



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	SERVICE AT THE FRONT OFFICES.
Brief Description Document Purpose/Service	Entail services offered at the front offices of the different departments in the University.
Document Control: Change Record/ Version No.	KSU/SDCP/001/004
Process Owner: Name and Position	ALL HODs, Deans, COD'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 front office and requests for the service.	Immediately	Front Office Officer
2.	The officer guides the client accordingly on the requested service as per the prescribed format in the Service Delivery Charter.	Immediately	Front Office Officer
3.	Where necessary, the officer directs the client to any specific office they might need to visit to be assisted.	Immediately	Front Office Officer

EXCEPTIONS TO THE NORMAL FLOWS

Title (Trigger)	No.	Description	Time	Actor
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1.	None	1	N/A	N/A	N/A
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Process Maps/Visuals

