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Second Interregional Fertilizer Symposium

Kiev, USSR, 21 September - 1 October 1971

New Delhi, India, 2 - 13 October 1971

Agenda item VII/1

FERTILIZER MARKETING AND CREDIT IN DEVELOPING COUNTRIES

by

Food and Agriculture Organization
Rome Italy



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SUMMARY

FERTILIZER MARKETING AND CREDIT IN DEVELOPING COUNTRIES

by

Food and Agriculture Organization
Rome Italy

I. Need for investment and strengthening of fertilizer marketing structures

The recent years have seen a rapid increase in fertilizer demand largely due to the emphasis placed during the last decade on fertilizers promotion. The introduction of high yielding varieties has been a further stimulant for greater fertilizer consumption.

Increased use of fertilizers in developing countries is often hampered by the lack of appropriate marketing distribution arrangements particularly for small scale farmers. In some countries there is a dire need to establish new marketing structures to handle the increasingly larger flow of fertilizers from the manufacturer to the farmer. In others, the existing services have to be expanded and adjusted to the new needs. In any case the need for investment in marketing systems for fertilizers is as great as the ones for the corresponding manufacturing operations.^{1/}

II. Special situations and problems

A. Type of farmer and degree of agricultural development

Estates or large commercial farms have relatively minor problems. Indeed they have the resources to buy in rather large quantities, the means to collect the

^{1/} Refer to Dr. P. Parker - Seminar on fertilizer marketing - FAO, New Delhi 1968.

We regret that some of the pages in the microfiche copy of this report may not be up to the proper legibility standards, even though the best possible copy was used for preparing the master fiche.

FERTILIZER MARKETING AND CREDIT IN DEVELOPING COUNTRIES

By R. Bonnet
Marketing, Credit and Co-operative Service
FAO
Italy

The Need to Improve Fertilizer Marketing Arrangements

Until ten or twenty years ago, interest in the use of chemical fertilizers in developing countries was mostly confined to large scale commercial farms and plantations, especially those producing for export markets. The growth of populations followed by massive and progressive increases in the overall demand for food is drastically altering this situation. If the developing countries are to feed themselves, millions of peasant farmers must be induced to produce regularly for market instead of merely for their own subsistence. The greater output has to come from more intensive farming methods, especially where there is no extra land to be taken into cultivation. Therefore, especially in the more densely populated of the developing countries, farmers who have always worked their land in the traditional manner are increasingly coming under pressure to modernize their methods and improve their crop yields to meet the new demands.

The widespread adoption of fertilizer use is an indispensable part of this development. It is true that under the more primitive farming systems, the use of fertilizer may well be unprofitable, even if the farmer has access to supplies and can afford to buy them. But the introduction of new higher yielding varieties of seed and of improved techniques of farming, makes the crops far more responsive to fertilizers as well as other inputs. At the same time, increasing demand for food crops, easier access to markets and better crop marketing arrangements, increases the value of the farmer's output, so that, in each case, the ratio between costs and benefits in fertilizer application becomes more attractive.

In recognition of these trends, the international fertilizer industry has rapidly increased its investments in productive capacity and its efforts to promote fertilizer consumption and sales. In fact, the capacity of the industry to produce has outstripped the capacity of the markets to absorb the production so that, even though world fertilizer prices have been cut by keen competition, a position of oversupply has developed. There continues to be a wide and regrettable gap between the assessments of potential demand and the levels of effective demand as experienced by the manufacturers.

fertilizers from the few distributors available and the ability to secure adequate returns on their crops.

In fact, the major problem area in fertilizer marketing is that relating to small scale farmers.

More often they lack the knowledge necessary in order to take full advantage of the use of fertilizers, and the means to buy and to collect them as well as an economic incentive in that no appropriate marketing arrangements exist for their crops.

The first requisite is the promotion of fertilizer use amongst small scale farmers by technical education and demonstration the second to ensure that marketing arrangements provide an economic guarantee. These being provided, the marketing of fertilizers has to be organized taking the existing agricultural infrastructure into account.

B. Evolution of fertilizer marketing systems

In the initial stage, fertilizer distribution to small scale farmers is associated with extension services provided by governments. The reason for this stage initiative is that private enterprise is normally not interested in the small quantities handled which, by necessity, would have to be done at high cost and, consequently, would introduce uncertainty as to a commercial return on investments. However, as a larger volume of regular sales develops, there will be need for the evolution of a full scale distribution system with emphasis on operational efficiency and economic viability. Here, according to the prevailing infrastructure, the system can be developed by private enterprise, co-operatives, semi-public and public organizations.

C. Supporting and facilitating services

Of course the success of any of the marketing services discussed will depend upon the existence of the necessary infrastructure and other services. For example, the lack of adequate transport resources or their seasonal or capacity limitations might prove a serious impediment.

There is a need for logistical planning aiming at a better utilization of the means of transport in slack seasons or a combination of crop haulage with the supply of fertilizers as a return load.

The storage problems in rural areas is directly related to that of transport.

For instance, roads may be cut off during rainy seasons requiring earlier transport and storage for several months near the farm areas. This responsibility falls upon the distribution sector as farm level storage for most small farmers is unpractical.

A major problem in storage at retail level, also of concern at central level, is the forecasting of demand.

The type of packing to be used for fertilizers is directly related to the handling, transport and storage conditions at all levels of distribution.

As mentioned previously, credit plays a paramount role in fertilizer distribution. Adequate credit facilities must be provided to both farmers and traders. Easy availability, low cost and proper utilization of credit are some of the basic factors to be taken into consideration. Still, a high repayment performance is needed for an efficient functioning of the system which could be organized on the basis of credit cards, mutual responsibility groups, the linking up of credit with the marketing of crops, etc.

Sales and promotion of fertilizer use are often taken up by different agents attached to different organizations.

The promotion impact of extension agents may be enhanced by technical advice and services rendered to farmers by fertilizer firms and traders. For this reason sales agents need a technical background on farm management and agricultural practices.

In addition to the promotion efforts of both extension agents and traders, fertilizer campaigns organized at a national level through mass media are a suggested complement.

D. Incentives for improvement of efficiency

The criterion of efficiency is the reliability of the services. This includes the supply of adequate quantities of the required types of fertilizer at the needed time, the most convenient place, and at the lowest possible cost to the farmers. Some factors that should be explored in trying to improve efficiency would be competition, profits and overall price policies.

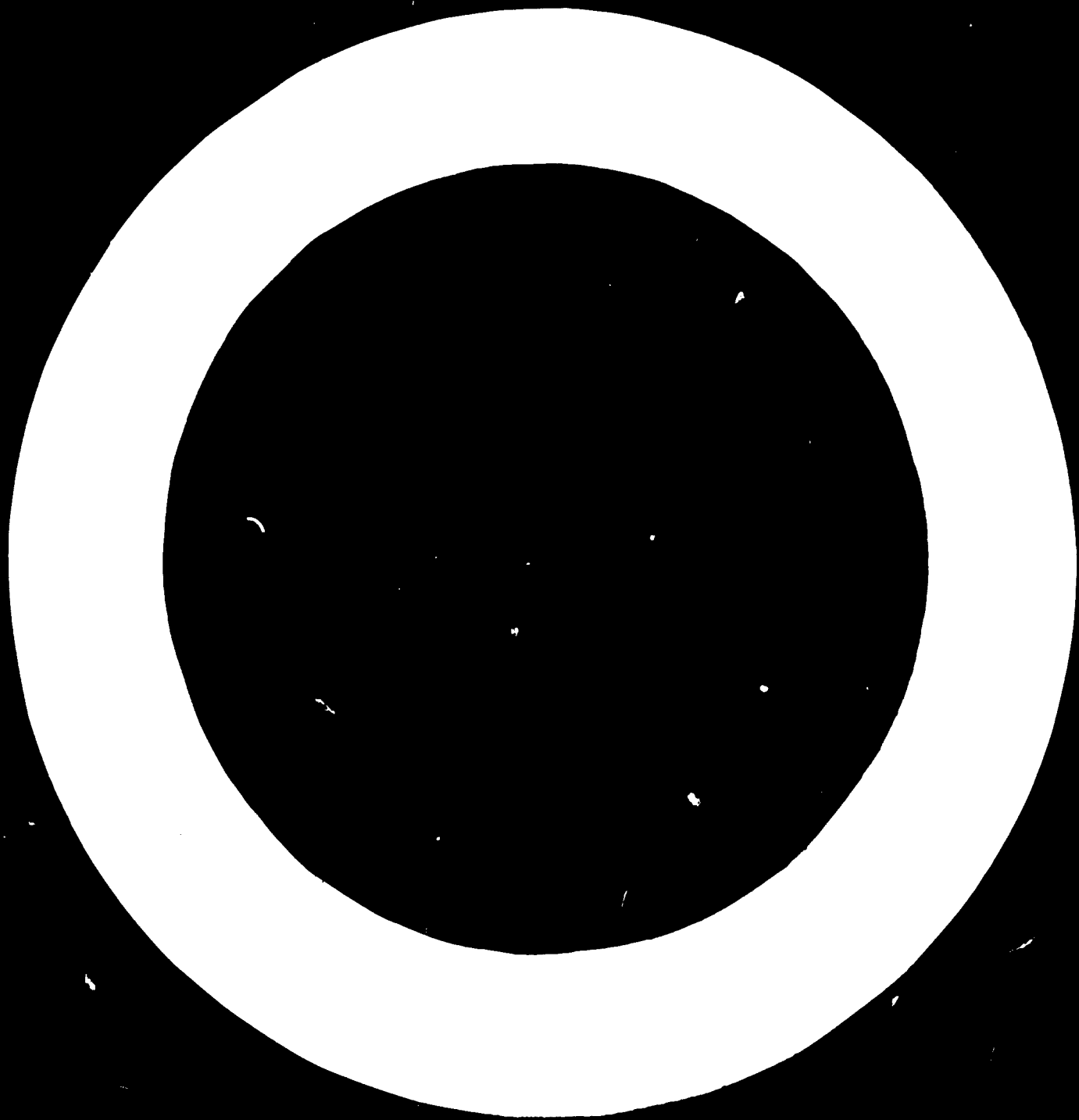
Without doubt, a factor of major importance in providing efficient fertilizer marketing and distribution services is skilled management. Therefore, training courses for personnel both at the policy-making and the day-to-day operation levels must precede the establishment of really efficient and economic services.

III. International assistance

While in the past a substantial amount of assistance has been supplied to developing countries by both bilateral and international organizations in the technical field of fertilizer demonstration and use, only minor attention has been paid in general to fertilizer marketing problems.

To overcome this shortcoming, and conscious of the further possibilities of agricultural development by adequate supply to farmers of fertilizers and other inputs, the Food and Agriculture Organization of the United Nations has created a Working Party on Fertilizer Marketing and Credit. In addition to an exchange of views on acquired experience, the FAO Group is sponsoring studies of selected fertilizer marketing and credit systems in various countries. The work is being done in co-operation with the Tennessee Valley Authority (TVA) and the major fertilizer industries. Among other uses, the findings can be expected to form the basis for FAO sponsored training programmes in fertilizer marketing and credit services.

Given the interdependency of fertilizer and agricultural produce marketing, FAO's experience in the establishment and improvement of price stabilization and domestic-export marketing organizations will also be of considerable value in tackling the problems faced in the fertilizer marketing area.



To a large extent, this is attributable to defective marketing systems in the developing countries. In some circumstances the arrangements for moving fertilizers to the farmers are so cumbersome and expensive that the delivered-to-farm prices are prohibitively high; in others there is simply no reliable source from which the farmer could buy his fertilizers at all. There is, in fact, a wide range of situations in which regular fertilizer usage would be profitable to farmers if supplies were made available to them at reasonable prices, but where the lack of adequate marketing facilities is still a barrier. Campaigns to motivate and instruct farmers in the use of fertilizers are frustrated in such circumstances and, indeed, whole programmes for agricultural improvements, through new techniques and the use of higher yielding seed, can make little headway.

Consequently, it is now widely recognized that effective fertilizer marketing systems have to be developed and that such development is a complex matter, calling for careful attention and organization and possibly very substantial new investments. In developed countries, the commercial channels through which fertilizers and other farm inputs are marketed, have been built up and improved gradually over past generations. Often in the small farm areas of a developing country, the whole notion of purchased inputs for agriculture is still a novelty and input marketing enterprises and facilities have to be built up rapidly almost from scratch. Dr. F. Parker has suggested that the investments required for marketing a given volume of fertilizers are likely to be of the same magnitude as the investments needed for its manufacture.

The Problems of Supplying the Small Farmer

Estates and large commercial farms are usually relatively well placed to obtain supplies of fertilizers on acceptable terms. They tend to be well aware of their advance requirements, able to order in bulk and finance their purchases. Moreover, they usually have well established links with commercial centres and trading firms; often they can collect with their own transport from main depots and it is likely that they have a choice of competing suppliers, or are members of a large buying cooperative. Indeed, many large fertilizer users, need only a relatively simple marketing system since they can contribute their own resources towards financing, transportation and storage when necessary and are

likely to have little need of elementary advice on the formulations they should buy and the methods of application to be used.

In contrast, the typical small farmers have no finance, stores or transport; their farms are often scattered in remote areas, they can use only small quantities and they are relatively unaccustomed to buying inputs at all. Therefore, they are much more difficult customers to reach and far less likely to be profitable from the suppliers' point of view. To serve this class of farmers effectively, a much more extensive and expensive distribution system is needed and, by some means or other, credit has usually to be provided. In short, whereas the large fertiliser user may seek to simplify the functions undertaken by his suppliers in order to save costs, the small peasant farmer is much more of a passive customer, requiring a full distribution and delivery service so that he can accept his small quantities of fertiliser on or near the farm as closely as possible to planting time.

However, it is the small farmers, in most cases still farming partly on a subsistence basis, who account for the bulk of foodcrop production in most developing countries. Therefore it is for this class of customers that fertiliser marketing systems must be largely developed in the future.

The Importance of Sound Crop Marketing Arrangements

It is relevant at this point to refer to the importance of sound crop marketing arrangements for small farmers, since the producer's ability and willingness to buy fertilisers is dependent upon the terms on which he can sell his crops. FAO puts a great deal of emphasis on the need for integration between different measures for rural development. This includes suitable association between steps to improve the supply of farm inputs, production credit facilities and crop marketing arrangements. This may, in appropriate cases, be achieved by 'single channel' marketing with the supply of fertilisers, the granting of credit and the marketing of farm crops all directed by one organisation. But it does not always entail a centralized system and the farmers' related needs for fertilisers, credit and crop marketing outlets may be efficiently met through primary cooperatives or private trading systems.

In any case, it is clear that the farmers must be assured of suitable outlets for their crops at sound prices before they can commit themselves to outlays on fertilisers or even be convinced of the logic of fertilizer use. The establishment of reliable crop marketing arrangements in some form is therefore an important consideration in any plans to promote fertilizer sales.

The Evolution of Fertilizer Marketing Structures

In the initial stages, fertilizer use among small farmers is usually dependent on the direct efforts of government organizations and services. The field extension services which teach the farmers the use of fertilizers are also likely to have to arrange supplies. The small tonnages involved can be handled by existing staff, stores and transport. At the same time, commercial companies are in any case unlikely to be attracted by the small turnover, unless the government underwrites and subsidises their operations. At this stage, fertilizer marketing is still undertaken largely as a public service to agriculture, while marketing efficiency, in terms of costs per unit handled, is likely to be a secondary consideration.

As fertilizer consumption becomes more general, it can no longer be properly handled by the normal administrative services and it becomes necessary to develop a full scale commercial marketing and sales system. According to the country and the national policy, this may be either a private enterprise or a centrally directed system, or a combination of forms. Or cooperative organizations may carry the major responsibility, especially at the local distribution level. For example, fertilizer consumption in South Korea has been rapidly developed through the National Agricultural Cooperative Federation while in Thailand it is being built up through private companies and in Algeria through a state system. Regardless of the form of the enterprise chosen, its success depends ultimately upon the effectiveness of its marketing services in relation to the costs involved.

The development of a fertilizer marketing scheme should never be looked at in isolation, since an organization which provided only for the distribution and sales of fertilizers would be bound to involve exorbitant costs in investments and operations. Marketing cost reductions and the opportunities to provide more extensive services come from integration with other commercial operations so that facilities, capital, management and staff can be more effectively deployed. This is especially significant since fertilizer marketing and selling is largely a seasonal business with the peak of activities occurring just before planting time. Hence, there may be some scope for using the same stores for crops and fertilizers at different times of the year and for transporting fertilizers as return-loads in trucks which are evacuating crops from producing areas.

Obviously, the evolution of a full-scale fertilizer marketing system is easier where trading organizations - whether local traders, merchant companies, cooperatives or state agencies - are already established and can be induced to take on fertilizer marketing with their other commercial activities, since this reduces the need for specific new investments and makes use of existing commercial skills and distribution systems. In particular, of course, it is logical to combine fertilizer trading with trade in other farm inputs such as insecticides, seeds, tools, machinery and other farm and farm household requisites.

Importance of the Retailer

Given the readiness of farmers to buy fertilizers, the key to an effective supply system is likely to be retail organization in the rural areas. As already noted, large farmers can often dispense with the services of a local retailer and place their orders with a central depot; but for small farmers the retailer is likely to be indispensable in providing supplies in the right place at the right time. A central corporation or state agency in a developing country tends to have great difficulties in providing distribution services in the rural areas and in meeting farmers' individual needs on reasonable terms. It is usually left to the local depots or agents of the fertilizer distribution, or to a local network of cooperatives, or to independent traders or shopkeepers to establish the direct personal contacts with the customers.

Ideally, the retailer assesses his prospective sales accurately, and maintains suitable stocks so that local farmers can be confident of buying their requirements at convenient times. Stockholding at the retail level in this way can be especially important in areas where communications are likely to be cut during the rainy season. Unfortunately, in practice local retailers often find that trading in fertilizers is not attractive because the demand is not dependable, stocks are bulky and expensive and profit margins are small. In some cases, the situation is confused for them because quantities of fertilizers are simultaneously being supplied at subsidized prices through the government agricultural services. Suitable retail traders and cooperatives need more support and encouragement from official sources to participate in fertilizer marketing and it is to be hoped that this will be forthcoming as their prospective importance in this field becomes more generally recognized.

Credit

The need for credit to allow small farmers to buy inputs of seeds, tools, fertilizers and to make modest capital investments to improve their farming methods, is a familiar topic. It is not possible to do justice to it here, or to the difficult problems of credit worthiness, recovery of loans and the high costs of small scale financing, in spite of their serious implications for fertilizer marketing. Wherever possible, credit facilities should, of course be provided in kind and not in cash, so that the lending authority knows that the finance is being applied to the proper purpose. It follows that there are advantages in having the credit issued and controlled by the supplier of the fertilizers, whether this is a government authority, a merchant retailer or the farmer's local cooperative organisation.

It may be relatively easy to control the issue and recovery of credit for fertilizers when they are used specifically for an industrial crop given under some form of contract or within an integrated production and processing organisation. If the farmer has only one market outlet for his crop, then the recovery of his debts out of sales proceeds is simplified. For example, fertilizer use for cotton under various schemes controlled by the Compagnie Française pour le Développement des Fibres Textiles has been successfully

developed in this way. In a similar way, large processing enterprises in various parts of the world can arrange fertilizer supplies on credit to their outgrowers and debit the cost against the eventual crop sale proceeds.

In most cases, credit to small farmers cannot be commercially profitable for independent banks, because the borrowers are usually not credit-worthy in banking terms and because the risks and the administrative and supervisory costs are disproportionate to the volume of business achieved. More often, small farmer credit schemes of various kinds are promoted through government supported development banks or agencies, which are more immediately interested in promoting agricultural development than in earning commercial profits. Even so, they run into grave difficulties in maintaining relations with individual farmers and in ensuring that credits are available to the applicants at the times dictated by the farming calendar. In some cases the credit can be issued and recovered through the medium of integrated development projects as at present in Ethiopia. In other cases, in Iraq, for instance, the administration of the loans is the responsibility of the agricultural extension officers but it is obviously difficult for such officers to combine the basic role of farmer's advisor with the role of debt collector. In yet other cases, as in parts of India, outstanding credit is officially recorded as a debt to government and may be recovered in the same way as tax dues. In the Cameroon Republic encouraging progress has been made by enlisting the support and help of the village authorities in approving loans and arranging recoveries.

The opportunities for extending organized credit are greatly increased if farmers are linked in an effective cooperative system. In S. Korea and Formosa credit is administered through a tightly integrated and controlled national cooperative federation. In other countries, local cooperatives make arrangements with national financing institutions or with private banks. If the same cooperatives handle the primary marketing of the farmers' crops, recovery of advances at the time when farmers can best afford to repay, is relatively simple. In principle, such an integration of cooperatives, credit and marketing can be highly advantageous and a great aid in the development of fertilizer marketing at the local level. However, such a system can only be built on the foundation of a sound cooperative organization in which the spirit is good and the manage-

ment is efficient; it is not a structure to be imposed on farmers merely as a means of organizing credit and fertilizer supplies.

In spite of all the difficulties, most governments recognize the need for better systems of institutional credit for small farmers. Because of the basic problems of organization and costs, some schemes may be quite modest and they may have to charge relatively high rates of interest - perhaps 12% - 15% or more. But they are needed in order to give farmers, when practicable, an alternative to their traditional sources of credit from traders, money-lenders and relatives and also to make these traditional sources behave more competitively.

In any case, it is important not to underestimate the importance of non-institutional credit on the potential important role of merchants' credit in developing fertilizer sales. When local fertilizer distribution is to depend largely on retail traders, it is logical to make use of these enterprises as channels of credit along with any other channels that may be available.

Such local traders are in close contact with the farmers, they usually are well placed to assess their credit worthiness and to give and recover credit at less cost and less risk than more remote organizations. Clearly any public support and encouragement in this direction must depend on local marketing conditions. In many villages, in the Near East particularly, individual money-lender traders have a strong or even a monopolistic position and, through the harsh terms on which they make advances and pre-empt crops from farmers, constitute a serious impediment to rural development. In other places, by contrast, local traders must operate in competitive conditions, dealing on reasonable margins and providing their customers with services which include credit on moderate terms. In such situations, credit for fertilizers may well be most efficiently provided and controlled by the trader who supplies the goods and knows the customer.

An obstacle is that the retailers themselves are short of finance and often cannot raise the additional working capital that would be needed to deal in fertilizers on a credit sales basis. But, in contrast to the farmers, they are usually able to provide some security for loans and are much more likely to

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satisfy the bank's minimum standards of credit worthiness. Therefore, if better credit facilities can be arranged for retailers in the fertilizer business, they will be better placed to promote sales and develop credit supplies to farmers. The financing would in fact be directed to farmers through the fertilizer marketing channel itself and thus reduce the costs of credit and the costs of marketing.

In addition to possible help in supplying fertilizers to farmers on credit, retailers may need credit for their own operations in holding and handling stocks. The importance of decentralised storage in order to ensure prompt delivery to farmers has already been emphasised. There is of course a serious problem of controlling credit to retailers to ensure that it is genuinely used for holding fertilizers or financing sales to farmers as intended. At this stage too, it may be preferable to organize the credit within the marketing channel. This would mean that finance would be provided to the central fertilizer supplying company, or the wholesaler, who would then be encouraged to supply on credit for suitably long periods to the retailers.

Finally, on the question of credit, it may be observed that in the past some planners have been too ready to provide automatically full credit terms to all farmers under a fertilizer development scheme. This has left insufficient incentive to farmers to pay cash for their requirements wherever they can. Organised credit terms are always expensive, even though the cost may be concealed by government subsidies - and, in the long run, total fertilizer costs to the farmers will be reduced if they are given full encouragement towards self-help. In Ethiopia, as soon as farmers in selected areas have been given an opportunity to appreciate the value of using fertilizers, the authorities are reducing the level of credit to 50% of the purchase price, and it appears that farmers are able and eventually willing to raise the 50% cash payment from their own resources. It is of advantage if farmers can be shown the alternative prices for fertilizer supplied with and without credit, because this helps to reveal the true rate of interest that farmers are being asked to support.

Subsidies

Like credit, the subject of subsidies on fertilizers is too important to ignore but too complex to discuss here in full. In a simple case, when the farmers' crops are sold at free market prices, it is logical to encourage him to apply fertilizers up to the point when the cost of the marginal dose of fertilizers equals the value of the marginal increment of output. Any subsidy on fertilizers will then distort the calculation and induce fertilizer use past the economic limits. If the crops are sold on the domestic market and the fertilizer is imported, there is also an unfavourable effect in foreign exchange terms.

But a subsidy may be regarded by the authorities as a temporary development measure. Or the prices at which the farmer sells his crops, especially foodcrops may be controlled at prices below their free market value. Then, if fertilizers are to be used economically, a corresponding reduction of price on that side by means of a government subsidy may be needed. Or again, if fertilizers are needed for a major export crop which is a vital earner of foreign exchange and a source of taxes and export duties, the government may also seek to boost production by subsidising fertilizer application. This last was the case in Nigeria ten years ago when the Government and the marketing board promoted the large scale use of superphosphate for groundnuts with a subsidy of about 40%. The argument was that the soils of the producing areas were being steadily impoverished by the removal and export of phosphates in the groundnut crop and that the subsidy on superphosphate would be recovered out of export duties and taxes paid from the additional groundnut production.

Whatever the merits of such arrangements in particular circumstances, a general subsidy on fertilizers can be a dangerous commitment when usage is becoming widely accepted and consumption is increasing rapidly. The costs may soon outrun the available resources. Generally the argument for subsidising fertilizer supplies is most clearly valid in the early development stages, when quantities involved are still small so that marketing costs per unit are high. A modest subsidy at this time may be needed to offset the heavy marketing costs and allow farmers to obtain supplies at reasonable prices.

As consumption increases, the greater volume passing through the marketing channels should lead to major reductions in marketing costs and margins. If the initial subsidy was moderate, it may then be reduced or eliminated without increasing farmers' buying prices.

Support for Improved Fertiliser Marketing from Governments and Technical Assistance Agencies.

It has already been noted that the problems of fertiliser marketing, as distinct from fertilizer usage, only come into prominence when the volume of supplies and the complexities of distribution become too great for the conventional government services to handle. In some countries, it may still be decided to retain control of marketing, at least partly, in official hands beyond this point by setting up or expanding a state agency. More often, the trade in fertilizers has to be incorporated and further developed within the normal commercial organization of the country.

In any case, it is important that the government policy should lead towards a system that emphasises marketing efficiency and a consciousness of costs. This in turn means due regard for efficiency incentives for the enterprises whether public or private, which are responsible for the marketing operations. When private enterprise is involved, it is important to promote competition, to act against restrictive practices and to stimulate the investments necessary for developing more efficient operations and better services. When both official bodies and private companies are involved in the fertiliser trade, each sector's operations should be carefully coordinated with the others, otherwise misplanning and increased costs are inevitable.

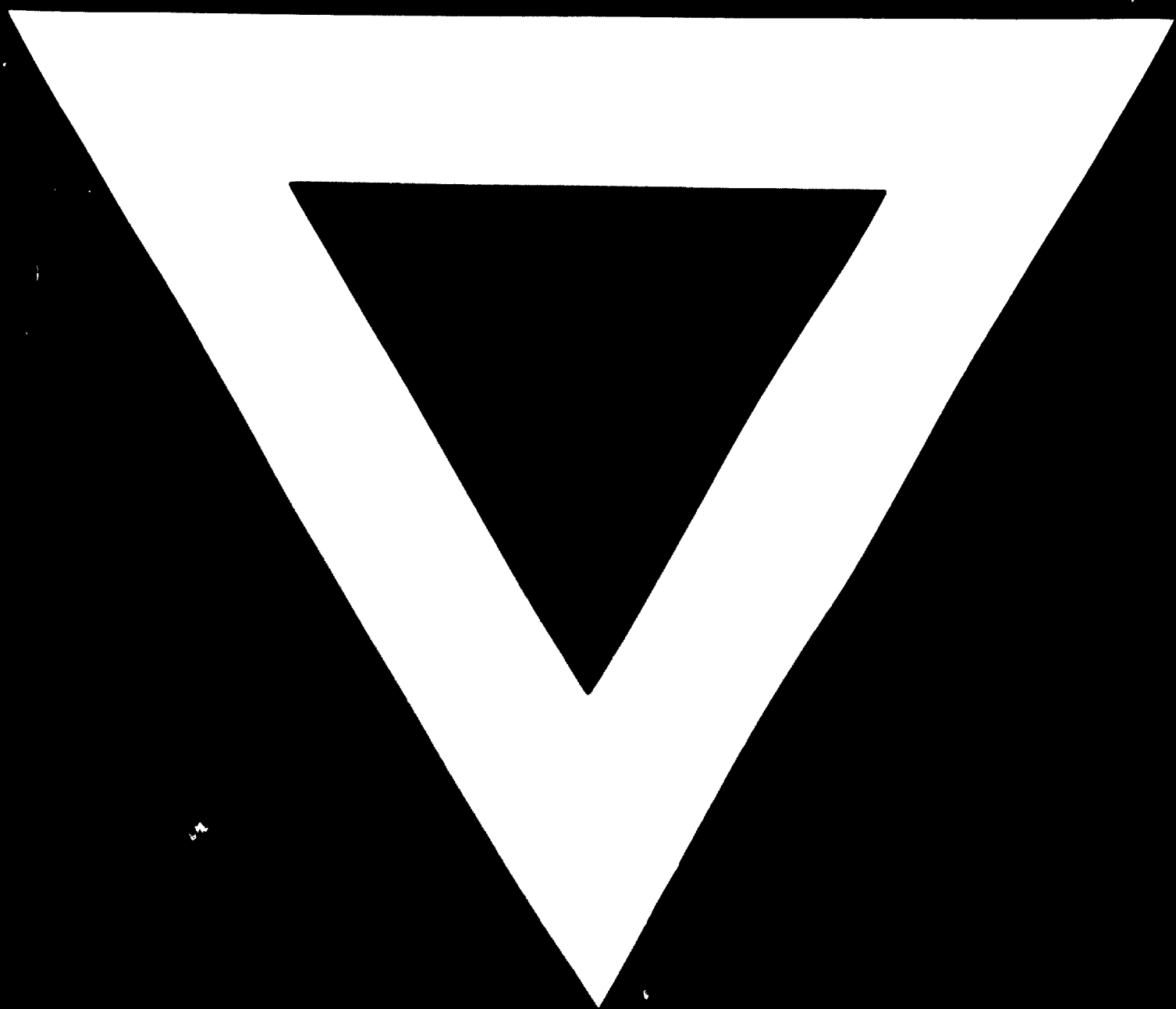
In any case, governments will normally need to exercise a good measure of control over the continued development of marketing arrangements and strategies. Where the private sector is involved, coordination is necessary in various ways: price policies have to be agreed; promotional efforts must be directed into priority areas; the different types of fertilizer to be handled may need regulation and simplification; forms of packaging have to be rationalised, bags should be standardised at convenient weights and so on.

It may also be appropriate for the governments to coordinate the efforts of all concerned in promotional activities and to collaborate with the fertilizer companies in suitable publicity. National sales campaigns may have an important impact if properly coordinated and directed with the resources of the private trade, the government services and the national information media.

Training of staff involved in fertilizer marketing is another important need. Public agencies involved in fertilizer marketing and companies in the private sector should be helped and encouraged to train their managerial and technical staff in the specialized aspects of fertilizer handling and selling. Government should also see that adequate numbers of their own staff who are concerned with the planning and control of fertilizer programmes have the necessary specialised knowledge.

To help meet the shortcomings in existing arrangements for fertilizer marketing, the governments of developing countries are able to call on the help of bilateral assistance programmes, FAO technical assistance and various other organisations. Also since poor marketing has been recognized as a major constraint on fertilizer consumption, the major fertilizer manufacturing companies have become more directly interested in marketing arrangements within developing countries. In collaboration with industrial companies who are members of the Fertilizer Programme, FAO has recently created a special Working Party on Fertilizer Marketing and Credit. One of the first tasks of this Working Party is to organise a series of studies of existing fertilizer marketing systems in different countries. It is hoped that by coordinating the efforts of the Working Party with FAO's wider work on agricultural development and on fertilizer usage, it will be possible to give increased help to developing countries in improving their fertilizer marketing systems through technical assistance, aid in training and fuller exchange of information and experience.





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