



AGRICULTURE AND FOOD AUTHORITY

NUTS & OIL CROPS DIRECTORATE SERVICE CHARTER

September 2018 Edition

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. COMPLAINT HANDLING	6
9. REVIEW OF THE SERVICE CHARTER	7
10. MONITORING PERFORMANCE	7
11. FEEDBACK	7
12. RESOLVED CITIZEN SERVICE CHARTER	7
13. NUT & OIL CROPS DIRECTORATE SERVICE POINTS & CONTACTS	9

FOREWORD

AFA – Nuts & Oil Crops Directorate is a Directorate under the Agriculture and Food Authority (AFA) whose mandate is to oversee the Regulation, Development and Promotion of the Nutc & Oil 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 AFA – Nuts & Oil Crops 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.

HEAD, NUTS & OIL CROPS DIRECTORATE

1. INTRODUCTION

The AFA Nuts & Oil Crops 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 Directorate is responsible for the regulation, development and promotion of the Nuts & Oil Crops industry in Kenya. These include: Coconut, Macadamia nuts, Cashew nuts, Groundnuts, Oil palm, Castor bean, Sunflower, Sesame, Oil seed rape, Safflower, Jojoba and Linseed

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 Agriculture Sector.

Our Mission

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

Core Values

Customer Focus
Teamwork
Integrity
Innovativeness
Professionalism

2. CORE FUNCTIONS

- a) Administer the Crops Act, in accordance with the provisions of the said Act, as it relates to Nuts and Oil Crops industry;
- b) Regulate the production, post-harvest handling and marketing of Nuts and Oil Crops produce and its by-products;
- c) Provide advisory and regulatory services on matters related to the industry to the Agriculture, Fisheries and Food Authority and government for planning purposes;
- d) Collect, collate data and maintain a database on the industry;
- e) Promote the production, processing, grading, storage, collection, transportation and warehousing of all produce and by-products destined for markets;
- f) Recommend general industry agreements and vet contracts between players especially growers associations and processors of scheduled crops;
- g) Arbitrate and mediate disputes arising between growers and/or other players in the industry;

- h) Initiate, promote and enforce quality standards for products and by-products, during processing, labelling, grading, packaging, transport, and storage of produce and by-products;
- i) Appoint agents for the implementation or performance of any of the functions of the Directorate;
- j) Regulate imports and exports of the produce and by-products for the efficient management of the Nuts and Oil Crops industry;
- k) Build technical capacity within the county government officers and other relevant stakeholders and provide technical materials;
- l) Be responsible for determining the research priorities in Nuts and Oil Crops industry and to advise generally on research thereof;
- m) Collect and administer Nuts and Oil Crops levies to enhance development and research in the sub sector;
- n) Co-ordinate matters of international protocols and conventions

3. OUR CUSTOMERS/STAKEHOLDERS/PARTNERS

The Directorate offers services to:

- a) Individual farmers, farmers groups and association
- b) Government ministries and departments
- c) State corporations
- d) County governments
- e) Donor agencies
- f) Development partners
- g) Universities, tertiary colleges and related research and training institutions
- h) Private sector extension service providers
- i) Financial institutions
- j) Dealers in scheduled crops
- k) Suppliers of goods and services
- l) Exporters/importers
- m) Processors
- n) International associations affiliated to scheduled crops
- o) 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) 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 marginalised;
- 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 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, Nuts & Oil Crops Directorate
Agriculture and Food Authority,
Tea House, Naivasha Rd, Off Ngong Rd
P.O Box 20064 - 00200, City Square, NAIROBI
Tel: +254 202536869/2536886
Mobile:+254 722 200556/734-600994
[Website: www.afa.go.ke](http://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 Directorates.

12. 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.
Provision of technical and advisory services	<ul style="list-style-type: none"> • Customer Request • Capacity gaps 	Free	Continuous activity
Registration of players in the value chain of the scheduled commodities	As per the respective Commodity regulation	As per the respective Commodity regulation	As provided by the respective Commodity regulation
Promotion of food security	Collaboration with County governments	Free	Continuous activity
Arbitration	Customer request emerging industry dispute	Free	Within 60 working days
Enforcement of standards and regulations	Standard regulations	As provided in the standards and regulations	As provided in the standards and regulations
Promotion of food safety and quality assurance	<ul style="list-style-type: none"> • Need to meet consumer and market standards • Compliance with regulations, national and international food standards 	Free	Continuous activity
Dissemination of information	Customers request	Free	7 working days from the date of receipt of inquiry
Promotion of product diversification and value addition	<ul style="list-style-type: none"> • Customer request • Emergence of new markets 	Free	Continuous activity
Undertake production and marketing research intelligence	<ul style="list-style-type: none"> • Customer request • Sustaining competitiveness • Market expansion and retention 	Free	Continuous activity
Facilitating development of infrastructure along the value chain	<ul style="list-style-type: none"> • Customer request • Need to access appropriate markets 	Free	Continuous activity

	<ul style="list-style-type: none"> • Collaboration with relevant ministry and departments 		
Promotion of schedules commodities	<ul style="list-style-type: none"> • Customer request • Sustaining competitiveness • Emergence of new marketing and changing market demands 	Free	Continuous activity

13. NUT & OIL 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, Nuts & Oil Crops Directorate and other service points/offices listed here-below:-

- 1. Nuts & Oil Crops Directorate**
Agriculture and Food Authority,
Tea House, Naivasha Rd, Off Ngong Rd
P.O Box 20064 - 00200, City Square, NAIROBI
Tel: +254 202536869/2536886
Mobile:+254 722 200556/734-600994
Email: nocdirectorate@gmail.com
[Website: www.afa.go.ke](http://www.afa.go.ke)
- 2. Mombasa Branch Office**
NSSF Building, 6th Floor, Nkurumah Road
P.O. Box 90346 -80100, MOMBASA
Tel: +254-41-2314668/2313089
Email: nocdirectorate@gmail.com