

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES  
SOSHANGUVE','ICT SERVICES PRETORIA' FOR ECONOMIC SCIENCES**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	8	6	2	75.00%	8	0	100.00%
FEBRUARY 2005	4	4	0	100.00%	4	0	100.00%
MARCH 2005	6	6	0	100.00%	6	0	100.00%
APRIL 2005	4	4	0	100.00%	4	0	100.00%
MAY 2005	10	10	0	100.00%	10	0	100.00%
JUNE 2005	9	6	3	66.67%	9	0	100.00%
JULY 2005	8	7	1	87.50%	8	0	100.00%
AUGUST 2005	4	4	0	100.00%	4	0	100.00%
SEPTEMBER 2005	5	5	0	100.00%	5	0	100.00%
OCTOBER 2005	11	9	2	81.82%	11	0	100.00%
NOVEMBER 2005	4	4	0	100.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	73	65	8	89.04%	73	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	235	221	14	94.04%	235	0	100.00%
FEBRUARY 2005	316	310	6	98.10%	316	0	100.00%
MARCH 2005	125	122	3	97.60%	125	0	100.00%
APRIL 2005	186	176	10	94.62%	186	0	100.00%
MAY 2005	200	189	11	94.50%	200	0	100.00%
JUNE 2005	98	92	6	93.88%	98	0	100.00%
JULY 2005	160	153	7	95.63%	160	0	100.00%
AUGUST 2005	259	251	8	96.91%	259	0	100.00%
SEPTEMBER 2005	104	98	6	94.23%	104	0	100.00%
OCTOBER 2005	230	222	8	96.52%	229	1	99.57%
NOVEMBER 2005	116	114	2	98.28%	116	0	100.00%
DECEMBER 2005	12	9	3	75.00%	12	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	2041	1957	84	95.88%	2040	1	99.95%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	2	2	0	100.00%	2	0	100.00%
FEBRUARY 2005	1	1	0	100.00%	1	0	100.00%
MARCH 2005	1	1	0	100.00%	1	0	100.00%
APRIL 2005	4	3	1	75.00%	4	0	100.00%
MAY 2005	2	2	0	100.00%	2	0	100.00%
JUNE 2005	3	1	2	33.33%	3	0	100.00%
JULY 2005	5	4	1	80.00%	5	0	100.00%
AUGUST 2005	3	3	0	100.00%	3	0	100.00%
SEPTEMBER 2005	2	2	0	100.00%	2	0	100.00%
OCTOBER 2005	6	5	1	83.33%	6	0	100.00%
NOVEMBER 2005	8	7	1	87.50%	8	0	100.00%
DECEMBER 2005	5	3	2	60.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	42	34	8	80.95%	42	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	2156	2056	100	95.36%	2155	1	99.95%