

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

| MONTH | # OF CALLS LOGGED | RESPOND IN TIME | | | RESOLVED IN TIME | | |
|---------------------------------------|----------------------|-----------------|----|---------|------------------|----|---------|
| | | YES | NO | % | YES | NO | % |
| ICT SERVICES GARANKUWA | | | | | | | |
| FEBRUARY 2005 | 2 | 1 | 1 | 50.00% | 2 | 0 | 100.00% |
| MARCH 2005 | 3 | 3 | 0 | 100.00% | 3 | 0 | 100.00% |
| APRIL 2005 | 4 | 4 | 0 | 100.00% | 4 | 0 | 100.00% |
| MAY 2005 | 5 | 4 | 1 | 80.00% | 5 | 0 | 100.00% |
| JUNE 2005 | 2 | 2 | 0 | 100.00% | 2 | 0 | 100.00% |
| JULY 2005 | 5 | 1 | 4 | 20.00% | 5 | 0 | 100.00% |
| AUGUST 2005 | 5 | 4 | 1 | 80.00% | 5 | 0 | 100.00% |
| SEPTEMBER 2005 | 5 | 4 | 1 | 80.00% | 5 | 0 | 100.00% |
| OCTOBER 2005 | 5 | 4 | 1 | 80.00% | 4 | 1 | 80.00% |
| NOVEMBER 2005 | 7 | 7 | 0 | 100.00% | 7 | 0 | 100.00% |
| DECEMBER 2005 | 2 | 2 | 0 | 100.00% | 2 | 0 | 100.00% |
| TOTAL FOR : ICT SERVICES GARANKUWA | 45 | 36 | 9 | 80.00% | 44 | 1 | 97.78% |

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|--------------------------------------|----------------------|-----------------|----|---------|------------------|----|---------|
| | | YES | NO | % | YES | NO | % |
| ICT SERVICES PRETORIA | | | | | | | |
| JANUARY 2005 | 38 | 31 | 7 | 81.58% | 38 | 0 | 100.00% |
| FEBRUARY 2005 | 34 | 31 | 3 | 91.18% | 34 | 0 | 100.00% |
| MARCH 2005 | 27 | 25 | 2 | 92.59% | 27 | 0 | 100.00% |
| APRIL 2005 | 22 | 21 | 1 | 95.45% | 22 | 0 | 100.00% |
| MAY 2005 | 15 | 12 | 3 | 80.00% | 15 | 0 | 100.00% |
| JUNE 2005 | 27 | 23 | 4 | 85.19% | 27 | 0 | 100.00% |
| JULY 2005 | 26 | 26 | 0 | 100.00% | 26 | 0 | 100.00% |
| AUGUST 2005 | 36 | 33 | 3 | 91.67% | 36 | 0 | 100.00% |
| SEPTEMBER 2005 | 19 | 13 | 6 | 68.42% | 19 | 0 | 100.00% |
| OCTOBER 2005 | 42 | 36 | 6 | 85.71% | 42 | 0 | 100.00% |
| NOVEMBER 2005 | 15 | 15 | 0 | 100.00% | 15 | 0 | 100.00% |
| DECEMBER 2005 | 3 | 3 | 0 | 100.00% | 3 | 0 | 100.00% |
| TOTAL FOR : ICT SERVICES PRETORIA | 304 | 269 | 35 | 88.49% | 304 | 0 | 100.00% |

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|--|----------------------|-----------------|-----|--------|------------------|----|---------|
| | | YES | NO | % | YES | NO | % |
| ICT SERVICES SOSHANGUVE | | | | | | | |
| JANUARY 2005 | 169 | 77 | 92 | 45.56% | 169 | 0 | 100.00% |
| FEBRUARY 2005 | 158 | 71 | 87 | 44.94% | 156 | 2 | 98.73% |
| MARCH 2005 | 122 | 78 | 44 | 63.93% | 120 | 2 | 98.36% |
| APRIL 2005 | 193 | 121 | 72 | 62.69% | 193 | 0 | 100.00% |
| MAY 2005 | 145 | 92 | 53 | 63.45% | 145 | 0 | 100.00% |
| JUNE 2005 | 126 | 94 | 32 | 74.60% | 126 | 0 | 100.00% |
| JULY 2005 | 194 | 125 | 69 | 64.43% | 192 | 2 | 98.97% |
| AUGUST 2005 | 158 | 114 | 44 | 72.15% | 157 | 1 | 99.37% |
| SEPTEMBER 2005 | 139 | 104 | 35 | 74.82% | 139 | 0 | 100.00% |
| OCTOBER 2005 | 228 | 177 | 51 | 77.63% | 228 | 0 | 100.00% |
| NOVEMBER 2005 | 140 | 103 | 37 | 73.57% | 138 | 2 | 98.57% |
| DECEMBER 2005 | 19 | 10 | 9 | 52.63% | 19 | 0 | 100.00% |
| TOTAL FOR : ICT SERVICES SOSHANGUVE | 1791 | 1166 | 625 | 65.10% | 1782 | 9 | 99.50% |

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|--------------------|----------------------|-----------------|------------|---------------|------------------|-----------|---------------|
| | | YES | NO | % | YES | NO | % |
| GRAND TOTAL | 2140 | 1471 | 669 | 68.74% | 2130 | 10 | 99.53% |