

**CALLS HANDLED FOR AGRICULTURE, HORTICULTURE AND NATURE
CONSERVATION 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 PRETORIA							
JANUARY 2006	46	45	1	97.83%	46	0	100.00%
FEBRUARY 2006	44	40	4	90.91%	42	2	95.45%
MARCH 2006	51	47	4	92.16%	50	1	98.04%
APRIL 2006	18	17	1	94.44%	18	0	100.00%
MAY 2006	20	20	0	100.00%	20	0	100.00%
JUNE 2006	26	26	0	100.00%	26	0	100.00%
JULY 2006	22	20	2	90.91%	22	0	100.00%
AUGUST 2006	27	27	0	100.00%	27	0	100.00%
SEPTEMBER 2006	20	20	0	100.00%	20	0	100.00%
OCTOBER 2006	37	37	0	100.00%	37	0	100.00%
NOVEMBER 2006	31	31	0	100.00%	31	0	100.00%
DECEMBER 2006	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	344	332	12	96.51%	341	3	99.13%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
MAY 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	1	1	0	100.00 %	1	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	345	333	12	96.52%	342	3	99.13%