



Republic of Kenya



Geothermal
Development
Company

Green Energy for Kenya

Institution/Organization Name:	GEO THERMAL DEVELOPMENT COMPANY
Affiliations; Ministry / Department/ County /Parent Company:	MINISTRY OF ENERGY
Economic Sector Alignment:	ENERGY
Big 4 Alignment:	MANUFACTURING
Accounting Officer:	ENG. JARED O. OTHIENO
Period: FY	2021/2022

Process Documentation

Service Name	
Brief Description Document Purpose/Service	Procedure for Meeting with Clients
Document Control: Change Record/ Version Number	ISO Documentation
Process Owner: Name and Position	Purity Gituma – Ag. Manager, Administration
Process Writer (s): Name and Position	1. Molly Onyango- Clerk II, Administration
	2. Kenneth Owino - Administration Officer
	3. Mohammedamin Ibrahim- Senior Assistant, Administration
Process Reviewer (s) Name and Position	1. Purity Gituma - Ag. Manager, Administration
	2. Moraa Munaweza - Chief Officer, Administration

STEPS/ FLOW/SEQUENCE

Step	Event/ Activity/ Action	Time/ No. Of Days	Actor
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1.	<p>Describe the Process Boundaries; what triggers start, inputs, outputs and end</p> <p>Client Handling Procedures</p> <ul style="list-style-type: none"> i. Receptionists shall greet clients warmly upon arrival. ii. Receptionists shall inquire who the client has come to meet and whether they have an appointment. iii. Receptionists shall inform the concerned officer of the arrival of their client. iv. Receptionists shall direct clients to the concerned officers. 	<p>Within five (5) minutes of appointment</p> <p>At the earliest without appointment</p>	<p>Receptionists</p> <p>Admin Officer</p>
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(Add rows as necessary)

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Unavailability of concerned officer	1.	<p>In case the concerned officer is unavailable at the time of the visit, receptionists shall present clients with the option to meet with alternative officers in the same department.</p> <p>Upon decline to meet with alternative officers, receptionists shall record details of visitors and share with concerned officer to facilitate follow up.</p>	Within five (5) minutes of arrival	<p>Receptionists</p> <p>Concerned departments</p>

Process Maps/Visuals

Business process flowcharts/ swim lanes/screen shots

Client Handling Flowchart:

