

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	2	2	0	100.00%	2	0	100.00%
FEBRUARY 2005	4	4	0	100.00%	4	0	100.00%
MARCH 2005	2	2	0	100.00%	2	0	100.00%
MAY 2005	1	1	0	100.00%	1	0	100.00%
JUNE 2005	2	2	0	100.00%	2	0	100.00%
JULY 2005	4	4	0	100.00%	4	0	100.00%
SEPTEMBER 2005	5	5	0	100.00%	5	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%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	26	26	0	100.00 %	26	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	96	72	24	75.00%	96	0	100.00%
FEBRUARY 2005	71	67	4	94.37%	71	0	100.00%
MARCH 2005	31	26	5	83.87%	31	0	100.00%
APRIL 2005	40	37	3	92.50%	40	0	100.00%
MAY 2005	40	35	5	87.50%	40	0	100.00%
JUNE 2005	39	33	6	84.62%	39	0	100.00%
JULY 2005	42	34	8	80.95%	41	1	97.62%
AUGUST 2005	43	37	6	86.05%	43	0	100.00%
SEPTEMBER 2005	20	14	6	70.00%	20	0	100.00%
OCTOBER 2005	31	28	3	90.32%	31	0	100.00%
NOVEMBER 2005	31	28	3	90.32%	31	0	100.00%
DECEMBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	487	414	73	85.01%	486	1	99.79%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
APRIL 2005	1	1	0	100.00%	1	0	100.00%
JUNE 2005	1	0	1	0.00%	1	0	100.00%
JULY 2005	1	1	0	100.00%	1	0	100.00%
AUGUST 2005	1	0	1	0.00%	1	0	100.00%
SEPTEMBER 2005	5	3	2	60.00%	5	0	100.00%
OCTOBER 2005	6	5	1	83.33%	6	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	16	11	5	68.75%	16	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	529	451	78	85.26%	528	1	99.81%