



Guide for Process Documentation

 Republic of Kenya	 Green Energy for Kenya		
Institution/Organization Name:	GEOHERMAL 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	Request for information and acknowledgement of receipt		
Document Control: Change Record/ Version Number	ISO Documentation		
Process Owner: Name and Position	Eng. Jared O. Othieno, MD & CEO		
Process Writer (s): Name and Position	1. Nelly Ngari, Chief Officer -Corporate Communication &Marketing		
	2. Wendy Amondi, Officer- Corporate Communication & Marketing		
Process Reviewer (s) Name and Position	1. Ms. Wanjiru Kangara, Manager- Corporate Communication & Marketing		
STEPS/ FLOW/SEQUENCE			
Step	Event/ Activity/ Action	Time/ No. Of Days	Actor
1.	Describe the Process Boundaries; what triggers start, inputs, outputs and end Request for information and acknowledgement of receipt <ul style="list-style-type: none"> • Inquiries shall be received by the head of CCM department or his or her appointee. • Inquiries may be received through walk-ins to the reception of all GDC offices, drop- 	21 days from time of receipt	CCM User department Front Office Officers Inquirer

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	<p>offs in feedback boxes, via designated e-mail addresses, through letters, through the telephone and via social media platforms.</p> <ul style="list-style-type: none">• All inquiries shall be logged in the inquiries log form.• Upon receipt, an acknowledgment shall be sent to the inquirer within 48 hours (2days) from the date of receipt.• Inquiries shall be shared with relevant departments for feedback or resolution within 21 days from the date of sharing.• The concerned department shall communicate resolution of the inquiry with the stakeholder and update CCM department.• If the inquiry has not been addressed within the agreed timelines of 21 days, the head of CCM department appointee shall take up the matter with the concerned department or escalate the matter to the head of CCM department if need be.• The head of CCM department appointee shall on a quarterly basis develop a report on the inquiries and send it to the head of CCM department for comments and approval.		
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	<ul style="list-style-type: none"> The head of CCM department or designate shall review and approve the report for submission to the Commission on Administrative Justice (CAJ) within the agreed timelines. 		
2.			

(Add rows as necessary)

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Overdue inquiry issue	1.	The inquiry takes longer than stipulated days	More than 21 days	User Department CCM Inquirer
(if any other, add rows)				

Process Maps/Visuals

Business process flowcharts/ swim lanes/screen shots