

| Product/Service |  |          |
|-----------------|--|----------|
| Salary payment  |  |          |
| Serial No.      | Issue/Complaint Type                         | SLA      |
| 10181           | Delay in Actioning Request                   | 24 Hours |
| 10182           | Delay in Salary Payment                      | 24 Hours |
| 10183           | Other Salary Payment Related Complaints      | 24 Hours |
| 10184           | Salaries Not Received/Credited               | 24 Hours |
| 10185           | Unauthorised Deductions of Insurance Premium | 24 Hours |

| Salary payment         |  |
|------------------------|--|
| Responsible Department |  |
| SHARED SERVICES CENTRE |  |
|                        |  |
| Responsible Role       |  |
| Local Payment Officer  |  |
|                        |  |
| Escalation 1           |  |
| michael.akitoe         |  |
|                        |  |
| Escalation 2           |  |
| frank.kusi-addai       |  |
|                        |  |
| Escalation 3           |  |
| ahmed.tibrahim         |  |