



<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>	RESPONSE TO ENQUIRIES
<b>Brief Description</b> Document Purpose/Service	Entails the giving of feedback to clients on specific items of their concern or that they seek knowledge in.
<b>Document Control:</b> Change Record/ Version No.	KSU/SDCP/001/002
<b>Process Owner:</b> Name and Position	ALL HODs, Deans COD'S & Directors
<b>Process Writer (s):</b> Name and Position	Chief Communication Officer
<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 visits the relevant office and makes the enquiry.	Immediately	Front Office Officer /Office Holder
2.	The officer determines whether he/she has the relevant information to respond to the enquiry and gives the appropriate response.	Immediately	Front Office Officer /Office Holder
3.	In case the officer does not have adequate information on the enquiry, he/she directs the client to the right office for assistance.	Immediately	Front Office Officer /Office Holder

**EXCEPTIONS TO THE NORMAL FLOWS**

	<b>Title (Trigger)</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
1.	Enquiries made through electronic media.	1	Enquiries to be handled as correspondences.	Within 24 hrs	N/A

## Process Maps/Visuals

