



AFA (COFFEE DIRECTORATE) - SERVICE CHARTER

 Republic of Kenya		 AFA <small>Our Crops, Our Wealth</small>		
S/No.	Service	Requirements to Obtain Service	Cost of Service	Timeline
1.	Coffee buyers License & Renewals	<ul style="list-style-type: none"> • Names of Directors, • Copies of Directors IDs and PIN certificate • Tax compliance Certificate • Certificate of incorporation • Performance Bond of KSH 1000,000 • Proof of engaging the services of a coffee liquorer • Owning of outsourcing of cupping facilities • Self-declaration form 	New application USD 100 Renewals 0-1000 Bags – USD 100 1001-4,999 Bags – USD 250 5000- 9,999 Bags USD 350 Over 10,000 Bags USD 500	90 Days 7 Days
2.	Coffee warehouseman’s license	<ul style="list-style-type: none"> • Must be registered in Kenya or a Kenyan resident. • Copy of a certificate of incorporation/Registration, where applicable. • Names of company officials, National ID/ Passport No • Have a minimum technical experience of three years in warehouse management • Tax Compliance certificate • Indemnity against professional misconduct leading to loss in coffee quality or any other damage; 	Ksh. 2000 /-	60 days
<p><i>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</i> 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				