



Institution/Organization Name:	KISII UNIVERSITY
Affiliations; Ministry / Department/ County/Parent Company:	MINISTRY OF EDUCATION
Economic Sector Alignment:	Education Sector (Universities)
Big 4 Alignment:	Cross cutting: Human Resource Capacity Development for all four agenda items.
Accounting Officer:	PROF. JOHN S. AKAMA, PhD VICE CHANCELLOR
Report Period: FY	FY <u>2021/22</u>

PROCESS DOCUMENTATION

(For all services in the Citizen's Service Delivery Charter)

Service Name	OFFICE AND ADMINISTRATIVE SUPPORT SERVICES
Brief Description Document Purpose/Service	Entails services offered to clients when they visit the respective office for assistance or to receive a service.
Document Control: Change Record/ Version No.	KSU/SDCP/001/001
Process Owner: Name and Position	ALL Deans, COD's, HOD's & Directors
Process Writer (s): Name and Position	Chief Communication Officer
Process Reviewer (s): Name and Position	Deputy Vice Chancellor (APF)

STEPS/FLOW/SEQUENCE

Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	The client visits the relevant office and requests for the service.	Immediately	Front Office Officer /Office Holder
2.	The officer determines whether the service request is within the scope of the office and if it can be offered immediately or requires more time as prescribed in the charter.	Immediately	"
3.	The officer offers the service as requested and gives feedback to the client.	Dependent on the nature of service	"

4.	In case the request is not fully offered immediately, the officer follows up on the issue to its conclusion and gives feedback to the client accordingly.	Dependent on the nature of service	"		
EXCEPTIONS TO THE NORMAL FLOWS					
Title (Trigger)		No.	Description	Time	Actor
1.	Service request is not within the scope of the office	1	The client is referred to the right office.	Immediately	Front Officer /Office Holder

Process Maps/Visuals

