

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	89	81	8	91.01%	89	0	100.00%
FEBRUARY 2005	135	125	10	92.59%	134	1	99.26%
MARCH 2005	109	94	15	86.24%	109	0	100.00%
APRIL 2005	103	88	15	85.44%	103	0	100.00%
MAY 2005	139	132	7	94.96%	139	0	100.00%
JUNE 2005	123	113	10	91.87%	123	0	100.00%
JULY 2005	142	116	26	81.69%	142	0	100.00%
AUGUST 2005	164	139	25	84.76%	164	0	100.00%
SEPTEMBER 2005	135	103	32	76.30%	133	2	98.52%
OCTOBER 2005	160	150	10	93.75%	160	0	100.00%
NOVEMBER 2005	131	122	9	93.13%	130	1	99.24%
DECEMBER 2005	19	19	0	100.00%	19	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	1449	1282	167	88.47%	1445	4	99.72%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	27	25	2	92.59%	27	0	100.00%
FEBRUARY 2005	30	29	1	96.67%	30	0	100.00%
MARCH 2005	16	14	2	87.50%	16	0	100.00%
APRIL 2005	15	15	0	100.00%	15	0	100.00%
MAY 2005	23	22	1	95.65%	23	0	100.00%
JUNE 2005	17	17	0	100.00%	17	0	100.00%
JULY 2005	19	18	1	94.74%	19	0	100.00%
AUGUST 2005	20	15	5	75.00%	20	0	100.00%
SEPTEMBER 2005	20	18	2	90.00%	20	0	100.00%
OCTOBER 2005	34	32	2	94.12%	34	0	100.00%
NOVEMBER 2005	19	15	4	78.95%	19	0	100.00%
DECEMBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	243	223	20	91.77%	243	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	11	2	9	18.18%	11	0	100.00%
FEBRUARY 2005	5	3	2	60.00%	5	0	100.00%
MARCH 2005	6	5	1	83.33%	6	0	100.00%
APRIL 2005	5	3	2	60.00%	5	0	100.00%
MAY 2005	9	3	6	33.33%	9	0	100.00%
JUNE 2005	3	2	1	66.67%	3	0	100.00%
JULY 2005	10	8	2	80.00%	10	0	100.00%
AUGUST 2005	5	3	2	60.00%	5	0	100.00%
SEPTEMBER 2005	2	2	0	100.00%	2	0	100.00%
OCTOBER 2005	3	2	1	66.67%	3	0	100.00%
NOVEMBER 2005	5	5	0	100.00%	5	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	65	39	26	60.00%	65	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1757	1544	213	87.88%	1753	4	99.77%