

ESWATINI DAIRY BOARD

Eswatini Dairy Board (EDB) is a government-owned public enterprise founded under the Dairy Act No. 28 of 1968, established in 1971 that plays a central role in the regulation, development, and promotion of the dairy sector in Eswatini. The Eswatini Dairy Board (EDB) delivers its mandate through specialized departments focused on supporting and protecting the domestic dairy industry. These include the Quality Control, Dairy Development Services (DDS), Finance and Administration, and Information & Economic Analysis departments. Their efforts are centered on training, regulatory enforcement, and industry development.

SERVICE	DESCRIPTION	LEAD TIME	CLIENT'S RESPONSIBILITY	CONTACT/LOCATION
Dairy Development Services				
Dairy farmers/stakeholder training programmes	Intensive Trainings on dairy and cattle management (8 weeks)	8-week training conducted quarterly (4 times a year)	Register in advance and attend sessions with area dairy extension officer and EDB office	Enguleni House, Local extension officer, Dairy Development Office
	Community daytime (1 day) dairy management trainings	1 day training conducted within 1-2 weeks post consultation with extension officer	Express interest with area dairy extension officer, organize venue, and attend session	Regional extension officer, Dairy Development Office
	Provide training on Artificial Insemination and breeding practices	5-day training conducted for interested farmers and individuals once per quarter	Register in advance with area dairy extension officer and EDB offices	Regional extension officer, Dairy Development Office
	Intensive Trainings on dairy processing and marketing	5-day training conducted quarterly (4 times a year)	Register in advance with area dairy extension officer, EDB offices	Regional extension officer, Dairy Development Office
Extension and Advisory	Farm visits and offering technical support and production advice.	Available daily on contact, 1 day farm visit lead time	Request visit and avail farm access	Regional Extension Officer Dairy Development Office
Resource assessment for establishing a dairy establishment	Pre-feasibility assessments for setting up dairy enterprises.	Upon request, scheduled based on location with 7-day lead time	Provide access and relevant background information on farm	Regional Extension Officer
Artificial Insemination (AI)	Controlled breeding using premium bull semen and	As per breeding cycle; scheduled upon request	Observe heat and contact extension officer in time. Ensure cows ready for insemination	Regional Extension Officer
Business Plan Preparation	Assistance with preparing bankable business plans for financing of dairy enterprise.	Within 2–3 weeks post consultation and resource assessments	Provide all necessary documentation and farm information as may be required by officer	Regional Extension Officer & Dairy Development Office
Dairy Farmer Groups coordination	Facilitation and support of dairy farmer cooperatives and associations.	Continues based on group readiness and registration processes.	Contact extension officer regarding interest to participate in group activities and governance	Regional Extension Officer

Pasture Establishment and Fodder Production	Technical assistance in planting, maintaining pastures and producing silage/hay.	Seasonal based on planting schedules)	Contact extension officer regarding assistance and, provide land and inputs	Regional Extension Officer
Facilitate Procurement of Dairy Animals, Equipment and tools	Support to acquire dairy animals, milking equipment, cooling tanks, tools.	Timeline depends on availability	Contact extension officer to register interest on procurement support	Regional Extension Officer Dairy Development Office
Dairy Development Support Initiatives				
Establishment and management of Milk Collection Centres (MCC)	Support for site selection, providing equipment, and training on management of MCCs.	Support provided on a regular basis with refresher trainings conducted annually for existing MCCs.	Organize and associate as farmer group/cooperative with governance structure working with dairy extension officer in the area.	Regional Extension Officer
Dairy School Projects	Support to schools' dairy projects (prevocational education and school feeding programs) and expanding the schools pass-on the gift dairy project across the country	Varies, based on school completing preparations for receiving cow for the project.	Engage with extension officer in the area, facilitate and complete prerequisite infrastructure to run project.	Regional Extension Officer
The "Pass on the gift" community	Support model where beneficiaries pass dairy animals to other farmers after initial success. A development initiative to support income generation and poverty alleviation	Based on program progress and availability of animals	Establish dairy farmers group, preparation of infrastructure required for running dairy project. Care for animals and fulfill pass-on obligations	Regional Extension Officer
Dairy Goats Commercialization and Promotion	Technical and support for dairy goat production. Breeding of dairy goats to sell as seed stock to farmers.	Extension provided on a regular basis as per farmers need. Dairy Goats breeding stock sold once a year on announcement.	Participate in training and register interest for breeding stock with regional extension officer or EDB office	Regional Extension Officer
Quality Control and Inspectorate Services				
Issuing of Import, Exports and Transit Permits	Issue permits for export and imports of dairy products. Permits are issued available on soft copies and hard copies whilst transit permits only available on hard copies	Same day, Accessible online 24/7	Submit application with valid documents online or physical	Permits Office Quality Control Office
Inspection at various Ports of Entry	Ports of entry inspection daily to ensure quality and safety of dairy products imported into the country.	Inspections conducted daily as per consignment	Compliance with required documentation and provide information	Dairy Inspectors
Inspection of Dairy Establishments and Products for Quality and Safety	Regular inspection of dairy establishments and retail outlets dealing in dairy products to ensure health and quality compliance.	Daily inspections are conducted across various establishments dealing with dairy products	Maintain hygiene and compliance records	Dairy Inspectors
Registration and Licensing of Dairy Establishments	Official registration and licensing of all dairy establishments.	Within 5 working days of inspection	Meet minimum standards	Dairy Inspectors
Dairy Statistics and Information	Providing and updating dairy industry statistics for stakeholders	Statistics uploaded and updated on EDB website (www.dairyboard.co.sz) on monthly basis	Visit EDB website to access information	Dairy Inspectors, Permits Office Quality Control Office

Cost of selected services provided by EDB	
Service	Charge/ amount per unit/rate (E)
Intensive Dairy Cattle Management Training	Free
Intensive Dairy Processing and Marketing Training	Free
Community Daytime Dairy Cattle Management Training	Free
Dairy Cattle Breeding and Artificial Insemination Training	Free
Artificial Insemination	Free
Extension services and Technical Support	Free
Business Plan Preparation and Business Support	Free
Import/Export Permit Application	Free
Import Permit	10
Export Permit	10
Temporal Transit Permit	250
Permanent Transit	50
Registration/renewal of dairy distributor	50
Inspection of Dairy Establishments	Free

For more information on these services contact **EDB Offices: Tel: +268 2505 8262/3/4**

Fax: + 268 2505 8260

Email: info@dairyboard.co.sz

Website: www.dairyboard.co.sz

Contacts
<i>Manzini Region Extension Officer</i> - Ms. Phila Nyoni-7613 9583
<i>Hhohho Region Extension Officer</i> - Mr. Ike Herbst – 7689 1623
<i>Lubombo Region Extension Officer</i> - Mr. Thulani Shongwe-7647 5498 Mr. Mthunzi Dlamini-7612 8817
<i>Shiselweni Region Extension Officer</i> - Mr. Sibonelo Gama-7821 6978
<i>Dairy Development Office</i> - Mr. Bandile Mdluli – 7662 4422
<i>Quality Control Office</i> - Mr. Thokozani Maphanga – 7624 8299
<i>Permits Office</i> – Mr. Thabani Mhlanga – 7687 1716