

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	4	2	2	50.00%	4	0	100.00%
FEBRUARY 2005	4	4	0	100.00%	4	0	100.00%
MARCH 2005	3	3	0	100.00%	3	0	100.00%
APRIL 2005	4	3	1	75.00%	4	0	100.00%
MAY 2005	5	3	2	60.00%	5	0	100.00%
JUNE 2005	3	3	0	100.00%	3	0	100.00%
JULY 2005	8	7	1	87.50%	8	0	100.00%
AUGUST 2005	8	6	2	75.00%	8	0	100.00%
SEPTEMBER 2005	4	4	0	100.00%	4	0	100.00%
OCTOBER 2005	28	26	2	92.86%	28	0	100.00%
NOVEMBER 2005	6	6	0	100.00%	6	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	78	68	10	87.18%	78	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	171	153	18	89.47%	171	0	100.00%
FEBRUARY 2005	108	108	0	100.00%	108	0	100.00%
MARCH 2005	68	64	4	94.12%	67	1	98.53%
APRIL 2005	67	66	1	98.51%	67	0	100.00%
MAY 2005	68	67	1	98.53%	66	2	97.06%
JUNE 2005	79	72	7	91.14%	79	0	100.00%
JULY 2005	83	76	7	91.57%	83	0	100.00%
AUGUST 2005	102	96	6	94.12%	102	0	100.00%
SEPTEMBER 2005	102	94	8	92.16%	102	0	100.00%
OCTOBER 2005	92	87	5	94.57%	92	0	100.00%
NOVEMBER 2005	88	85	3	96.59%	87	1	98.86%
DECEMBER 2005	23	22	1	95.65%	23	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	1051	990	61	94.20%	1047	4	99.62%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2005	2	1	1	50.00%	2	0	100.00%
FEBRUARY 2005	3	1	2	33.33%	3	0	100.00%
MARCH 2005	4	2	2	50.00%	4	0	100.00%
APRIL 2005	5	4	1	80.00%	5	0	100.00%
MAY 2005	3	1	2	33.33%	2	1	66.67%
JUNE 2005	1	1	0	100.00%	1	0	100.00%
JULY 2005	5	4	1	80.00%	5	0	100.00%
AUGUST 2005	2	1	1	50.00%	2	0	100.00%
SEPTEMBER 2005	3	2	1	66.67%	3	0	100.00%
OCTOBER 2005	7	6	1	85.71%	7	0	100.00%
NOVEMBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	38	26	12	68.42%	37	1	97.37%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1167	1084	83	92.89%	1162	5	99.57%