

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES
SOSHANGUVE','ICT SERVICES PRETORIA' FOR SOCIAL DEVELOPMENT STUDIES**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
MARCH 2005	1	1	0	100.00%	1	0	100.00%
APRIL 2005	1	1	0	100.00%	1	0	100.00%
MAY 2005	1	1	0	100.00%	1	0	100.00%
JUNE 2005	1	1	0	100.00%	1	0	100.00%
JULY 2005	2	2	0	100.00%	2	0	100.00%
AUGUST 2005	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2005	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	9	9	0	100.00 %	9	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	249	239	10	95.98%	249	0	100.00%
FEBRUARY 2005	231	229	2	99.13%	231	0	100.00%
MARCH 2005	77	77	0	100.00%	77	0	100.00%
APRIL 2005	144	139	5	96.53%	144	0	100.00%
MAY 2005	125	119	6	95.20%	125	0	100.00%
JUNE 2005	123	119	4	96.75%	123	0	100.00%
JULY 2005	171	167	4	97.66%	171	0	100.00%
AUGUST 2005	125	117	8	93.60%	125	0	100.00%
SEPTEMBER 2005	165	161	4	97.58%	165	0	100.00%
OCTOBER 2005	92	87	5	94.57%	92	0	100.00%
NOVEMBER 2005	92	84	8	91.30%	92	0	100.00%
DECEMBER 2005	9	8	1	88.89%	9	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	1603	1546	57	96.44%	1603	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	3	2	1	66.67%	3	0	100.00%
FEBRUARY 2005	1	0	1	0.00%	1	0	100.00%
MARCH 2005	1	1	0	100.00%	1	0	100.00%
APRIL 2005	5	4	1	80.00%	5	0	100.00%
MAY 2005	6	5	1	83.33%	6	0	100.00%
JUNE 2005	2	1	1	50.00%	2	0	100.00%
JULY 2005	6	6	0	100.00%	6	0	100.00%
AUGUST 2005	4	2	2	50.00%	4	0	100.00%
SEPTEMBER 2005	2	1	1	50.00%	2	0	100.00%
OCTOBER 2005	6	5	1	83.33%	6	0	100.00%
NOVEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	37	28	9	75.68%	37	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1649	1583	66	96.00%	1649	0	100.00%