

**CALLS HANDLED FOR INFORMATION AND COMMUNICATION TECHNOLOGY 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							
JANUARY 2006	5	5	0	100.00%	5	0	100.00%
FEBRUARY 2006	5	5	0	100.00%	5	0	100.00%
MARCH 2006	2	1	1	50.00%	2	0	100.00%
APRIL 2006	3	3	0	100.00%	3	0	100.00%
MAY 2006	2	1	1	50.00%	2	0	100.00%
JUNE 2006	1	1	0	100.00%	1	0	100.00%
JULY 2006	1	0	1	0.00%	1	0	100.00%
AUGUST 2006	2	1	1	50.00%	2	0	100.00%
SEPTEMBER 2006	2	1	1	50.00%	2	0	100.00%
OCTOBER 2006	6	5	1	83.33%	6	0	100.00%
NOVEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	30	24	6	80.00%	30	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	100	94	6	94.00%	100	0	100.00%
FEBRUARY 2006	85	78	7	91.76%	84	1	98.82%
MARCH 2006	222	220	2	99.10%	222	0	100.00%
APRIL 2006	196	190	6	96.94%	196	0	100.00%
MAY 2006	261	260	1	99.62%	261	0	100.00%
JUNE 2006	84	83	1	98.81%	84	0	100.00%
JULY 2006	133	129	4	96.99%	130	3	97.74%
AUGUST 2006	289	288	1	99.65%	285	4	98.62%
SEPTEMBER 2006	92	87	5	94.57%	92	0	100.00%
OCTOBER 2006	151	147	4	97.35%	151	0	100.00%
NOVEMBER 2006	69	68	1	98.55%	68	1	98.55%
DECEMBER 2006	3	2	1	66.67%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	1685	1646	39	97.69%	1676	9	99.47%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	1	1	0	100.00%	1	0	100.00%
FEBRUARY 2006	3	2	1	66.67%	3	0	100.00%
MARCH 2006	1	1	0	100.00%	1	0	100.00%
APRIL 2006	1	1	0	100.00%	1	0	100.00%
MAY 2006	3	3	0	100.00%	3	0	100.00%
JUNE 2006	2	2	0	100.00%	2	0	100.00%
JULY 2006	2	2	0	100.00%	2	0	100.00%
AUGUST 2006	1	1	0	100.00%	1	0	100.00%
OCTOBER 2006	5	5	0	100.00%	5	0	100.00%
NOVEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	20	19	1	95.00%	20	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1735	1689	46	97.35%	1726	9	99.48%