

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

| 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% |
| FEBRUARY 2005 | 3 | 3 | 0 | 100.00% | 3 | 0 | 100.00% |
| MARCH 2005 | 1 | 1 | 0 | 100.00% | 1 | 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 | 1 | 1 | 0 | 100.00% | 1 | 0 | 100.00% |
| JULY 2005 | 3 | 3 | 0 | 100.00% | 3 | 0 | 100.00% |
| SEPTEMBER 2005 | 5 | 2 | 3 | 40.00% | 5 | 0 | 100.00% |
| OCTOBER 2005 | 2 | 2 | 0 | 100.00% | 2 | 0 | 100.00% |
| NOVEMBER 2005 | 2 | 2 | 0 | 100.00% | 2 | 0 | 100.00% |
| TOTAL FOR : ICT SERVICES GARANKUWA | 22 | 19 | 3 | 86.36% | 22 | 0 | 100.00 % |

| MONTH | # OF CALLS LOGGED | RESPOND IN TIME | | | RESOLVED IN TIME | | |
|--------------------------------------|----------------------|-----------------|----|---------|------------------|----|---------|
| | | YES | NO | % | YES | NO | % |
| ICT SERVICES PRETORIA | | | | | | | |
| JANUARY 2005 | 63 | 60 | 3 | 95.24% | 63 | 0 | 100.00% |
| FEBRUARY 2005 | 58 | 56 | 2 | 96.55% | 58 | 0 | 100.00% |
| MARCH 2005 | 39 | 37 | 2 | 94.87% | 39 | 0 | 100.00% |
| APRIL 2005 | 83 | 81 | 2 | 97.59% | 83 | 0 | 100.00% |
| MAY 2005 | 51 | 49 | 2 | 96.08% | 51 | 0 | 100.00% |
| JUNE 2005 | 14 | 14 | 0 | 100.00% | 14 | 0 | 100.00% |
| JULY 2005 | 44 | 41 | 3 | 93.18% | 44 | 0 | 100.00% |
| AUGUST 2005 | 49 | 42 | 7 | 85.71% | 48 | 1 | 97.96% |
| SEPTEMBER 2005 | 31 | 26 | 5 | 83.87% | 31 | 0 | 100.00% |
| OCTOBER 2005 | 45 | 43 | 2 | 95.56% | 44 | 1 | 97.78% |
| NOVEMBER 2005 | 31 | 31 | 0 | 100.00% | 31 | 0 | 100.00% |
| DECEMBER 2005 | 3 | 3 | 0 | 100.00% | 3 | 0 | 100.00% |
| TOTAL FOR : ICT SERVICES PRETORIA | 511 | 483 | 28 | 94.52% | 509 | 2 | 99.61% |

| MONTH | # OF CALLS LOGGED | RESPOND IN TIME | | | RESOLVED IN TIME | | |
|--|----------------------|-----------------|----|---------|------------------|----|---------|
| | | YES | NO | % | YES | NO | % |
| ICT SERVICES SOSHANGUVE | | | | | | | |
| JANUARY 2005 | 2 | 0 | 2 | 0.00% | 2 | 0 | 100.00% |
| FEBRUARY 2005 | 3 | 1 | 2 | 33.33% | 3 | 0 | 100.00% |
| APRIL 2005 | 1 | 1 | 0 | 100.00% | 1 | 0 | 100.00% |
| MAY 2005 | 1 | 0 | 1 | 0.00% | 1 | 0 | 100.00% |
| TOTAL FOR : ICT SERVICES SOSHANGUVE | 7 | 2 | 5 | 28.57% | 7 | 0 | 100.00% |

| MONTH | # OF CALLS LOGGED | RESPOND IN TIME | | | RESOLVED IN TIME | | |
|-------------|----------------------|-----------------|----|--------|------------------|----|--------|
| | | YES | NO | % | YES | NO | % |
| GRAND TOTAL | 540 | 504 | 36 | 93.33% | 538 | 2 | 99.63% |