

Process Documentation			
Service Name	INQUIRIES		
Brief Description Document purpose/Service	The purpose of this procedure is to ensure effectiveness in handling inquiries		
Document Control: Change Record/ Version Number	B		
Process Owner: Name and Position	GRACE MCHANA PRINCIPAL'S SECRETARY		
Process Writer (s); Name and Position	1.		
	2.		
Process Reviewer (s) Name and Position	1.		
	2.		
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Receiving and recording all incoming inquiries	Daily	Principal's Secretary
2.	Referring all inquiries to the concerned officer	Daily	Principal's Secretary