

CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES SOSHANGUVE','ICT SERVICES PRETORIA' FOR AGRICULTURE, HORTICULTURE AND NATURE CONSERVATION

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	52	49	3	94.23%	52	0	100.00%
FEBRUARY 2005	50	50	0	100.00%	50	0	100.00%
MARCH 2005	21	19	2	90.48%	21	0	100.00%
APRIL 2005	32	31	1	96.88%	32	0	100.00%
MAY 2005	33	31	2	93.94%	33	0	100.00%
JUNE 2005	19	18	1	94.74%	19	0	100.00%
JULY 2005	46	42	4	91.30%	46	0	100.00%
AUGUST 2005	48	47	1	97.92%	48	0	100.00%
SEPTEMBER 2005	23	22	1	95.65%	23	0	100.00%
OCTOBER 2005	33	32	1	96.97%	33	0	100.00%
NOVEMBER 2005	23	22	1	95.65%	23	0	100.00%
DECEMBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	383	366	17	95.56%	383	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	383	366	17	95.56%	383	0	100.00%