
 Republic of Kenya		 AFA Our Crops, Our Wealth		
<b>Institution/Organization Name:</b>		AFA – Sugar Directorate		
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>		Ministry of Agriculture, Livestock, Fisheries and Cooperatives - State Dept of Agric & Research		
<b>Economic Sector Alignment:</b>		Agriculture		
<b>Big 4 Alignment:</b>		Food nutrition and manufacturing		
<b>Accounting Officer:</b>		Kello Harsama - Director General		
<b>Period: FY</b>		2021/2022		
<b>Process Documentation</b>				
<b>Service Name</b>		Renewal of Millers' License		
<b>Brief Description</b> Document Purpose/Service		Issuance of Milling licences		
<b>Document Control:</b> Change Record/ Version Number		Sugar – 04		
<b>Process Owner:</b> Name and Position		1. DD – Regulation & Compliance 2. Assistant Director – Regulations & Compliance		
<b>Process Reviewer (s)</b> Name and Position		1. Director – Directorate 2. Directorate General		
<b>STEPS/FLOW/SEQUENCE</b>				
I				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/ No. Of Days</b>	<b>Actor</b>	
1.	Receipt of application for renewal of license and accompanying documents	1	DD – Regulation & Compliance	
2.	Evaluation of application and accompanying documents	1	DD – Regulation & Compliance	
3.	Communication to customer where requisite documents have not been fully met	1	DD – Regulation & Compliance	
4.	AFA and Sugar Directorate processes for approval	7	Director – Directorate DD – Regulation & Compliance, Technical Advisory Services & Marketing	
5.	Communication to client to pay the requisite fees	7	Director – Directorate	
6.	Issuance of Licence for renewal upon payment of fees and online printing by the applicant	7	Director – Directorate	
(Add row as necessary)				
<b>EXCEPTIONS TO THE NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
Did not submit all the requisite documentation or fees and the operational laws	1.	Did not submit all the requisite documentation/fees	14	Director – Directorate
	2.	Have not been operating according to the required operational laws e.g NEMA requirements.	-	Director – Directorate

(if any other, add rows)				
<b>Process Maps/Visuals</b>				
Business process flowcharts/ swim lanes/screen shots				

