and the efficient implementation of producer support programmes and review policies and programmes on an ongoing basis;
- vi. Procure from smallholders as part of the government food purchase programme (30% set aside);
- vii. Endeavour to reduce the regulatory burden placed on businesses in the sector and
- viii. Specifically, the role of specific national government departments is summarised in Table 2.

Table 2: Specific roles and responsibilities of key institutions

Institution	Role and responsibility
Ministry of Agriculture Land Reform, and Rural Development	• Lead and provide policy guidance in the sector with regard to producer support initiatives • Acquisition and provision of land linked to water rights • Off-farm infrastructure development • Fast track land reform process • Placement for youth in agriculture • Ensure regulation of Public Private Partnerships • Ensure compliance of the Private Sector providing services to government and farmers
Sectoral Education and Training Authority operating in the agriculture sector	• Conduct needs assessment and skills audit • Facilitate the provision of training and capacity building programmes
Department of Human Settlement, Water and Sanitation	• Water allocations and licensing • Water infrastructure development including housing and agri-villages.
Department of Social Development	• Provision of services to the vulnerable groups (grants, social relief of distress) • Re-instate/ continue with the provision of Poor Resources Farmers Support subsidies. • Make provision for bulk irrigation infrastructure. •
Department of Human Settlement	• Provision of housing for farm workers and other vulnerable groups (linked to water harvesting infrastructure)

Department of Trade, Industry and Competition	• Funding for secondary and tertiary value chains • Incentives for agriculture • Unlock potential internal and local markets • Facilitate economic development and business development support in the sector
Department of Cooperative Governance and Traditional Affairs	• Provision of free basic services • Provision of land at local level • Inclusion of agriculture in the integrated development plans (IDPs) and local economic development
Department of Small Business Development	• Facilitate support to small, micro and medium enterprises in the sector (e.g., business and enterprise development support)
Department of Environment Affairs	• Facilitate timeous provision of environmental authorisations
Department of Mineral Resources and Energy	• Coordinated strategy to address competing needs for land (i.e. mining and agriculture and fisheries) • Enforcement of legislation to address negative environmental hazards associated with mining in line with the mining rehabilitation programme • Investment in sustainable energy sources and renewable sources in the sector.
National Treasury	• Provide funding for agriculture in line with Malabo Declaration • Tax incentive schemes for agriculture
Department of Higher Education and Training	• Continuously review curriculum for extension and advisory services practitioners in line with the needs and aspirations of the producers
Small Enterprises Development Agency	• Development of business plans and comprehensive business development support
Department of Higher Education, Science and Technology	• Facilitate innovative mechanism to deal with climate change

10.2 The role of provincial government

- a) The main responsibilities of the PDAs as well as their partners at provincial level are to:
- Implement the NPCPDS taking into consideration their unique provincial socio-economic and climatic conditions;
 - Adhere to national policy and norms and standards in the provision of comprehensive producer support;
 - Provide oversight on the implementation of the policy and monitor and evaluate the implementation process at district level;
 - Effect remedial actions, where necessary, in liaison with the National Government;
 - Procure from smallholders as part of the government food purchase programme (30% set aside) and

- vi. Report to the National Government on a regular basis using predetermined reporting templates.

10.3 The role of local government

- a) Develop and implement complementary agriculture programmes in line with government policy and plans.
- b) Develop and implement appropriate by-laws to support food security.
- c) Ensure the inclusion of agriculture programmes in their IDPs.
- d) Procure from smallholders as part of the government food purchase programme (30% set aside).
- e) Create awareness at all levels of society to protect and use natural resources effectively and sustainably, especially land, veld, and water.
- f) Play a leading role in conserving scarce agricultural resources through proactive spatial planning through the Preservation and Development of Agricultural Land Bill (once promulgated).
- g) Facilitate market access for smallholder producers, in particular, through municipal fresh produce markets.

10.4 The role of State-Owned Entities in agriculture

- a) Conduct research and technology development programmes planned in collaboration with extension practitioners and producers;
- b) Conduct market intelligence and support market infrastructure development;
- c) Continuously conduct research, manufacture, and distribute animal vaccines.
- d) Quality certification and cold chain management services for producers and exporters of perishable food products;
- e) Provide capacity building on recognised national and international standards in collaboration with the government;
- f) Provide appropriate and tailored development finance services for producers and agribusinesses in the sector.

10.5 The role of the private sector, including the industry (Commodity Organisation)

These are organisations that bring a wide spectrum of interest groups related to a particular commodity with which the Department may collaborate with to advance structural transformation in the agricultural sector.

- a) The Financial Institutions to provide tailored and sustainable finance, insurance, and technical services to support investment in the production, processing, and marketing of agricultural produce.
- b) Provide financial and technical support (including financial literacy) to the agriculture sector in partnership with the government and in line with the policy and regulatory environment of government.
- c) Endeavour to achieve transformation targets as stipulated in sector specific charters (i.e., AgriBEE Charter, Forest Sector Charter).
- d) Share good practices and alternative approaches to agricultural development using the wealth of experience in the industry.
- e) Contribute to the attainment and reporting of sector deliverables and priorities as stated in national policies such as the NDP, NGP, and AAMP.

- f) Commodity organisations in particular should be represented and involved in the planning phase of the project through approval and subsequent implementation. As part of their social corporate investment/responsibility, employers must be committed to improving the standards of living of the farm labourers.
- g) Provide specialist extension services, governance and business management support for trusts, CPAs and Co-operatives.
- h) Provide training and skills development, project management and special economic services.
- i) The private sector is called upon to provide opportunities for job creation, skills development/transfer and to commit to the land reforms process.

10.6 The role of Civil Society

- a) Advocate sustainable land use and healthy farming systems for improvement in producer support services and hold government accountable within the prevailing policy and regulatory environment, taking into consideration available resources (such as financial, human capacity, infrastructure, etc.).
- b) Contribute to agriculture policy development and implementation at all levels of government.
- c) Act as a voice for the voiceless by mobilising producers to ensure that they are organised and can collectively have access to information, financial, and technical support provided by the government and its development partners.
- d) Partner with the government in the provision of services (both financial and non-financial) to producers, particularly Household and Smallholder Producers.
- e) Conduct outreach to ensure marginal and remotely located producers are not excluded from government programmes.
- f) Conduct diverse facilitation roles together with public sector extension and farmer associations to support participatory processes for producer support.

10.7 The role of development partners

- a) Provide financial and technical support to the agriculture sector in partnership with the government and in line with the policy and regulatory environment of the government.
- b) Contribute to the attainment and reporting of sector deliverables and priorities as stated in national policies such as the NDP, NGP, and AAMP).

10.8 The role of international community

- a) The international community is welcome to provide donor assistance, which will mainly be used for institutional strengthening, technology development, and skill transfers.
- b) All donor funding will be used effectively and efficiently in pursuing the goals and objectives of agriculture sector.

10.9 The role of producers

- a) To utilise all of the funds for the intended purpose.
- b) Should enter into an agreement with the financier (the Department and its development partners) and ensure he/she adheres to the provisions contained in such agreements.
- c) Ensure that they register in the central database of the Department as a producer within the agriculture value chain.

- d) Report their business activities to the Department on a regular basis as a precondition of subsequent producer support from government and its partners.
- e) Keep updated natural resources management and enterprise records and make these available when required for monitoring and evaluation of producer support programmes.
- f) Actively participate in enterprise building, peer-to-peer learning and sharing, biodiversity conservation and use, the elaboration and adaptation of indigenous knowledge, soil and water conservation, and landscape maintenance.

11 ENABLERS FOR COMPREHENSIVE PRODUCER DEVELOPMENT SUPPORT

11.1 Information, Communication and Awareness Creation

A key thrust to successful policy implementation lies with information management, communication, and awareness creation.

- a) Rationale: To utilise information and communication technologies (ICTs) in the agriculture sector as essential tools to provide digital assets (access, information, knowledge, data, communication resources, ways of participation, etc.), foster capacity development, facilitate the exchange of experiences, and reduce the “*digital divide*” that exists between rural and urban areas.
- b) Policy actions:
 - i. Introduce a Producer/Farmer Register System to be utilised by the government as a basis for providing support to different categories of producers;
 - ii. Develop and expand a sustainable nationwide information management system for the sector that is reliable and easily accessible to all agricultural sector stakeholders;
 - iii. Integrate and/or ensure linkages between the proposed integrated information management systems and the various systems used by several units and departments within government;
 - iv. Upscale and ensure effective utilisation of information management tools used by Extension Practitioners and other advisory service practitioners which are a basis for information management and dissemination at a project or enterprise level;
 - v. Promote information and communication technologies that enhance the productivity and profitability of agricultural enterprises; and
 - vi. Government to introduce an e-voucher system a way of seamlessly providing quality and affordable production inputs, including mechanisation services (for crops, livestock, etc.) to all registered producers. Punitive measures will be put in place to avoid misuse of the system. Producers will be made aware of this before support is provided. The state will use its bargaining power through the e-voucher system to ensure that agribusinesses or agro-dealers play a leading role in assisting producers in their development, including the provision of technical and advisory services.
 - vii. The input supply mechanisms through e-voucher system shall be designed to stimulate local input production tailored for the local context.

11.2 Cooperative Governance

- a) Rationale: The effectiveness of interventions to address equity, growth, and sustainability in the sector is dependent on effective, efficient, and sound cooperative governance. The Integrated Growth and Development Plan (DAFF, 2012) also identified cooperative governance as an essential component for the sector as it requires effective management across all three spheres of government, sector organisations, and producers. Without an integrated approach and effective management of actions, roles, and responsibilities, most strategies devised by the department will result in ineffective implementation.
- b) Policy actions:
 - i. Establish a governance system that will provide for integrated planning, monitoring, and evaluation across the sector and the various spheres of government.

11.3 Research and Innovation

- a) Rationale: The agriculture sector heavily relies on both public and private sector research in order to adapt to changes in the regulatory requirements, environment, market requirements, and the ever-changing needs of producers. The purpose of this pillar is to underscore the need to provide support to the public research sector as it remains one of the key sources of innovation for the sector. Public agricultural R&D and extension programmes provide essential public goods and are a principal driver of innovation systems in the sector.
- b) Policy actions:
 - i. Reorient the research and development strategy to be nature- and gender-sensitive;
 - ii. Increase public investment in research and development for agriculture development;
 - iii. Promote decentralised research and training centres incorporating extension and farmer-to-farmer learning and
 - iv. Improve the linkages between extension, research, and producers by making producers active participants in the research agenda.

11.4 Funding mechanism for producer support and development

11.4.1 Innovative Financing Models

The successful implementation of the policy will depend to a large extent on the availability of funding for the agriculture sector. The purpose of this enabler is to establish a funding mechanism for comprehensive producer support and development.

- a) Rationale: Finance is one of the crucial components to ensuring that the objectives of the Policy are realised. In line with the Integrated Agriculture Development Finance Policy Framework (IADFP) for smallholder producers (DAFF, 2015), the government will use a combination of grants and loans to provide comprehensive support to producers and entrepreneurs along the agriculture value chain. Preference will be given to the applicant whose proposal is linked to commodities of national and provincial importance as per the AAMP and Provincial Growth and Development Strategies (PGDS).

b) Policy actions:

The following innovative financing mechanisms will be encouraged for the implementation of the NPCPDS.

i) Blended Finance for Producer Support

Financial support is provided in various forms that include loans and grants. It has been noted that grant funding has created dependency as the same beneficiaries keep on demanding the grants and businesses collapse with the withdrawal of the grants. On the other hand, most potential clients do not qualify for loans because of the cost of funds. To address the challenge, the DALRRD shall introduce a blended financing instrument for producer support. The blended funding instrument combines the loan and the grant into one product for the applicant. The blended product will be constituted by public and private sector funds. This is an innovative initiative to improve the effectiveness of the funding programmes in the sector.

Blending the grants with loans will reduce the competition between the two, and facilitates complementarity, and of partnerships and the leveraging of private sector resources. Blending also reduces the risk level for the clients as it reduces the amount loaned and also assists with the acquisition of needed infrastructure including land.

ii) Value Chain Financing

This is financial flow between participants in a particular value chain (internal), but it also flows from financial institutions: from banks to participants in a specific value chain (external). It can also be a combination of both internal and external partners involved at the same time. There is less dependence on creditworthiness but rather because of trust and the existing business relationships that exist within the value chain.

11.4.2 Sources of finance for producer support and development

i) Government funding

As a signatory to the Malabo Declaration on Accelerated Agricultural Growth and Transformation for Shared Prosperity and Improved Livelihoods, the South African Government has a responsibility to uphold an earlier (Maputo Declaration) commitment to allocate at least 10% of public expenditure and ensure its efficiency and effectiveness. The DALRRD shall lead the process to solicit funds within the government and private sector to ensure that resources are focused on the best interventions and mode of financing to increase efficiencies and reduce duplication and wastage of existing resources.

ii) Public-Private Partnerships

Investment required to attain the objectives of the NDP and NGP are massive and government resources alone are not sufficient to address this as well as the needs of the farming community. Therefore, the government will work with commodity organisations, banks, financial institutions, and other stakeholders to secure preferential credit and technical support packages for smallholder producers. Furthermore, infrastructure investments through CPPPs are best targeted towards public goods supporting broader agricultural development for the benefit of all categories of producers.

iii) Producers' Own Contribution

The NPCPDS advocates for a blended finance instrument for producer support in which the grant will serve as financial supplementation to the applicant's own contribution. Therefore, own contribution is the resource that an applicant should bring into the process to form part of the whole capital package, viz., own contribution (loan) and grant. This can be in monetary, in kind (e.g., property, machinery, equipment and livestock) or in case of Household Producers; it can be through sweat equity. Producers who acquire land privately should be treated differently as regard own contribution. Programme documents should outline a lesser own contribution percentage for producers who acquired land privately compared to the beneficiaries of government's land reform programmes.

iv) Donor Funding

Donor funds will also be utilised to implement special projects. To ensure transparency and accountability in the use of donor funding, all Official Development Assistance (ODA) will be managed through the National Treasury's Reconstruction and Development Programme (RDP) Fund.

v) Other sources of funding

Other forms of funding such as private equity and philanthropic support will be used to augment government's limited resources.

12 RISK MITIGATION AND MANAGEMENT

- 12.1 One of the reasons for constraint access to finance in the sector is the risky nature of the sector. Negative climatic conditions are known to negatively affect productivity in the sector. Climate change is making it more difficult to deal with climatic effects. It is for this reason that it becomes important to implement effective risk management and mitigation measures.

12.1.1 Insurance

- a) Insurance is one of the risk mitigation instruments. Insurance will help keep producers in business even after a disastrous event. The support provided to producers must therefore be inclusive of insurance cover. In this regard, government in partnership with the State-Owned Entities and the private sector shall develop affordable insurance packages for producers in the sector. Agriculture index insurance is one of the innovative, cost-effective packages to protect producers against adverse weather events. It is a relatively new but innovative approach to insurance provision that pays out benefits based on a predetermined index (e.g., rainfall level) for losses of assets and investments, primarily working capital, resulting from weather and catastrophic events such as drought, without requiring the traditional services under Multi-Peril Crop Insurance (MPCI) offering, which usually come at a cost.

Index insurance is potentially useful at different levels: at the micro level, producers can benefit from the additional risk management strategy; at the meso level (financial service providers, input suppliers, farmer associations, and traders) can balance their portfolios and manage certain business constraints; and at the macro level, index insurance can assist

governments and relief agencies in development and disaster management. The index insurance package will be available for commercially oriented producers focusing on commodities aligned to the AAMP and key government priorities. The department, in partnership, with private sector and insurance industry will be implementing agriculture index insurance.

12.1.2 Building Capacity of Producer

- a) The capacity of the business owner is central to the success of the support offered. Effective participation by the business owner is key to the sustainability of the business. It is therefore important to enhance the capacity of the producer. Building the capacity of the producers reduces the risk of failure, and therefore capacity building is one of the important risk mitigation strategies. The capacity of producers can be enhanced through the provision of training.
- b) Producers must be provided with training in various elements according to their needs. This will help them manage their operations properly. Risk mitigation and management practises help to improve the likelihood of successful operations for the enterprise and stabilise its income. This further improves the chances of loan repayment.

12.1.3 Credit Guarantees

- a) It is important to have a wide range of financial support instruments. In addition to loans and grants, an insurance credit guarantee is one of the instruments that can go a long way in assisting producers access finance. Credit guarantee schemes are established to help borrowers who have little or no collateral to pledge in order to get a loan from a financial institution. The guarantee provides a protection to the institution that gives the loan to the borrower in case the borrower defaults. The credit guarantee is a risk mitigation tool in financial lending. The scheme will guarantee coverage up to a predetermined percentage of the loan amount. The percentage cover shall differ according to the risk profile of the enterprise or borrower. The Department shall introduce a guarantee scheme in the sector. This will increase the product range and diversity of support. The guarantee will be available for the various commodities in agriculture. The implementation of the guarantee scheme requires that the Department to form partnerships with financial institutions.

13 COMMUNICATION PLAN

- 13.1 Government through DALRRD will spearhead the process of creating awareness about the policy and its implications among sector stakeholders. The information provided will improve understanding of key policy issues of the government (mainly the Department) while at the same time enhancing dialogue, collaboration, and participation of various agricultural stakeholders in the development and implementation process of the policy.
- 13.2 In this regard, various platforms will be used to communicate the policy. These include printed media, electronic, and mass media (such as national and regional newspapers, radio, TV, producer publications, magazines, etc.). Furthermore, all offices dealing with agriculture as well as rural development will be supplied with pamphlets and posters outlining the key policy objectives, principles and conditions, application processes, etc.

14 MONITORING AND EVALUATION (M&E)

- 14.1 In support of the government's commitment to increasing the use of evaluations, the Cabinet approved the National Evaluation Policy Framework (NEPF) in November 2011. The NEPF provides the basis for a system of evaluations, across government. It promotes quality evaluations which can be used for learning and to improve the effectiveness and impact of government. In line with this widely adopted government evaluation system, a Theory of Change for the National Policy on Comprehensive Producer Development Support has been developed and is attached hereto as Annexure A. Monitoring indicators will also be developed to systematically collect and measure the progressive impact that the policy will have on the agriculture sector.
- 14.2 The M&E exercise is essential in assessing the efficiency and effectiveness of programmes and projects. An Implementation Plan aims to guide practitioners in taking steps or approaches so as to ascertain whether "we are doing things right? – *monitoring*," or if "we are doing the right things? – *evaluation*." The five key broad concepts to be evaluated regarding the policy are its (i) relevance, (ii) effectiveness, (iii) efficiency, (iv) impact and (v) sustainability of activities. Performance monitoring and evaluation enables improved management of the outputs and outcomes while encouraging the allocation of effort and resources in the direction where they will have the greatest impact.
- 14.3 In this regard, the government shall put in place systematic processes for collecting and reporting on progress on a regular basis (i.e., monthly, quarterly, and yearly) depending on the enterprise type. The focus shall be firstly on collecting baseline data per commodity per province. Furthermore, a mid-term review on the implementation of the policy would be conducted during the first three to five years of implementation. This should be followed by a detailed impact evaluation of the policy after ten years of implementation. A detailed M&E framework containing indicators and expected outcomes will be developed.

15 POLICY REVIEW

- 15.1 The present Policy is a high-level guide that will evolve and expand as legislative and other institutional arrangements are put in place. Mechanisms to review progress to ensure that the Policy, programmes, and processes are on track to meet sector objectives are part of the integrated M&E system.
- 15.2 A comprehensive review of the Policy will be undertaken every three to five years. However, the Minister may authorise the review of certain components of the Policy to ensure alignment with political mandates and national priorities. The review process shall be transparent, broad, and inclusive. DALRRD shall disseminate the outcomes of the reviews to the public through agreed-upon channels.
- 15.3 The thresholds support and categorisation of producers as well as the proportion of the ring-fenced amount per producer category will be reviewed on an annual basis in line with inflation. Producer price index will be used to review thresholds of support.

16 CONCLUSION

- 16.1 To develop the agriculture sector, it is recognised that there is need for strong Public-Private Partnerships. The public sector will focus on providing services and support, mainly to smallholder producers, while creating a conducive environment for the commercial sector

to thrive and be competitive. The private sector is expected to play a leading role in terms of direct investment in the sector, therefore creating opportunities for job creation.

- 16.2 The importance of promoting agricultural trade both in the region and beyond cannot be overemphasised. This is particularly so given developments in the African Growth and Opportunity Act (AGOA), Malabo Declarations⁶ and trade relations between South Africa and other BRICS (Brazil, Russia, India, and China) member countries.

17 DOCUMENT INFORMATION

Document/revision number: 29

Issue date: February 2024

Document status: Cabinet approved

⁶ The Malabo Declaration on Accelerated Agricultural Growth and Transformation for Shared Prosperity and Improved Livelihoods is a set of new goals showing a more targeted approach to achieving the agricultural vision for the continent, which is shared prosperity and improved livelihoods. The declaration was adopted by the African heads of state in Malabo in June 2014. African countries commit to tripling intra-Africa trade in agricultural commodities and services by the year 2025.

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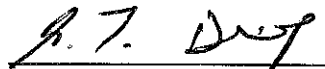
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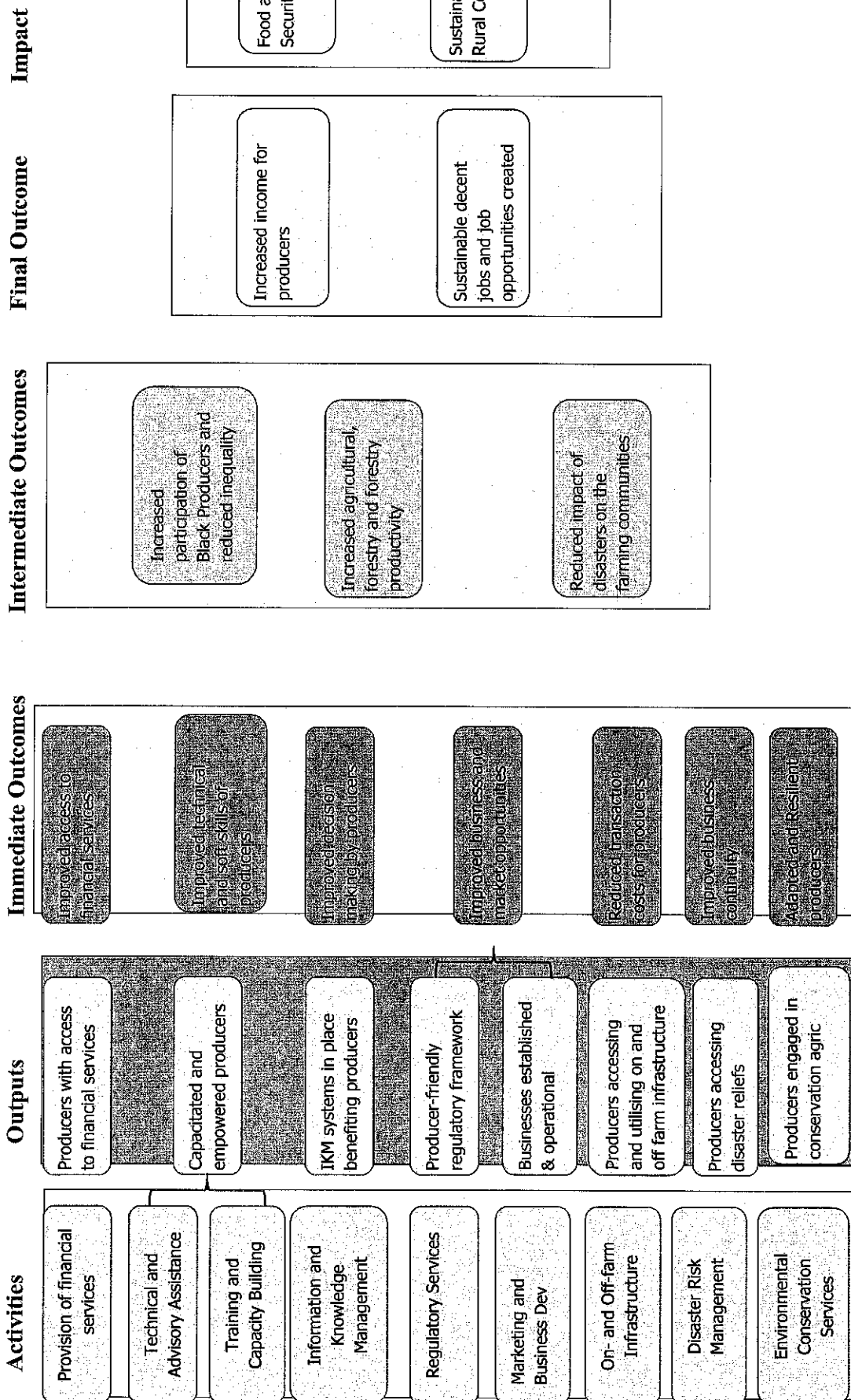
19 APPROVAL

THIS POLICY HAS BEEN APPROVED BY CABINET ON 13 MARCH 2024 AND SIGNED OFF BY THE MINISTER FOR AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT


MRS A.T DIDIZA, MP

16/04/2024
DATE

ANNEXURE A: THEORY OF CHANGE FOR COMPREHENSIVE PRODUCER DEVELOPMENT SUPPORT⁷



⁷ Adapted from Khulisani Management Services (2015): Diagnostic Evaluation of Government Supported Smallholder Farmer Sector (Theory of Change: Draft Models)

ANNEXURE B: Thresholds for producer support

Year	Capped support thresholds per category			
	Subsistence (Vulnerable)	Household (Subsistence)	Smallholder	Medium Commercial
2018	300 000	500 000	5 000 000	8 000 000
2019	294 600	491 000	4 910 000	7 856 000
2020	308 446	514 077	5 140 770	8 225 232
2021	337 132	561 886	5 618 862	8 990 179
2022	386 353	643 922	6 439 215	10 302 745
2023	451 647	752 744	7 527 443	12 043 908
2024	544 912	908 186	9 081 860	14 530 976
2025	677 870	1 129 783	11 297 834	18 076 534
Proposed capped support until 2024/25	650 000	1 100 000	11 000 000	18 000 000

ANNEXURE C: IMPLEMENTATION PLAN FOR THE NATIONAL POLICY ON COMPREHENSIVE PRODUCER DEVELOPMENT SUPPORT

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
1. Reduce inequality and improve the participation of PDIs along the agriculture value chains	Identify and align the implementation of relevant legislative frameworks that has a negative impact on the realisation of the sector's transformation agenda	Diagnostic impact analysis for prioritised legislation developed	2024	2025	DALRRD DPME	Availability of funds
		Joint implementation mechanisms for Land, Water and Energy developed	2024	2025	DALRRD DEA DME DWS	Cooperation from other stakeholders
		Producer Support Bill developed	2025	2027	DALRRD	Cooperation and buy-in from stakeholders
		Producer Support Regulations developed after promulgation of the Act	2027	2029	DALRRD	Cooperation and buy-in from stakeholders
	Facilitate the provision of support services to stimulate entrepreneurial behaviour of SMMEs in the sector	Agri-businesses established and expanded	2024	2025	DALRRD DTI IDC Land Bank	Improvement in the approach, mentality, behaviour, efficiency and growth in SMMEs

Minister's initials G. T.

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
		Training and capacity developed for entrepreneurial skills	2024	2026	DTI DALRRD SETAs	Improvement of knowledge and skills as a result of training
		Incentive scheme developed linked to entrepreneurship development	2024	2026	DTI DALRRD	Increase in access to incentives Increased number of entrepreneurs
	Develop and improve value chain (e.g. food handling, marketing and distribution) systems targeting smallholder producers that are linked to domestic, regional and international markets.	Value-adding logistical services available to smallholder producers to improve market access established	2024	2025	DALRRD NAMC DTI IDC GCIS	Improved production and income.
		Management Information System Unit to undertake collection, collation and dissemination of marketing information established	2025	2027	DALRRD SITA NAMC GCIS Stakeholders Media	Information flow and empowerment
	Enforce the implementation of transformation agenda for the sector as encapsulated in the relevant sector charters (AgriBEE Charter)	Regulations to enforce the implementation of transformation agenda for agriculture, land reform and rural development sector	2025	2028	DALRRD DTI Commodity Groups Producer Unions	Cooperation and buy-in from stakeholders

Minister's initials P. T.

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
2 Design support measures to increase agriculture productivity	Provision of inputs informed by current state and potential of the natural agricultural resources determined through on farm soil and rangeland surveys, agro-climatic outlooks, management practices, on and off farm infrastructure and market trends.	Guideline on provision of support measures developed. E-voucher system developed. Climate Smart technologies developed and promoted.	2024	2026	DALRRD (lead), PDA, DEA, DWS, Commodity Organizations, Producers, Producer Union, Research institutes (South African Weather Service, ARC, CSIR, WRC).	Provision of inputs to be made as transversal indicator at PDA level. Depending on stock tacking of support services offered by various stakeholders Willingness to collaborate. Funding availability
	Conduct regular agro-ecological assessments; promote regenerative agricultural systems and bio-resource management.	Sector-specific agro-ecological assessment plans developed. National agro-meteorological quarterly advisory reports issued.	2024	2026	DALRRD (lead), PDA, DEA, DWS, Producer Unions, Commodity Organizations, Producers, Research institutes (South African Weather Service, ARC, CSIR, WRC).	Achieved with support of other sectors
	Selection of crops and animals adapted to local soil, veld, terrain and climatic conditions.	Production of suitability models developed.	2024	2025	DALRRD (lead), Research Institutions, Commodity Organizations,	

Minister's initials 9.7.

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
					Producer Unions, Producers.	
	Support and promote the commercialisation of indigenous products and knowledge systems in the sector including the preservation of the genetic material in gene banks.	Report on commercialised Indigenous products and knowledge systems developed.	2024	2026	DALRRD and Research Institutions.	Willingness to collaborate.
	Promote a diversity of production systems including agro-forestry and related practices to increase productivity.	Guidelines on diversity of production systems developed.	2024	2025	DALRRD, Research Institutions, Commodity Organizations, Producer Unions, Producers.	Stakeholder buy-in.
	Conduct needs assessment and skills audit for producers in line with the potential and state of their available natural agricultural resources and proposed business venture.	Skills Audit report developed.	2025	2027	DALRRD, PDA, SETAs (AgriSeta), Research Institutions, Commodity Organizations, Producer Unions, Producers.	Willingness to collaborate. Depends on availability of funds.
	Government to embark on skills and capacity development informed by the needs assessment and skills audit.	National Framework on Skills and capacity development programmes designed.	2025	2027	DALRRD, PDA, SETAs (AgriSeta), Research Institutions, Commodity Organizations, Producer Unions, Producers.	Stakeholder buy-in Willingness to collaborate.

Minister's initials S. 7.

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
	DALRRD to introduce a system of registering mentors with 5 years' experience in the production of a particular commodity as a requirement	System and guideline for registration of mentors designed.	2024	2025	DALRRD, PDA, Research Institutions, Commodity Organizations, Producer Unions, Producers.	Willingness for adoption of system
	Conduct skills audit for mentors before registration	Skills Audit for mentors developed.	2024	2025	DALRRD, PDA, SETAs (AgriSeta), Research Institutions, Commodity Organizations, Producer Unions, Producers.	Stakeholder buy-in Depends on funding available. Willingness to register.
	Generate, collate and disseminate appropriate and cost-effective agricultural technologies through cost-effective means including the use of Information and Communication Technologies (ICT) by extension and advisory services personnel registered with an appropriate professional body.	Regular status report developed on registration of Extension Practitioners with SACNASP. Information and Communication Technology systems for extension and advisory services developed.	2024	2026	DALRRD, PDA, SACNASP and SASAE.	Stakeholders buy-in the system.
			2024	2025	DALRRD, PDA, GCIS and Research Institutions.	Stakeholders buy-in the system. Adoption of the technology

Minister's initials 67

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
	Strengthen government extension machinery through retraining and resourcing of Extension Practitioners including secondment to established commodity organisations;	Annual reports on Extension Recovery Plan and deployment of extension Practitioner to commodity organisation.	2024	2026	DALRRD, PDA and Commodity Organisation.	Collaboration between stakeholders in all spheres of government. Depend on ERP funding.
	Pilot and upscale farmer-to-farmer extension approaches such as farmer field schools to address the high extension to farmer ratio in the country.	Annual report on the implementation of Extension Policy.	2024	2026	DALRRD and PDA and Agriculture Colleges	Collaboration between stakeholders in all spheres of government. Depend on ERP funding.
		Increase number of extension practitioners in line with the prescripts of norms and standards for extension and advisory services.	2024	2028	DALRRD and PDA and Agriculture Colleges	Depend on available budget at PDA level.
	Promote agriculture mechanisation through the application of appropriate machinery and technology for various categories of producers.	Developed Mechanisation Strategy and Status report on the implementation of the strategy.	2024	2026	DALRRD, PDA and Private Sector.	

Minister's initials *EF*

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
	Promote gender responsive, agro-ecological and environmentally friendly mechanisation technologies within the principles of sustainable agriculture to mitigate against the negative impacts of climate change.	Report on gender responsive, agro-ecological and environmentally friendly mechanisation systems developed.	2024	2026	DALRRD, PDA and private sector.	
	Facilitate capacity development opportunities for improved research and technology development and transfer on mechanisation;	Capacity building framework on improved research and mechanisation developed.	2024	2026	DALRRD, PDA	Depends on funding
	Promote a conducive environment for local manufacturing and distribution of agricultural machinery and technologies within the ambit of the Black Industrialist Programme.	Black Industrial Programme for local manufacturing and distribution of agricultural machinery and technologies developed.	2024	2026	DTI (lead), DSBD and DALRRD	Buy-in from the departments
3 Promote sustainable management and utilisation of natural resources	Invest in research to inform sustainable and environmental friendly production practices	Revitalise the existing research structures within the values chain	2024	2025	DALRRD Research institutions (ARC, NRF, Academia etc.) National, provincial	Funded Capacity (human, infrastructure etc.) Compliance

Minister's initials S. P.

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
		Improve sustainable and environmentally friendly technologies and cultivars developed Develop innovative and environmentally friendly technologies			and local government , Producers and commodity organisations	
	Improve communication and promote the adoption of sustainable and environmental friendly production practices	Package sustainable and environmental friendly measures for good practices in local languages Awareness campaigns on management and use of environmental-friendly production systems carried out Strengthened collaboration with internal and external stakeholders	2024	2025	DALRRD DEA, DWS, ARC, DBSA, GCIS,	
	Support the commercialisation of indigenous products in the sector	Documented knowledge of indigenous products	2024	2025	DALRRD, Research institutions (ARC, NRF, CSIR,	Funded Capacity (human , infrastructure etc) Compliance

Minister's initials g. 7.

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
		Increased productivity levels of indigenous products Improved and Preserved indigenous products Indigenous products commercialisation framework developed			Academia etc.) National, provincial and local government (DEA, DALRRD, DTI, Treasury, DSBD, NAMC, Producers and commodity organisations	
	Design schemes to incentivise land owners and producers who implement sustainable and environmental friendly production practices	Developed incentive scheme for sustainable and environmentally-friendly production practices	2025	2026	DALRRD, DTI, Treasury, DSBD, ARC, NRF, CSIR, Academia PDAs, Producers and commodity organisations	Funded Capacity (human , infrastructure etc) Compliance
	Land use suitability maps to be developed and regularly updated to increase efficiencies per commodity to reduce risks and vulnerability of the sector to climate change	Developed, updated and implemented Land suitability maps	2024	2025	DALRRD L DEA, , DWS, Municipalities, PDAs,	Funded Capacity (human , infrastructure etc) Cooperation
	Early warning systems to promote access to information for planning,	Developed electronic early warning system	2024	2025	DALRRD	Funded Capacity (human , infrastructure etc)

Minister's initials SP

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
4 Strengthen institutional mechanisms for better coordination of producer support in the sector	decision making and adaptation measures				ARC, DEA, SAWS, CSIR, SANSA, SARAO, NDMC, DPME	cooperation
	Review and strengthen existing legislation on sustainable management and utilisation of natural resources	Review policies, strategies and regulatory system on sustainable management and utilization of natural resources	2024	2026	DALRRD ARC, DEA, SAWS, SARAO, NDMC, Presidency, DPME National Provincial and local departments, SOEs, commodity organisations, private sector,	Funded Capacity (human , infrastructure etc) Compliance
	Encourage intergovernmental relation Strengthen existing intergovernmental structures	Signed Service Level Agreements with relevant sector partners Coordinated and functional intergovernmental structures Integrated panning implementation report	2024	2025	DALRRD DPME, PDAs SOEs, commodity organisations, private sector,	Cooperation

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
5 Attracting youth, women and persons with disabilities in agriculture, land reform and rural development sector	Review and strengthen the existing strategies targeting youth, women, and persons with disabilities	Reviewed strategies and proposed recommendations	2024	2024	Assuming that there are existing programmes	
	Develop strategies to attract youth, women, and persons with disabilities.	Strategies developed and implemented	2024	2025	Assumption that the existing strategies are not effective	
	Establish partnerships with institutions of higher learning (e.g. Universities and Colleges of Agriculture to support graduates to have practical experience and start own enterprises.	Partnerships established-signed agreements	2024	N/A	Assuming that the partners will cooperate and agree into forming partnership	
	Roll out capacity building programmes including research, awareness, training and education	Capacity building programmes developed and implemented	2024	2026	DALRRD SETAS	
	Monitoring and evaluation	Developed monitoring frameworks and plans	2024	2026	DALRRD DPME	
	Establish multi-sectoral M&E forum (to influence planning and decision	M&E forum established	2024	2026	DALRRD – M&E	Cooperation of other role-players Approval of the policy

Minister's initials 87

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
6 Planning and Monitoring	making as well as harmonising support)	ToRs developed				
	Develop Terms of Reference (ToRs) for the forum to be approved by the higher structure (to be defined)					
	Develop Standard Operating Procedures (SOP) for multi-sectoral M&E forum (to guide quality assurance)	SOP developed	2024	2026	DALRRD – M&E	
	Reporting (flow through various relevant structures)	Report	2024	2026	DALRRD – M&E	Cooperation of other role-players
Evaluation						
	Assessment of (coordination issues, overlaps, efficiency and effectiveness,) against the objectives of the policy	Assessment Report	2024	2026	DALRRD – M&E	Cooperation of other role-players
	Develop report reflecting findings and recommendations which may include possible evaluations to be reported at appropriate structure	Evaluation report developed	2024	2026	DALRRD – M&E	

Minister's initials *g. r.*

Policy intervention measures	Key action/activities	Target	Time frames		Lead agency / key stakeholders	Assumptions
			Start	End		
	Develop evaluation plan -reporting to the M&E forum on performance against the plan	Evaluation plan developed	2024	2026	DALRRD	Recommendations are accepted by role-players
	Develop an Improvement Plan -monitoring and reporting (may also recommend improvement to the policy itself)	Improvement plan developed	2024	2026	DALRRD – M&E	Recommendations are accepted

Minister's initials G. 7.