

Product/Service		
Outwards Cheque Clearing		
Serial No.	Issue/Complaint Type	SLA
10174	Delay in Crediting Express Cheques	2 Hours
10175	Other complaints on outward clearing cheques	24 Hours
10176	Scanned Cheques have been Duplicated	1 Hours
10177	Uncredited Account	3 Hours

Outwards Cheque Clearing	
Responsible Department	
SHARED SERVICES CENTRE	
Responsible Role	
Domestic Clearing Officer	
Escalation 1	
maxwell.dogbe	
Escalation 2	
charles.torsu	
Escalation 3	
ahmed.tibrahim	