

## AFA (SUGAR DIRECTORATE) - SERVICE CHARTER

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

	Products Import/Export Permits	<ol style="list-style-type: none"> <li>1) Certificate of Incorporation or Certificate of Registration</li> <li>2) Company PIN Certificate or Tax Registration Certificate</li> <li>3) Valid Tax Compliance Certificate</li> <li>4) Valid Business Permit</li> <li>5) Latest Audited Accounts</li> <li>6) Form CR 12</li> <li>7) Company Profile</li> </ol>		
5.	Processing of Molasses Permits	<p><b>Individual Famers</b></p> <ol style="list-style-type: none"> <li>1) National Identity Card</li> <li>2) Duly Filled Endorsement Form</li> </ol> <p><b>Distributors/Industrial Users</b></p> <ol style="list-style-type: none"> <li>1) Directors' ID or Passport</li> <li>2) Directors' KRA PIN</li> <li>3) Certificate of Incorporation or Certificate of Registration</li> <li>4) Valid Business Permit</li> <li>5) Company PIN Certificate</li> <li>6) Form CR 12</li> <li>7) Valid Tax Compliance Certificate</li> <li>8) Alcoholic Drinks Control Licence – Where Applicable</li> </ol>	<p>KShs. 400.00 per MT per month up to 10 MT</p> <p>KSh. 200 per MT above 10 MT up to a maximum of KSh. 300,000</p>	15 days
6.	Processing of Preshipment Application Letters through Letters of Intent	Proforma Invoice from the Supplier	Free	<p>For Brown Sugar -As and when there is need to import sugar</p> <p>For white Refined Sugar -3 Days</p>
7.	Processing of KENTRADE Master Documents	<p>Preshipment Approval Letter – Brown Sugar</p> <p>Valid Import Permit – White Refined Sugar</p> <p>EAC Gazette Notice – For Duty Remission Sugar White Refined Sugar</p>	Free	2 Days
8.	Processing of KENTRADE Consignment Documents (Permit)	<ol style="list-style-type: none"> <li>1) Import Declaration Form</li> <li>2) Bill of Lading</li> <li>3) Certificate of Conformity /UNBS Permit /KEBS Diamond Mark of Quality</li> <li>4) Certificate of Origin</li> <li>5) Commercial Invoice</li> <li>6) Customs Entry or Exit documents</li> </ol>	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

***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY***

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](mailto: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](mailto:complain@ombudsman.go.ke)

***HUDUMA BORA NI HAKI YAKO***