



AGRICULTURE AND FOOD AUTHORITY FIBRE CROPS DIRECTORATE SERVICE CHARTER



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TABLE OF CONTENTS

1. Introduction.....	3
2. Mandate	3
3. Vision.....	3
4. Mission	3
5. Core Values	3
6. Core Functions	4
7. Our Customers/Stakeholders	5
8. Customers'/Stakeholders' Rights	5
9. Customers'/stakeholders' Obligations	5
10. Our Duties and Obligations	5
11. National Values and Principles of Governance.....	6
12. Complaints Handling	6
13. Review of the Service Charter.....	6
14. Monitoring Performance.....	6
15. Feedback.....	7
16. Services provided and service delivery standards.....	8

	<ul style="list-style-type: none"> - Indicate source of fibre - Proof of target market - Certificate of good conduct - Inspection report from authority - Must be a ginner or have an agreement with a licensed ginner for ginning services - Certified copy of ID or Passport for Agents 		
Registration of Buying Centres	<ul style="list-style-type: none"> - Application - Business permit - Inspection report from Authority 	500/=	Maximum 30 days
Inspection of Seed Cotton Store, Ginneries and Buying Centres	<ul style="list-style-type: none"> - Customer request - Facilitate access to facilities 	Free	Maximum 30 days

17. FIBRE CROPS DIRECTORATE SERVICE POINTS & CONTACTS

Compliments, complaints and any suggestions for the betterment of service delivery shall be addressed to the Head of Directorate, Fibre Crops Directorate and other service points at zonal offices distributed countrywide as below :-

Kitui Office
P O Box 1138 - 90200, Kitui,
Tel: +254 771366668
Email: kitui@cottondevelopment.co.ke

Bura Office
P O Box 1420, Garissa
Tel: +254 20 2331744
Email: garissa@cottondevelopment.co.ke

Bungoma Office
P O Box 2268, Bungoma
Tel: +254 20 8051500
Email: bungoma@cottondevelopment.co.ke

Homa Office
P O Box 568, Homa Bay
Tel: +254 57 2511935
Email: homabay@cottondevelopment.co.ke

Meru Office
P O Box 1694, Meru
Tel: +254 770126487
Email: meru@cottondevelopment.co.ke

Kabarnet Office
P O Box 498 - 30400, Kabarnet
Tel: +254 20 2314172
Email: kabarnet@cottondevelopment.co.ke

Inspectorate Office
P.O. Box 81764-80100, Mombasa
Mozambique road
Tel. 2224325/2009528
Email: jyegonagricultureauthority.go.ke

Kisumu Office
P O Box 3637 - 40100, Kisumu
Tel: +254 20 2684494
Email: kisumu@cottondevelopment.co.ke

Malindi Office
P O Box 744 - 80200, Malindi
Tel: +254 770405787
Email: malindi@cottondevelopment.co.ke

chains		Regulations	
Sisal Fibre Inspection	- Inspection Requisition Form - Copy of Export License - Shipping order	0.5% F.O.B	Within 7 Days
Lint quality testing and classing	- Sample delivered to lab - Customer request	Ksh 150 per sample	Maximum 7 days
Rebaling of Sisal fibre after inspection a) For Agents b) For Non-agents	- Filling or Rebaling - Requisition Forms	Kshs.400 per bale Kshs.1,000 per bale	1 Day 1 Day
Fibre crops Marketing Agency License a) Export Marketing only b) Domestic Marketing only	- Tax compliance certificate - Business permit - Certificate of Company incorporation - Indicate source of fibre - Proof of target market - Certificate of good conduct	Kshs.5000 per year Kshs.1,000 per year	Maximum 30 days
Fibre export permit	- Application - Export contract - Bill of lading - Inspection certificate	free	1 day
Sisal factory license (a) Own sisal exclusively (b) Other growers sisal leaf as well as own (c) Bought sisal fibre only	- Tax compliance certificate - Business permit - Certificate of Company incorporation - Indicate source of fibre - Proof of target market - Certificate of good conduct - Inspection report from authority	Kshs.1,000 per year Kshs.1,000 per year Kshs.500 per year	Maximum 30 days
Ginning license	- Tax compliance certificate - Business permit - Certificate of Company incorporation - Indicate source of fibre - Proof of target market - Certificate of good conduct - Inspection report from authority	1,000/=	Maximum 30 days
Seed cotton buying license	- Tax compliance certificate - Business permit - Certificate of Company incorporation	1,000/=	Maximum 30 days

Foreword

The Fibre Crops Directorate is a Directorate under the Agriculture and Food Authority (AFA) with the mandate and responsibility to oversee the Regulation, Development and Promotion of Fibre crops. Through the provisions of the AFA Act (Act No. 13 of 2013), Crops Act (Act 16 of 2013) and other relevant laws and regulations as well as partnerships with other public and private institutions, Fibre Crops Directorate continues to facilitate the industry within the context of its Mission, Vision, Core Values and set service delivery standards.

Our firm commitment to quality service is hinged on the observance of the rule of law, integrity, accountability and professionalism, teamwork, efficiency and effectiveness, customer focus, discipline and commitment in service to the customer, objectivity and impartiality in decision-making, innovation and creativity, prudent environmental management, public participation, respect human dignity through equity, social justice, inclusiveness, equality, human rights, non-discrimination and protection of the marginalized.

This service charter is a commitment by Fibre Crops Directorate to deliver high quality service to our customers, partners and the general public. We look forward to your feedback to enable us continually improve our service delivery.

Head, Fibre Crops Directorate

1. Introduction

Fibre Crops Directorate was established by the AFA Act (Act No 13 of 2013) to implement the Crops Act (Act 16 of 2013). This Directorate is responsible for regulation, development and promotion of fibre crops

The objective of this Service Charter is to communicate and provide feedback mechanisms to our stakeholders on our role in the Fibre crops industry, our mandate, vision, mission, values and core functions. The Directorate envisages efficiency and effectiveness in service delivery to respective stakeholders. The commitment of the Directorate towards realization of the above is contained in this service charter.

This service charter is also aligned to the Constitution of Kenya 2010, AFA Act (Act No . 13 of 2013), Crops Act (Act No. 16 of 2013) and Vision 2030.

2. Mandate

Fibre Crops Directorate mandate is to develop, promote and regulate fibre crops .

3. Vision

“To be a World Class Regulator in the Agriculture Sector”

4. Mission

“To sustainably develop and promote fibre crops value chains through effective regulation for economic growth”

5. Core Values

- i) Professionalism
- ii) Integrity
- iii) Customer Focus
- iv) Team Work
- v) Innovativeness



16. SERVICES PROVIDED AND SERVICE DELIVERY STANDARDS

SERVICE	REQUIREMENTS / CONDITIONS	CHARGES	TIMELINE
General written inquiries	Customer's written inquiry	Free	7 working days from the date of receipt of inquiry
Telephone inquiries	Customer's telephone inquiry	Free	A maximum of 24 hours from time of inquiry
Email inquiries	Customer's email inquiry	Free	A maximum of 12 hours from receipt of email.
Public Complaints	Customer's complaint	Free	A maximum of 7 days from the date of receipt of the complaint
Media inquiries	Media inquiry	Free	A maximum of 2 days from the time of receipt of the inquiry
Payment for goods and services	Satisfactory delivery of goods and services and related invoices	Free	A maximum of 30 working days from the date of satisfactory delivery of goods/services.
Conduct capacity building and technical assistance to counties and stakeholders	- Customer's request - Training needs assessment	Free	Continuous activity
Market linkages for fibre crops and products	- Product quality verification/specification	Free	A maximum 7 days – domestic market A maximum of 14 days– international market
Standards development for fibre crops and fibre products	- Customer request	Free	A maximum of 12 months
Registration of growers mark	- Customer request - Grower's mark proposal	Free	A maximum of 7 days
Provision of technical advice on infrastructure development along fibre crops value chains	- Customer's request - Collaboration with relevant ministry and counties	Free	Continuous activity
Enforcement of standards and regulations along fibre crops value	- Customer's request - Standards and Regulations	As provided for in the Standards and	As provided for in the Standards and Regulations

be regular review of performance of the Directorate and communication of the same through reports and other publications.

15. Feedback

For further inquiries, compliments or complaints, please contact the following office:

Fibre Crops Directorate

West Riverside Lane, off Riverside Drive
P O Box 66271—00800
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Tel: +254-20-2339829/202339829/30

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EMAIL: certificationpc@ombudsman.go.ke WEB: www.ombudsman.go.ke

You may also drop your feedback at the suggestion/complaints boxes located at accessible points at our offices or use the feedback platform on our website or feedback leaflets or complaints register available at any of our service delivery points.



6. Core Functions

- (a). Formulate general and specific policies and guidelines for the development of Fibre crops specified in the First Schedule of the Crops Act 2013;
- (b). Facilitate marketing and distribution of fibre crops through monitoring and dissemination of market information, including identification of the local supply demand situation, local and international price, domestic market matching and overseas market intelligence and promotion activities on fibre crops;
- (c). In collaboration with the county governments, promote the establishment of buying centres for fibre crops in viable areas to serve as buying stations of the fibre, packaging houses, pick-up points and meeting places of farmers' and growers' cooperatives;
- (d). Establish linkages with various governments and private research institutions for the conduct of studies and researches designed to promote the production, marketing and processing of fibre crops;
- (e). Build the capacities of extension service providers for farmers' training programs aimed at increasing their knowledge on production technologies and on market potentials and prospects for fibre crops, through farmer training institutions;
- (f). Establish experimental stations and seed farms for the development of varieties suitable to the agro-climatic conditions of the area and markets that will provide greatest value added to fibre crops;
- (g). Devise and maintain a system for regularly obtaining information on current and future production, prices and movement in trade, to determine and effect a balanced distribution of fibre by means of inter-trading or intra-trading among the chain players;
- (h). Establish and enforce standards in grading, sampling and inspection, tests and analysis, specifications, units of measurement, code of practice and packaging, preservation, conservation and transportation of fibre crops to ensure health and proper trading;
- (i). Promote and advise on strategies for value addition prior to the export of fibre crops from Kenya;
- (j). Recommend and register general industry agreements for fibre crops industry players;
- (k). Perform any other relevant function as mandated by the Agriculture, Fisheries and Food Authority.

7. Our Customers/Stakeholders

The Directorate offers services to:

- (a). Individual Farmers, Farmer Groups and Associations
- (b). Ginners, Sisal factories, spinners and weavers
- (c). Textile Millers
- (d). Exporters/Importers
- (e). Dealers in fibre crops
- (f). Government Ministries, Departments and State Corporations
- (g). County Governments
- (h). Donor Agencies and Development Partners
- (i). Universities, Tertiary Colleges and related research and training institutions
- (j). Private Sector Extension Service Providers
- (k). Financial Institutions
- (l). Suppliers of goods and services
- (m). International associations affiliated to Fibre crops
- (n). General Public

8. Customers'/Stakeholders' Rights

Our customers have a right to:

- a) Courteous treatment
- b) Timely response
- c) Privacy and confidentiality
- d) Access to information
- e) Quality services and products
- f) Conducive environment
- g) Effective communication

9. Customers'/stakeholders' Obligations

To enable us serve you better and work in the spirit of mutual support and relationship, our customers are obliged to:

- a) Be courteous and respectful;
- b) Provide precise information;
- c) Provide feedback on our services;
- d) Adhere to stipulated regulations, procedures and policies;
- e) Observe integrity;
- f) Embrace innovative and competitive agricultural production, value addition and trading practices.

10. Our Duties and Obligations

The Directorate is committed to the following:

- (a). Continuous improvement of skills, knowledge, experience and exposure of our staff to ensure quality service delivery
- (b). Provision of timely and quality services to our customers
- (c). Being responsive and dynamic to customer needs
- (d). Zero tolerance to Corruption
- (e). Compliance with legal and statutory requirements;
- (f). Maintain privacy and confidentiality of customer and any classified information;
- (g). Impartial handling of disputes;
- (h). Objectivity in decision making process.

11. National Values and Principles of Governance

In line with Article 10 of the Constitution of Kenya 2010, we subscribe to national values and principles of governance which bind all State organs, State officers, public officers and all persons. These national values and principles of governance include:

- (a) Patriotism, national unity, sharing and devolution of power, the rule of law, democracy and participation of the people;
- (b) Human dignity, equity, social justice, inclusiveness, equality, human rights, non-discrimination and protection of the marginalized;
- (c) Good governance, integrity, transparency and accountability; and
- (d) Sustainable development

In the event that any of these values and principles are breached in the course of our service delivery, report the same through the provided complaints handling channels.

12. Complaints Handling

Confidentiality is guaranteed where necessary in respect to complainant's identity and substance of complaint to safeguard the rights of the customer/stakeholder and the service provider as well. However complainants are encouraged to identify themselves to facilitate timely feedback and follow up.

The Directorate shall acknowledge receipt of complaint within seven days, document, evaluate and handle genuine complaints/conflicts as per laid down regulations.

13. Review of the Service Charter

In order to continuously meet and exceed the expectations of our stakeholders, this Service Charter shall be reviewed annually. Such review will take into consideration customer feedback and emerging issues.

14. Monitoring Performance

The Directorate shall ensure that the commitments of the charter are upheld through regular customer satisfaction surveys and monitoring and evaluation. In addition there shall