

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES
SOSHANGUVE','ICT SERVICES PRETORIA' FOR INFORMATION AND COMMUNICATION
TECHNOLOGY**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	1	1	0	100.00%	1	0	100.00%
MARCH 2005	2	2	0	100.00%	2	0	100.00%
APRIL 2005	2	2	0	100.00%	2	0	100.00%
MAY 2005	7	5	2	71.43%	7	0	100.00%
JUNE 2005	6	6	0	100.00%	6	0	100.00%
AUGUST 2005	3	3	0	100.00%	3	0	100.00%
SEPTEMBER 2005	2	1	1	50.00%	2	0	100.00%
OCTOBER 2005	2	2	0	100.00%	2	0	100.00%
NOVEMBER 2005	4	4	0	100.00%	3	1	75.00%
TOTAL FOR : ICT SERVICES GARANKUWA	29	26	3	89.66%	28	1	96.55%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	285	275	10	96.49%	285	0	100.00%
FEBRUARY 2005	200	200	0	100.00%	200	0	100.00%
MARCH 2005	335	331	4	98.81%	335	0	100.00%
APRIL 2005	95	92	3	96.84%	95	0	100.00%
MAY 2005	193	192	1	99.48%	193	0	100.00%
JUNE 2005	163	163	0	100.00%	163	0	100.00%
JULY 2005	146	139	7	95.21%	146	0	100.00%
AUGUST 2005	219	212	7	96.80%	219	0	100.00%
SEPTEMBER 2005	234	229	5	97.86%	234	0	100.00%
OCTOBER 2005	125	122	3	97.60%	125	0	100.00%
NOVEMBER 2005	182	180	2	98.90%	182	0	100.00%
DECEMBER 2005	10	9	1	90.00%	10	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	2187	2144	43	98.03%	2187	0	100.00%

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	0	1	0.00%	0	1	0.00%
MARCH 2005	2	1	1	50.00%	2	0	100.00%
JUNE 2005	2	2	0	100.00%	2	0	100.00%
JULY 2005	2	2	0	100.00%	2	0	100.00%
OCTOBER 2005	1	1	0	100.00%	1	0	100.00%
NOVEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	11	9	2	81.82%	10	1	90.91%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	2227	2179	48	97.84%	2225	2	99.91%