



AGRICULTURE AND FOOD AUTHORITY

FOOD DIRECTORATE

SERVICE CHARTER



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CONTENTS

FOREWORD	3
1. INTRODUCTION	4
2. CORE FUNCTIONS	4
3. OUR CUSTOMERS/STAKEHOLDERS/PARTNERS	5
4. CUSTOMERS'/STAKEHOLDERS' RIGHTS	5
5. CUSTOMERS'/STAKEHOLDERS' OBLIGATIONS	5
6. OUR DUTIES AND OBLIGATIONS	6
7. NATIONAL VALUES AND PRINCIPLES OF GOVERNANCE	6
8. COMPLAINTS HANDLING	6
9. REVIEW OF THE SERVICE CHARTER	6
10. MONITORING PERFORMANCE	6
11. FEEDBACK	7
12. RESOLVED CITIZEN SERVICE CHARTER	8
13. FOOD CROPS DIRECTORATE SERVICE POINTS & CONTACTS	9

FOREWORD

The Food Directorate is a Directorate under the Agriculture and Food Authority (AFA) whose mandate is to oversee the regulation, development and promotion of the food 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. The 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 the 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.

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.



Kubok L. K.
HEAD, FOOD DIRECTORATE

1. INTRODUCTION

The AFA Food Directorate 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 Food Crops Directorate is responsible for the regulation, development and promotion of the food crops sectors 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 food crops sub-sector.

Our Mission

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

Core Values

Customer Focus
Teamwork
Integrity
Innovativeness
Professionalism

2. CORE FUNCTIONS

The Directorate offers the following key services (in consultation with the county governments) to all stakeholders and the public at large:

- a. Facilitate marketing and distribution of food and food crops through monitoring and dissemination of market information;
- b. Provide guidelines and standards in the establishment of food crops collection centers in viable areas to serve as buying stations of farm products, packaging houses, pick-up points and meeting places of farmers' and growers' cooperatives;
- c. Build capacity for service providers in the counties on various aspects across the food crops value chains;
- d. Identify and develop markets that will provide greatest value added to scheduled food crops;
- e. Collect and collate data, maintain a data base and monitor food crops and products through the registration of players;
- f. Develop and promote best practices across the food crops value chains
- g. Recommend general industry agreements between farmers and dealers, processors, importers and exporters of food crops;
- h. Enjoin the relevant state agencies responsible for transportation and communications to effect an efficient, regular and economical means of transporting food crops, for purposes of reducing marketing costs and ensuring stable consumer supply;
- i. Promote the establishment of wholesale markets in identified major centers of the country;

- j. Receive data from counties on growers, grower associations and dealers, collate, share and manage the national data and
- k. License and regulate food crops subsector.

3. OUR CUSTOMERS/STAKEHOLDERS/PARTNERS

The Directorate offers services to:

- a) Farmers
- b) Government Ministries and Departments
- c) County Governments
- d) Donor Agencies & Development Partners
- e) Universities, Colleges and Research Institutions
- f) Private Sector Extension Service Providers
- g) Financial Institutions
- h) Suppliers
- i) Exporters and Importers
- j) Processors
- k) General Public and actors along the food crops value chain

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) Compliance with legal and statutory requirements;
- f) Maintain privacy and confidentiality of customer and any classified information;
- g) Impartial handling of disputes; and
- 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. 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.

9. REVIEW OF THE SERVICE CHARTER

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

10. MONITORING PERFORMANCE

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

11. FEEDBACK

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

Head - Food Crops Directorate

Agriculture and Food Authority,
Tea House, Naivasha Rd, Off Ngong Rd
P.O Box 37962-00100, NAIROBI, KENYA
Tel: +254 20 2536869/2536886
Mobile: +254 790409435
Email: infofoodcrops@gmail.com or infofood@afa.go.ke
Website: 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 or Directorate.

12. RESOLVED CITIZEN SERVICE CHARTER

Services	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 Enquiries	Customer's email inquiry	Free	A maximum of 12 hours from receipt of email
Public Complaints	Customers 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
Registration of players in the value chain of the scheduled food crops	As per the respective food crop regulations	As per the respective food crop regulations	A maximum of 30 working days from the date of satisfactory delivery of goods/services.
Provision of technical and advisory services	Customer's request	Free	Continuous activity
Dissemination of information on food crops	Capacity gaps	Free	1 day for readily available information and 60 days for information that requires research/retrieval.
Promotion of food crops product diversification and value addition	Customer's request	Free	Continuous activity
Undertake production and marketing research intelligence	<ul style="list-style-type: none"> ✓ Customer's request ✓ Sustaining competitiveness ✓ Market expansion and retention 	Free	Continuous activity
Promotion of food crops safety and quality assurance	<ul style="list-style-type: none"> ✓ Need to meet consumer and market standards ✓ Compliance with regulations, national & international food standards 	Free	Continuous activity
Enforcement of standards and regulations	Standards and regulations	As provided for in the Standards and Regulations	As provided for in the Standards and Regulations
Arbitration	Customer's request Emerging industry disputes	Free	Within 60 working days

13. FOOD 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, Food Directorate and other service points/offices listed here-below: -

Food Directorate

Agriculture and Food Authority,
Tea House, Naivasha Rd, Off Ngong Rd
P.O Box 37962-00100, NAIROBI, KENYA
Tel: +254 20 2536869/2536886
Mobile: +254 790409435
infofood@afa.go.ke or infofoodcrops@gmail.com
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