



**AFA (FIBRE 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.	Fibre Crops Export License & Renewals (Cotton Lint).	<ul style="list-style-type: none"> <li>Certificate of Company or Business Registration/ Incorporation,</li> <li>Bank Guarantee/Recommendation Letter/Statements (Last 3 Months)</li> <li>Tax Compliance Certificate,</li> <li>A Certified copy of CR12 certificate/ by-laws in case of cooperative societies or associations or groups</li> </ul>	USD 2,000.00	60 days for new  30 Days for renewals
2.	Fibre Crops Import License & Renewal (Cotton Lint).	<ul style="list-style-type: none"> <li>Valid County Government Single Business Permit,</li> <li>Copies of Directors' ID or passports</li> <li>Foreign Directors require valid work permit,</li> <li>Copy KRA PIN for Directors.</li> </ul>	Kshs. 2,000.00	60 days for new  30 Days for renewals
3.	Fibre Crops Import/Export License & Renewal (Cotton Seed/ Cotton Seed Cake).	<ul style="list-style-type: none"> <li>Annual Returns for the previous year (For renewals)</li> </ul>	Kshs. 1,000.00	60 days new applicants  30 days for renewal
4.	Fibre Crops Import/Export License & Renewal (Sisal)	<ul style="list-style-type: none"> <li>Certificate of Company or Business Registration/ Incorporation,</li> <li>Bank Guarantee/Recommendation Letter/Statements (Last 3 Months)</li> <li>Tax Compliance Certificate,</li> <li>A Certified copy of CR12 certificate/ by-laws in case of cooperative societies, associations or groups,</li> <li>Valid County Government Single Business Permit,</li> <li>Copies of Directors' ID or passports</li> <li>Foreign Directors require valid work permit,</li> <li>Copy KRA PIN for Directors.</li> <li>Contract for Source of Fibre- Commitment to show where the fibre will be bought from</li> </ul>	Kshs. 8,000.00	60 days new applicants  30 days for renewal
5.	Fibre Crops Manufacturer License -New (Cotton Seed Milling, Sisal Spinning Factory/Cotton Textile Milling Factory).	<ul style="list-style-type: none"> <li>Certificate of Company or Business Registration/ Incorporation</li> <li>Bank Guarantee/Recommendation Letter/Statements (Last 3 Months)</li> <li>Tax Compliance Certificate,</li> <li>Certified copy of CR12 certificate/ by-laws in case of cooperative societies, associations or groups</li> </ul>	Kshs. 5,000.00	60 days new applicants  30 days for renewal
6.	Fibre Crops Manufacturer License & Renewal (Sisal Factory, Cotton Ginning).	<ul style="list-style-type: none"> <li>Valid County Government Single Business Permit,</li> <li>Copies of Directors' ID or passports</li> <li>Foreign Directors require valid work permit,</li> <li>Copy KRA PIN for Directors.</li> </ul>	Kshs. 2,000.00	60 days new applicants  30 days for renewal
7.	Fibre Crops Retailer License & Renewal.	<ul style="list-style-type: none"> <li>Inspection Report from the authority</li> </ul>	Kshs. 5,000.00	60 days new applicants  30 days for renewal
8.	Registration of Dealers  (i) Retailers (ii) Fibre crops products manufacturers (iii) Exporters and Importers	<ul style="list-style-type: none"> <li>Copy of Certificate of Company or Business Registration/ Incorporation</li> <li>Copy of Entity KRA PIN</li> <li>Copy of a Valid Single Business Permit from the Respective County Government</li> <li>Copy of CR 12 Certificate/By Laws in case Cooperative Societies, Associations or Groups</li> <li>Copies of Directors' ID or passports</li> <li>Copy of Valid Work Permit for Foreign Director(s)</li> <li>Copies of Director(s) KRA PIN</li> </ul>	No Registration Fee	14 days
<p><b>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</b>                      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 <b>NAIROBI</b> Tel: +254-20-2536869, +254-277 200556, +254 – 734-600944 Email: <a href="mailto:info@afa.go.ke">info@afa.go.ke</a>		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 : <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a>		
<p><b>HUDUMA BORA NI HAKI YAKO</b></p>				