



AFA (HORTICULTURAL CROPS DIRECTORATE) - SERVICE CHARTER

 Republic of Kenya		 AFA Our Commitment, Our Success		
S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good	Timeline
1.	Issuance/Renewal of annual export licence for all horticulture produce	<ul style="list-style-type: none"> • Farm inspection report from HCD inspectors • Duly Filled Export registration certificate Form • Company's registration certificate • Certified Copy of ID or passport for company directors • Work permit for foreign directors • Company PIN certificate • Proof of source of produce (individual & contracted farmers) • Pack house inspection • Copy of expired licence 	Ksh.5,000	30 days
2.	Registration of Marketing Agents	<ul style="list-style-type: none"> • Duly Filled Application registration form • Certificate of good conduct • Copy of contract with farmers • Valid contract with registered exporter, processor, ship chandlers, or a retail outlet • Copy of GAP certificate • Copy of pin certificate • Copy of national ID. • Proof of transport and crates as Per the guidelines of the HCD • Copy of Food Handler certificate as per the Public Health Act 	Ksh.5,000.00	30 days
3.	Registration/ Renewal of horticultural crop nurseries	<ul style="list-style-type: none"> • Filled horticultural crops nursery registration application form • Ideal Site for setting up the nursery (inspection will be done) • Copy of registration certificate for the source of scion • Copy of pin certificate • Submission of returns (For renewals) • Kephis Certificate (For renewals) 	Kshs. 1000.00	30 days
4.	Import licence	<ul style="list-style-type: none"> • Application form • Certificate of incorporation • Copy of PIN Certificate • Tax Compliance Certificate • Import permit • Certificate of conformity (CoC) • Certificate of Origin (CoO) 	Kshs. 10,000 plus (2% and 4% respectively for raw and finished products respectively).	15 Days
<p>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:</p>				
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				