



AGRICULTURE AND FOOD AUTHORITY

AFA (HORTICULTURAL CROPS DIRECTORATE)-SERVICE CHARTER



S/No	Service/Good	Requirements to Obtain Service/Good	Annual Cost of Service/Good	Timeline
1.	Issuance/Renewal of annual export license for all horticulture produce	<ul style="list-style-type: none"> • Farm inspection report from HCD inspectors • Duly filled export license application on AFA-IMIS (imis.afa.go.ke) • Company's registration certificate • Certified Copy of ID or passport for company directors • Work permit for foreign directors • Company PIN certificate • Valid Tax Compliance Certificate • Valid County Business Permit • Proof of source of produce (individual & contracted farmers) • Pack house and transport vessel inspection report • Knowledge of Good Agricultural Practices (GAP) 	Ksh.10,000	17 days
2.	Registration of Marketing Agents	<ul style="list-style-type: none"> • Duly filled marketing agent application on AFA-IMIS (imis.afa.go.ke) 	Ksh.5,000.00	15 days

		<ul style="list-style-type: none"> • Certificate of good conduct • Copy of contract with farmers • Valid contract with registered exporter, processor, ship chandlers, or a retail outlet • Copy of (Good Agriculture Practice) GAP certificate • Copy of KRA PIN certificate • Copy of national ID. • Proof of transport and crates as per the guidelines of HCD • Copy of Food Handler certificate as per the Public Health Act 		
3.	Registration/ Renewal of horticultural crop nurseries for export market	<ul style="list-style-type: none"> • Filled horticultural crops nursery registration application form on AFA-IMIS (imis.afa.go.ke) • 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) 	<p>Ksh 1,000 for annual turnover of Ksh 50,000 or less</p> <p>Ksh 2,500 for annual turnover of Ksh 50,001-250,000</p> <p>Ksh 5,000 for annual turnover of Ksh 250,001-500,000</p>	15 days

			Ksh 7,500 for annual turnover above Ksh 500,000	
4.	Issuance/Renewal of annual import license for horticulture produce	<ul style="list-style-type: none"> • Duly filled import license application form on AFA-IMIS (imis.afa.go.ke) • Certificate of incorporation • Copy of National ID • Copy of PIN Certificate • Copy of valid Tax Compliance Certificate • Import permit • Certificate of Conformity (CoC) • Certificate of Origin (CoO) 	Kshs. 10,000	17 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: ++254-700638672,
+254 -737454618
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