



# MINISTRY OF AGRICULTURE



**CLIENT SERVICE  
CHARTER**



**TABLE OF CONTENTS**

|                                                                                                |          |
|------------------------------------------------------------------------------------------------|----------|
| .....                                                                                          | 1-2      |
| ACRONYMS.....                                                                                  | 3        |
| PREAMBLE.....                                                                                  | 4        |
| ACKNOWLEDGEMENT.....                                                                           | 5        |
| EXECUTIVE SUMMARY.....                                                                         | 6        |
| <b>1. INTRODUCTION.....</b>                                                                    | <b>7</b> |
| 1.1 VISION.....                                                                                | 7        |
| 1.2 MISSION.....                                                                               | 7        |
| 1.3 MANDATE.....                                                                               | 7        |
| 1.4 CORE VALUES AND PRINCIPLES.....                                                            | 7-8      |
| 1.5 PORTFOLIO RESPONSIBILITIES.....                                                            | 8        |
| <br><b>2. DEPARTMENTS AND UNITS OF THE MINISTRY OF AGRICULTURE</b>                             |          |
| 2.1 MINISTER'S OFFICE.....                                                                     | 8        |
| 2.2 PRINCIPAL SECRETARY'S OFFICE.....                                                          | 8        |
| 2.2.1 DEVELOPMENT AND ADMINISTRATION DEPARTMENT – UNDER SECRETARY TECHNICAL.....               | 8        |
| 2.2.2 PERSONNEL AND ADMINISTRATION DEPARTMENT – UNDER SECRETARY ADMINISTRATION.....            | 9        |
| 2.3 DEPARTMENT OF AGRICULTURAL PLANNING AND ANALYSIS.....                                      | 9        |
| 2.4 DEPARTMENT OF VETERINARY AND LIVESTOCK SERVICES.....                                       | 9        |
| 2.4.1 ANIMAL PRODUCTION / LIVESTOCK SERVICES.....                                              | 9        |
| 2.4.2 VETERINARY SERVICES.....                                                                 | 9        |
| 2.5 DEPARTMENT OF AGRICULTURE AND EXTENSION.....                                               | 9        |
| 2.6 DEPARTMENT OF LAND USE PLANNING AND DEVELOPMENT.....                                       | 10       |
| 2.7 DEPARTMENT OF AGRICULTURAL RESEARCH AND SPECIALIST SERVICES.....                           | 10       |
| <br><b>3. LIST OF SERVICES PROVIDED BY THE MINISTRY OF AGRICULTURE THROUGH ITS DEPARTMENTS</b> |          |
| 3.1 ADMINISTRATION DEPARTMENT.....                                                             | 10       |
| 3.1.1 DEVELOPMENT AND ADMINISTRATION DEPARTMENT – UNDER SECRETARY TECHNICAL.....               | 10       |
| 3.1.1.1 AGRICULTURE INFORMATION AND COMMUNICATION SECTION.....                                 | 10       |
| 3.1.2 PERSONNEL AND ADMINISTRATION DEPARTMENT – UNDER SECRETARY ADMINISTRATION.....            | 11       |
| 3.1.2.1 HUMAN RESOURCES SECTION.....                                                           | 11       |
| 3.1.2.2 ACCOUNTS SECTION.....                                                                  | 11       |
| 3.2 DEPARTMENT OF AGRICULTURAL PLANNING AND ANALYSIS.....                                      | 11       |
| 3.2.1 NATIONAL EARLY WARNING UNIT.....                                                         | 11       |
| 3.2.2 MARKETING ADVISORY / AGRIBUSINESS UNIT.....                                              | 11       |
| 3.2.3 PLANNING AND BUDGETING UNIT.....                                                         | 12       |
| 3.2.4 MONITORING & EVALUATION AND RURAL SOCIOLOGY UNIT.....                                    | 12       |
| <br>3.3 DEPARTMENT OF VETERINARY AND LIVESTOCK SERVICES.....                                   | 12       |
| 3.3.1 VETERINARY SERVICES.....                                                                 | 12       |
| 3.3.1.1 VETERINARY FIELD SERVICES.....                                                         | 13       |
| 3.3.1.2 VETERINARY PUBLIC HEALTH.....                                                          | 13       |
| 3.3.1.3 VETERINARY EPIDEMIOLOGY UNIT.....                                                      | 13       |
| 3.3.1.4 ANIMAL PRODUCTION DIVISION / LIVESTOCK DIVISION.....                                   | 13       |
| 3.3.1.4.1 RANGE MANAGEMENT AND NUTRITION.....                                                  | 13       |
| 3.3.1.4.2 BEEF PRODUCTION.....                                                                 | 14       |
| 3.3.1.4.3 DAIRY PRODUCTION.....                                                                | 14       |
| 3.3.1.4.4 POULTRY AND RABBIT PRODUCTION.....                                                   | 14       |
| 3.3.1.4.5 PIG PRODUCTION.....                                                                  | 14       |
| 3.3.1.4.6 GOVERNMENT SISAR RANCHES.....                                                        | 14       |
| 3.3.1.4.7 FATTENING RANCHES.....                                                               | 14       |
| 3.3.1.4.8 DATA PROCESSING UNIT.....                                                            | 15       |
| 3.3.1.4.9 LIVESTOCK MARKETING UNIT.....                                                        | 15       |

|         |                                                                   |       |
|---------|-------------------------------------------------------------------|-------|
| 3.4     | DEPARTMENT OF AGRICULTURE AND EXTENSION SERVICES.....             | 15    |
| 3.4.1   | AGRICULTURE EXTENSION SERVICES.....                               | 15    |
| 3.4.2   | FISHERIES SECTION.....                                            | 15    |
| 3.4.3   | HOME ECONOMICS.....                                               | 15    |
| 3.4.4   | SOIL TESTING UNIT.....                                            | 15    |
| 3.4.5   | CROP STORAGE SECTION.....                                         | 16    |
| 3.4.6   | SEED QUALITY CONTROL SECTION.....                                 | 16    |
| 3.4.7   | CROP PROMOTION UNIT.....                                          | 16    |
| 3.4.8   | MECHANISATION SECTION.....                                        | 16    |
| 3.4.9   | MUSHROOM SECTION.....                                             | 17    |
| 3.5     | DEPARTMENT OF LAND USE PLANNING AND DEVELOPMENT.....              | 17    |
| 3.5.1   | LAND USE PLANNING DIVISION.....                                   | 17    |
| 3.5.1.1 | GIS AND ENGINEERING AND IRRIGATION SECTION.....                   | 17    |
| 3.5.1.2 | LAND USE PLANNING SECTION.....                                    | 17    |
| 3.5.1.3 | SOIL SURVEY SECTION.....                                          | 17    |
| 3.5.1.4 | SOIL AND WATER CONSERVATION SECTION.....                          | 18    |
|         | RURAL DEVELOPMENT.....                                            | 18    |
| 3.5.2   | LAND AND IRRIGATION DEVELOPMENT DIVISION.....                     | 18    |
| 3.5.2.1 | ENGINEERING – CONSTRUCTION SECTION.....                           | 18    |
| 3.5.2.2 | WORKSHOP SECTION.....                                             | 18    |
| 3.5.2.3 | IRRIGATION ENGINEERING SECTION.....                               | 19    |
| 3.6     | DEPARTMENT OF AGRICULTURAL RESEARCH AND SPECIALISED SERVICES..... | 19    |
| 3.6.1   | AGRONOMY SECTION.....                                             | 19    |
| 3.6.2   | HORTICULTURE SECTION.....                                         | 19    |
| 3.6.3   | SOIL FERTILITY AND PLANT NUTRITION.....                           | 19    |
| 3.6.4   | GENERAL ENTOMOLOGY SECTION.....                                   | 19    |
| 3.6.5   | FOOD SCIENCE AND TECHNOLOGY SECTION.....                          | 20    |
| 3.6.6   | SOCIO-ECONOMIC SECTION.....                                       | 20    |
| 3.6.7   | PLANT PATHOLOGY SECTION.....                                      | 20    |
| 3.6.8   | COTTON BREEDING SECTION.....                                      | 20    |
| 3.6.9   | GRAIN LEGUMES SECTION.....                                        | 20    |
| 3.6.10  | ROOTS AND TUBERS SECTION.....                                     | 20    |
| 3.6.11  | WEED SCIENCE SECTION.....                                         | 20    |
| 3.6.12  | NATIONAL PLANT GENETIC RESOURCE.....                              | 20    |
| 3.6.13  | IRRIGATION AGRONOMY SECTION.....                                  | 20    |
| 4.      | LOCATION OF DEPARTMENTS IN THE FOUR REGIONS OF ESWATINI.....      | 21    |
| 5.      | STAKEHOLDERS AND CLIENTS.....                                     | 22    |
| 6.      | EXPECTATIONS AND OBLIGATIONS.....                                 | 22    |
| 7.      | COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING.....            | 22    |
| 8.      | CUSTOMER SERVICE PLEDGES.....                                     | 23    |
|         | ANNEXURE 1 (COSTS OF SERVICES).....                               | 24-26 |
|         | PARASTATALS.....                                                  | 27-32 |

## ACRONYMS

|               |                                                                                                                 |
|---------------|-----------------------------------------------------------------------------------------------------------------|
| FAO           | Food and Agriculture Organisation                                                                               |
| EIA           | Environmental Impact Assessment                                                                                 |
| IARC          | International Agricultural Research Centre                                                                      |
| MoA           | Ministry of Agriculture                                                                                         |
| SEA           | Eswatini Environmental Authority                                                                                |
| ENL           | Eswatini Nation Land                                                                                            |
| TDL           | Title Deed Land                                                                                                 |
| SADC          | Southern African Development Community                                                                          |
| SACU          | Southern African Customs Union                                                                                  |
| PAD           | Personnel and Administration Department                                                                         |
| DAD           | Development and Administration Department                                                                       |
| GPF           | Government Purchased Farm                                                                                       |
| IEC           | Information, Education and Communication                                                                        |
| PBU           | Planning Budgeting Unit                                                                                         |
| NEWU          | National Early Warning Unit                                                                                     |
| FEWSNET       | Famine Early Warning System Network                                                                             |
| SADC RVAA-PMU | Southern Africa Development Committee Regional Vulnerability<br>Assessment & Analysis Programme Management Unit |
| WFP           | World Food Programme                                                                                            |
| CSO           | Central Statistics Office                                                                                       |
| CA            | Contagious Abortion                                                                                             |
| TB            | Tuberculosis                                                                                                    |
| OPV           | Open Pollinated Varieties                                                                                       |

## PREAMBLE



**HON. JABULANI MABUZA**  
**MINISTER OF AGRICULTURE**

As a Ministry mandated to drive the economy through agriculture development, it is pleasing to present the Ministry's first client service charter and services pledges. Service Improvement Programmes is one of the reform measures initiated by His Majesty's Government which has culminated into the development of Ministry's client service charters and service pledges.

This document has been developed by the Ministry's staff with the assistance of the Ministry of Public Service's Management Services Division officers who were lead Consultants during the exercise. The main purpose of the document is to inform the public of the quality of services offered by the Ministry as well as turn-around times in delivering those services.

As part of the Ministry's mandate to develop and promote agriculture from subsistence to commercial, the public as clients of the Ministry need to understand the duties and responsibilities of the Ministry as well as the quality of services the Ministry has to offer. It is therefore proper for the Ministry to have a guiding tool to assist in the execution of its duties.

Over and above, partners and stakeholders of the Ministry are commended for supporting the Ministry in its endeavour to develop the agriculture sector through manpower and financial assistance.

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**HON. JABULANI MABUZA**  
**MINISTER OF AGRICULTURE**

## ACKNOWLEDGEMENT



**PRINCIPLE SECRETARY:  
SYDNEY BOY SIMELANE**

The Ministry of Agriculture wishes to appreciate His Majesty's Government for spearheading the development of service improvement programmes. It is therefore with pride and honour that the Ministry of Agriculture is presenting its Client Service Charter and Services Pledges which has been developed with the assistance of the Ministry of Public Service.

As lead Consultants in developing this document, the Ministry of Public Service engaged all departments and cadres under the Ministry. In this regard, all members of staff and leadership of the Ministry are appreciated in contributing to the development of this document.

As a Ministry mandated to achieve and maintain a sustainable agricultural sector to ensure national and household food security, it is our promise to the public that we will endeavour to offer quality and timely service at all times.

This charter is the Ministry's declaration to provide quality service aimed at improving socio-economic livelihood of the people of Eswatini through agriculture. This will be achieved through assistance from stakeholders, donors and partners who have and continue to support the Ministry in its mandate to develop the country's agricultural sector.

In abiding by this service charter, the ministry will be able to improve service delivery and promote ethical behaviour within the ministry personnel and further restore public faith in the ministry.

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**SYDNEY BOY SIMELANE  
PRINCIPAL SECRETARY**

## EXECUTIVE SUMMARY

The Ministry of Agriculture (MoA) is entrusted with promoting crop production and extension; agricultural planning and analysis; land use planning and development; provision of veterinary services, livestock production and extension, agricultural research and specialist services; fisheries promotion; development of rural development areas, rural settlement; agri-business development; phytosanitary inspection and certification and veterinary public health services.

This service charter highlights key objectives of the Ministry; core values and principles as well as portfolio responsibilities; services provided by each department of the Ministry and eligibility; client expectations and obligations; suggestions, compliments and redress mechanisms; service commitments (pledges). Costs of services to the public are attached to the charter for ease of reference by clients and stakeholders where fees for services are required.

The general goal of the service charter is to inform all clients and stakeholders of services offered by the Ministry as well as its operations. Furthermore, this document will assist in the development and implementation of sound policies that will assist in the promotion and development of agriculture, veterinary services and food security in the Kingdom.



## 1. INTRODUCTION

The Ministry of Agriculture (MoA) derives its mandate and portfolio responsibilities from Legal Notice No. 189 of 2015. The Ministry is primarily responsible for ensuring national and household food security and sustainable growth of the Kingdom's agriculture and national economy.

The Ministry has to achieve its mandate through:

- a) Promoting the commercialisation and diversification of crops and livestock production;
- b) Enhancing food security through increased production and promoting import substitution;
- c) Undertaking applied research on crop diversification and drought tolerant crops in order to increase agricultural productivity;
- d) Rationalising the utilisation of land resources and improving on water harvesting for sustainable agricultural development;
- e) Promoting animal health status of the national stocks and ensure market access;
- f) Promoting fisheries production and commercialisation; and
- g) Promoting irrigated agriculture and climate resilience

### 1.1 VISION

To transform Eswatini's Agricultural production system from its prevailing subsistence mode to more commercially oriented production systems.

### 1.2 MISSION

The achievement and maintenance of an efficient and sustainable agricultural sector that will ensure national and household food security and the sustainable growth of Eswatini's Agriculture and National economy, with equitable wealth distribution throughout the value chain.

### 1.3 MANDATE

The mandate of the Ministry of Agriculture is provided for in Legal Notice No.: 189 of 2015, where the Ministry of Agriculture is assigned the following responsibilities:

- Crop production and extension services
- Agricultural Planning and Analysis
- Agricultural Land Use Planning and Development
- Veterinary Services
- Livestock Production and Extension services
- Agricultural research and specialist services
- Development of Rural Development Areas
- Rural resettlement
- Agri-Business Development
- Phytosanitary inspection and certification services
- Seed quality control and certification
- Veterinary public health services

### 1.4 CORE VALUES AND PRINCIPLES

The implementation of this charter will be guided by the following principles and values;

- a) **Professional excellence:** We shall be committed to adhering to the highest standards of diligence when executing our duties and constantly search for the best ways to deliver on the mandate of the ministry. We shall adhere to the code of conduct as illustrated in the Public Service Act and further adhere to ethics and high degree of competence.
- b) **Innovation:** We shall endeavour to improve service delivery through the application of better services, processes, technologies and new ideas.
- c) **Transparency:** We shall be as open and accountable as possible about all the decisions and actions taken in a uniform, fair and reasonable manner. We shall also avail non-confidential information on the operations and activities of MoA to all stakeholders.
- d) **Integrity:** We shall be honest, truthful and driven by strong values and moral principles in conducting all Ministry and public affairs. We shall ensure that proper rules are in place, and that they are aligned with the principles and policies of Government, and are strictly followed and enforced.



- e) **Fairness:** We shall treat our clients equally without favouritism or discrimination.
- f) **Loyalty:** We shall be committed to the policies and programmes of the Government of the Kingdom of Eswatini.
- g) **Responsiveness:** We shall promptly respond to our stakeholders by providing timely information and services at any particular time period, given available resources.

### 1.5 PORTFOLIO RESPONSIBILITIES:

The Ministry of Agriculture has the overall responsibility to lead the development of agriculture sector policy and facilitate its implementation to improve productivity and to optimally contribute to the country's economic growth. The primary goals of the Ministry include reducing food insecurity and promoting market-led agriculture production. In pursuit of these goals, the Ministry's portfolio has the following responsibilities:

- o To formulate policy and administer all legislation related to agriculture
- o To develop and implement plans in pursuit of agricultural development policy with more focus on the development of value chains and participation of both smallholder farmers and large scale farmers
- o To establish strategies and guidelines for implementation of policy objectives through various technical departments and sections and other major players in the agricultural industry
- o To monitor, analyse and evaluate the impact of national agriculture sector policy
- o To effect policies on acquisition, distribution and utilisation of land resources for agricultural purposes
- o To develop the necessary technologies through applied and adaptive research required for the efficient production of crops and livestock; and
- o To develop and implement policy for sustainable production and utilisation of fisheries

## 2. DEPARTMENTS AND UNITS OF THE MINISTRY OF AGRICULTURE

### 2.1 MINISTER'S OFFICE

The Minister's office is responsible for promulgation of legislation and leading policy development for improving agriculture productivity and sustainable growth of the agriculture sector. The office of the Minister provides a link between the Ministry and key institutions such as Parliament and Cabinet where high level policy direction is chartered for the agriculture sector and the national development as a whole. The office of the Minister is responsible for providing leadership to the Sector as a whole and oversee governance of parastatals under the Ministry. The Ministry has the following Public Enterprises/ Parastatals under its portfolio:

- i) National Agricultural Marketing Board
- ii) National Maize Cooperation
- iii) Eswatini Water and Agricultural Development Enterprise
- iv) Eswatini Dairy Board and
- v) Eswatini Cotton Board

### 2.2 PRINCIPAL SECRETARY'S OFFICE

The office of the Principal Secretary is responsible for the overall administration of the Ministry. The Administration is divided into two Divisions, which are responsible for Development (Development and Administration Department – DAD) and Personnel (Personnel and Administration Department – PAD) respectively. Each Division is led by Under Secretary (US DAD / US PAD) who reports directly to the Principal Secretary.

#### 2.2.1 DEVELOPMENT AND ADMINISTRATION DIVISION

The DAD coordinates all development projects and programmes undertaken by the technical departments of the Ministry. The ultimate goal is to improve effectiveness of agricultural services to all stakeholders in the sector. sections which are directly under the DAD include Information Section, Training and Transport.

### 2.2.2 PERSONNEL AND ADMINISTRATION DIVISION

This Division is responsible for Personnel Administration and Finance Management. It provides an interface with Ministries of Public Service and that of Finance for the provision of common services as is the case across all Government Ministries. The Personnel section provides administrative support for human resources management and upkeep of the central registry. The Finance section on the other hand is responsible for managing revenue collection and expenditure accounting. (Legal Office)

### 2.3 DEPARTMENT OF AGRICULTURAL PLANNING AND ANALYSIS

The department derive from the Planning cadre establishment under the Ministry of Economic Planning and Development. The MoA Planning Department is made up of five units which include Planning and Budgeting, Monitoring and Evaluation, Marketing and Advisory Unit (Future Agri-Business Unit), National Early Warning Unit, and Rural Sociology Unit. The Department is headed by the Principal Agricultural Economist and is responsible for providing policy support, leads the development of sector plans and strategies, monitor and appraise agricultural development programmes and projects. It also provides marketing advisory services through the Market Advisory Unit, and advance information on food security prospects in the country at both national and household levels through its National Early Warning Unit.

### 2.4 DEPARTMENT OF VETERINARY AND LIVESTOCK SERVICES

The mandate of the Department of Veterinary and Livestock Services is to prevent the spread of animal and zoonotic diseases, promote animal health and welfare and equip livestock producers with adequate knowledge, skills and technical know-how on the efficient management of all resources that will ensure profitable returns and an efficient and sustainable livestock industry. The administrative structure of the department is headed by a Director and is subdivided into two divisions namely; Veterinary Services and Livestock Services.

The Veterinary and Livestock Department is divided into the following divisions:

#### 2.4.1 LIVESTOCK SERVICES

The mandate of the Livestock Services/ Animal Production is to equip livestock producers with adequate knowledge, skills and technical expertise on the efficient management of all resources that will ensure profitable returns and an efficient and sustainable livestock industry. The main goal is to promote commercialization of Cattle, Poultry, Pig and Goat production to ensure food security, poverty alleviation and improved living standards of the farming community. The Animal Production division is composed of the following sub - sections: Range Management and Animal Nutrition, Beef Production, Dairy Production, Poultry and Rabbit Production, Pig Production, Government Cattle Breeding Stations-Manyonyaneni cattle breeding station, Mpisi Cattle breeding station, Highveld Ranch and Nsalitje Nguni cattle breeding station, Sisa Ranches - Kubuta, Mlindazwe, Nyonyane, Fattening Ranches – Bhalekane fattening Ranch, Data Processing Unit and Livestock Marketing Unit.

#### 2.4.2 VETERINARY SERVICES

The main function of the National Veterinary Services is the delivery of regulatory services and field services; established for the purposes of protection of the national and international trust with respect to animal and zoonotic disease invasion and spread. All regulatory components collectively constitute a functional service delivery mechanism in terms of animal healthcare, animal welfare, public health and food safety (sanitary services). The Division is composed of three sections, namely; Veterinary Field Services, Veterinary Public Health, and Veterinary Epidemiology.

### 2.5 DEPARTMENT OF AGRICULTURE AND EXTENSION

The Department is responsible for the promotion of crop production as well as improved human nutrition. The major activity is to provide an agricultural extension service that advises farmers on improved farming systems and technologies which are meant to ensure increased productivity and improve their standards of living. Other services include soil testing, Mechanisation, fisheries development and horticulture. The Department is made up by a number of sections as follows: Extension Services, Fisheries Development, Home Economics, Soil Testing, Crop Promotion, Mechanization, Seed Quality Control and Mushroom.

**2.6 DEPARTMENT OF LAND USE PLANNING AND DEVELOPMENT**

This department is responsible for promoting rational land use and the development of agricultural land and water resources nationwide, particularly on Swazi Nation Land (SNL). It also develops rural farm infrastructure to support agricultural projects and programmes. It is composed of four sections which include Agricultural Land Use Planning, Irrigation Development Land Development and Rural Development Section.

**2.7 DEPARTMENT OF AGRICULTURAL RESEARCH AND SPECIALIST SERVICES**

The Department is responsible for the development and identification of applied and adaptive agricultural production technologies that ensure household and national food security, sustainable growth of the Agro-Business sector and national economy. The department is also responsible for plant disease control and certification (phytosanitary services), safe-guarding food safety measures and conservation of national plant genetic resources. The department has the following sections: Cereals, Agronomy, and Horticulture Section, Soil Fertility and Plant Nutrition, General Entomology Section, Food Science and Technology Section, The Socio - Economic Section, Plant Pathology Section, Cotton Breeding Service, Grain Legumes Section, Roots and Tubers Section, Weed Science Service, National Plant Genetic Resource and Irrigation Agronomy Section.

**3. LIST OF SERVICES PROVIDED BY THE MINISTRY OF AGRICULTURE THROUGH ITS DEPARTMENTS****3.1 ADMINISTRATION DEPARTMENT**

The Administration Department is mainly a central service department and facilitates operations of the technical departments. The Office of the Principal Secretary is the entry point for communication of all issues to the Ministry and assigns work to the various departments. The following are the services provided by the two sections under the administration department:

**3.1.1 DEVELOPMENT AND ADMINISTRATION DIVISION (DAD) – UNDER SECRETARY TECHNICAL**

- a) Coordinate and Supervise implementation of all the Technical Departments' work plans and projects
- b) Monitor and Evaluate technical projects through the technical departments' staff and directors
- c) Manage the leasing-out of Government Purchased Farms (GPFs)
- d) Management of the Ministry's vehicle fleet

**3.2.2.1 Agriculture Information and Communication Section**

- a) Agriculture information and knowledge management
- b) Printing and publication of technical manuals and IEC materials
- c) Production of radio programmes
- d) Provision of library services
- e) Administration of the Ministry's website and computer technology services
- f) General publicity of the Ministry

**3.3.3.2 Management and coordination of staff training and development**

- a) Coordinate preparation of training plans for staff
- b) Conducts training needs assessments
- c) Facilitate access to training scholarships



### 3.4.4 PERSONNEL AND ADMINISTRATION DIVISION (PAD)- UNDER SECRETARY ADMINISTRATION

#### 3.4.4.1 Human Resources Unit

- a) Provide HR related advice to all departments of the Ministry
- b) Administer and manage human resources related services such as facilitating of staff recruitment, appraisal, confirmation, promotion, deployment, retirement, discipline and staff welfare
- c) Safe keeping of personal, general records files, and assets
- d) Monitoring and tracking systems for all outgoing and incoming mail
- e) Typing pool services
- f) Security, cleaning, reception and switchboard management.

#### 3.4.5.2 Accounts Unit

- a) Administer the Ministry's budget process including actively participating in the National Government Planning & Budgeting process
- b) Prepare recurrent budget for the Ministry
- c) Facilitate procurement, process payments and manage stores
- d) Process salaries and allowances due to staff members
- e) Reconciliation of special and suspense accounts
- f) Revenue collection
- g) Internal audit services

### 3.5 DEPARTMENT OF AGRICULTURAL PLANNING AND ANALYSIS

The Agriculture Planning and Analysis Department (DAPA) guides the development, updating, facilitating and coordinating implementation of agriculture sector policy as well monitoring of Government's agricultural strategy implementation.

#### 3.5.1 National Early Warning Unit (NEWU)

- a) Provides early warning information on national food security through monitoring seasonal crop performance, preparing annual food balance sheet and participating in food security and livelihoods assessments and analysis.
- b) Monitor commodity supplies as outlined in the national food balance sheet.
- c) Provide regular updates on climate/ weather as it impacts on national food security.
- d) Use meteorological data to inform stakeholders on technical implications of seasonal outlook.
- e) Liaise with regional and international bodies (FEWSNET, SADC RVAA- PMU, WFP) on issues of food security.
- f) Conduct periodic surveys to assess agricultural production performance and food availability, access and stability of supplies.

#### 3.5.2 Marketing Advisory / Agribusiness Unit (MAU)

- a) Gather, analyse and disseminate information on agriculture production and marketing
- b) Provide advice on Agriculture Marketing Policies
- c) Establish coordinate and maintain a crop marketing information system
- d) Conduct market intelligence activities
- e) Provide advice on appropriate commodity support mechanism and means for regulating trade in agricultural markets
- f) Take lead and advise on International and Regional Agricultural trade issues
- g) Facilitate strengthening of farmers' linkages with markets.
- h) Provide information on the available local, national and international markets including how to access those markets.
- i) Train farmers on agribusiness development and management
- j) Coordinate stakeholders in the agribusiness sector and maintain database to track development of the sector
- k) Mobilise resources for investment in the agriculture sector

**3.5.3 Planning and Budgeting Unit**

- a) Responsible for policy formulation, advice, review and analysis
- b) Guide, coordinate and lead Sectoral development planning.
- c) Prepare the Ministry's budget
- d) Coordinate Ministry's programmes and projects and ensure alignment to policy.
- e) Assist in the development of new Capital Projects
- f) Lead and coordinate capital budgeting, resource planning and management for the Ministry
- g) Support recurrent budget preparation as well as advice on revenue issues for the Ministry.
- h) Review and process requisitions for release of funds for capital projects.
- i) Responsible for project screening and appraisal as well as project cycle management.
- j) Provide policy advice and guidance to the Ministry and liaison with external agencies on policy issues.

**3.6.4 Monitoring and Evaluation (MEU) and Rural Sociology (RSU) unit**

- a) Conduct socio-economic research that is useful in terms of showing trends in Agricultural Development. This data is used for the purposes of planning and designing interventions to improve Agricultural productivity and ensure meaningful contribution of the sector to the country's economy
- b) Provide socio-economic and cultural advice on project and programme implementation
- c) Develop a monitoring and evaluation framework
- d) Undertake monitoring and evaluation of projects and programmes.
- e) Liaise and collaborate with Central Statistics Office (CSO) on collation and analysis of Agricultural statistics, to interpret data and ensure its validity and accuracy.

**3.7 DEPARTMENT OF VETERINARY AND LIVESTOCK SERVICES**

- a) Promote animal health and welfare
- b) Prevent the spread of animal and zoonotic diseases
- c) Ensures the safety of Food of Animal Origin
- d) Control the development of anti-medicinal resistance and multi-drug resistant pathogens
- e) Equip livestock producers with adequate knowledge, skill and technical know-how on the efficient management of all resources that will ensure profitable returns and an efficient sustainable livestock industry.

**3.8.1 Veterinary Services**

- a) Prevent, control and eradicate animal and zoonotic diseases.
- b) Ensures safety of Food of Animal production
- c) Promote animal production and welfare
- d) Provide sanitary services on import and export of animals and products of animal origin
- e) Promote food security, socio-economic utilization of animal resources and human health and international trade.

**3.9.2.1 Veterinary Field Services**

Major services under Veterinary Field Services include the following;

- a) Dipping (Livestock tick control)
- b) Livestock identification (branding and ear tagging)
- c) Vaccination of cattle against contagious abortion (CA)/brucellosis
- d) Rabies vaccination
- e) General livestock disease surveillance
- f) Foot and mouth, Contagious Bovine Pleurapneumonia and Peste Des Petit Ruminats disease surveillance
- g) Laboratory diagnosis of diseases
- h) Warts vaccine production
- i) Livestock movement control (local movement and Import/Export permits and certification)
- j) Conduct annual stock census
- k) Contagious abortion (CA) and tuberculosis (TB) testing
- l) Inspection of livestock establishments to ensure compliance with animal health regulations
- m) Training of Veterinary Assistants
- n) In-service training for Veterinary and Livestock staff
- o) Livestock farmer education
- p) Regulation and control of veterinary drugs and medicinal substances
- q) Quarantine services
- r) Maintenance of sanitary cordon fences
- s) Clinical and ambulatory services

**3.3.1.2 Veterinary Public Health**

Major services under Veterinary Public Health include the following;

- a) Meat inspection
- b) Inspection of food of animal origin
- c) Beef and Poultry meat testing
- d) Registration and inspection of establishments processing food of animal origin e.g., abattoirs/ slaughter houses, milk processing plants, etc.
- e) Inspection of animal feed mills
- f) Issuance of import permits and export certification of products of animal origin
- g) Monitoring of drug residues in food of animal origin
- h) Food hygiene laboratory services

**3.3.1.3 Veterinary Epidemiology Unit**

Major services under the Veterinary Epidemiology Unit include the following;

- a) Reporting on Animal Health activities
- b) Maintenance of a database on animal diseases
- c) Maintenance of a National Livestock Identification and computerized Traceability System integrated with an Animal Health Information System
- d) Disease investigation and risk analysis
- e) Analysis of animal health data to inform decision making in terms of disease control
- f) Maintenance of veterinary geographic information system
- g) Early warning of disease incursion or disease status change to enable early reaction.

**3.3.1.4 Livestock Division**

The division provides the following services through its sections:

**3.3.1.4.1 Range Management and Animal Nutrition**

- a) Grazing land management, pasture development programmes and activities.
- b) Hay production, conservation and utilization.
- c) Grazing land management and pasture development extension packages.
- d) Animal feed formulation for the various type of livestock and feeding techniques.
- e) Laboratory feed analyses for livestock feeds to determine nutrition value.
- f) Extension packages on animal feeds and feeding techniques.
- g) Animal nutrition research.

**3.2.4.4.2 Beef and Goat production**

- a) Extension education in beef and goat production.
- b) Bull loaning scheme.
- c) Promote commercial beef and goat production.
- d) Business plans for beef and goat production enterprises.
- e) Promote Sisa and Fattening ranches schemes.
- f) Monitor and evaluate beef and goat production projects and programmes.

**3.2.5.5.3 Dairy Production**

- a) Provide extension services for dairy production.
- b) Avail dairy cattle breeding stock to farmers.
- c) Pasture production and hay making.
- d) Promote commercial dairy production.
- e) Artificial insemination in dairy cattle.
- f) Milk processing.

**3.3.6.6.4 Poultry and Rabbit Production**

- a) Extension education on broiler and egg production.
- b) Training on rabbit production.
- c) Farmer mentoring on Indigenous chicken production.
- d) Development of poultry/rabbit project proposals.
- e) Monitor and evaluate poultry and rabbit production projects and programmes.

**3.4.7.7.5 Pig Production**

- a) Pig production extension education.
- b) Pig breeding stock to farmers.
- c) Artificial insemination in pig multiplication and breeding.
- d) Pig Quarantine services.
- e) Promote commercial pig production.
- f) Business plans for pig production enterprises.
- g) Monitor and evaluate pig production projects and programmes.

**3.5.8.8.6 Cattle Breeding Stations**

- a) Produce superior performance tested bulls to supply the Bull Loaning Scheme (Brahman, Nguni and Drakensberg bulls).
- b) Livestock Breeding Research.
- c) Public cattle auction sales for slaughter cattle and breeding stock.
- d) Conserve and utilise indigenous animal genetic resources – Nguni cattle.

**3.6.9.9.7 Sisa Ranches – Kubuta, Mlindazwe, Nyonyane**

- a) Receive and manage cattle on behalf of farmers at a fee (E30.00/month/animal).
- b) Improve cattle through cross breeding with Brahman, Nguni and Drakensberg Government bulls.
- c) Promote beef cattle offtake from Swazi Nation Land.
- d) Facilitate and conduct cattle sales on farmers' behalf.

**3.7.10.10.8 Fattening Ranches - Magoga, Lavumisa**

- a) Receive and manage farmers' cattle for grass fattening at a fee (E30.00/month/animal)
- b) Facilitate and conduct public cattle auction sales on farmers' behalf.
- c) Promote beef cattle offtake from Swazi Nation Land.

**3.8.11.11.9 Data Processing Unit**

- a) Record cattle and breeding data from Government farms
- b) Manage electronic cattle data, processing and archival from Government farms.
- c) Develop appropriate livestock databases and information systems for government cattle.
- d) Provide appropriate livestock information feedback to Government farms.

**3.9.12.12.10 Livestock Marketing Unit**

- a) Coordinate cattle auction sales and indigenous chicken flea markets.
- b) Cost benefit analysis for livestock production systems and enterprises.
- c) Livestock market surveillance.
- d) Collate, analyse and disseminate information on livestock production enterprises and marketing.
- e) Develop and provide appropriate livestock marketing extension packages.

**3.10 DEPARTMENT OF AGRICULTURE PROMOTION AND EXTENSION SERVICES**

The department offers a number of services through its various sections as follows:

**3.10.1 AGRICULTURE EXTENSION SERVICES**

- a) Training of farmers on improved crop production
- b) Training on improved vegetable production
- c) Training on improved fruit production
- d) Advise farmers on best agronomic practices on all crops and horticulture commodities
- e) Management of farmer training centres in the following areas:
  - i. Nhlangano Farmer Training Centre
  - ii. Lutheran Farmer Training Centre - Gesawu
  - iii. Lubombo Farmer Training centre
- f) Management of the seventeen (17) Rural Development Areas in the Kingdom which are a source of Technical Agricultural services and centres of excellence for agricultural development:

**3.11.2 FISHERIES SECTION**

- a) Promote an efficient, effective and sustainable Fish farming;
- b) Promote development of small-scale commercial and intensive commercial Fish farming;
- c) Operate the National Fish Hatchery
- d) Undertake regular national fish surveys to establish the health of Eswatini's fish stocks;
- e) Regulate the sustainable exploitation of aquatic resources and conserve aquatic biodiversity

**3.12.3 HOME ECONOMICS**

- a) Training on Business Management and leadership skills
- b) Child care and development
- c) Home management, Sanitation and Hygiene
- d) Skills development for income generation (processing and preservation of food products, home industry skills development).
- e) Train households and individuals on income generation

**3.13.4 Soil testing section**

- a) Conduct soil and plant tissue analysis
- b) Recommend fertiliser formulas based on soil nutrient analysis
- c) Promote soil testing and fertility management/ improvement
- d) Manage and operate soil testing laboratories in the following areas:
  - i. Malkerns Soil testing laboratory
  - ii. Kalanga Satellite Soil Testing Laboratory
  - iii. Motjane Satellite Soil Testing Laboratory
  - iv. Ntfontjeni RDA soil testing laboratory
  - v. Nhlangano Farmer Training Centre soil testing laboratory

**3.13.5 Crop Storage Section**

- a) Promote appropriate crop storage practices and technologies
- b) Build capacity /develop the capacity for pre and post-harvest loss identification, management, monitoring and reporting.
- c) Provide training on pre and post-harvest loss management for farmers, traders, grain handlers
- d) Develop policy and legislation for managing and minimization of pre and post-harvest loss.

**3.14.6 Seed Quality Control Section**

- a) Purity inspection on beans, cowpeas, mung beans and insambansamba seeds;
- b) Purity inspections on OPV seed maize;
- c) Cob-cleaning inspections on OPV and hybrid seed maize;
- d) Purity inspections on maize hybrids;
- e) Detasselling inspections on maize hybrids;
- f) Pollinator removal inspections on hybrid maize;
- g) Spot-on inspections at all seed outlets;
- h) Machinery inspections at the seed processing plants;
- i) Seed testing on all submitted crops to the laboratory;
- j) Attend field days and seminars;
- k) Seed sampling at all seed outlets;
- l) Media messages

**3.15.7 Crop Promotion Section**

**The crop promotion section is made up of the following units:**

- i. Cereals promotions unit
- ii. Horticulture promotion unit
- iii. Cotton promotion unit
- iv. Grain legumes promotion unit
- v. Crop protection unit
- vi. Roots and tubers promotion unit
- vii. Children and Youth development unit
- viii. Sugarcane promotion unit

The above units provide the underlisted services:

- a) Provision of technical advice on crops of commercial and food security interest to the country
- b) Capacity building of small holder farmers on Swazi Nation Land
- c) Provide technical advice on pests and disease management and control
- d) Provide technical backstopping of Extension Personnel and farmers
- e) Conduct crop loss/ damage assessments

**3.16.8 Mechanisation Section**

- a) Provides and manages the tractor hire services in all the seventeen RDAs and Farmer Training Centres as follows:
  - i. Primary Tillage services
  - ii. Ploughing
  - iii. Planting
  - iv. Disking
  - v. Haulage services
  - vi. Transport of harvest
  - vii. Transport of construction materials; River sand and Poles
- b) Train farmers and tractor owners on the appropriate use and management of implements and their adjustments
- c) Conduct research on the proper tillage and efficient utilisation of the agricultural implements

**3.17.9 Mushroom Section**

- a) Provide training on mushroom production
- b) Carry out research on appropriate technologies for improved mushroom production
- c) Provide technical assistance on building of mushroom cropping houses
- d) Produce and sell mushroom planting material (spawn) and impregnated bags E335.00
- e) Monitor and supervise mushroom production across the country
- f) Promote and facilitate mushroom market linkages

**3.18 DEPARTMENT OF LAND USE PLANNING AND DEVELOPMENT**

The Department comprises of two Divisions, the Agricultural Land Use Planning and the Land and Irrigation Development Divisions:

**3.18.1 AGRICULTURAL LAND USE PLANNING DIVISION**

The planning division comprises of the following sections soil survey, land planning, soil and water conservation, GIS and Engineering. Each of the sections provides the following services:

**3.18.1.1 GIS (Cartography)**

- a) Compile geographic data from a variety of sources including censuses, field observation, satellite imagery, Global Positioning System (GPS) data, environmental monitoring data, aerial photographs, and existing maps.
- b) Create maps and graphs, using GIS and remote sensing software and related equipment.
- c) Meet with users to define data needs, project requirements, required outputs, or to develop applications.
- d) Investigate and identify existing databases.
- e) Gather, analyze, and integrate spatial data from staff and determine how best the information can be displayed using GIS.

**3.19.2.2 Engineering Section**

- i. Carry out desktop surveys
- ii. Carryout site investigation (reconnaissance) and topographic surveys
- iii. Carryout designs of small and medium earth dams, weirs, irrigation systems, diversion channels, feeder roads, drifts, low level bridges/low level crossings
- iv. Procure and supervise construction contracts

**3.20.3.3 Land Use Planning Section**

- i. Carryout Natural Resource surveys such as soil, vegetation and water
- ii. Carryout land capability/suitability assessment of SNL, TDL areas and farms
- iii. Produce land use plans for farms and rural development areas
- iv. To correlate soil and land survey data with socio-economic and agro meteorological data to determine systems of farm management or land use best suited to the local environment

**3.21.4.4 Soil survey section**

- i. Conduct detailed soil surveys, land capability and irrigability assessment in the field for sustainable Agricultural production and environment protection
- ii. Conduct detailed and semi-detailed soil surveys, land capability surveys and irrigability assessment for land valuation purposes
- iii. Production of soils and land capability maps
- iv. Carryout land capability/suitability assessment
- v. Assessment of soil/land irrigability based on soils and slope/terrain of the area
- vi. Undertake soil morphological and physical investigation
- vii. To identify problems associated with land use planning and natural resources data collection
- viii. Mapping government farms
- ix. Geotechnical quality control during earth dam construction

**3.22.5.5 Rural Development**

- i. To make area arrangement and organization work necessary for effective planning and implementation of all rural development projects in conformity with His Majesty's Order in Council No4 of 1954.
- ii. To hold meetings and have discussion with Chiefs, Tindvuna, Bagijimi, Imisumpe and any other functionaries in preparation for the introduction and implementation of rural development projects.
- iii. To introduce to chiefs and their Emabandla through the District Administration and all government technical officers engaged in any aspect of rural development.
- iv. To assist chiefs, government officers (technicians and administration) as well as the resettlement committees in drawing up balance and coordinated resettlement plans which ultimately submitted to the CRDB for discussion and approval before implementation.
- v. To ensure rural development projects, resettlement schemes etc. Implemented in any chiefdom is in accordance with approved plans.
- vi. To submit to the Chairman through the Secretary CRDB monthly reports on the status of all proposed and on-going rural development projects. To hold following meetings and ensure that communities implement and adhere to apparel resettlement plans.
- vii. To promote effective planning within the region as they affect crops, forestry, livestock and rural development officers and farmers.
- viii. To attend all these meetings: Tinkhundla, RDA District team, as well as CRDB meetings.

**3.23.6.6 Soil and Water Conservation Section**

- i. Design soil conservation structures such diversion channels, terraces, grass strips
- ii. Construction of soil and water conservation structures
- iii. Rehabilitation and monitoring of degraded land
- iv. Training of communities on soil and water conservations principles. For example, fencing, laying of gabion structures, planting of trees, maintenance of diversion channels
- v. Positioning of feeder roads and water ways

**3.24.7 LAND AND IRRIGATION DEVELOPMENT DIVISION**

This division is responsible for the implementation of project/programme plans produced by the land use planning division. It comprises of the construction, workshop and the irrigation sections for provision of the following services:

All services are requested through the Matsapha Land Development Office

**3.24.7.1 Construction Section**

- i. Manage and Supervise construction works throughout the construction phase
- ii. Advise on implementation of plans, designs and alteration of plans where necessary
- iii. Conduct Land surveying
- iv. Construct soil and water conservation structures (earth dams, weirs), low level bridges, feeder (farm) roads and firebreaks
- v. Bush clearing and ripping for Project development
- vi. Provide Heavy Plant hire services

**3.25.8.2 Workshop Section**

- i. Maintenance and repair of heavy plant
- ii. Procurement of lubricants, hydraulic fluids and Heavy Plant spare parts
- iii. Transportation of Heavy Plant from workshop to working site
- iv. Store spare parts
- v. Assess and recommend heavy plant for replacement.

**3.26.9.3 Irrigation section**

- i. Coordinate the assessment of soil irrigability
- ii. Determine the availability and quantity of water
- iii. Design irrigation schemes/projects
- iv. Supervise installation of (subsistence farming) irrigation systems.
- v. Train farmers on different irrigation aspects for example, the irrigation system, irrigation scheduling, maintenance etc.

**3.27 DEPARTMENT OF AGRICULTURAL RESEARCH AND SPECIALISED SERVICES**

The department offers various services under the following sections:

**3.27.1 Agronomy Sections (Cereals, Grain Legumes, Roots and Tubers, Cotton)**

- i. Identify and develop technologies that will improve production and productivity of food and industrial crops
- ii. Introduce and initiate evaluation of each crop variety in the agro-ecological zones of the country for yield performance and adaptation.
- iii. Develop and recommend appropriate agronomic practices to maximise yields for farmers.
- iv. Produce the parent material of seed varieties as recommended for local production by the International Agricultural Research Centers (IARC).

**3.28.2 Horticulture Section**

- i. Develop innovative and effective management technologies for all horticultural crops (indigenous and exotic trees and vegetables; ornamentals and mushrooms)
- ii. Introduce and initiate evaluation of horticulture crop varieties in the agro-ecological zones of the country for yield performance and adaptation.
- iii. Produce and sell fruit tree seedlings (E30.00)
- iv. Develop and recommend appropriate agronomic practices to maximise horticulture crops yields for farmers.

**3.29.3 Soil Fertility and Plant Nutrition**

- i. Identify and develop technologies that will conserve and improve soil fertility and plant nutrition for better yields
- ii. Provide information on plant nutrition and physical properties available in the soil to farmers.
- iii. Conduct trials on different types of fertilizers (organic and inorganic) and technologies for improved plant nutrition.

**3.30.4 Crop Protection (General Entomology, Plant Pathology and Weed Science) Sections**

- i. Identify and develop insect pests, diseases and weed control technologies to minimise yield losses.
- ii. Provide information and support for effective control of crop pests using environmentally friendly practises and methods (manual, chemical control methods, integrated farming and Bio-Pesticides control and Integrated Pest Management IPM).
- iii. Evaluate new pesticides formulations
- iv. Cataloguing of all major insect pests, pathogens and weeds in order to establish the national insect pests' list
- v. Identify, establish and recommend safe handling and disposal of pesticides

**3.31.5 Food Science and Technology Section**

- i. Conduct research on food nutrition and preservation
- ii. Develop food products and recipes through food processing, preparation and preservation.
- iii. Conduct Sensory evaluation to ensure that food products and preparation methods are accepted by consumers

**3.32.6 Socio - Economic Section**

- i. Conduct socio-economic analyses of Agricultural research impact on the development of Agriculture

**3.33.7 Cotton Breeding Section**

- i. Develop new cotton varieties that have improved yield, tolerance to major cotton pests and superior quality traits that meets the needs of the industry
- ii. Produce and maintain cotton seed varieties

**3.34.8 National Plant Genetic Resource**

- i. Ensure and promote conservation of plant genetic resources with main focus on indigenous cultivated crops and crop wild relatives (wild vegetables and fruits) mostly considered and referred to as weeds. This is done through ex situ (in a gene bank) and in situ (in its natural habitat) conservation.
- ii. Conduct surveys and characterisation of various plant species

**3.35.9 Irrigation Agronomy Section**

- i. Determination of best irrigation practice
- ii. Determining crop water requirements for various crops
- iii. Providing innovative water saving technologies

**3.36.10 National Plant Health Inspectorate Services**

- i. Provide plant health services:
  - a) Plant inspections for export
  - b) Pest risk analysis
  - c) Pest surveillance
  - d) Pest diagnostics and quarantine
  - e) Pest information dissemination

#### 4. LOCATION OF DEPARTMENTS IN THE FOUR REGIONS OF ESWATINI

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>HHOHHO REGION</b><br><b>Mbabane</b><br>Ministry of Agriculture Headquarters<br>Veterinary and Livestock Offices.<br><br>Veterinary Clinic<br>Motjane RDA<br><br><b>Pigg's Peak</b><br>Sub-Regional Offices<br>Ntfonjeni RDA<br>Mayiwane RDA<br>Madlangempisi RDA<br>Lutheran Farmer Training Centre (ka-Gesawu)<br>Nyonyane Sisa Ranch and Bhalekane Fattening Ranch<br>Buhleni Land Development Unit                                                                                                                | <b>MANZINI REGION</b><br><b>Regional Offices</b><br>Central Veterinary Offices and Laboratory<br>Ludzeludze RDA<br><br>Luve RDA<br>Bhalekane Bull Pool, Mpisi Cattle Breeding Station, Mpisi Pig Breeding Station, Vet and Farmer Training Centre, Quarantine Station, Land Development Section (Matsapha)<br>SMI meat hygiene<br>Mbekelweni Land Development Unit<br><br><b>Mankayane</b><br>Sub-Regional Veterinary Offices<br>Highveld Cattle Breeding Station<br>Ngwempisi Farm<br>Mahlangatja RDA<br>Dumako RDA<br>Ngempisi RDA<br>Mgazini Land Development Unit<br><br><b>Malkerns</b><br>Department of Agriculture Research and Specialist Services<br>Soil testing unit<br>Crop storage unit<br>Seed quality control |
| <b>LUBOMBO REGION</b><br>Siteki Regional Offices<br>Ka-Langa RDA<br>Tikhuba RDA<br>Sithobela RDA<br>Siphofaneni RDA<br>Lubombo Farmer Training Centre<br>Lukhula Veterinary Offices<br>Malindza Veterinary Offices<br>Maphiveni Quarantine Station<br>Siteki Veterinary Offices and Livestock Services Offices<br>Tikhuba Veterinary Offices<br>Siphofaneni Veterinary Offices<br>Mpaka Land Development Unit<br>Manyonyaneni Cattle Breeding Station<br>Mlindazwe Sisa Ranch<br>Nsalitje Nguni Cattle Breeding Station | <b>SHISELWENI REGION</b><br>Nhlengano Regional Offices<br>Mahlangatsha RDA<br>Southern RDA<br>Hluti RDA<br>Sandleni/ Lucolweni RDA<br>Mahamba/ Zombodze RDA<br>Nhlengano Farmer Training Centre<br>Lavumisa Veterinary Offices<br>Gege Veterinary Offices<br>Mpatheni Land Development Unit                                                                                                                                                                                                                                                                                                                                                                                                                                  |



## 5. STAKEHOLDERS AND CLIENTS

| STAKEHOLDERS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | CLIENTS                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>○ Farmers</li> <li>○ European Union</li> <li>○ United Nations Agencies</li> <li>○ Researchers (Agricultural)</li> <li>○ International Fund for Agriculture Development</li> <li>○ Food and Agriculture Organisation (FAO)</li> <li>○ World Animal Health Organisation</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>○ Farmers</li> <li>○ The General Public</li> <li>○ Non-Governmental Organizations</li> <li>○ All Government Ministries and Departments</li> <li>○ Economists (Agricultural)</li> <li>○ Researchers (Agricultural)</li> <li>○ All Service Providers</li> </ul> |
| <ul style="list-style-type: none"> <li>○ All Government Ministries and Departments</li> <li>○ Policy makers</li> <li>○ Staff association</li> <li>○ Economists (Agricultural)</li> <li>○ African Development Bank</li> <li>○ European Development Fund</li> <li>○ New Partnership for Africa's Development</li> <li>○ Southern African Customs Union</li> <li>○ Southern African Development Community</li> <li>○ Eswatini Cane Growers Association</li> <li>○ Eswatini Meat Industries</li> <li>○ Eswatini National Agricultural Union</li> <li>○ Eswatini Sugar Association</li> <li>○ Eswatini Standards Authority</li> <li>○ University of Eswatini</li> <li>○ Non-Governmental Organisations</li> <li>○ Civil Society</li> <li>○ Eswatini Environmental Authority</li> </ul> | <ul style="list-style-type: none"> <li>○ All agriculture value chain players</li> </ul>                                                                                                                                                                                                              |

## 6. EXPECTATIONS AND OBLIGATIONS

- Serve farmers and citizens promptly and courteously
- Respond to farmers' queries and concerns timeously, within 7 working days
- Provide friendly and helpful service as well as advice to farmers
- Help clients make the right choices in accessing services
- Uphold confidentiality in handling of public information
- Provide relevant advice to farmers/ clients
- Telephone calls will be answered promptly
- Complaints will be acknowledged and addressed adequately.

### Client Obligations

- Treat MoA employees with courtesy, respect, patience and understanding
- Desist from offering gifts, favours and inducements to or exerting undue pressure to officers of the Ministry
- Contribute to service provision in accordance with laid down policies and regulations
- Abide with the legal requirements that make them eligible for the services sought
- Neutrality when dealing with Government
- Respond to requests for information comprehensively and promptly

## 7. COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING

We encourage our stakeholders to help us improve our products and services by contacting us to offer suggestions on what we might do differently to improve and please do compliment us on the service we do well. We encourage you to send your suggestions and tell us what we can do better to the following offices;

**Principal Secretary**  
**Ministry of Agriculture**  
**P.O. Box 162**  
**Mbabane**  
**H100**  
**Tel: (+268) 2404 2731**  
**Fax: (+268) 2404 8700**  
**Cell: (+268) 7606 3644**  
**Email: [sbsimelane68@gmail.com](mailto:sbsimelane68@gmail.com)**

**Under Secretary – PAD**  
**Ministry of Agriculture**  
**P.O. Box 162**  
**Mbabane**  
**H100**  
**Tel: (+268) 2404 2731**  
**Fax: (+268) 2404 8700**  
**Cell: (+268) 7606 5520**  
**Email: [gugu\\_shabangu@yahoo.com](mailto:gugu_shabangu@yahoo.com)**

Clients are advised to register complaints at the point of service as a first step. Should there be no satisfactory redress, complaints may be escalated to supervisors and directors of departments before addressing the office of the Principal Secretary as enlisted above.

If you have a complaint that you do not wish to raise directly with us or after dealing with us you are not satisfied with the outcome, you may refer the matter to:

**Secretary to Cabinet**  
**Tel: (+268) 2411 7900**  
**Cell: (+268) 7606 2003**  
**Email: [nxumalovictorphinda@gmail.com](mailto:nxumalovictorphinda@gmail.com)**

## 8. PLEDGES OF THE MINISTRY OF AGRICULTURE

### The MoA pledges to;

- o Provide an enabling environment for agriculture development through effective policy implementation
- o Effectively coordinate all development projects undertaken by the Ministry's technical departments
- o Provide agribusiness and marketing information to the farming community
- o Efficiently monitor and coordinate the norms, standards, operations, rules and regulations of the technical departments on behalf of the Public Service
- o Effectively appraise and monitor agricultural development programmes and projects
- o Provide sound socio-economic information and advice on Eswatini's agriculture and agricultural performance
- o Develop quality commercialization standards in the production of livestock
- o Develop comprehensive irrigation development plans to ensure sustainable use of all land and water resources
- o Professionally carryout environmental impact assessment (EIA) of proposed agricultural projects in consultation with the Eswatini Environmental Authority (SEA)
- o Effectively provide nutrition advice and food preparation demonstrations to Eswatini communities
- o Planning, supervision and implementation of land rehabilitation works in rural areas
- o Professionally assist small farmers to produce and market high value crops and animal products through farmers' organisations
- o Multiply good quality basic seeds for different crops
- o Effectively facilitate training of extension workers and farmers on new technologies.
- o Develop quality farming infrastructure such as farm to market feeder roads, dip tanks, irrigation canals, soil conservation structures, and water reticulation systems

## ANNEXURE 1

| Cost of services provided by Ministry of Agriculture |                                  |                                                                |
|------------------------------------------------------|----------------------------------|----------------------------------------------------------------|
| Service                                              | Charge/ amount per unit/rate (E) | Comment                                                        |
| <b>Soil testing</b>                                  | Free                             |                                                                |
| <b>Seed quality test</b>                             | Free                             |                                                                |
| <b>Tractor hire services</b>                         | POE (Price On Enquiry)           |                                                                |
| <b>i) Ploughing (3 furrow)</b>                       | POE (Price On Enquiry)           |                                                                |
| <b>ii) Disc Harrowing</b>                            | POE (Price On Enquiry)           |                                                                |
| <b>iii) Planting</b>                                 | POE (Price On Enquiry)           |                                                                |
| <b>iv) Ridging</b>                                   | POE (Price On Enquiry)           |                                                                |
| <b>v) Cultivator</b>                                 | POE (Price On Enquiry)           |                                                                |
| <b>vi) Boom Sprayer</b>                              | POE (Price On Enquiry)           |                                                                |
| <b>vii) Haulage/ Transport</b>                       | POE (Price On Enquiry)           |                                                                |
| <b>viii) Haulage full day</b>                        | POE (Price On Enquiry)           |                                                                |
| <b>ix) Liming</b>                                    | POE (Price On Enquiry)           |                                                                |
| <b>Extension services</b>                            | Free                             | For crops, fisheries, home economics and livestock development |
| <b>Issuance of import /export permit</b>             | Free                             |                                                                |
| <b>Livestock removal permit</b>                      |                                  |                                                                |
| <b>Cattle Dipping charges</b>                        |                                  |                                                                |
| <b>Veterinary services fees</b>                      |                                  |                                                                |
| <b>Meat inspection fees</b>                          |                                  |                                                                |

|                                            |                        |                                                                     |
|--------------------------------------------|------------------------|---------------------------------------------------------------------|
|                                            |                        | used for artificial insemination in pig breeding and multiplication |
| Sale of garden produce                     |                        |                                                                     |
| Sale of fruit tree seedlings               |                        |                                                                     |
| Sale of mushroom planting material (spawn) | POE (Price On Enquiry) |                                                                     |
| Soil survey                                | Free                   |                                                                     |
| Irrigation design                          |                        |                                                                     |
| Grass fire control permits                 | Free                   |                                                                     |
| Earth dam construction                     | Free                   |                                                                     |
| Home industry skills education             | Free                   |                                                                     |
| Farm road access                           | Free                   |                                                                     |
| Agriculture early warning information      | Free                   |                                                                     |
| Agriculture marketing information          | Free                   |                                                                     |
| Fishing permit                             | Free                   |                                                                     |

| Equipment                | Charges (E)            |
|--------------------------|------------------------|
| CAT D8 BULLDOZER         | POE (Price On Enquiry) |
| CAT D7 BULLDOZER         | POE (Price On Enquiry) |
| CAT D6 BULLDOZER         | POE (Price On Enquiry) |
| CAT 980 LOADER           | POE (Price On Enquiry) |
| CAT950 LOADER            | POE (Price On Enquiry) |
| CAT 225 EXCAVATOR        | POE (Price On Enquiry) |
| CAT1405 GRADER           | POE (Price On Enquiry) |
| CHAMPION 720 GRADER      | POE (Price On Enquiry) |
| CHAMPION 740 GRADER      | POE (Price On Enquiry) |
| 550 TLB                  | POE (Price On Enquiry) |
| CAT 815 B COMPACTOR      | POE (Price On Enquiry) |
| WATER TANKER             | POE (Price On Enquiry) |
| LOWBED TRUCK             | POE (Price On Enquiry) |
| TIPPER TRUCK DOUBLE DIFF | POE (Price On Enquiry) |
| TIPPER TRUCK 4 TON       | POE (Price On Enquiry) |

**NB:**

**ACCOMMODATION FOR OPERATOR AND MACHINE SECURITY IS THE RESPONSIBILITY OF THE HIRER.**

**ACCOUNT FOR PAYING: 201/2601/21002**

|                                               |                        |                                                                                                                                          |
|-----------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Heavy plant equipment hire</b>             | POE (Price On Enquiry) |                                                                                                                                          |
| <b>Quarantine fees (Livestock)</b>            | POE (Price On Enquiry) |                                                                                                                                          |
| <b>Quarantine fees (plants)</b>               | POE (Price On Enquiry) |                                                                                                                                          |
| <b>Holding ground /cattle management fees</b> | POE (Price On Enquiry) | These are cattle management fees from fattening and ranches                                                                              |
| <b>Rental of Mphophoma facility</b>           |                        |                                                                                                                                          |
| <b>i. Conference hall/ day</b>                | POE (Price On Enquiry) |                                                                                                                                          |
| <b>ii. Computer room / day</b>                | POE (Price On Enquiry) |                                                                                                                                          |
| <b>iii. Classroom /day</b>                    | POE (Price On Enquiry) |                                                                                                                                          |
| <b>iv. Canteen / day</b>                      | POE (Price On Enquiry) |                                                                                                                                          |
| <b>v. Kitchen and dining hall/ day</b>        | POE (Price On Enquiry) |                                                                                                                                          |
| <b>vi. Kitchen only</b>                       | POE (Price On Enquiry) |                                                                                                                                          |
| <b>vii. Room/night/day</b>                    | POE (Price On Enquiry) |                                                                                                                                          |
| <b>viii. Friday/Saturday/Sunday function</b>  | POE (Price On Enquiry) |                                                                                                                                          |
|                                               |                        |                                                                                                                                          |
| <b>Sale of hay bales</b>                      | POE (Price On Enquiry) | The hay bales are produced in government cattle farms                                                                                    |
| <b>Bull loaning Scheme</b>                    | POE (Price On Enquiry) | These are bulls (Nguni, Brahman and Drakensburg breeds) produced from Government cattle breeding stations. The loan duration is 3 years. |
| <b>Sale of pigs</b>                           | POE (Price On Enquiry) | Gilt- female pig/swine ready for breeding. Boar – male pig/swine ready for breeding. The semen straws are                                |

# PARASTATALS

## 1. Eswatini Dairy Board



The board provides regulatory and dairy development services which include:

- Farmer Training, Extension and Advisory Services
- Resource Assessment for starting dairy Establishments
- Artificial Insemination (AI)
- Business Plan Preparation
- Promote Establishment of Dairy Farmer Groups
- Pasture Establishment and Fodder Production
- Hay Making and Procurement
- Facilitate Procurement of Dairy Animals, Equipments and tools
- Promoting Local Dairy Farming
- Issuing of Import, Exports and Transit Permits
- Promotion of Indigenous Dairying
- Investment Promotion for Dairy Enterprises
- Inspection of Dairy Establishments and Products for Quality and Safety
- Establishment Milk Collection Centres (MCC)
- Promoting Local Dairy Processing
- Dairy Goats Commercialisation and Promotion
- Dairy School and Community Projects
- The “Pass on the gift” concept
- Dairy Farmers’ WhatsApp group
- Dairy Permits System – PELMAS
- Registration and Licencing of Dairy Establishments
- Promote Consumption of Dairy Products
- Facilitate marketing of dairy products (local and export markets)

For more information on these services contact EDB Offices:

Tel: +268 2505 8262/3/4

Fax: + 268 2505 8260

Email: [info@dairyboard.co.sz](mailto:info@dairyboard.co.sz)

Website: [www.dairyboard.co.sz](http://www.dairyboard.co.sz)

### EDB Development Officers Contacts

Hhohho Region

Mr. Ike Herbst – 7689 1623

Manzini Region

Ms. Phila Nyoni – 7613 9583

Mr. Sizwe Matsenjwa – 7689 6684

Shiselweni Region

Mr. Sibonelo Gama – 7821 6978

Lubombo Region

Mr. Thulani Shongwe – 7647 5498

Mr. Mthunzi Dlamini – 7612 8817

## 2. NATIONAL MARKETING BOARD (NAMBoard)



NAMBoard aims to provide quality service and assistance to its stakeholders.

### VISION

To promote a financially sustainable farming community that contributes significantly to food security and to the economy of Eswatini

### MISSION

To achieve optimum import regulation, significant import substitution and maximum export sales. To provide vibrant market systems for effective collaboration with farmers and other stakeholders in the agricultural sector and build efficient commercialized agro-food and agri-business value chains in accordance with sustainable farming best practices that meet international GAP and SPS standards in Eswatini.

### NAMBoard Strategic Objectives 2023 - 2027

1. To Increase Production of Selected Scheduled Products
2. To Expand Markets and Increase Outreach
3. To Improve Operational Efficiency
4. To Create an Environment with a Highly Productive Workforce
5. To Improve NAMBoard's Financial Sustainability
6. To Improve Stakeholder Engagement

### NAMBoard's Promise to customers

Calls received at our receiving station will be answered within three rings.

Any correspondence will be acknowledged within three working days of receipt with clear and concise replies.

All requests for appointments with our executive will be attended to promptly and with the utmost diligence.

Suppliers will be paid within 30 working days of invoice submission.

Farmers will be paid within 14 days of produce collection.

All permits will be issued upon receipt of proof of payment.

Provision of horticultural data will be within 7 working days of request.

Provision of information on training opportunities will be at least a month prior to the training.

Procurement of all goods and services will be as per procurement regulations.

We will conduct periodic customer satisfaction surveys to ensure that customers' needs are fulfilled.

We will efficiently attend to all market extension service requests.

We will provide appropriate information on escalation to higher alternative avenues if the queries are not to the customers' satisfaction at first instance.

We will actively seek thoughts and suggestions on how we can serve our customers better.

info@namboard.co.sz

+268 2505 5314 | 2505 5315 Manzini Head Office

+268 7802 7437 | 7802 7438 Encabeni Fresh Produce Market

+268 2323 6407 Lomahasha Depot

+268 7927 8300 Communications and Customer Service Department

### 3. Eswatini Water and agricultural Development Enterprise (EWADE)



EWADE is a wholly owned government company that falls under the Ministry of Agriculture (MoA). It was established in 1999, in terms of the Companies Act of 1912. It is controlled and monitored as a Public Enterprise, (Public Control & Monitoring Act, 1989). It operates under a Board of Directors, which is responsible for the overall policy direction. The company started as Eswatini Komati Project Enterprise (EKPE), whose mandate was “to facilitate the planning and implementation of the Komati Project”. This mandate was expanded in 2005 to include “planning & implementation of the Lower Usuthu Project and any other large water resources projects that Government may assign from time to time” and the company was renamed as the EWADE.

#### I VISION

“To attain new opportunities in the service provision of sustainable socio-economic development in the region”

#### II MISSION

“Empowering communities to improve their quality of life through projects in commercial agriculture and other enterprises;  
providing innovative services in infrastructure development and management as well as expertise to public and private entities”.

#### III OBJECTIVES

In its modern form, EWADE has two broad national objectives that it seeks to fulfil, namely;

Promoting participation of smallholder farmer organizations in irrigated commercial agriculture and other enterprises development as part of a poverty eradication program for rural areas; and

Enhancing private sector development through the active participation of small and medium enterprises in agricultural development.

#### 4. NATIONAL MAIZE CORPORATION (NMC)



The National Maize Corporation (NMC) is a fully state-owned enterprise established in 1985 in accordance with the Companies Act of 1912 as amended. The mission of the Corporation is to be the farmer's choice with the most competitive and sustainable market for maize, other grains, and cereals in the SADC region. NMC is all about fostering national food security and economic inclusion through operations and the supply of high-quality maize, cereals, and other grains to the Eswatini economy. The Corporation is currently involved in commodity trading of white maize, premium rice and sugar beans.

Additionally, the corporation has in the recent past been assigned by government with the management of Tractor Hire Services as well as the Farm Input Subsidy Programme which were previously the responsibility of the Department of Agriculture under the Ministry of Agriculture.

The main objective of NMC is to guarantee a market to local maize farmers at competitive prices and providing good quality maize meal at reasonable prices to the Eswatini people.

Consistent with the current Strategic Plan, the objectives were refined so that they drive the following responsibilities:

- To guarantee an all-year-round competitive market for eSwatini maize farmers.

- To reduce marketing barriers and costs to eSwatini farmers by improving maize marketing and logistics services (through running silos efficiently, registration of producers, provision of drying services and price information).

- To guarantee all year-round supplies of maize at reasonable cost to the nation.

- To increase the efficiency of the maize market in eSwatini by promoting the availability of white maize to consumers at reasonable cost in all regions of the country.

#### Services provided by NMC are as follows:

- Supply Grains (white maize, red speckled beans, and premium rice) to the local economy.

- Farmer Development Services for increased national production through linking farmers with development financiers, encouraging the adoption of good agricultural practices (GAPs) for improved productivity.

- Provision of maize drying and storage facilities to the local economy

- Provision of Farming Input Subsidies and Tractor Hire Services to farmers on behalf of Government.

Regional Farmer Development Officers  
 Shiselweni Zakhele Nkonyane 76023568  
 Manzini Frank Ngwenya 76023569  
 Hhohho Sibusiso Sibandze 76343431  
 Lubombo Melusi Vilakati 78087194

## 5. ESWATINI COTTON BOARD



The Cotton Board is a parastatal organization established by the cotton act (Cotton Act No. 26 of 1967). The parastatal is developmental with a regulatory wing of the cotton industry.

Mandate is to:

- v Regulate the Cotton Industry
- v Grow the Eswatini Cotton Industry
- v Promote Cotton Production in Eswatini
- v Provide Market and Marketing intelligence
- v Provide Technical Advice to Farmers

The Board provides the following services

| TECHNICAL SERVICES                                   | MODE/ STRATEGIES                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Provide Technical Advice</b>                      | Cotton farmers are trained skills growers of Cotton Production<br>The board training to Training ( these are extension officer in cotton growing regions to align message to growers<br>The board further conduct Field Visits and crop assessment in line with recommendations for crop management<br>Finally continuous communication through SMS program carried out throughout the season to advise farmers on any developments related to cotton country wide. |
| <b>Provide Credit Facilities</b>                     | Manage Credit Revolving Fund that advances production Inputs to Growers                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Buy seed cotton market</b>                        | Provide market for all cotton In Eswatini<br>Source of Find: Bank Loans                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Provide transport</b>                             | Engage Transport (Contractors) to collect seed cotton from all farmers' country.                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Provide funds to Research on New Technologies</b> | Cotton is a levied crop. The cotton levy is collected annually and is used to fund all cotton research in Eswatini in line with solving cotton challenges in the industry.                                                                                                                                                                                                                                                                                          |
| <b>Provide inputs at cheaper price</b>               | Bulk purchasing of Inputs by cotton board from inputs suppliers reduce input cost for cotton farmers                                                                                                                                                                                                                                                                                                                                                                |
| <b>Distribution of Inputs and Packaging material</b> | The board has identified multiple distributions Centre where inputs are stored and easy distributed to cotton farmers.<br>Allowing ease of access to the services                                                                                                                                                                                                                                                                                                   |
| <b>Cotton Ginning</b>                                | Value Addition to support the supply chain of cotton commerce at the ginnery separating the lint from fuzzy seed. Lint supplied to local and international spinners. Fuzzy seed supplied for oil extraction, animal feed and production of cotton seed cake.                                                                                                                                                                                                        |
| <b>Cotton Picking</b>                                | The board has a two row picker suitable to pick cotton for all farmers in Eswatini. The picker is available upon request to all farmers in suitable areas.                                                                                                                                                                                                                                                                                                          |
| <b>CONTACT/RESPONSIBLE</b>                           | Technical Manager: Mobile: 76127191 email: jmsibi@cottonboard.co.sz<br>Extension Officer: 76052072<br>Admin Officer : Mobile: 76034104 Email: Accounts@cottonboard.co.sz                                                                                                                                                                                                                                                                                            |

| <b>REGULATORY SERVICES</b>                                     | <b>MODE / STRATEGIES</b>                                                                                                                                                                                                                                  |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Cotton Planting Dates (Planting and cotton Destruction)</b> | Cotton is highly regulated crop due to high pest infestation The board fixes cotton planting dates and further manage the closed season for a period of 6 weeks. The idea is to make sure there in no cotton in the field to break the insects life cycle |
| <b>Seed Cotton Pricing</b>                                     | The Board regulate cotton price through the Cotton Index and New York Futures                                                                                                                                                                             |
| <b>Import of planting seed</b>                                 | The board regulate Importation and exportation of all cotton seed to Eswatini through issuing of permit where need be.                                                                                                                                    |
| <b>Variety Registration</b>                                    | Suitable varieties are recommended for registration after research approval                                                                                                                                                                               |
| <b>CONTACT / RESPONSIBLE</b>                                   | Personal Assistant to CEO: Phone: 25052775 Mobile:<br>Email: ceosec@cottonboard.co.sz                                                                                                                                                                     |

| <b>SOCIAL SERVICES</b>                     | <b>MODE/STRATEGIES</b>                                                                                                                                                                                                          |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Distribution of Hay Bales</b>           | Government has assigned the board to facilitate hay bale distribution and the cotton ginnery is one of the areas providing such services to local Livestock Farmers                                                             |
| <b>Corporate and Social Responsibility</b> | Donations and providing social services neighboring communities upon request. e.g. Transport provision to local Royal Kraal. The Board also operates a weigh bridge used by community member to weigh various items as need be. |
| <b>Facility Rental</b>                     | The board rent out some of its facilities for other relevant business around the area.                                                                                                                                          |
| <b>CONTACT / RESPONSIBLE</b>               | Admin Officer<br>Phone: 23646068<br>Mobile: 76034104<br>Email: accounts@cottonboard.co.sz                                                                                                                                       |

**CONTACT US**

| <b>MBABANE</b>                         |                                   |
|----------------------------------------|-----------------------------------|
| Headquarters                           | 2404 2731/9                       |
| House: PS                              | 2404 2731/9                       |
| House: US-PAD                          | 2404 2731/9                       |
| House Director of Agriculture          | 2404 2731/9                       |
| House: Director of Veterinary Services | 2404 2731/9                       |
| House: veterinary Officers             | 2404 0565 / 2404 0896 / 2404 5776 |
| Veterinary Clinic                      | 2404 2167 / 2404 2245 / 2404 8848 |
| <b>BHALEKANE</b>                       |                                   |
| Cattle Branding Station                | 23131284                          |
| <b>BIG BEND</b>                        |                                   |
| Cotton Agronomist                      | 2364 6029                         |
| Manyonyaneni Cattle Branding Station   | 2364 6095                         |
| Manyonyaneni RDA                       | 2363 6137 / 2364 6119             |
| Lowveld Experiment Station             | 2365 6031                         |
| Lowveld Farmer Training Centre         | 2364 6340                         |
| <b>HLATHIKHULU</b>                     |                                   |
| Hlatikhulu Veterinary office           | 2217 6146                         |
| Hlatikhulu Extension                   | 2217 6148                         |
| Mbulungwane veterinary                 | 2217 8928                         |
| Shiselweni Cattle Breeding             | 2217 6118                         |
| <b>HLUTHI</b>                          |                                   |
| Hluthi veterinary office               | 2227 5007 / 2227 5019             |
| Hluthi RDA                             | 2227 5062                         |
| <b>LAVUMISA</b>                        |                                   |
| Lavumisa office                        | 2207 9092                         |

|                                   |                       |
|-----------------------------------|-----------------------|
| <b>LOMAHASHA</b>                  |                       |
| Lomahasha Veterinary              | 2323 6022             |
| <b>MADLANGEMPISI</b>              |                       |
| Nkambeni/ Madlangempisi RDA       | 2385 1155             |
|                                   |                       |
| <b>MALKERNS</b>                   |                       |
| Chief Research officer            | 2527 4069             |
| <b>EZULWINI</b>                   |                       |
| Lobamba office                    | 2416 1231             |
| Malkerns Research Station         | 2527 4071             |
| Malkerns Research Station Fax     | 2527 4070             |
| Crop Storage /soil testing        | 2527 4074             |
| Mpophoma Conference Centre        | 2527 4077             |
| Manzini Veterinary Clinic         | 2505 2204             |
| Crydon veterinary office          | 2505 2270             |
| Mfumbaneni                        | 2505 3756             |
| Mpisi farm                        | 2501 1757             |
| Mpisi Vet training Centre         | 2505 3760             |
| Manzini veterinary officers house | 2505 3770 / 2505 7513 |
| <b>MANZINI</b>                    |                       |
| Manzini SEO                       | 2505 6151 / 7635 4972 |
| Manzini Animal health office      | 2505 2271             |
| Manzini Livestock section         | 2505 9147 / 8 / 9     |
| Luve/Mliba RDA                    | 2548 5016             |
| Cooperatives office               | 2505 6152             |
| Crop Promotion Unit               | 2505 2051             |
| Central Veterinary laboratory     | 2323 2270             |
| Epidemiology                      | 2505 2270             |
| Manzini Vet laboratory            | 2505 2650             |
| <b>MATSAPHA</b>                   |                       |
| Land development section          | 2518 6329             |

|                               |                       |
|-------------------------------|-----------------------|
| SMI Meat Hygiene              | 2518 4033             |
| Central RDA                   | 2548 0064             |
| Tractor Pool Hire             | 2548 0065             |
| MAYIWANE                      |                       |
| Mayiwane RDA                  | 2435 1037 / 2435 1027 |
| <b>MHLUMENI</b>               |                       |
| Cordon Inspector              | 2343 4283             |
| <b>NHLANGANO</b>              |                       |
| SEO                           | 2207 3791 / 7612 3044 |
| Tobacco section               | 2207 8311             |
| Herbarium (forestry)          | 2527 4124             |
| Tree seed (forestry)          | 2527 4124             |
| Soil Testing Unit             | 25283118              |
| Seed quality control services | 2527 4072             |
| Food Technology               | 2527 4071             |
| <b>MANKAYANE</b>              |                       |
| Mankayane Veterinary office   | 2528 8268             |
| Mankayane Extension office    | 2538 8255             |
| Mahlanthsa RDA                | 2531 5016             |
| Highveld Ranch                | 2518 5852             |
| Ngwempisi RDA                 | 2530 1024             |
| Ngwempisi farm                | 2518 6658             |
| <b>NTFONJENI</b>              |                       |
| Lutheran FTC                  | 2431 7168             |
| Northern RDA-Ntfonjeni        | 2431 7246             |
| Ntfonjeni Tractor pool        | 2431 7779             |
| Ntfonjeni Vet office          | 2431 7007             |
| PIGGS PEAK                    |                       |
| SEO offices                   | 2431 7267             |
| Vet offices                   | 2431 7266             |

| <b>SIPHOFANENI</b>           |                        |
|------------------------------|------------------------|
| Siphofaneni                  | 2344 1002              |
| Siphofaneni vet offices      | 2344 1266              |
| Lavumisa Vet offices         | 2303 0230              |
| <b>SITEKI</b>                |                        |
| Kalanga RDA                  | 2343 4384              |
| Lukhula Vet offices          | 2343 4354              |
| Malindza vet offices         | 2333 3019              |
| Maphiveni quarantine station | 2373 7145              |
| SEO offices                  | 2343 3266/7            |
| Siteki vet office& clinic    | 2343 3268<br>2343 3258 |
| Tikhuba RDA                  | 2343 4265              |
| Tikhuba Vet offices          | 23434255               |
| House: Vet.office1           | 2343 4540              |
| House: vet. Office2          | 2343 4196              |
| Experiment station           | 2207 8312              |
| Farmer training Centre       | 2207 9551 / 2207 8498  |
| Vet office- Nhlangano        | 2207 8368              |
| Vet office- Gege             | 2207 8343              |
| House: Vet. Office 1         | 2207 8624              |
| House: Vet. Office 2         | 2207 8733              |
| Sandleni RDA                 | 2207 7188              |
| Southern RDA                 | 2217 6228              |

House Director of Agriculture: 7606 2612

House Director of Livestock and Veterinary Services: 76062602





MINISTRY OF AGRICULTURE

**CONTACT US:**

P.O. BOX 162

Mbabane, H100

Tel: (+268) 2404 2731/9

Fax: (+268) 2404 8700

 : Ministry of Agriculture Eswatini

  : @agriceswatini1 (Ministry of Agriculture Eswatini)

 : [www.gov.sz](http://www.gov.sz)