



AFA (FOOD CROPS DIRECTORATE) - SERVICE CHARTER

 Republic of Kenya				
S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good	Timeline
1.	Inspections of consignments for cargo release	Declaration letter	34,000 kg- Ksh. 3,000 34,001-280,000 kg- Ksh. 0.15 per kg Above 280,000 kg – Ksh. 0.01 per kg	12 working days
2.	Issuance of annual export/import licence for all food produce	<ul style="list-style-type: none"> Company registration copy KRA pin, Tax Compliance Certificate Type & volume of crops handled Valid business permit from County Government CR12 copy 	Ksh. 30,000	16 working days
3.	Certificate of conformity for Warehouse operators	Certificate of compliance of a warehouse	Less than 5,000 – Ksh 2,000 Between 5,000 to 10,000 - Ksh 3,000 Between 10,000 to 50,000 - Ksh 5,000 Between 101,000-150,000 - Ksh 10,000 Between 150,000-200,000 - 1 Ksh 5,000 Over 200,000 - Ksh 20,000 Silo complex - Ksh 25,000	16 working days
4.	Issuance/Renewal of Certificate of conformity for food processing plant – (Cereals & Legumes)	<ul style="list-style-type: none"> Letter of preliminary approval valid for the specific processing plant. Not transferable Certificate of compliance of a processing plant (For renewal) 	0.5-2 - Ksh. 3,000 Over 2 – 5 - Ksh. 5,000 Over 5-10 - Ksh. 7,000 Over 10-20 - Ksh. 10,000 Over 20-45 - Ksh. 12,000 Over – 45 - Ksh. 20,000	16 Working Days
5.	Issuance/Renewal of Certificate of conformity for food processing plant – Roots & Tubers	<ul style="list-style-type: none"> Letter of preliminary approval Valid for the specific processing plant. Certificate of compliance of a processing plant(For renewal) 	0.5 – 5 - Ksh. 2,000 Over 5 -10 - Ksh. 4,000 Over 10-20 - Ksh. 6,000 Over 20-45 - Ksh. 8,000 Over 45 - Ksh. 10,000	16 Working Days
6.	Certificate of conformity	<ul style="list-style-type: none"> KRA PIN, Tax Compliance Certificate Types & Volume of crops handled Inspection report 	0-34,000kgs – Ksh. 3,000 34,001 – 280,000kgs – Ksh. 0.15/kg Above 280,000 – Ksh. 0.01/kg	16 Working Days
7.	Registration of Growers	<ul style="list-style-type: none"> Certificate of registration from County Government/ LR no. NB. For Irish potato, certificate for dealers is issued by respective county government except for exporters and importers	Ksh. 1,000.00	14 Working Days
8.	Registration of Marketing agents	<ul style="list-style-type: none"> Company registration, Copy KRA pin, Tax Compliance Certificate 	Kshs. 3000	14 working Days

		<ul style="list-style-type: none"> Type & volume of crops handled Valid business permit from County Government LR/No 		
9.	Registration of Warehouse operators	<ul style="list-style-type: none"> Company registration Warehousing License issued by respective county government LR/No. Tax Compliance Certificate PIN Number CR12 	Less than 5,000 Ksh. 2,000 Between 5,000 - 10,000 Ksh. 3,000 Between 10,000 -50,000 Ksh. 5,000 Between 50,000 – 100,000 Ksh. 10,000 Between 101,000-150,000 Ksh. 12,000 Between 150,000-200,000 Ksh. 15,000 Over 200,000 Ksh. 20,000 Silo complex Ksh. 25,000 Irish potato importer – Ksh. 50,000 Irish potato exporter – Ksh. 20,000	14 Working days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery is reported to:

The Director General Agriculture and Food Authority (AFA) P.O. Box 37962- 00200 NAIROBI Tel: +254-20-2536869 +254-277 200556 +254 – 734-600944 Email: info@afa.go.ke	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice 2nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414 – 00200 Nairobi Tel: +254 (0) 20 2270000/2303000 Email : complain@ombudsman.go.ke
--	--

HUDUMA BORA NI HAKI YAKO