

Services :

Resolved citizen service charter

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	<ul style="list-style-type: none">• customer's request	Free	Continuous activity

counties and stakeholders	<ul style="list-style-type: none"> • raining needs assessment 		
Market linkages for fibre crops and products	<ul style="list-style-type: none"> • roduct quality verification/specification 	Free	<p>A maximum 7 days – domestic market</p> <p>A maximum of 14 days– international market</p>
Standards development for fibre crops and fibre products	<ul style="list-style-type: none"> • ustomer request 	Free	A maximum of 12 months
Registration of growers mark	<ul style="list-style-type: none"> • ustomer request • rower’s mark proposal 		
	<ul style="list-style-type: none"> • 		
Provision of technical advice on infrastructure development along fibre crops value chains	<ul style="list-style-type: none"> • ustomer’s request • ollaboration with relevant ministry and counties 	Free	Continuous activity
Enforcement of standards and regulations along fibre crops value chains	<ul style="list-style-type: none"> • ustomer’s request • tandards and Regulations 	As provided for in the Standards and Regulations	As provided for in the Standards and Regulations
Sisal Fibre Inspection	<ul style="list-style-type: none"> • nspection Requisition Form • opy of Export License • hiping order 	0.5% F.O.B	Within 7 Days

Lint quality testing and classing	<ul style="list-style-type: none"> • ample 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	<ul style="list-style-type: none"> • Billing or Rebaling • requisition Forms 	Kshs.400 per bale Kshs.1,000 per bale	1 Day 1 Day
Fibre crops Marketing Agency Licence a) Export Marketing only b) Domestic Marketing only	<ul style="list-style-type: none"> • 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 90 days
Fibre export permit	<ul style="list-style-type: none"> • Application • Export contract • Bill of lading • Inspection certificate 	free	1 day
Sisal factory licence			

<p>a) own sisal exclusively</p> <p>b) other growers sisal leaf as well as own</p> <p>c) bought sisal fibre only</p>	<p>a) tax compliance certificate</p> <p>b) business permit</p> <p>c) certificate of Company incorporation</p> <p>d) indicate source of fibre</p> <p>e) proof of target market</p> <p>f) certificate of good conduct</p> <p>g) inspection report from authority</p>	<p>Kshs.1,000 per year</p> <p>Kshs.1,000 per year</p> <p>Kshs.500 per year</p>	<p>Maximum 90 days</p>
<p>Ginning licence</p>	<ul style="list-style-type: none"> • 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 	<p>1,000/=</p>	<p>Maximum 90 days</p>
<p>Seed cotton buying licence</p>	<ul style="list-style-type: none"> • tax compliance certificate 	<p>1,000/=</p>	<p>Maximum 90 days</p>

	<ul style="list-style-type: none"> • business permit • certificate of Company incorporation • 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 90 days
Inspection of Seed Cotton Store, Ginneries and Buying Centres	<ul style="list-style-type: none"> • customer request • facilitate access to facilities 	Free	Maximum 90 days