



**MINISTRY OF FINANCE AND PLANNING
GOVERNMENT ELECTRONIC PAYMENT GATEWAY(GePG)
ESCALLATION MATRIX**

| INSTITUTION NAME:(SUPPORT MATRIX) | | | | | |
|--|-----------------------|-------|----------------|-------|--------------------|
| INSTITUTION ABBREVIATION (if any): | | | | | |
| GePG SUPPORT GROUP | RESPONSIBLE PERSONNEL | TITLE | PHONE CONTACTS | EMAIL | GROUP MAIL(if any) |
| ICT | User 1 | | | | |
| | User 2 | | | | |
| | User 3 | | | | |
| | Head/Supervisor | | | | |
| Business | User 1 | | | | |
| | User 2 | | | | |
| | Head/Supervisor | | | | |
| Management Representatives (Chief Accountant/Director of Finance/Director /ICT Department Head) | ICT | | | | |
| | Business/ Accountant | | | | |

Note:

1. It is recommended user 1 and user 2 in Business Group to be Revenue Accountant and Reconciliation Personnel respectively dealing with GePG daily operations.
2. More users may be added If needed.