Institution/Organization Name:	AFA – Miraa, Pyrethrum & other Industrial Crops Directorate
Affiliations; Ministry / Department/ County/Parent Company:	Ministry of Agriculture, Livestock, Fisheries and Coperatives - State Dept of Agric & Research
Economic Sector Alignment:	Agriculture
Big 4 Alignment:	Food nutrition and manufacturing
Accounting Officer:	Kello Harsama - Director General
Period: FY	2021/2022

Process Documentation	
Service Name	Issuance and renewal of Commercial Nursery Operator's license
Brief Description Document Purpose/Service	Grant and renewal of commercial nursery operator licenses.
Document Control: Change Record/ Version Number	MPOICD - 01
Process Owner: Name and Position	1. Field Officer/crop inspector/Regulation Officer
	2.
Process Reviewer (s) Name and Position	1. Director- Directorate
	2. DD – Regulation and Compliance

STEPS/FLOW/SEQUENCE			
Step	**Event/Activity/Action**	**Time/ No. Of Days**	**Actor**
1.	Registration in the IMIS	1	Nursery operator
2.	Application for the license grant/renewal	1	Nursery operator
3.	Submission of returns for license renewals	1	Nursery operator
4.	Receipt, review of the application and validation of returns and notification for inspection.	3	Crop inspector/Field officer

5.	Visit the site for inspection and verify the following documents;
	   i. Filled and submitted application for the license
	   ii. A certified copy of certificate of incorporation or registration;
	   iii. A certified copy of memorandum and articles of association or constitution;
	   iv. Names and address of Directors
		25	Crop inspector/Field officer

6.	Generation of the inspection report and communication of the feedback to client	5	Field Officer/Crop inspector
7.	License approval	3	Director-Department
8.	Printing of the license online	-	Nursery Operator

EXCEPTIONS TO THE NORMAL FLOWS				
Title	**No.**	**Description**	**Time**	**Actor**

Did not provide all the requisite documentation	1.	Does not provide all relevant documents.	-	Nursery Operator
	3.	Does not meet set minimum requirements		Nursery Operator
Process Maps/Visuals				
Business process flowcharts/ swim lanes/screen shots				

```
                    ┌─────────────┐
                    │    Start    │
                    └──────┬──────┘
                           │
                           ▼
              ┌────────────────────────────┐
              │ Applicant registers        │
              │ application in the IMIS    │
              │ system                     │
              └────────────┬───────────────┘
                           │
                           ▼
              ┌────────────────────────────┐
         ┌───▶│ Application receipt and    │
         │    │ review in the system       │
         │    └────────────┬───────────────┘
         │                 │
  ┌──────┴───────┐         ▼
  │ If don't     │◀──NO── ◇ Meet
  │ meet         │         requirements?
  │ requirement  │         │
  │ Act as       │        YES
  │ advised      │         │
  └──────────────┘         ▼
              ┌────────────────────────────┐
              │ Notification for inspection│
              └────────────┬───────────────┘
                           │
                           ▼
              ┌────────────────────────────┐
              │ Carry out inspection and   │◀────┐
              │ generate report            │     │
              └────────────┬───────────────┘     │
                           │                      │
                           ▼                      │
              ┌──────────────────────┐    ┌───────────────────────┐
              │ Inspection conforms. │───▶│ Review non-conformities│
              └────────────┬─────────┘    └───────────────────────┘
                           │
                           ▼
                      ◇ AFA-MPICD
                        approval
                           │
                           ▼
              ┌────────────────────────────┐
              │ Nursery operator prints    │
              │ the license                │
              └────────────┬───────────────┘
                           │
                           ▼
                    ┌─────────────┐
                    │     End     │
                    └─────────────┘
```