



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	HANDLING CORRESPONDENCES.
Brief Description Document Purpose/Service	This entails the exchange of information on different requests and enquiries in writing either through electronic platforms or printed letters.
Document Control: Change Record/ Version No.	KSU/SDCP/001/005
Process Owner: Name and Position	ALL HOD's, 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 sends a correctly addressed correspondence request on a specific issue to the right office.	Within working hours.	Front Office Officer /Office Holder
2.	The Officer receives and acknowledges the correspondence.	Within 24 hrs	"
3.	The officer responds to the correspondence accordingly as prescribed in the Service Delivery Charter.	24 hrs for Emails and 7 days for letters.	"

4.	Where the correspondence does not involve the receiving office, the request is directed to the correct office for action.	Within 1 hour.	"
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EXCEPTIONS TO THE NORMAL FLOWS

	Title (Trigger)	No.	Description	Time	Actor
1.	Correspondences received beyond official working hours.	1	The correspondence will be handled within the next working day.	1 working day.	Front Office Officer /Office Holder

Process Maps/Visuals

