

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
FEBRUARY 2006	1	1	0	100.00%	1	0	100.00%
APRIL 2006	4	3	1	75.00%	3	1	75.00%
MAY 2006	1	1	0	100.00%	1	0	100.00%
JUNE 2006	3	2	1	66.67%	3	0	100.00%
JULY 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	5	5	0	100.00%	5	0	100.00%
SEPTEMBER 2006	3	1	2	33.33%	3	0	100.00%
OCTOBER 2006	12	11	1	91.67%	12	0	100.00%
NOVEMBER 2006	1	1	0	100.00%	1	0	100.00%
DECEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	32	27	5	84.38%	31	1	96.88%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	29	26	3	89.66%	29	0	100.00%
FEBRUARY 2006	21	19	2	90.48%	21	0	100.00%
MARCH 2006	20	19	1	95.00%	20	0	100.00%
APRIL 2006	13	11	2	84.62%	13	0	100.00%
MAY 2006	16	15	1	93.75%	16	0	100.00%
JUNE 2006	18	15	3	83.33%	18	0	100.00%
JULY 2006	22	20	2	90.91%	21	1	95.45%
AUGUST 2006	7	6	1	85.71%	6	1	85.71%
SEPTEMBER 2006	13	11	2	84.62%	13	0	100.00%
OCTOBER 2006	9	9	0	100.00%	9	0	100.00%
NOVEMBER 2006	14	10	4	71.43%	13	1	92.86%
DECEMBER 2006	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	185	164	21	88.65%	182	3	98.38%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	3	3	0	100.00%	3	0	100.00%
APRIL 2006	1	1	0	100.00%	1	0	100.00%
MAY 2006	1	1	0	100.00%	1	0	100.00%
JUNE 2006	1	1	0	100.00%	1	0	100.00%
JULY 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	3	3	0	100.00%	3	0	100.00%
SEPTEMBER 2006	3	3	0	100.00%	3	0	100.00%
OCTOBER 2006	2	1	1	50.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	15	14	1	93.33%	15	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	232	205	27	88.36%	228	4	98.28%