



AFA (SUGAR DIRECTORATE) - SERVICE CHARTER

 Republic of Kenya			 AFA Our Crops, Our Wealth	
S/No	Service	Requirements to Obtain Service	Cost of Service	Timeline
1.	Registration/Letter of Comfort to Establish a Jaggery or a Mill	New applications and Extensions <ol style="list-style-type: none"> 1) Certificate of Incorporation 2) Form CR 12 3) KRA PIN Certificate 4) Valid Environmental Impact Assessment (EIA) License 5) Letter of No-Objection from Respective County Government(s) 6) Proof of Land Ownership - Land Title Deed or Lease Agreement 7) Project Feasibility Study Report/ Project Profile 8) Facility Site Plan and Layout Plan 9) Demonstration of Cane Availability and Cane Development Plan 	Free	60 Days (Includes 30 days Gazettement period)
2.	Processing of Millers' & Jaggery License	New Applications and Renewals <ol style="list-style-type: none"> 1) Certificate of Incorporation 2) KRA PIN Certificate 3) Form CR 12 4) Valid Environmental Impact Assessment (EIA) License/Letter 5) Letter of No-Objection from Respective County Government(s) 6) Valid Food Drugs and Chemical Substances (Food Hygiene) Licence 7) Inspection Report from AFA-Sugar Directorate 	Sugar Mill -KSh 1,000,000 Jaggery - KShs 50,000	60 Days
3.	Registration as a Sugar/Sugar By-Products Importer/Exporter	New Applications and Renewals Director(s)/Owner's: <ol style="list-style-type: none"> 1) National Identity Card or Passport 2) KRA PIN 3) Police Clearance Certificate (Certificate of Good Conduct) Work Permit – For Foreign Nationals Resident in Kenya	K.Shs 100,000	15 Days
4.	Processing of Sugar/Sugar By-	New Applications and Renewals	K.Shs 100,000	30 Days

	Products Import/Export Permits	1) Certificate of Incorporation or Certificate of Registration 2) Company PIN Certificate or Tax Registration Certificate 3) Valid Tax Compliance Certificate 4) Valid Business Permit 5) Latest Audited Accounts 6) Form CR 12 7) Company Profile		
5.	Processing of Molasses Permits	Individual Famers 1) National Identity Card 2) Duly Filled Endorsement Form Distributors/Industrial Users 1) Directors' ID or Passport 2) Directors' KRA PIN 3) Certificate of Incorporation or Certificate of Registration 4) Valid Business Permit 5) Company PIN Certificate 6) Form CR 12 7) Valid Tax Compliance Certificate 8) Alcoholic Drinks Control Licence – Where Applicable	KShs. 400.00 per MT per month up to 10 MT KSh. 200 per MT above 10 MT up to a maximum of KSh. 300,000	15 days
6.	Processing of Preshipment Application Letters through Letters of Intent	Proforma Invoice from the Supplier	Free	For Brown Sugar -As and when there is need to import sugar For white Refined Sugar -3 Days
7.	Processing of KENTRADE Master Documents	Preshipment Approval Letter – Brown Sugar Valid Import Permit – White Refined Sugar EAC Gazette Notice – For Duty Remission Sugar White Refined Sugar	Free	2 Days
8.	Processing of KENTRADE Consignment Documents (Permit)	1) Import Declaration Form 2) Bill of Lading 3) Certificate of Conformity /UNBS Permit /KEBS Diamond Mark of Quality 4) Certificate of Origin 5) Commercial Invoice 6) Customs Entry or Exit documents	Free	2 Days

		7) Preshipment Approval Letter – White Refined Sugar		
9.	Physical Verification and Clearance of Sugar Consignments	1) Import Declaration Form 2) Bill of Lading 3) Certificate of Conformity /UNBS Permit /KEBS Diamond Mark of Quality 4) Certificate of Origin 5) Commercial Invoice 6) Customs Entry or Exit documents 7) Preshipment Approval Letter	Free	2 Days
<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:				
The Director General Agriculture and Food Authority (AFA) P.O. Box 37962- 00200 NAIROBI Tel: +254 700 638 672 +254 737 454 618 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		
<i>HUDUMA BORA NI HAKI YAKO</i>				