



## agriculture, land reform & rural development

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

Directorate Inspection Services, Department of Agriculture, Land Reform and Rural Development  
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Dear Exporters/Agents/Industry role players

### **SUPPORT SERVICES FOR PHYTOSANITARY CERTIFICATION**

The Department of Agriculture, Land Reform and Rural Development (DALRRD) has implemented an eCertification system for phytosanitary certification. Phytosanitary certificate applications for all plants and plant products have been in effect from 1<sup>st</sup> April 2020 and all done and processed on the eCert platform.

We hereby encourage that all role players in the phytosanitary environment be registered on the eCert platform as only applications done on the online system will be accepted.

For effective support in the system, the DALRRD has added an additional team to handle enquiries related to phytosanitary certification.

#### **eCert Support:**

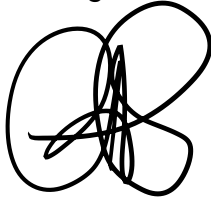
Users of the system will be able to receive support by contacting the following parties:

- IT Technical Support: Please use the ticketing system on [www.ecert.co.za](http://www.ecert.co.za) to log a technical support question or email [support@ecert.co.za](mailto:support@ecert.co.za).
- User Guides: User guides are available under [www.ecert.co.za](http://www.ecert.co.za) – and are being revised and updated periodically.
- Project Queries: These can be directed to DAFF on [PhilileL@Dalrrd.gov.za](mailto:PhilileL@Dalrrd.gov.za), Tel 012 309 8764/ 060 973 4233 and [PhindileN@Dalrrd.gov.za](mailto:PhindileN@Dalrrd.gov.za), Tel 012 319 6043/076 223 9055.

- Phytosanitary Queries: The normal channels used for such queries still apply. DALRRD has added an additional Phytosanitary Technical Support Team to attend to all the enquiries.
- The team comprises of:

Full Name	Designation	Email	Official contact
<b>Gilbert Mediroe</b>	Deputy Director	<a href="mailto:GilbertM@Dalrrd.gov.za">GilbertM@Dalrrd.gov.za</a>	060 973 2550
<b>Busisiwe Shomang</b>	Technical Administrator	<a href="mailto:BusisiweS@Dalrrd.gov.za">BusisiweS@Dalrrd.gov.za</a>	083 209 0049
<b>Tankiso Mpholo</b>	National Coordinator	<a href="mailto:TankisoA@Dalrrd.gov.za">TankisoA@Dalrrd.gov.za</a>	060 973 4536
<b>Khuliso Mulaudzi</b>	Inspector	<a href="mailto:KhulisoM@Dalrrd.gov.za">KhulisoM@Dalrrd.gov.za</a>	060 973 8081
<b>Baikanne Phologane</b>	Inspector	<a href="mailto:BaikanneP@Dalrrd.gov.za">BaikanneP@Dalrrd.gov.za</a>	060 973 0491
<b>Makhosi Mchunu</b>	Inspector	<a href="mailto:MakhosiMc@Dalrrd.gov.za">MakhosiMc@Dalrrd.gov.za</a>	060 973 8959
<b>Adam Dolamo</b>	Inspector	<a href="mailto:AdamD@Dalrrd.gov.za">AdamD@Dalrrd.gov.za</a>	060 973 3292
<b>Zama Hlongwa</b>	Inspector	<a href="mailto:ZamaH@Dalrrd.gov.za">ZamaH@Dalrrd.gov.za</a>	060 974 2921
<b>Mangata Mokgobu</b>	Inspector	<a href="mailto:MangataM@Dalrrd.gov.za">MangataM@Dalrrd.gov.za</a>	060 973 0504
<b>Queen Dihangwane</b>	Inspector	<a href="mailto:QueenD@Dalrrd.gov.za">QueenD@Dalrrd.gov.za</a>	066 299 5283
<b>Lesego Mogwasi</b>	Inspector	<a href="mailto:LesegoM@Dalrrd.gov.za">LesegoM@Dalrrd.gov.za</a>	073 795 2989

Kind regards




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**KE Phoku**

**Director: Inspection Services**

**Date:** 28/07/2020