

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES  
SOSHANGUVE','ICT SERVICES PRETORIA' FOR BUILDING AND ESTATES**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
MARCH 2005	4	4	0	100.00%	4	0	100.00%
MAY 2005	1	1	0	100.00%	1	0	100.00%
OCTOBER 2005	3	3	0	100.00%	3	0	100.00%
NOVEMBER 2005	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	10	10	0	100.00 %	10	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	10	10	0	100.00%	10	0	100.00%
FEBRUARY 2005	34	26	8	76.47%	34	0	100.00%
MARCH 2005	10	9	1	90.00%	10	0	100.00%
APRIL 2005	6	3	3	50.00%	6	0	100.00%
MAY 2005	9	7	2	77.78%	9	0	100.00%
JUNE 2005	13	11	2	84.62%	13	0	100.00%
JULY 2005	13	8	5	61.54%	12	1	92.31%
AUGUST 2005	19	14	5	73.68%	19	0	100.00%
SEPTEMBER 2005	18	17	1	94.44%	18	0	100.00%
OCTOBER 2005	10	8	2	80.00%	10	0	100.00%
NOVEMBER 2005	16	12	4	75.00%	16	0	100.00%
DECEMBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	161	128	33	79.50%	160	1	99.38%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
MARCH 2005	2	0	2	0.00%	2	0	100.00%
APRIL 2005	1	0	1	0.00%	1	0	100.00%
JULY 2005	1	1	0	100.00%	1	0	100.00%
AUGUST 2005	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2005	1	0	1	0.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	6	2	4	33.33%	6	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	177	140	37	79.10%	176	1	99.44%