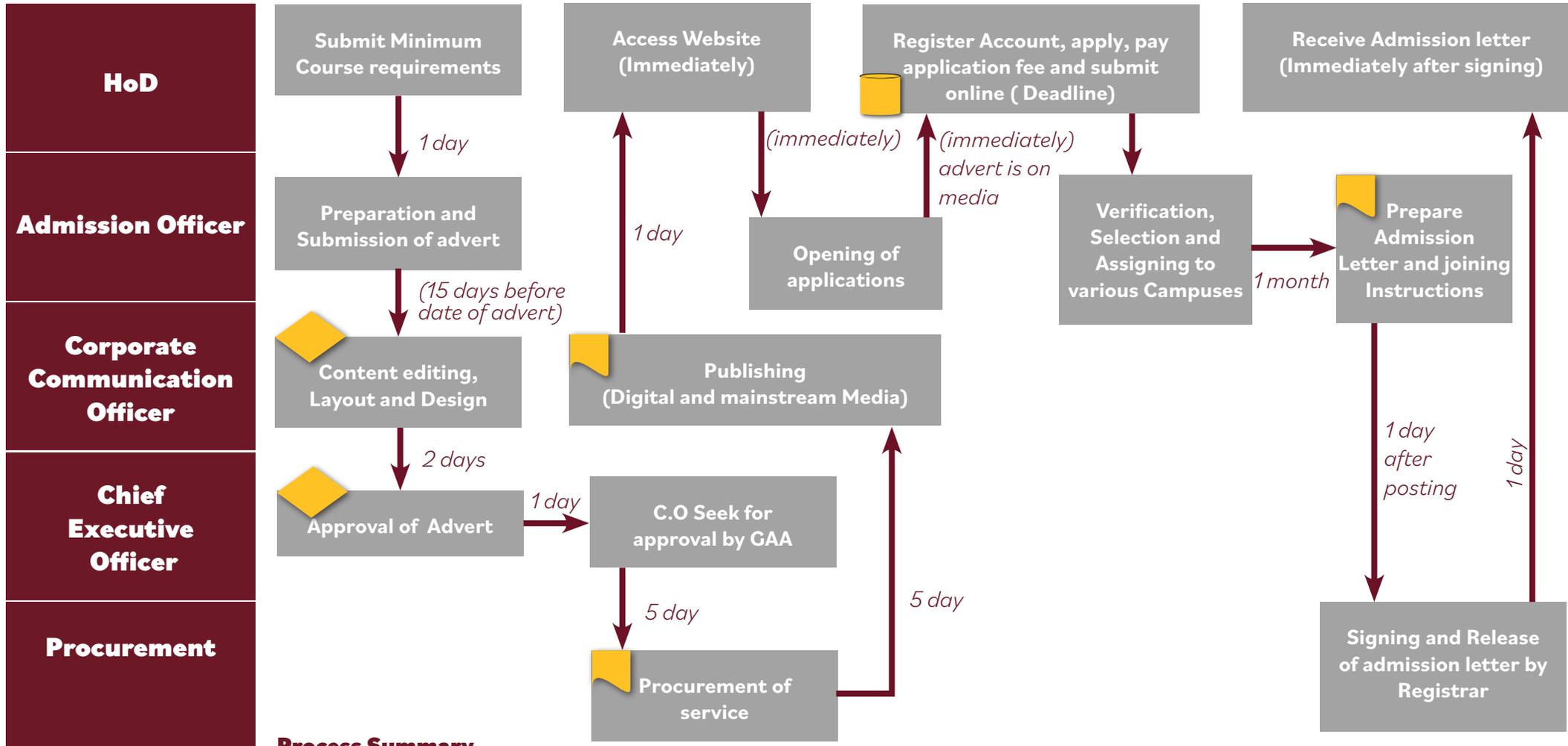


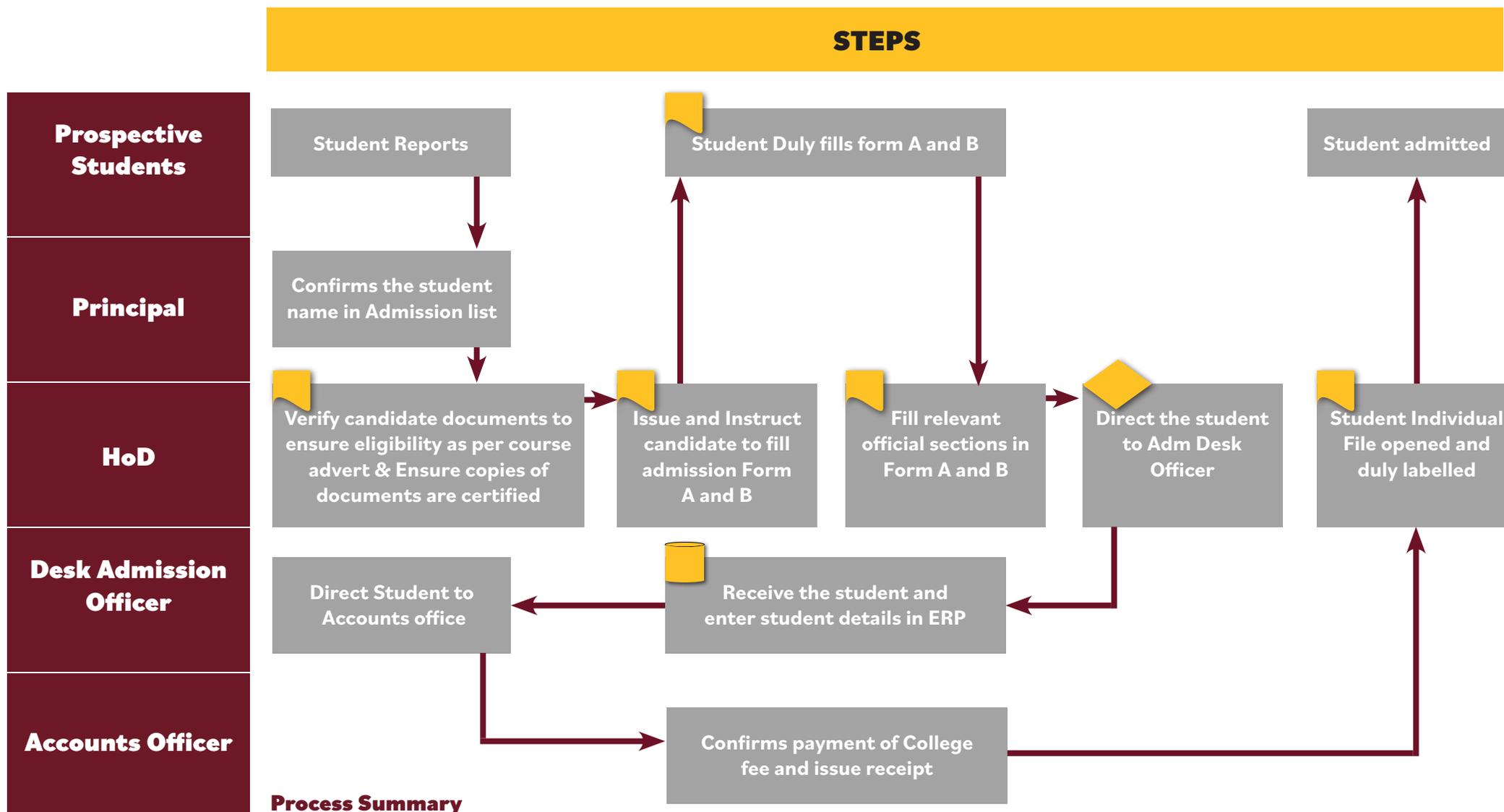
## STEPS

**ACTORS**



**Process Summary**  
 Number of Officers: 5  
 Time taken: 2 months

**ACTORS**



**Process Summary**

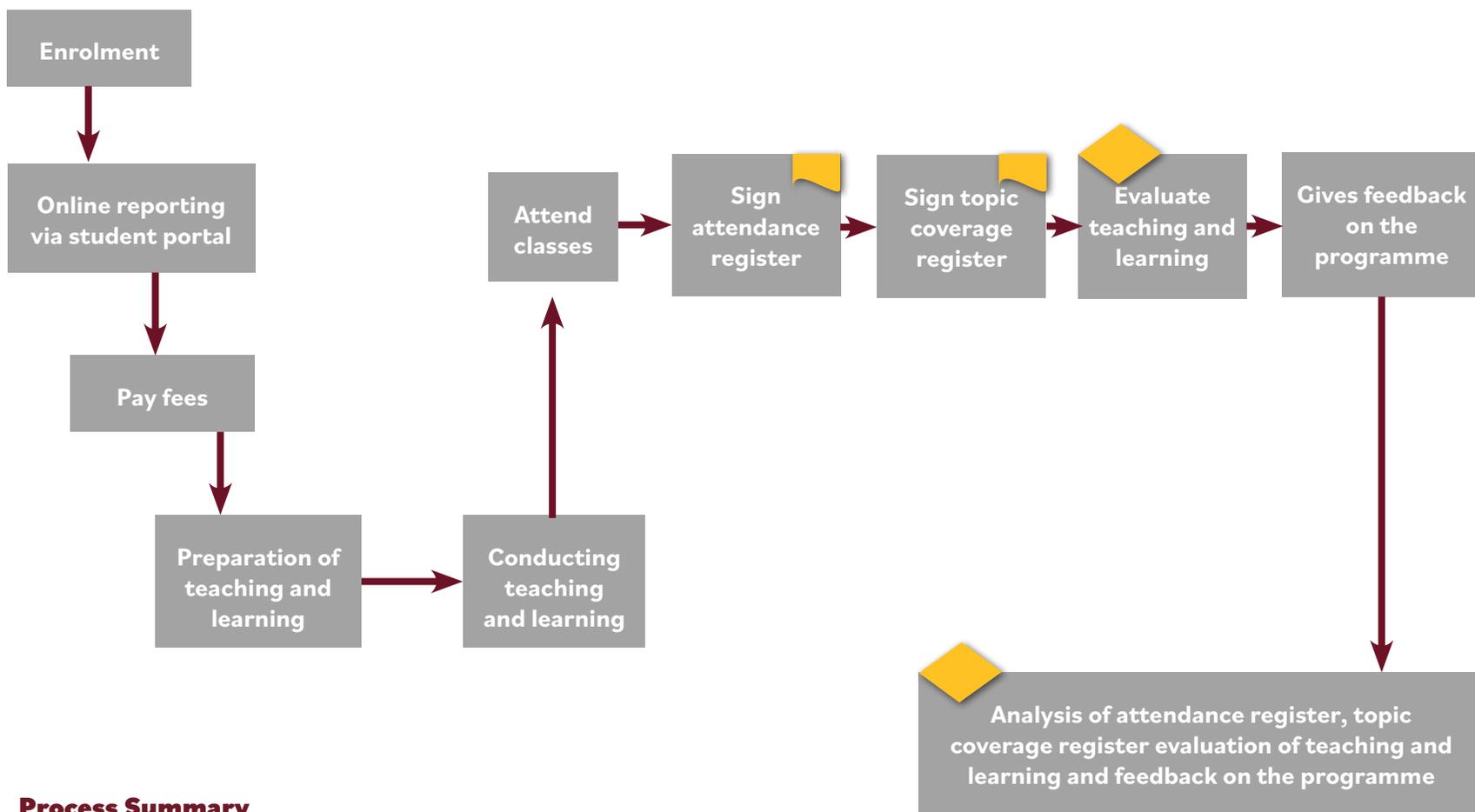
**Number of Officers: 4**

**Time taken: 1 day**

**ACTORS**

- HOD**
- Student**
- Student /parent/ guardian**
- Lecturer**
- Class coordinator**

## STEPS



**Process Summary**

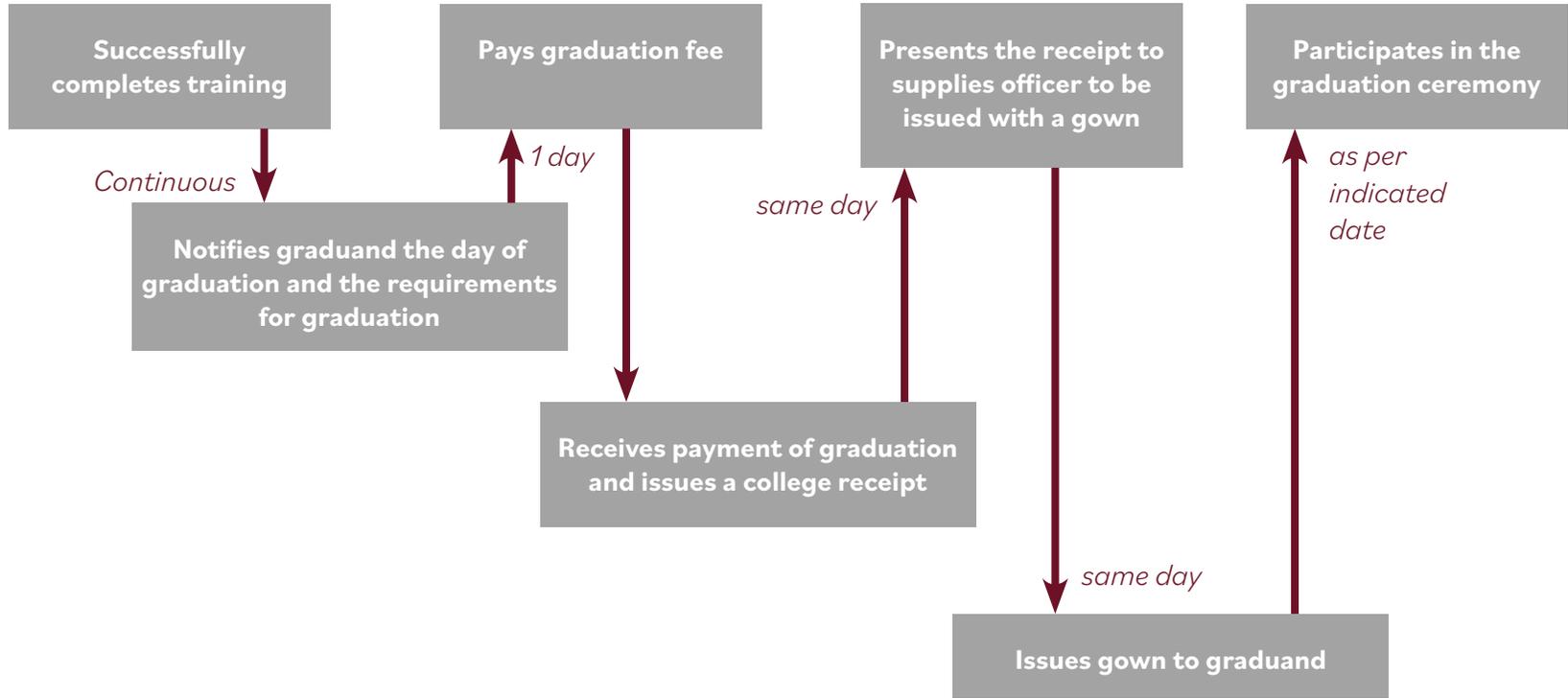
**Number of Officers: 2**

**Time taken:** *As per course structure, academic calendar and timetables*

## STEPS

**ACTORS**

- Graduand**
- Chief Executive Officer**
- Accounts Officer**
- Supplies Officer**

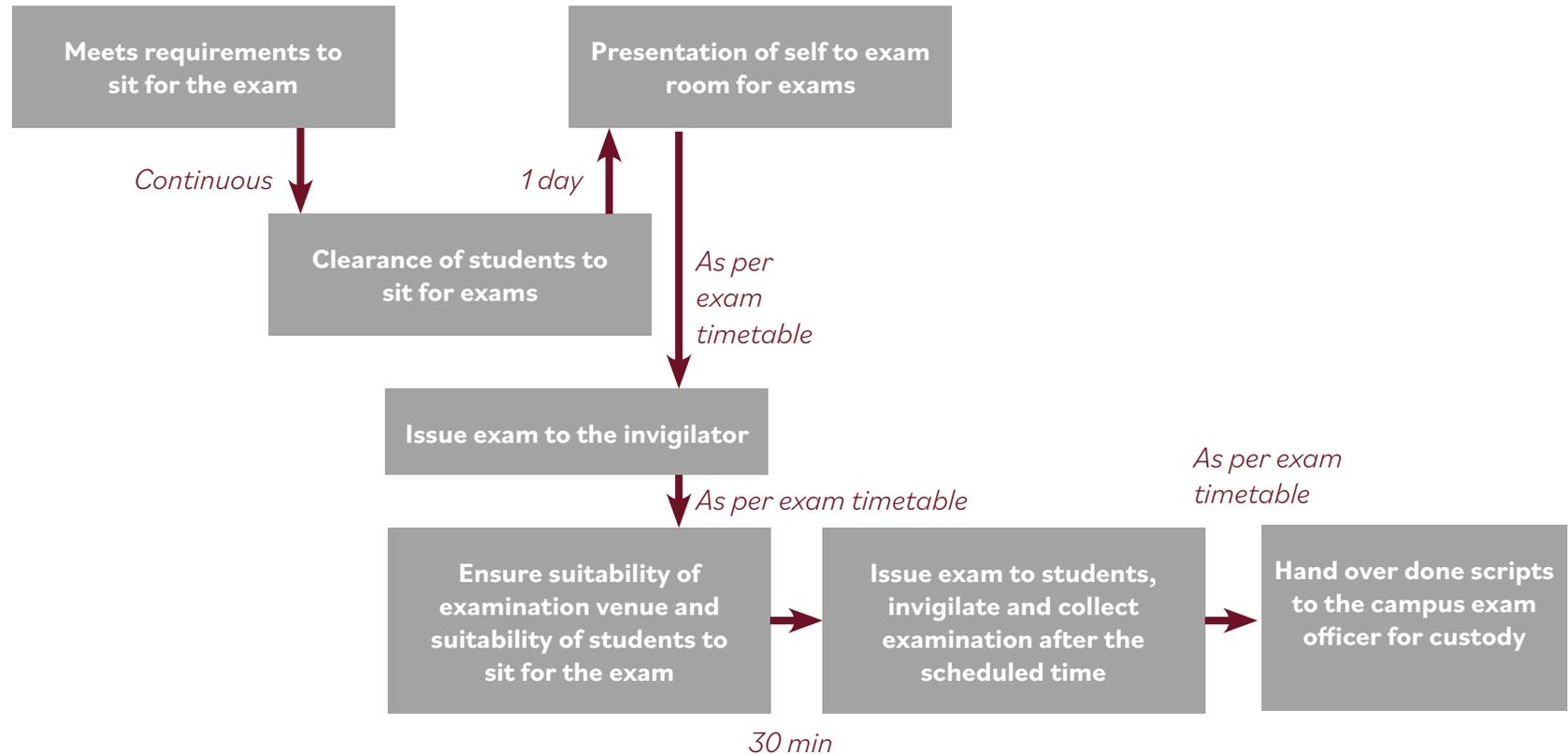


**Process Summary**  
**Number of Officers: 3**  
**Time taken: 1 day**

## STEPS

ACTORS

<b>Student</b>
<b>Principal</b>
<b>Campus Examination Officer</b>
<b>Invigilator</b>



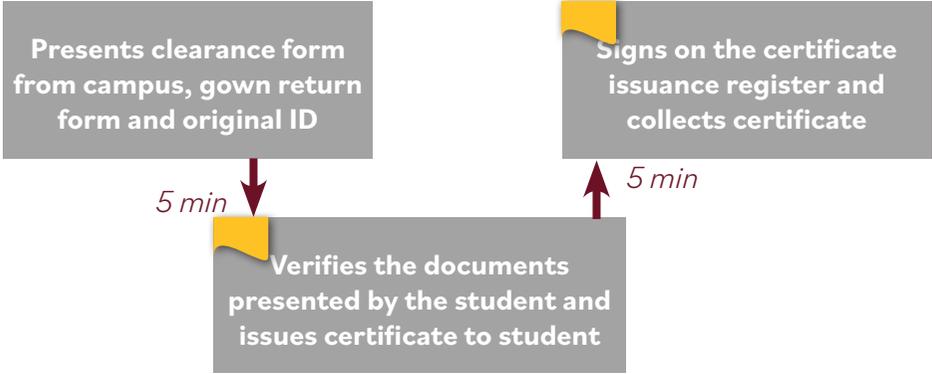
**Process Summary**

**Number of Officers: 3**

**Time taken: As per exam timetable**

## STEPS

**ACTORS**

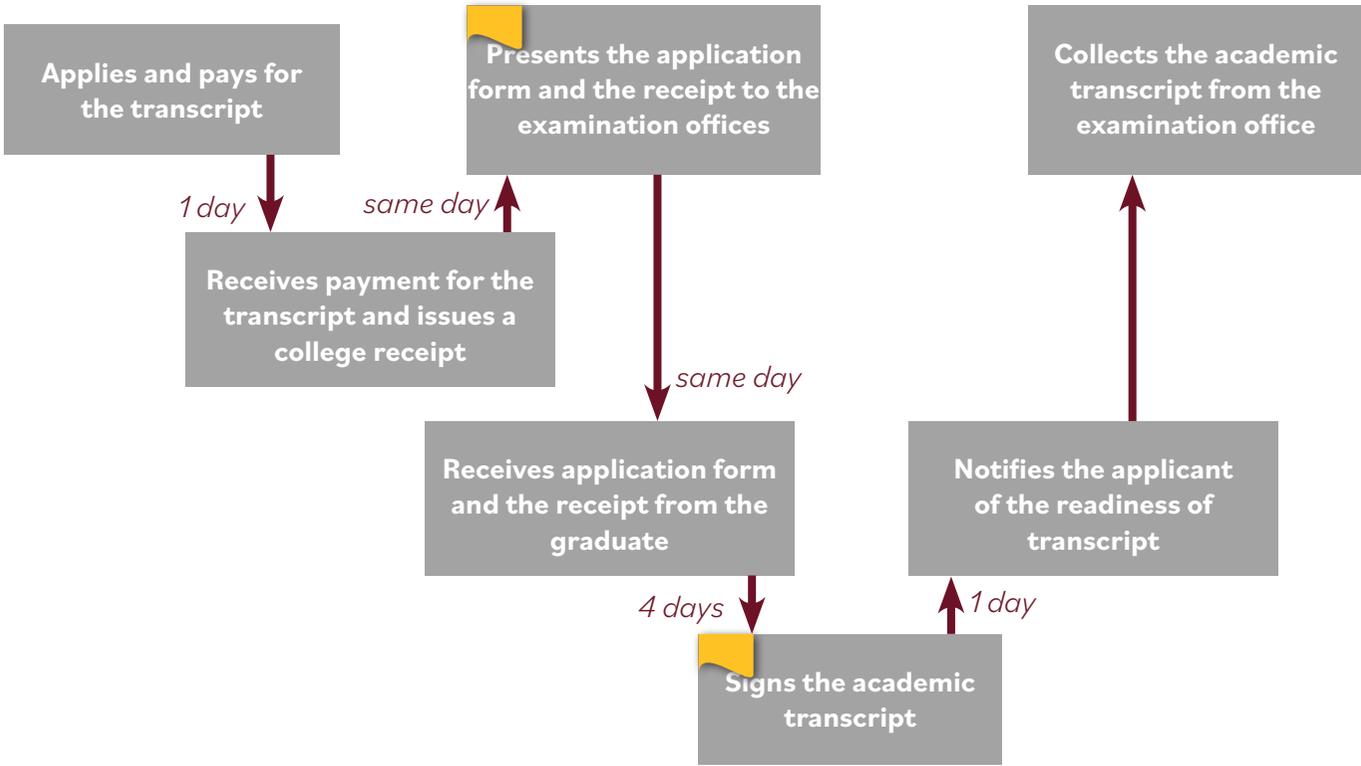


**Process Summary**  
**Number of Officers: 1**  
**Time taken: 10 min**

## STEPS

ACTORS

- Graduand**
- Accounts office**
- Examination Office**
- Registrar Office**

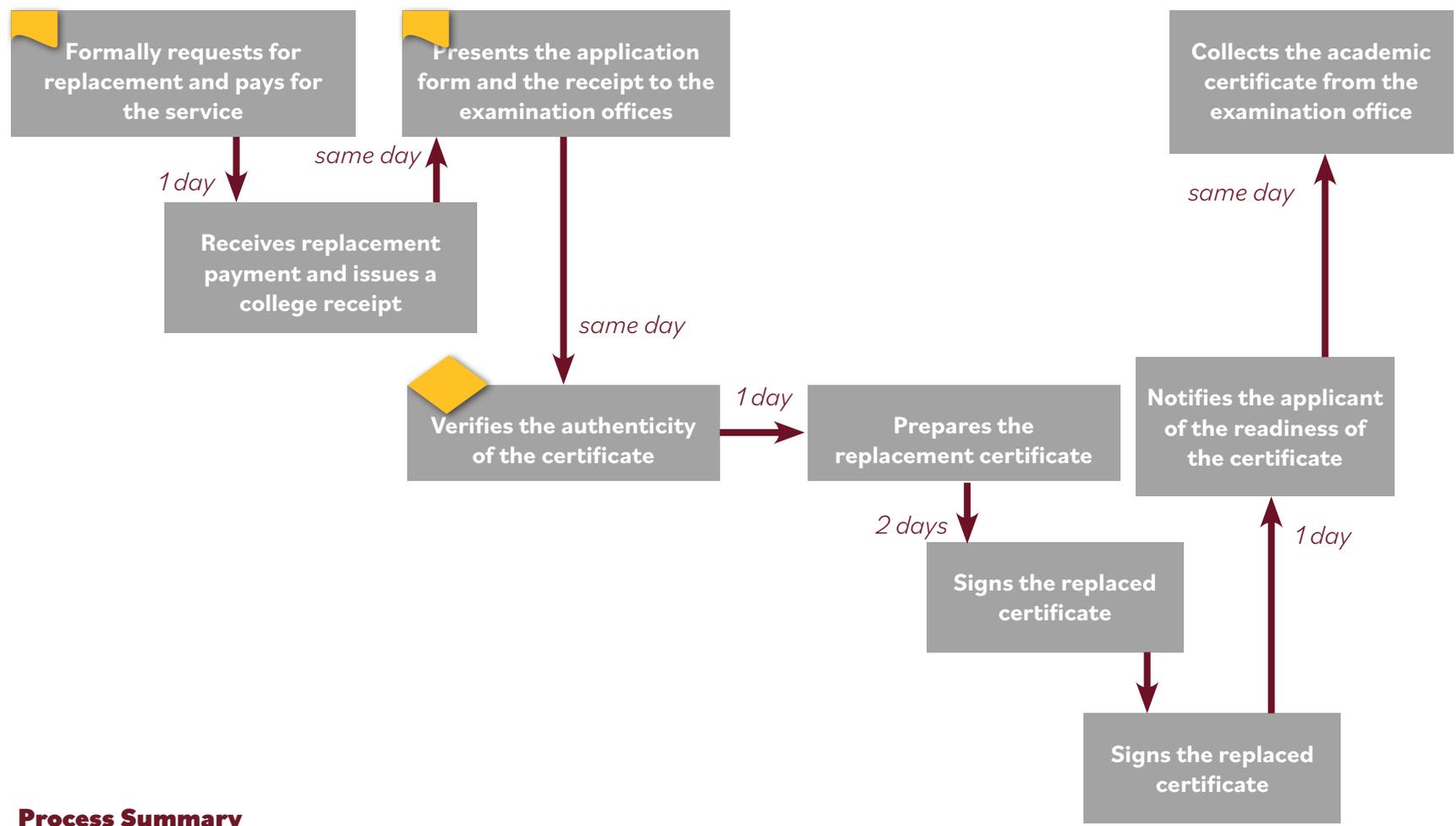


**Process Summary**  
**Number of Officers: 3**  
**Time taken: 1 day**

## STEPS

ACTORS

- Graduand**
- Accounts office**
- Examination Office**
- Registrar Office**
- ceo**

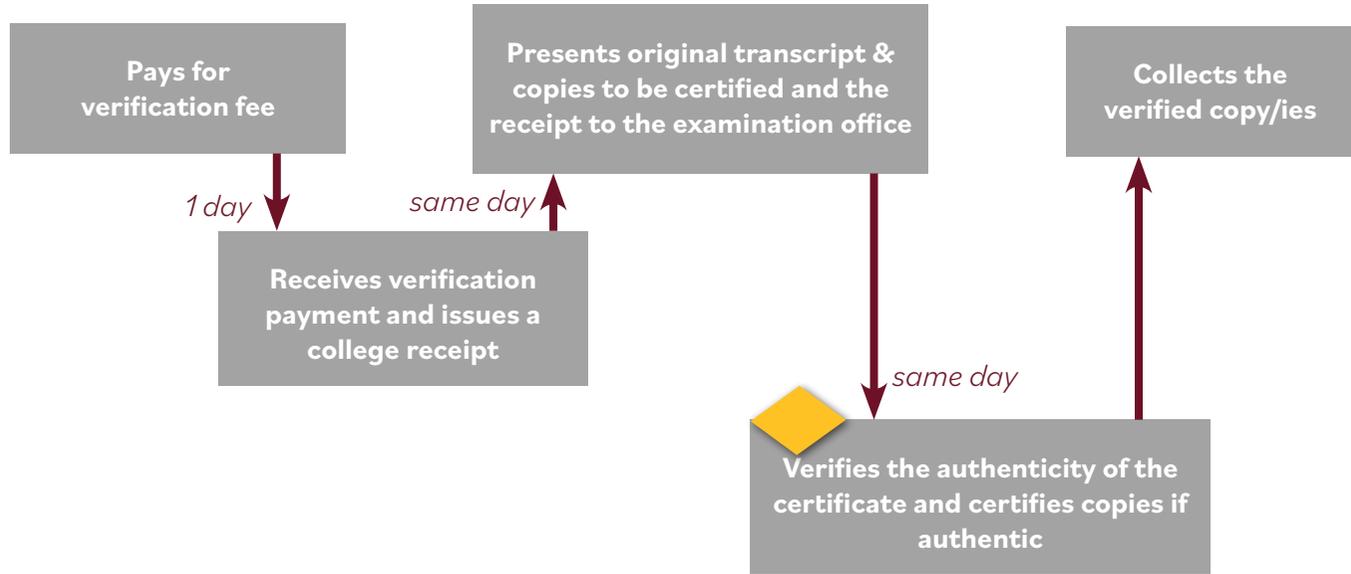


**Process Summary**  
 Number of Officers: 4  
 Time taken: 10 days

**ACTORS**

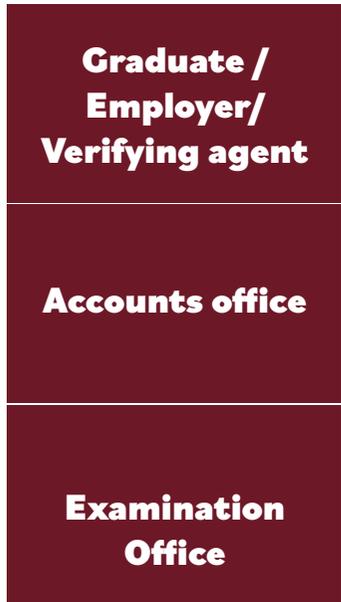


## STEPS

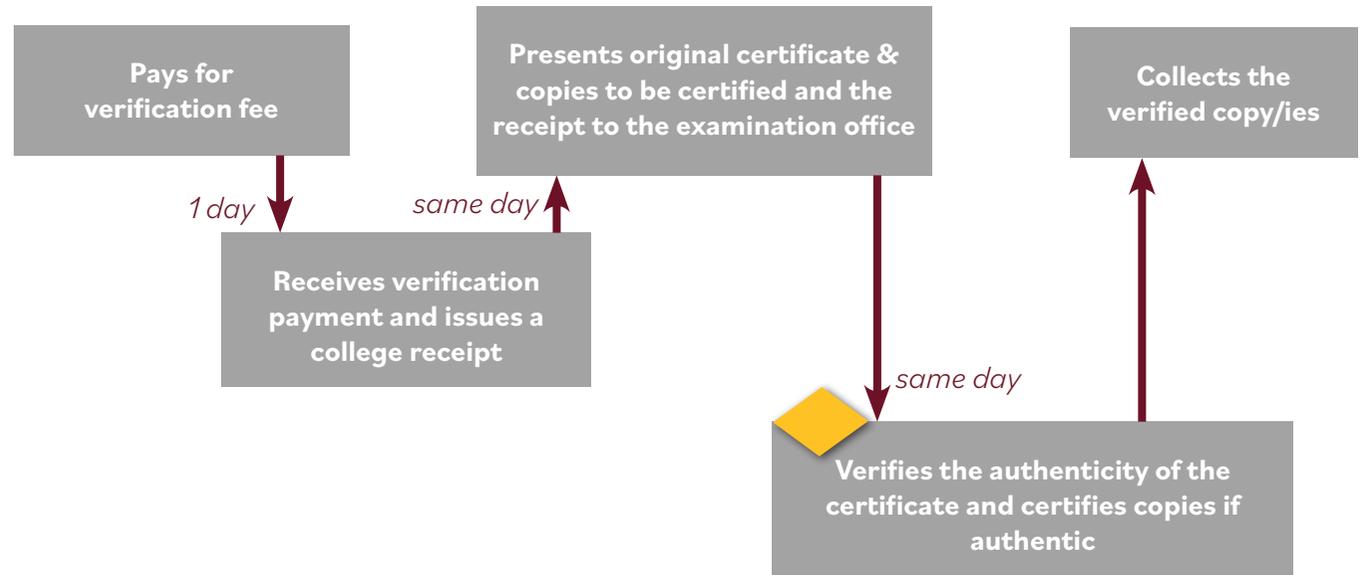


**Process Summary**  
**Number of Officers: 2**  
**Time taken: 2 day**

**ACTORS**



## STEPS

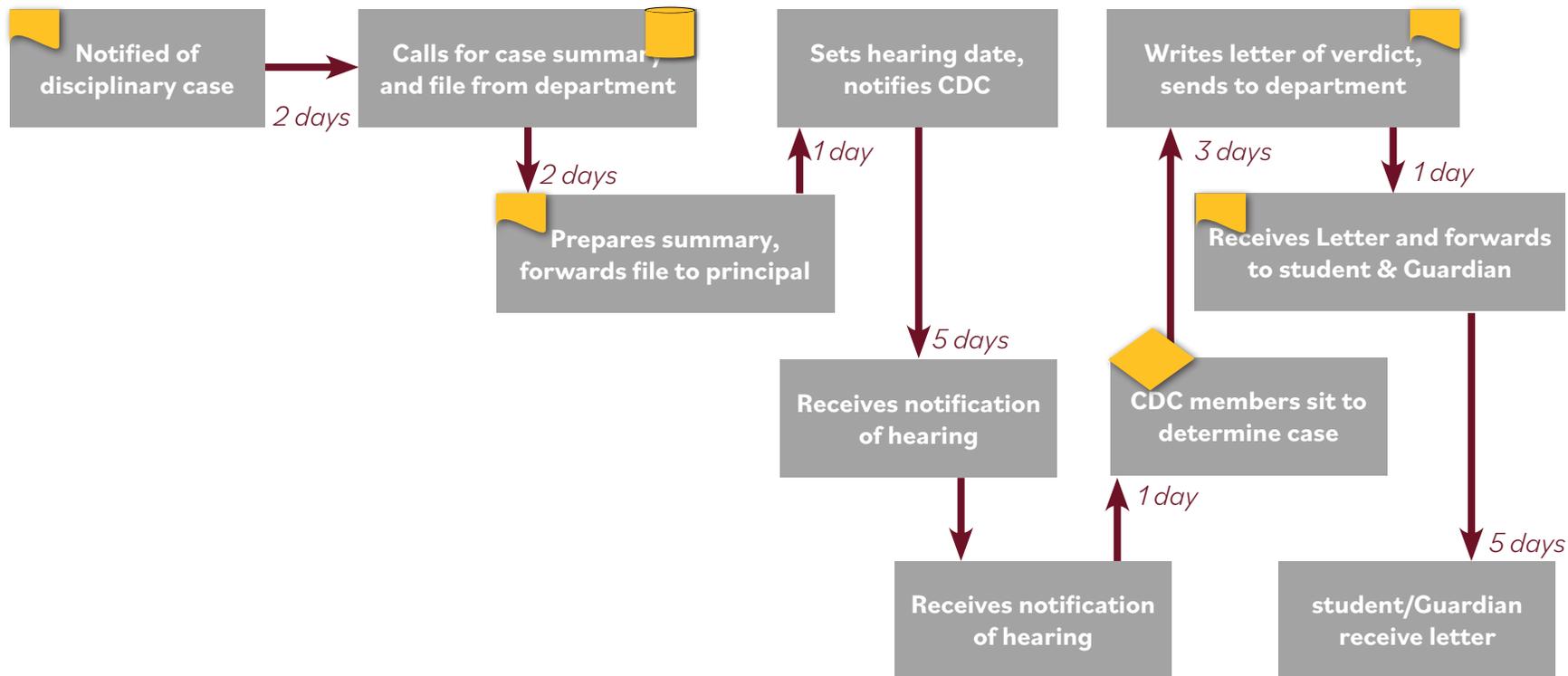


**Process Summary**  
**Number of Officers: 2**  
**Time taken: 2 day**

**ACTORS**



## STEPS

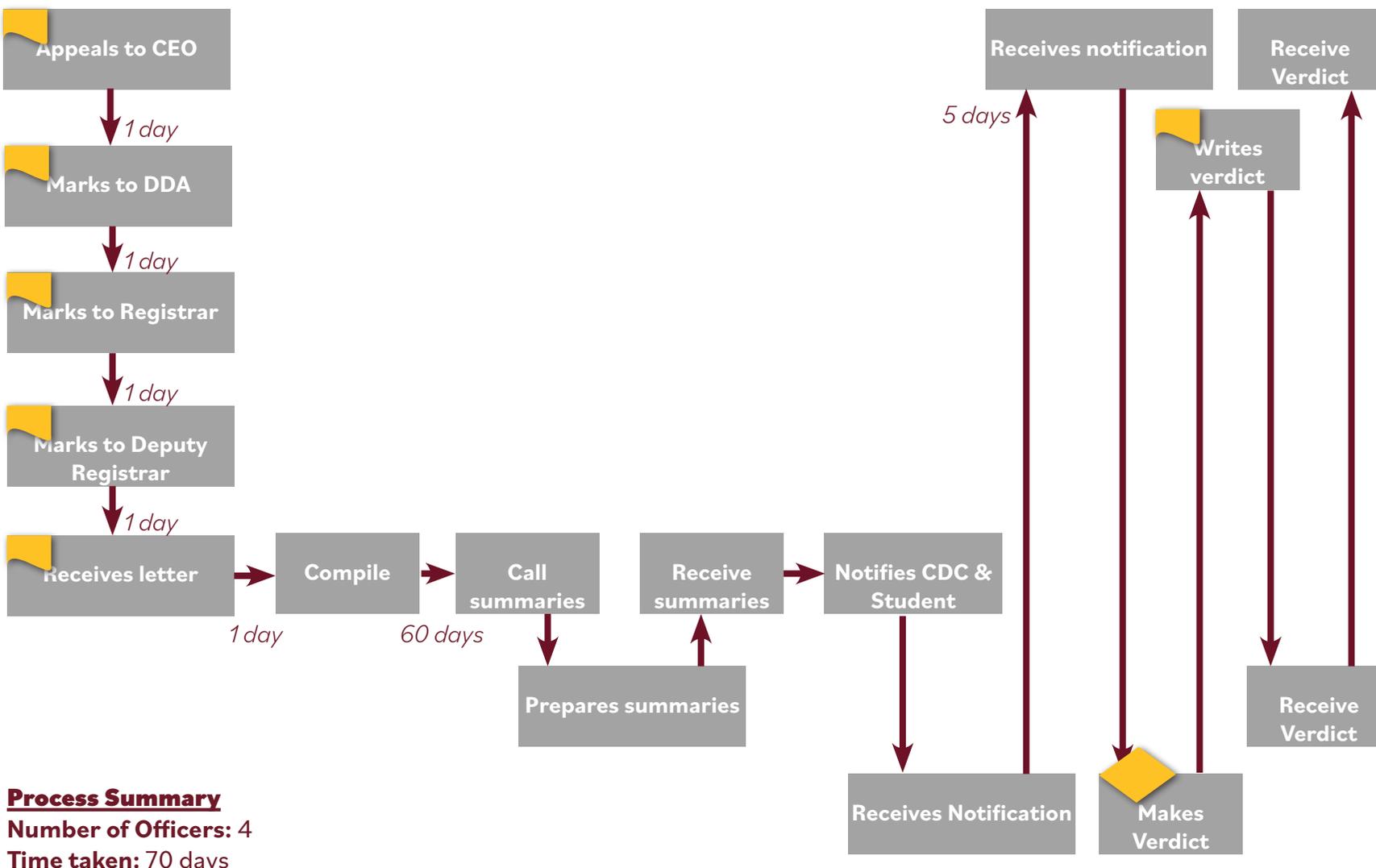


**Process Summary**  
**Number of Officers: 3**  
**Time taken: 20 days**

ACTORS

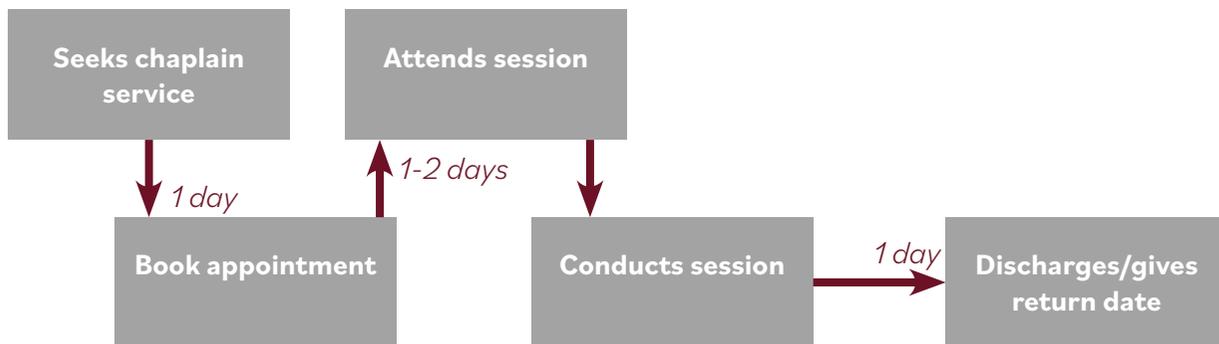


## STEPS



## STEPS

**ACTORS**



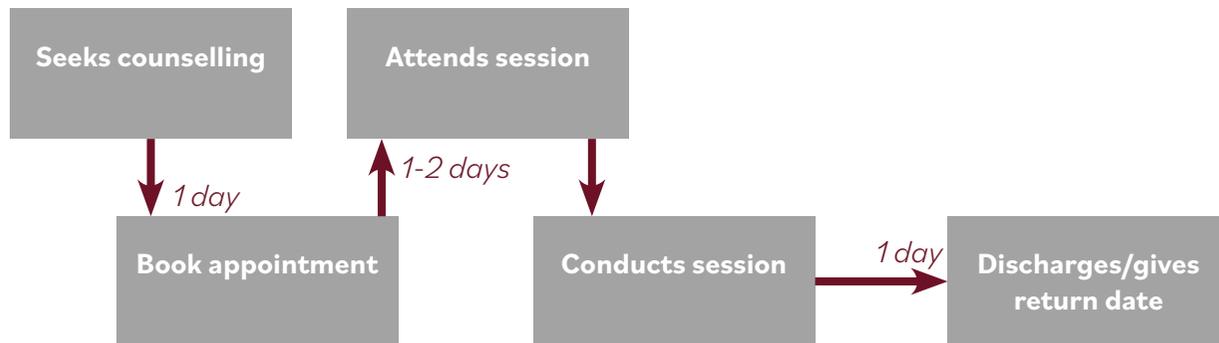
**Process Summary**

**Number of Officers: 1**

**Time taken: 2 days after referral**

## STEPS

**ACTORS**



**Process Summary**

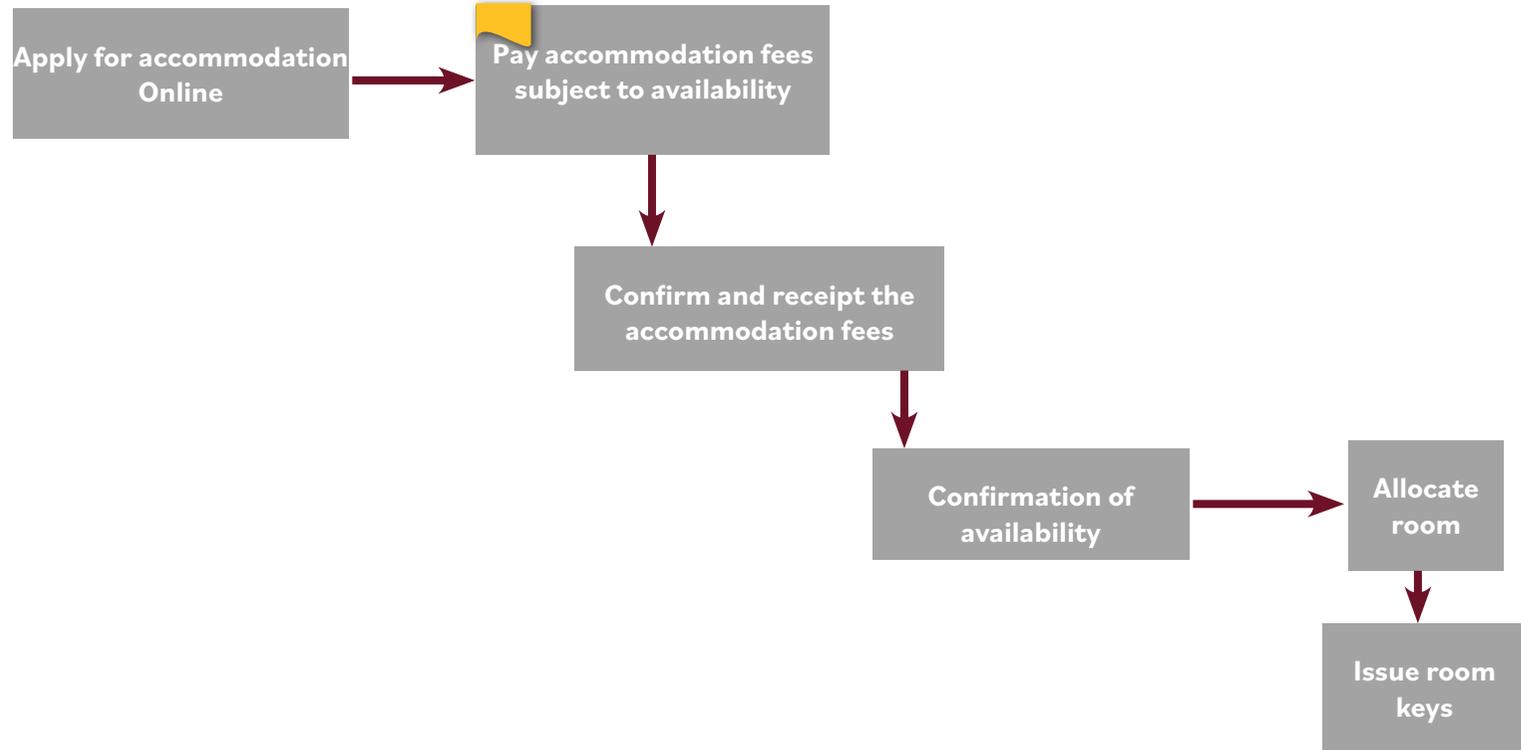
**Number of Officers: 1**

**Time taken: 2 days after referral**

## STEPS

**ACTORS**

- Student**
- Accountant**
- Administrative / accommodation officer**
- House Keeper**



**Process Summary**  
 Number of Officers: 4  
 Time taken: 1 day

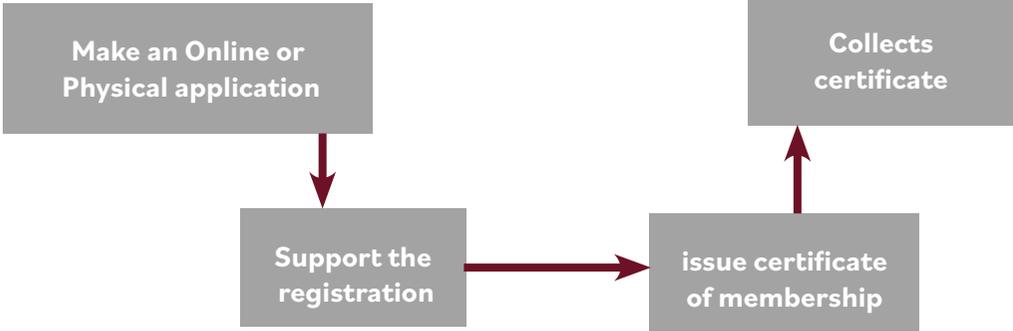
## STEPS

**ACTORS**

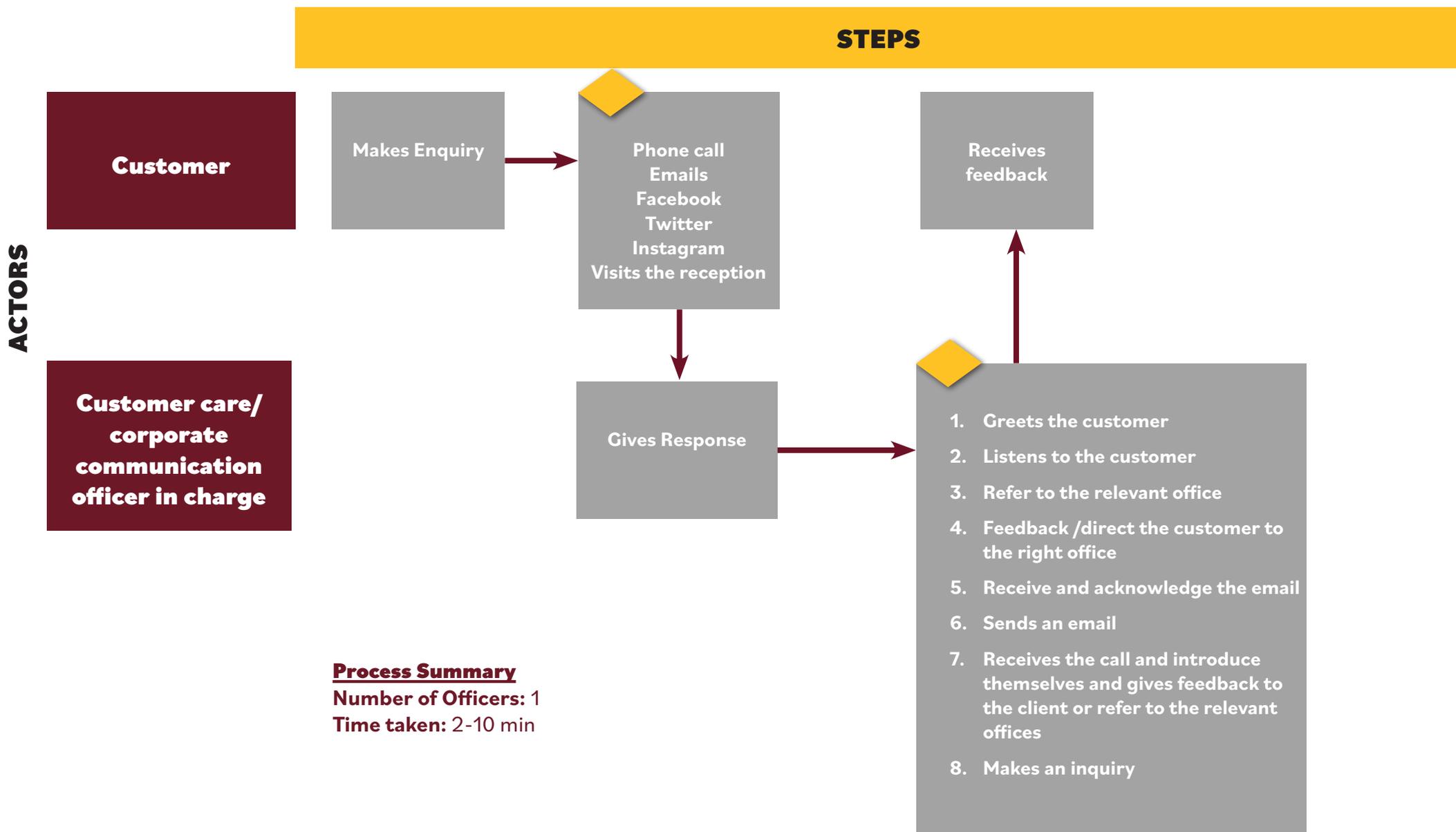
**Graduands/  
Graduates**

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**Alumni Officer**



**Process Summary**  
**Number of Officers:** 1  
**Time taken:** 1 month



**Process Summary**

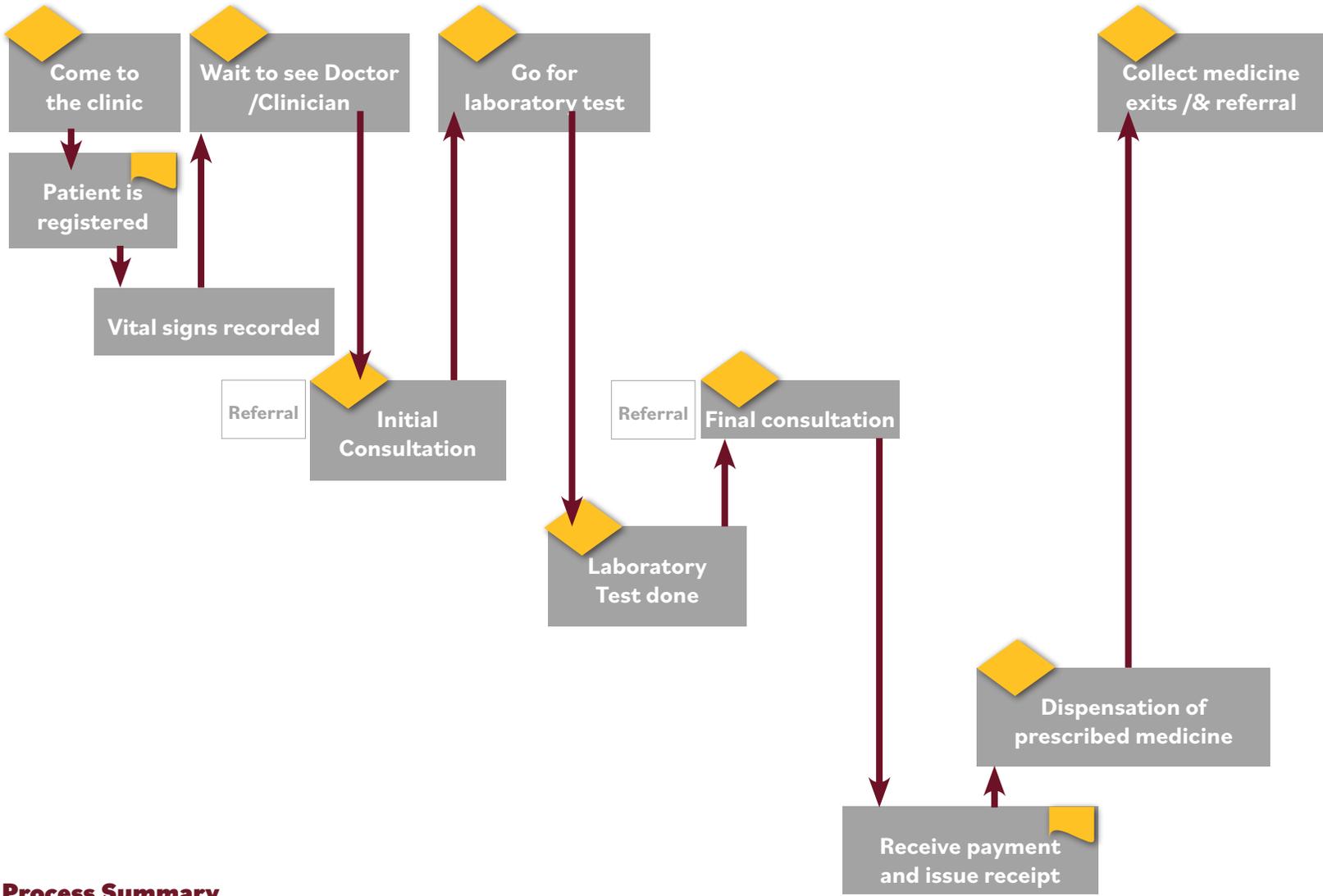
**Number of Officers: 1**

**Time taken: 2-10 min**

## STEPS

**ACTORS**

- Patient**
- HRI Officer**
- Triage Nurse**
- Clinician**
- Laboratory Technologist**
- Pharmacist**
- Cashier**

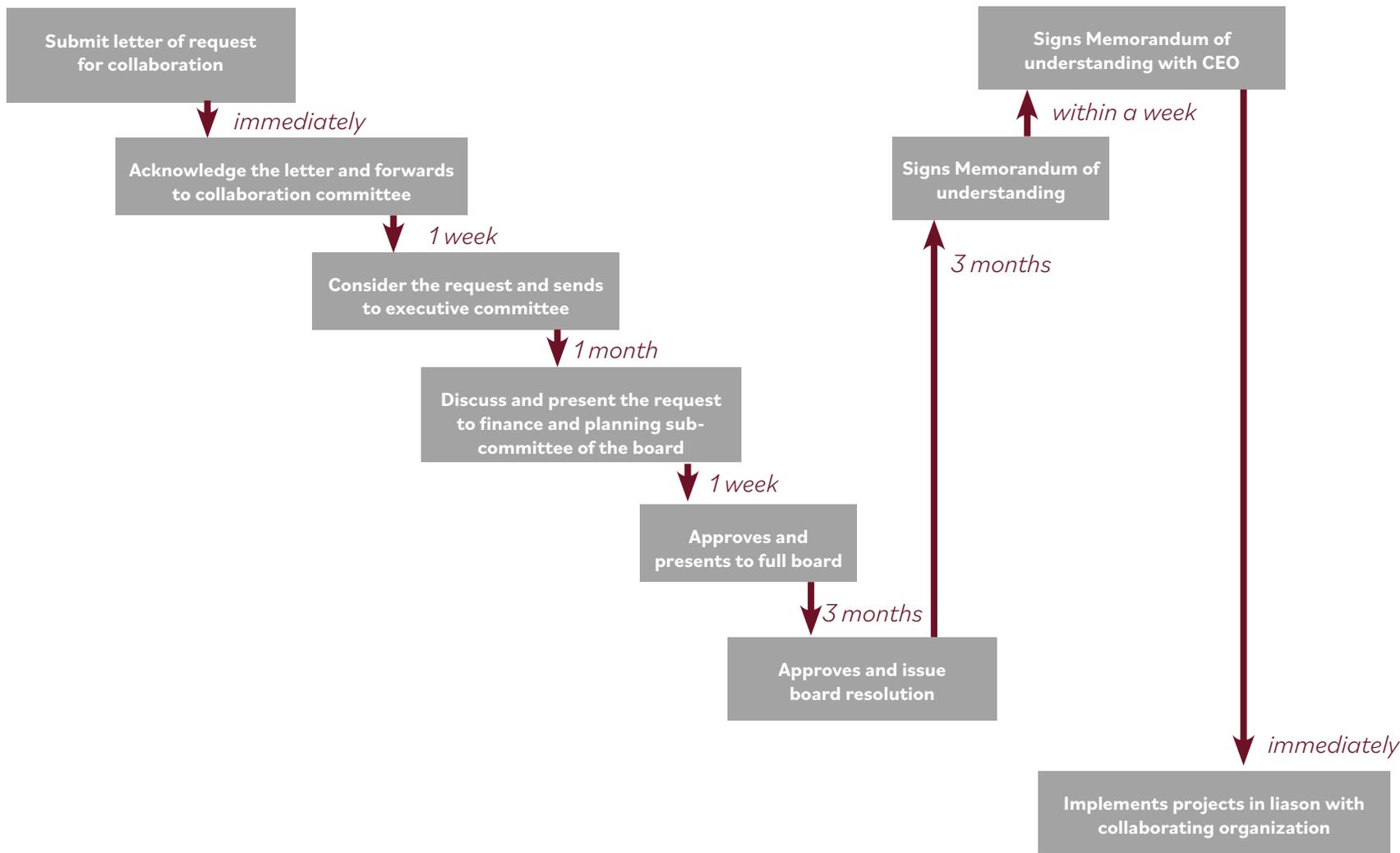


**Process Summary**  
**Number of Officers: 6**  
**Time taken: 15-30 min**

## STEPS

**ACTORS**

- Prospective collaborating organization**
- CEO**
- Collaboration coordinating committee**
- Executive committee**
- Finance and planning sub-committee of the KMTC board of Directors**
- Board of directors**
- Relevant departments**



**Process Summary**

**Number of Officers: 6**

**Time taken: as per the advertisement**



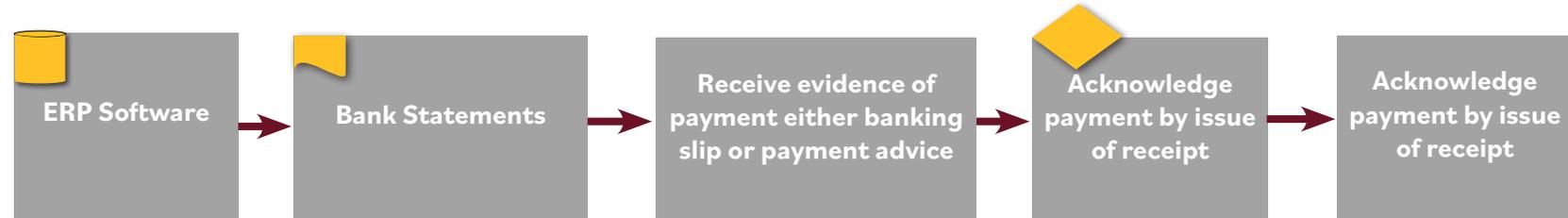
**ACTORS**

## STEPS

**Participant  
(external client)**



**Revenue Officer**

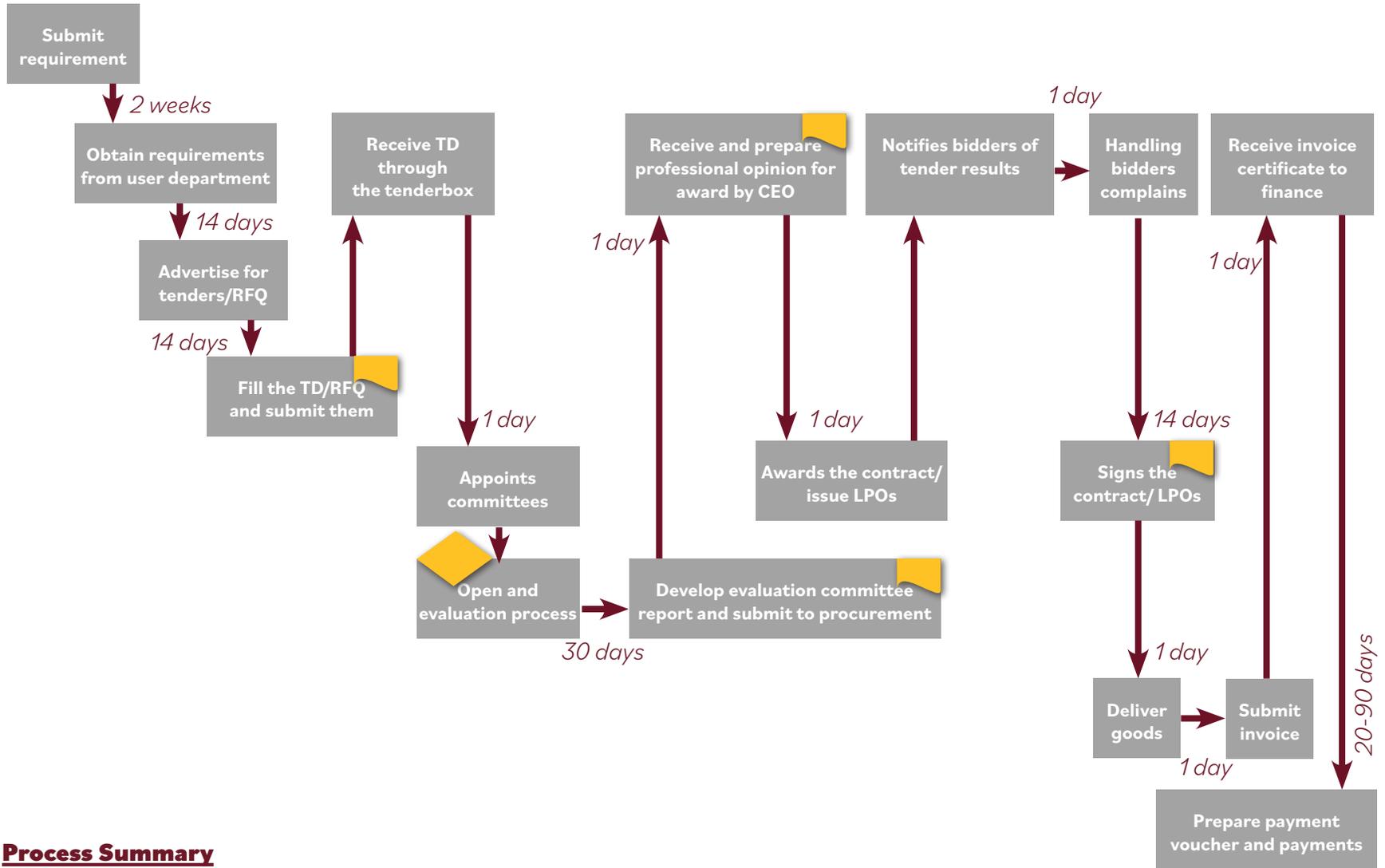


**Process Summary**  
**Number of Officers: 1**  
**Time taken: 2-10 min**

**ACTORS**

- Head of Department**
- Procurement Officer**
- Communication officer**
- Interested bidders**
- CEO**
- Committees**
- Service providers**
- Finance manager**

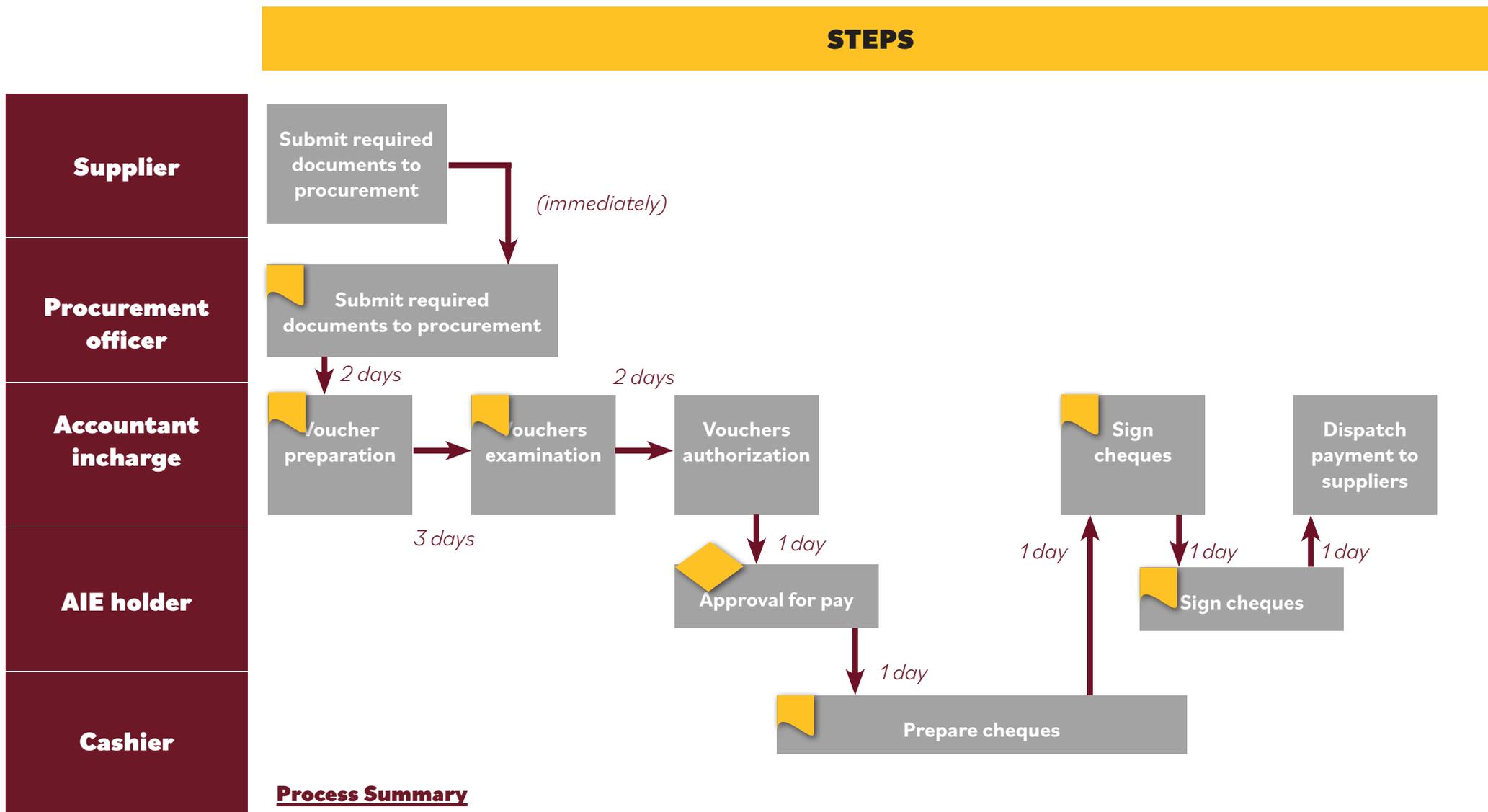
## STEPS



**Process Summary**  
 Number of Officers: 6  
 Time taken: as per the advertisement



**ACTORS**

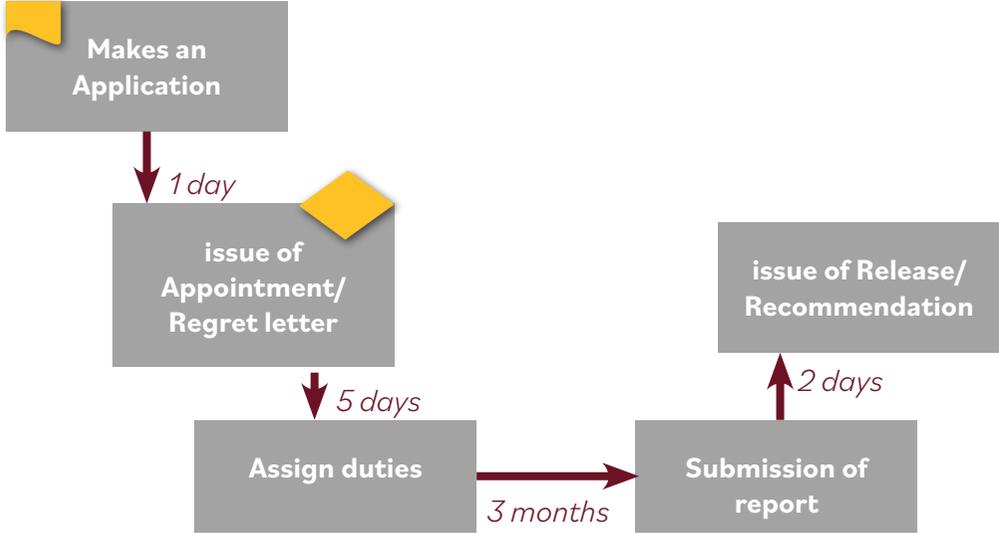


**Process Summary**  
**Number of Officers: 4**  
**Time taken: 11 days**

## STEPS

**ACTORS**

<b>Attachee</b>
<b>HRM</b>
<b>Principal/HOD</b>



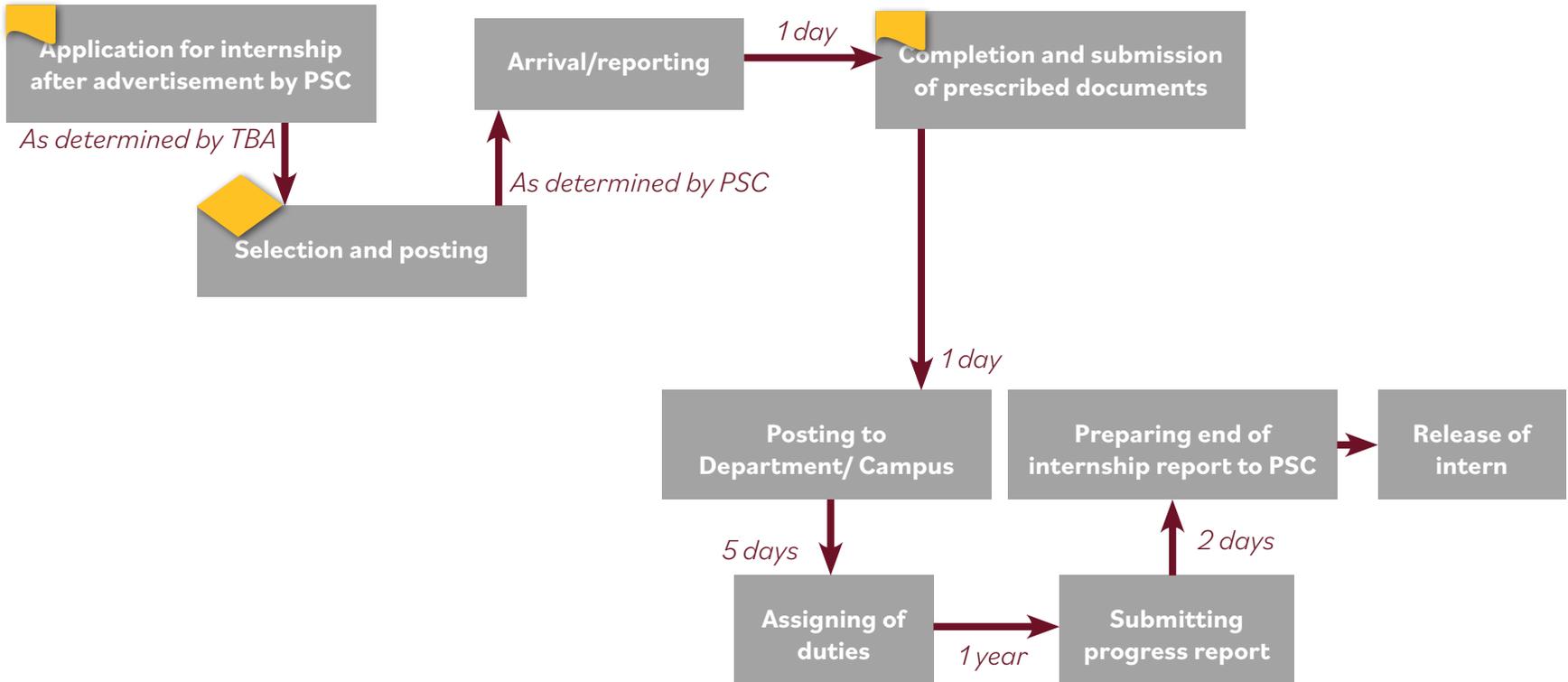
**Process Summary**  
 Number of Officers: 1  
 Time taken: 3 months



## STEPS

**ACTORS**

- Intern**
- Public Service Commission**
- HRM**
- Principal/HOD**

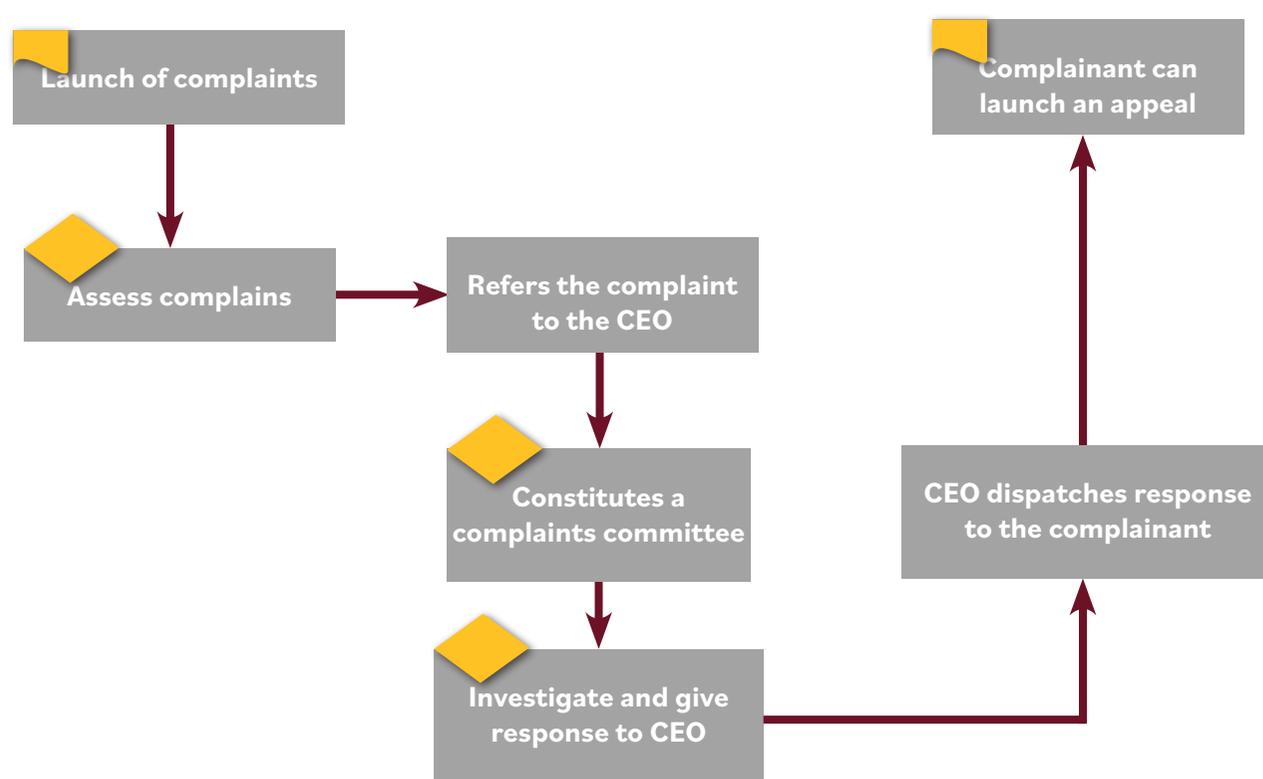


**Process Summary**  
 Number of Officers: 1  
 Time taken: 1 year

## STEPS

ACTORS

<b>Complainant</b>
<b>Complaints officer</b>
<b>CEO</b>
<b>Complaints committee</b>



**Process Summary**

Number of Officers: 3

Time taken: 1 day