



AFA NUTS & OIL CROPS DIRECTORATE SERVICE CHARTER

 Republic of Kenya		 HFR <small>Our Unity Our Strength</small>		
S/No	Service	Requirements to Obtain Service	Cost of Service	Timeline
1.	Issuance and renewal of import licence	<ul style="list-style-type: none"> Duly filled application form Copies of ID'S or passport & valid work permit Copy of Certificate of Incorporation or Registration Certificate 	Ksh.5,000.00 annually	14 days
2.	Issuance and renewal of annual export licence for all nuts & oil crops produce and products	<ul style="list-style-type: none"> Copy of dully signed Articles and Memorandum of Association or CR 12 Copies of Directors' ID or Passports & Valid Work Permit where applicable Copy of valid County Government's Single Business Permit Copy of KRA's PIN Certificate Tax Compliance Certificate Warehouse Inspection report (Authority to inspect) 	Ksh.5,000.00 annually	14 days – no gazettelement new applicants (and 30 days for gazettelement) 30 days for renewal
3.	Licensing and renewal of manufacturers	<ul style="list-style-type: none"> Duly filled application form Copy of Certificate of Incorporation or Registration Certificate Copy of dully signed Articles and Memorandum of Association or CR 12 Copies of Directors' ID or Passports & Valid Work Permit where applicable Copy of valid County Government's Single Business Permit Copy of KRA's PIN Certificate for the company Tax Compliance Certificate Copy of valid NEMA's Environmental Impact Assessment or Environmental Audit Certificate where applicable Copy of Public Health's Food Drugs and Chemical Substances License Facility Inspection report (Authority to inspect) Food Safety Certification (where applicable) 	Ksh.5,000 for cottage processors Ksh 25,000 for Established/big processors Annually	60 days for new applicants 15 days for renewal
4.	Inspection of commercial nursery	<ul style="list-style-type: none"> Submission of filled nursery application form/renewal Copy of company registration certificate Copy of company pin certificate Submission of returns (For renewals) KEPHIS Certificate (For renewals) 	Kshs. 1000.00	15 days
5.	Issuance of export/import certificate permit	Online application with relevant documents attached	<ul style="list-style-type: none"> Ksh 2 per Kg FOB for export of raw produce 0.25% of FOB Export levy finished products 4% of CIF import levy for finished products 2% of CIF import levy for raw material 	1 day
6.	Manufacturing facility inspection	<ul style="list-style-type: none"> Submission of processing or renewal form Facility meeting food safety management requirements Demonstrate product traceability Copy of all legislative requirements for processing and packaging 	Ksh. 5,000 for cottage processors Ksh 10,000 for Established/big processors annually	15 days
<p><i>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</i></p> <p>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		The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice 2nd Floor,		

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

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