



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

### PROCESS DOCUMENTATION

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

<b>Service Name</b>	HOSTEL ALLOCATION TO STUDENTS
<b>Brief Description</b> Document Purpose/Service	It entails the process of assigning rooms for accommodation purposes to students who are on session and studying.
<b>Document Control:</b> Change Record/ Version No.	KSU/SDCP/001/18
<b>Process Owner:</b> Name and Position	Deputy Registrar Central Services
<b>Process Writer (s):</b> Name and Position	Deputy Registrar Central Services
<b>Process Reviewer (s):</b> Name and Position	Deputy Vice Chancellor (APF)

### STEPS/FLOW/SEQUENCE

Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	The client requests the DRCS for room allocation.	During working hours.	Student
2.	Confirms availability of hostel room and notifies student to make payment.	Within 1 working day	Halls officer
3.	Confirms client payment status of the room.	Within 1 working day	"
4.	Room is allocated on the ERP system.	Within 1 working day	"
5.	Issue client access to the room and accommodation items.	Within 1 working day	"

6.	Client returns items and clears at the end of the Semester.	During working hours per stipulated deadline.	Student
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**EXCEPTIONS TO THE NORMAL FLOWS**

	<b>Title (Trigger)</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
1.	The University Hostels are already full occupancy	1	The client is advised to seek for accommodation with external Private Hostels.	Within 5 mins	Halls Officer

## Process Maps/Visuals

