

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	3	3	0	100.00%	3	0	100.00%
FEBRUARY 2005	2	2	0	100.00%	2	0	100.00%
APRIL 2005	1	1	0	100.00%	1	0	100.00%
MAY 2005	3	3	0	100.00%	3	0	100.00%
JUNE 2005	9	9	0	100.00%	9	0	100.00%
JULY 2005	3	3	0	100.00%	3	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	2	2	0	100.00%	2	0	100.00%
NOVEMBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	31	31	0	100.00 %	31	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	27	24	3	88.89%	27	0	100.00%
FEBRUARY 2005	22	21	1	95.45%	21	1	95.45%
MARCH 2005	15	15	0	100.00%	15	0	100.00%
APRIL 2005	22	21	1	95.45%	22	0	100.00%
MAY 2005	16	16	0	100.00%	16	0	100.00%
JUNE 2005	19	16	3	84.21%	19	0	100.00%
JULY 2005	18	17	1	94.44%	18	0	100.00%
AUGUST 2005	24	22	2	91.67%	24	0	100.00%
SEPTEMBER 2005	20	18	2	90.00%	20	0	100.00%
OCTOBER 2005	24	22	2	91.67%	24	0	100.00%
NOVEMBER 2005	14	13	1	92.86%	14	0	100.00%
DECEMBER 2005	5	5	0	100.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	226	210	16	92.92%	225	1	99.56%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
MARCH 2005	1	0	1	0.00%	1	0	100.00%
APRIL 2005	1	1	0	100.00%	1	0	100.00%
JULY 2005	2	1	1	50.00%	2	0	100.00%
OCTOBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	5	3	2	60.00%	5	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	262	244	18	93.13%	261	1	99.62%