



Annex VIII. Process Documentation Guide

			
Institution/Organization Name:		Kenya School of Law	
Affiliations; Ministry / Department/ County/Parent Company:		Office of the Attorney General & Department of Justice (OAG & DOJ)	
Economic Sector Alignment:		N/A. Since we fall under Political Sector in the Vision 2030	
Big 4 Alignment:		N/A. Since we are an enabler of big 4 agenda in capacity development	
Accounting Officer:		Dr. Henry K. Mutai	
Period: FY		2021/22	
Process Documentation			
Service Name	Procedure for responding to customers enquiries (social media, Emails, Telephone and Face to Face)		
Brief Description Document Purpose/service	The purpose of this process is to ensure that customers enquiries are responded to as per the School's Citizen's Service Charter commitments		
Document Control: Change Record/ Version Number			
Process Owner: Name and Position	Corporate Communication Officer		
Process Writer (s); Name and Position	Corporate Communication Officer		
Process Reviewer (s) Name and Position	Management Representative		
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Acknowledging the customer enquiry.	1-3 days	PCO /CCO/ Customer Care Assistant /Senior
2.	Giving appropriate feedback to the customer.	1-3 days	PCO /CCO/ Customer Care Assistant / Senior
(Add rows where necessary)			
EXCEPTIONS TO THE NORMAL FLOWS			

Title	No.	Description	Time	Actor
Trigger 1: Lateness in acknowledging and responding to the customers enquiry	1.	Customer send an enquiry over public holiday period.	5 days	PCO /CCO/ Customer Care Assistant /Senior
	2.			
(if any other, add rows)				
Process Maps/Visuals				