

Product/Service		
Cheque book requests		
Serial No.	Issue/Complaint Type	SLA
10050	Delays in delivery of Cheque Books	5 Days
10051	Other Chequebook Request Complaints	5 Days
10052	Requested/Required leaflet not met	5 Days
10053	Security features not embedded in cheque	5 Days
10054	Wrong Particulars on the Issued Chequebook/Leaflets	5 Days

Cheque book requests
Responsible Department
SHARED SERVICES CENTRE
Responsible Role
Cheque Book Maintenance Supervisor
Escalation 1
regina.akosa
Escalation 2
heather.botchway
Escalation 3
ahmed.tibrahim