AGRICULTURE AND FOOD AUTHORITY

HORTICULTURAL CROPS
DIRECTORATE
# SERVICE CHARTER

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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) Advice 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

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>REQUIREMENTS/ CONDITIONS</th>
<th>CHARGES</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>General written inquiries</td>
<td>Customer's written inquiry</td>
<td>Free</td>
<td>7 working days from the date of receipt of inquiry</td>
</tr>
<tr>
<td>Telephone inquiries</td>
<td>Customer's telephone inquiry</td>
<td>Free</td>
<td>Immediately</td>
</tr>
<tr>
<td>Email inquiries</td>
<td>Customer's email inquiry</td>
<td>Free</td>
<td>A maximum of 24 hours from receipt of email.</td>
</tr>
<tr>
<td>Public Complaints</td>
<td>Customer's complaint</td>
<td>Free</td>
<td>A maximum of 7 days from the date of receipt of the complaint</td>
</tr>
<tr>
<td>Media inquiries</td>
<td>Media inquiry</td>
<td>Free</td>
<td>A maximum of 7 days from the time of receipt of the inquiry</td>
</tr>
<tr>
<td>Service Description</td>
<td>Requirement</td>
<td>Fee</td>
<td>Time</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-----------------------------------------------</td>
<td>---------</td>
<td>---------------</td>
</tr>
<tr>
<td>Payment for goods and services</td>
<td>Satisfactory delivery of goods and services and related invoices</td>
<td>Free</td>
<td>A maximum of 30 working days from the date of satisfactory delivery of goods/services.</td>
</tr>
<tr>
<td>Organize and sensitize stakeholders on emerging issues</td>
<td>Formal request from farmers</td>
<td>Free</td>
<td>1 Month</td>
</tr>
<tr>
<td>Linkage of producers and buyers</td>
<td>Formal request from customer</td>
<td>Free</td>
<td>1 month</td>
</tr>
<tr>
<td>Specialized advisory services</td>
<td>Customer request</td>
<td>Free</td>
<td>1 month</td>
</tr>
<tr>
<td>Capacity building of stakeholders</td>
<td>Customer request</td>
<td>Free</td>
<td>1 month</td>
</tr>
<tr>
<td>Registration of horticultural crop nurseries</td>
<td>Upon application and compliance</td>
<td>Kshs. 500</td>
<td>Maximum 10 working days</td>
</tr>
<tr>
<td>Renewal of nursery registration</td>
<td>Upon application and compliance</td>
<td>Shs. 500</td>
<td>Maximum 10 working days</td>
</tr>
<tr>
<td>Service Description</td>
<td>Application/Compliance</td>
<td>Fee</td>
<td>Timeframe</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Registration of Mother blocks</td>
<td>Upon application and compliance</td>
<td>Shs. 500</td>
<td>Within 10 working days</td>
</tr>
<tr>
<td>Mango and Avocado inspection for maturity conformity</td>
<td>Formal request</td>
<td>Free</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Laboratory services (oil content, firmness, solid)</td>
<td>Request from Customer</td>
<td>Free</td>
<td>24 hours</td>
</tr>
<tr>
<td>Registration of Marketing Agents</td>
<td>Upon application and compliance</td>
<td>Kshs. 5000 annually</td>
<td>Within 5 days</td>
</tr>
<tr>
<td>Service Description</td>
<td>Request Source</td>
<td>Price/Condition</td>
<td>Timeframe</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
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</tr>
<tr>
<td>Pack house inspection</td>
<td>Customer request</td>
<td>Free</td>
<td>Within 3 days</td>
</tr>
<tr>
<td>Farm inspection for produce dealers</td>
<td>Customer request</td>
<td>Free</td>
<td>Within 1 month</td>
</tr>
<tr>
<td>HIRE OF FACILITIES</td>
<td>Request from client</td>
<td>Nairobi Horticulture Centre (Head Office) — Ksh20,000 Per Month between 1kg and 5,000kgs</td>
<td>Within 30 minutes</td>
</tr>
<tr>
<td>Cold-rooms</td>
<td>Request from client</td>
<td>NHC (I-IQ)-Kshs. 50,000 Per month for 5tonne capacity and Kshs.150,000 per month for 15tonne capacity Depots Kshs.90,000 per month</td>
<td>Within 30 minutes</td>
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<tr>
<td>Issuance of export registration certificate for new applicant</td>
<td>Upon application and compliance to requirements indicated afa website (link)</td>
<td>The fee is Kshs.5,000 annually</td>
<td>1 month</td>
</tr>
<tr>
<td>Service Provided</td>
<td>Description</td>
<td>Fee</td>
<td>Timeframe</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
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<td>--------------------</td>
</tr>
<tr>
<td>Renewal of export registration certificate</td>
<td>Upon application and compliance to requirements indicated afa website (link)</td>
<td>The fee is Kshs.5,000 annually</td>
<td>Maximum 7 working days</td>
</tr>
<tr>
<td>Issuance of export certificate at exit points</td>
<td>Upon application and submission of commercial export invoice Inspection certificate for Mangoes and Avocado exports</td>
<td>30cts per kg of produce exported</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Alternative Dispute Resolution between buyers and farmers/suppliers.</td>
<td>Formal complaint Copies of contract, Delivery notes, invoices, payment schedule and any other supporting document</td>
<td>Free</td>
<td>Within 30 working days on receipt of the complaint</td>
</tr>
<tr>
<td>Dissemination of market information</td>
<td>Request from customer</td>
<td>Free</td>
<td>1 day</td>
</tr>
</tbody>
</table>

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

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.go.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

20. 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  
Tel: 0722-485904  
Email: marigathcd@agricultureauthority.go.ke
22. Limuru Depot  
   Kiambu District, Limuru Division  
   P.O. Box 1265, Limuru  
   Tel: 0203573256/0722-360922  
   Email: limuru@agrjcultureauthority.go.ke

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