



AGRICULTURE AND FOOD AUTHORITY

HORTICULTURAL CROPS DIRECTORATE

SERVICE CHARTER

September 2018 Edition

Contents

FOREWORD.....	3
1. INTRODUCTION.....	4
2. CORE FUNCTIONS.....	4
3. OUR CUSTOMERS/STAKEHOLDERS/PARTNERS.....	4
4. CUSTOMERS'/ STAKEHOLDERS' RIGHTS.....	5
5. CUSTOMERS'/STAKEHOLDERS' OBLIGATIONS.....	5
6. OUR DUTIES AND OBLIGATIONS.....	5
7. NATIONAL VALUES AND PRINCIPLES OF GOVERNANCE... ..	6
8.COMPLAINT HANDLING.....	6
9. REVIEW OF THE SERVICE CHARTER	6
MONITORING PERFORMANCE	6
FEEDBACK.....	6

12. RESOLVED CITIZEN SERVICE CHARTER.....8

13. HORTICULTURAL CROPS DIRECTORATE SERVICE POINTS & CONTACTS 13

FOREWORD

Horticultural Crops Directorate (HCD) is a Directorate under the Agriculture and Food Authority (AFA) whose mandate is to oversee the Regulation, Development and Promotion of the Horticultural crops sector, through the provisions of the AFA Act (Act No. 13 of 2013), Crops Act (Act 16 of 2013) and other relevant laws and regulations. Horticultural 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, professionalism, integrity, accountability, teamwork/ customer focus, efficiency, impartiality, public participation, respect of human dignity through equity, social justice, inclusiveness, equality, human rights, non-discrimination and protection of the marginalized.

This service charter outlines the roles, responsibilities and commitment by Horticultural Crops Directorate (HCD) 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,

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), Vision 2030, The Big 4 Agenda and Agricultural Sector Transformation and Growth Strategy 2019 - 2029.

HEAD OF DIRECTORATE

INTRODUCTION

Horticultural Crops Directorate (HCD) is one of the eight Directorates under the Agriculture and Food Authority (AFA), a state corporation established under section 3 of the Agriculture and Food Authority Act of 2013. The Horticultural Crops Directorate is responsible for the regulation, development and promotion of the Horticulture industry in Kenya.

The Act consolidates the laws on the regulation and promotion of agriculture and makes provision for the respective roles of the national and county governments in agriculture and related matters, in line with the provisions of the Fourth Schedule of the Constitution of Kenya.

Our Vision

To be a World Class Regulator in the Horticulture sub sector.

Our Mission

To sustainably develop and promote horticultural crops value chains through effective regulation for economic growth.

Core Values

Customer Focus

Teamwork

Integrity

Innovativeness

Professionalism

1. The Directorate

The Directorate is mandated to develop, promote and regulate the horticulture sector to ensure a level playing field. To implement its mandate, the Directorate has three technical departments and four support departments. Namely;

1. Regulations and Compliance
2. Technical and Advisory Services
3. Market Research and Product Development
4. Human Resource and Administration
5. Finance
6. Supply chain
7. ICT

The Directorate has 27 satellite stations to enable it to deliver services more effectively

2. CORE FUNCTIONS

- a) Advise the Government and the industry on matters related to horticulture production and marketing.
- b) Collect and collate data, maintain a database and disseminate information on horticultural activities for planning purposes.
- c) Provide specialized horticulture advisory services.
- d) Regulate the horticulture nurseries, production, post-harvest handling and marketing of horticultural crops and produce.
- e) Promote development and adoption of standards for labeling, packaging, grading, transporting and storing horticultural produce in compliance with local and international standards
- f) Promote the establishment and use of production, processing and marketing infrastructure for horticultural crops.
- g) Facilitate marketing of horticultural products in the local and international markets.

3. OUR CUSTOMERS/STAKEHOLDERS/PARTNERS

The Directorate offers services to:

- a) Individual Farmers, Farmer Groups and Associations
- b) Government Ministries, Semi-Autonomous Government Agencies (SAGAs) and Departments
- c) State Corporations
- d) County Governments
- e) Donor Agencies/Development Partners
- f) Universities, Tertiary Colleges and related research and training institutions
- g) Private Sector Extension Service Providers
- h) Private Business Organizations
- i) Financial Institutions
- j) Suppliers of goods and services
- k) Horticulture Dealers
- l) Other AFA Directorates
- m) General Public

4. 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
- f) Conducive environment
- g) Effective communication

5. 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.

6. 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) Compliant 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.

7. 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.

8. COMPLAINT 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.

9. REVIEW OF THE SERVICE CHARTER

In order to continuously meet and exceed the expectations of our stakeholders, this Service Charter shall be reviewed every two years or when need arises. Such review will take into consideration customer feedback and emerging issues.

10. MONITORING PERFORMANCE

The Directorate shall ensure that the commitments of the charter are upheld through regular monitoring and evaluation initiatives.

11. FEEDBACK

For further inquiries, compliments, complaints and request for information please contact the following office:

Head Of Directorate,
Horticultural Crops Directorate
Nairobi Horticulture Centre (NHC)

Mazao Road, JKIA

P.O. Box 42601, 00100

NAIROBI

Telephone: 020- 2088469/2131560

Customer Care: 020 3597356 Email: directorhcd@afa.go.ke / md.hcda@gmail.com

www.afa.go.ke

Or

Commission on Administrative Justice

West End Towers, 2nd Floor, Waiyaki Way Westlands P.O.

Box 20414 -- 00200 Nairobi.

Tel: +254 020 2270000

EMAIL: certificationpc@ombudsman.go.ke WEB:

www.ombudsman.go.ke

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

121 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	Immediately
Email inquiries	Customer's email inquiry	Free	A maximum of 24 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 7 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.
Organize and sensitize stakeholders on emerging issues	Formal request from farmers	Free	1 Month

Linkage of producers and buyers	Formal request from customer	Free	1 month
Specialized advisory services	Customer request	Free	1 month
Capacity building of stakeholders	Customer request	Free	1 month
Registration of horticultural crop nurseries	Upon application and compliance	Kshs. 500	Maximum 10 working days
Renewal of nursery registration	Upon application and compliance	Shs. 500	Maximum 10 working days

Registration of Mother blocks	Upon application and compliance	Shs. 500	Within 10 working days
Mango and Avocado inspection for maturity conformity	Formal request	Free	Within 24 hours
Laboratory services (oil content, firmness, solid	Request from Customer	Free	24 hours

soluble content analysis)			
Registration of Marketing Agents	Upon application and compliance to requirements indicated afa website (link)	Kshs. 5000 annually	Within 5 days

Pack house inspection	Customer request	Free	Within 3 days
Farm inspection for produce dealers	Customer request	Free	Within 1 month

HIRE OF FACILITIES			
Pack house Packing Space	Request from client	Nairobi Horticulture Centre (Head Office) — Ksh20,000 Per Month between 1kg and 5,000kgs	Within 30 minutes

		<p>Kshs.3, 000/daily between 1kg and 5,000kgs</p> <p>Depots — Ksh. 170 per square meter</p>	
Cold-rooms	Request from client	<p>, NHC (I-IQ)- Kshs. 50,000 Per month for 5tonne capacity and Kshs.150,000 per month for 15tonne capacity</p> <p>Depots Kshs.90,000 per month</p>	Within 30 minutes
Issuance of export registration certificate for new applicant	Upon application and compliance to requirements indicated afa website (link)	The fee is KshsKshs.5,000 annually	1 month

Renewal of export registration certificate	Upon application and compliance to requirements indicated afa website (link)	The fee is Kshs.5,000 annually	Maximum 7 working days
Issuance of export certificate at exit points	Upon application and submission of commercial export invoice Inspection certificate for Mangoes and Avocado exports	30cts per kg of produce exported	15 minutes
Alternative Dispute Resolution between buyers and farmers/suppliers.	Formal complaint Copies of contract, Delivery notes, invoices, payment schedule and any other supporting document	Free	Within 30 working days on receipt of the complaint
Dissemination of market information	Request from customer	Free	1 day

13. HORTICULTURAL CROPS DIRECTORATE SERVICE POINTS & CONTACTS

Compliments, complaints, requests for information and any suggestions for the betterment of service delivery shall be addressed to the Head, Horticultural Crops Directorate and other service points/offices listed here-below: -

1. Head Office

NHC North Airport Road, next to Kenya Pipeline Tanks
P.o. Box 42601 - 00100 Nairobi Tel:
020-2088469, 020-2131560

Email:directorhcd@afa.go.ke
md.hcda@gmail.com www.afa.go.ke

2. JKIA office

JKIA Cargo Freight Terminal
P.o. Box 42601 - 00100 Nairobi Tel:
020-827663
jkiahcd@agricultureauthority.go.ke

3. Machakos Depot

Machakos town next to show ground
P.O. Box 1329 Machakos
Tel: 0723-664703
Email: machakoshcd@agricultureauthority.go.ke

4. Mwingi/Kitui Station

Kitui Town Jeikans Holdings
C/O DAO's Office P.O.
Box 16 Kitui
Tel: 044-23211/0724-997752
Email: kituihcd@agricultureauthority.go.ke

5. Nkubu Depot

Meru District, Kariene Shopping Centre
P.O. Box 119 Meru
-rel: 0721-987517/0720-376774
Email: nkubuhcd@agricultureauthority.go.ke

6. Kitale Station

Kitale, Trans-Nzoia Teachers Co-operative Plaza
C/O DALE-O
P.O. Box 1781
Kitale
Tel: 054-31356/0720-438619
Email: kitalehcd@agricultureauthority.go.ke

7. Iten Station

Keiyo Teachers Sacco building
C/O DAO
P.O. Box 249, Iten
Tel: 0722-659719/020-3508986
Email: itenhcd@agricultureauthority.go.ke

8. Yatta Depot
Machakos District, Sofia Shopping Centre
P.O. Box 50, Matuu
Tel: 0713-998757
Email: yattahcd@agricultureauthority.go.ke
9. Sagana Depot
Kirjnyaga District, Sagana Town
P, O. Box 207 Sagana
Tel: 0721-987517
Email: jkiahcd@agricultureauthority.go.ke
10. Taveta Station
Taita Taveta District, Taveta Town
P.O. Box 285 Taveta
Tel: 0710-423149
Email: tavetahcd@agricultureauthority.go.ke
11. Kibwezi Depot
Makueni District, Kibwezi P.O. Box 207, Kibwezi
Tel: 044-3500082/ 0723-987769
Email: kibwezihcd@agricultureauthority.go.ke
12. Kisumu Station Kisumu District, Mega City c/o I-BDA I-IQ
P.O. Box 1516 Kisumu
Tel: 057-2028078 / 0722-619997
Email: kisumuhcd@agricultureauthority.go.ke
13. Eldoret Station Eldoret Town, KVDA Plaza
P.O.BOX 982
Eldoret
Tel: 053-2033458 / 0724-436481
Email: eldorethcd@agricultureauthority.go.ke
14. Narok/Bomet Station
Narok Town, DAO's Office
P.O.BOX 476-20500
Narok
Tel: 050-22840 / 0725-862875
Email: jkiahcd@agricultureauthority.go.ke

15. Mombasa Station
Mombasa Ambalal House, 4th Floor
P.O. Box 90273 - 80100
Mombasa
Tel: 041-2228516 /0700-326969
Email: [mombasahcd@agricultureauthority .go.ke](mailto:mombasahcd@agricultureauthority.go.ke)
16. Mwea Depot
Kirinyaga District, Mwea Division, Kimbimbi Town
P.O. Box 322, Wanguru
Tel: 0163-48463 /0722-456472
Email: mweahcd@agricultureauthority.go.ke
17. Nyandarua Station
Gicharu Building opposite Kipipiri DC Office
P.O. Box 33-20301 Miharati
Tel: 0721-214984
Email: nyandaruahcd@agricultureauthority.ao.ke
18. Kajiado Station DAO'S OFFICE
DAO Kajiado P.O. Box 54 Kajiado
Tel: 020-3598786
Email: kajiadohcd@agricultureauthority.go.ke
19. Homabay Station
Luore Plaza wing B
DAO
P.O. Box 293 Homabay
Tel: 0723-224725
Email: homabayhcd@agricultureauthority.go.ke
- 20g Nakuru Station
Nakuru Town, MOA Office Soilo
P.O. Box 984, Nakuru
Tel: 0716-854727 /0723-362519
Email: nakuruhcd@agricultureauthority.go.ke
21. Marigat Station
Marigat Town, Kiki Plaza P.O.BOX 86, Marigat
-rel: 0722-485904
Email: marigathcd@agricultureauthority.go.ke

22. Limuru Depot
Kiambu District, Limuru Division
P.O. Box 1265, Limuru
Tel: 0203573256/0722-360922
Email: ljmuruhcd@agrjcultureauthorjtyzgozlse
23. Bungoma Station
Teachers Plaza 2nd floor
DAO Bungoma
P.O. Box 33 Bungoma
Tel: 0724-166802
Email: bungomahcd@agricultureauthority.go.ke
24. Kisii Station
Gusii Kahawa Complex 4th floor
DAO Kisii
P.O. Box 52 Kisii
Tel: 0721-282218
Email: kisiihcd@agricultureauthority.go.ke
25. Kericho Station
National Cereals and produce Board
P.O Box 1443
Kericho
Tel: 0721-875911
Email: kerichohcd@agricultureauthority.go.ke
26. Kilindini Station
Kenya ports Authority
P.O. Box 90273 - 80100
Mombasa -reL: 0720-457881 kilindinihcd@agricultureauthority.go.ke
27. Inland Container Depot
ICD Embakasi
P.O. Box 42601 - 00100 Nairobi Tel: 0722-246347 Email:
icdhcd@agricultureauthority.go.ke
28. Nyeri Station
Nyeri Town C/O CDA Nyeri town Tel: 072+784595
nyerihcd@agricultureauthority.go.ke
29. Nandi station
Kapsabet Town KCB building

P.O. Box 99-30300
Kapsabet
Tel: 0726-296622
Email: nandihcd@agricultureauthority.go.ke

30. Busia Station

Busia Town Ministry of Immigration
Email: P.O. Box 28 Busia Tel: 0726-928623
busiahcd@agricultureauthority.go.ke

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