

# INDUSTRY GUIDELINE

## AIC registration process for animal feed

This guideline was compiled by the *Farm Feed Liaison Working Group* as an industry initiative to **improve access to information** and to help applicants **navigate the registration process** for animal feed. The guideline will be updated periodically by the Working Group to remain relevant and should be considered with the requirements for registration as per the Act 36 regulations relating to farm feed.

### 1. Communication

#### A. General Enquiries and personnel in the office

Kindly phone to make an appointment for visiting the farm feed officials to avoid disappointment. All farm feed officials are working from the office and can be reached via email\* or telephone. The office is situated at Agriculture Place building, 20 Steve Biko Street, Pretoria and the office hours are 07:30 – 16:00. Technical officials will be available for public consultations and technical advice per appointment only. Please consult the table below for contact details.

\* Please note that a delay in response to general email enquiries can be expected due to the high volumes of registration applications that need to be processed by the officials.

FUNCTION	AIC Official	Telephone	Email
Inbound Administrator	Ms. Shirley Simelane	012 319 7120	<i>ShirleyMa@dalrrd.gov.za</i>
Outbound Administrator	Mr. Malwandla Baloyi Mr. David Kabini Mr. Patrick Modika	012 319 6816 012 319 7071 012 319 6720	<i>Malwandla@dalrrd.gov.za</i> <i>DavidKab@dalrrd.gov.za</i> <i>PatrickMo@dalrrd.gov.za</i>
Technical Advisor	Mr. Simthembile Ngambu Mr. David Vilakazi Ms. Kumnandi Qwele	012 319 7152 012 319 7807 012 319 7904	<i>SimthembileNG@dalrrd.gov.za</i> <i>DavidV@dalrrd.gov.za</i> <i>KumnandiQ@dalrrd.gov.za</i>
Supervisor	Mr. David Motloi	012 319 6889	<i>DavidM@dalrrd.gov.za</i>
Helpdesk	General enquiries	012 319 7103 012 319 7847	<i>AICHelpdesk@dalrrd.gov.za</i>

#### B. Follow-ups on outstanding applications

- For follow-ups on the status of in-process applications - contact the assigned **Technical Advisor** by email directly, and cc **Mr. David Motloi**. [TIP: Attach the signed cover page of the Service Request Form (SRF) to your email and respond to the latest email correspondence between the TA and the applicants' responsible person as per the SRF.]**
- For follow-ups on the status of previously submitted applications (and if you are uncertain whether it has been processed yet) - contact **Ms. Shirley Simelane/ Mr. Malwandla Baloyi / Mr. David Kabini and cc Mr. David Motloi**. [TIP: Attach the signed cover page of the SRF to your email for verification of the date submitted.]**

## 2. Registration Process for farm feed

### A. Submission of New Registrations and Amendments

For **NEW or AMENDMENT** registration submissions, applications can be made in hard copies by following the below procedure.

- i. **Make an appointment**  
To avoid disappointment an appointment can be made with the inbound official Ms. Shirley Simelane to submit applications. NOTE: Couriers do not need to make an appointment to drop off applications.
- ii. **Drop off application**  
A dedicated box is allocated for Farm Feed (V-number) applications and the box can be found at the entrance gate of the LB-FF-passag.
- iii. **Application Identification**  
All applications must be submitted in a sealed package/box/envelope and correctly labeled with:
  - 1) Company name,
  - 2) Date submitted,
  - 3) The relevant section: Farm feed / Stock remedy / Agric Remedy / Fertilizer
  - 4) For Attention to the relevant Administrator; and
  - 5) Type of application: New, amendment, renewal, import permit, FSC, Advertisement, etc.).
  - 6) A list of the included product names can be added to the package cover (optional)
 It is recommended to take a photo of your application at the submission box to verify the date & time of submission if needed.
- iv. **Acknowledgment letter**  
The inbound administrator will issue an acknowledgment of receipt to the applicant as proof of submission. The signed cover page of the Service Request Form (SRF) serves as an acknowledgment of receipt. Due to limited inbound capacity, the acknowledgment of receipts cannot always be issued upon submission but will be emailed to the applicant **within seven (7) working** days thereof. Should you NOT receive the acknowledgment of receipt within the agreed time frame, kindly notify Ms. Shirley Simelane via email and cc Mr. David Motloi.

### B. Submission of Renewal Applications for 2023/2026

For **RENEWAL** submissions, applications can be made in hard copies by following the procedure as described for new registrations above (steps i – v).

- ❖ Renewal applications should include:
  - **Service Request Form**
  - **Renewal Form A** (triplicate) + authentic signature attested by Commissioner of Oath
  - **Contact details Form C**
  - **Proof of payment**
- ❖ Renewal submissions must reach the Registrar before 16:00 on **Wednesday 31 March 2023**
- ❖ Applications for renewals received after 31 March 2023 will only be considered if received BEFORE **Friday 30 April 2023** and accompanied by the renewal fee PLUS the relevant LATE APPLICATION FEE.
- ❖ Current farm feed registrations are valid until March 2023 and should be renewed for the renewal cycle ending 31 March 2026.
- ❖ Cancellation of registration can be requested by submitting FORM B + the original registration certificate

Enquiries regarding the renewal of farm feeds can be directed to Ms. Shirley Simelane.

### C. Submission of Minor Applications

For **MINOR** registration applications (with a turn-around service delivery time frame of 14 days) such as for **Free Sale Certificates, import permits, and advertisements**, submissions will be accepted via email OR via hard copy.

- i. Applicants can send the necessary application forms and proof of payment electronically to: MalwandlaB@dalrrd.gov.za, and cc: ShirleyMA@dalrrd.gov.za, DavidK@dalrrd.gov.za.
- ii. For hard copies – follow the process as described for new registrations above (steps i – v)

It is important to **clearly identify** the minor application to ensure a turn-around service delivery time frame of 14 days.

#### D. Collection of approved registration / renewal certificates

- i. An administrator from outbound will advise the applicant when the application is approved and ready for collection.
- ii. A scanned copy of the registration / renewal certificate will be emailed to the applicant.
- iii. Should the applicant require a hard copy, an appointment should be made with the outbound officials Mr. David Kabini / Mr. Malwandla Baloyi (and cc Ms. Shirley Simelane) for collection of the document.

#### E. Outstanding renewal certificates

- i. Applicants can submit a request to the Department to prioritize the issuing of a renewal certificate / to issue a letter for a product-specific renewal confirmation where the applicant can provide proof that the original request for renewal was submitted in time and paid for in full. The request can be addressed via email to Ms. Shirley Simelane and cc Mr. David Motloi. Primary consideration will be given to motivations for prioritizing of **imported products** that are expected at the port of entry and for which the renewal request has not yet been processed.

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Information was compiled by the Act 36 Farm Feed Liaison Working Group:

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\* Direct enquiries regarding Industry Guideline to liesl@afma.co.za