

**CALLS HANDELED FOR NATURAL SCIENCES AT : '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	2	2	0	100.00%	2	0	100.00%
FEBRUARY 2006	6	6	0	100.00%	6	0	100.00%
MARCH 2006	2	2	0	100.00%	2	0	100.00%
APRIL 2006	4	2	2	50.00%	4	0	100.00%
MAY 2006	4	4	0	100.00%	4	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	2	3	40.00%	5	0	100.00%
SEPTEMBER 2006	1	1	0	100.00%	1	0	100.00%
OCTOBER 2006	3	3	0	100.00%	3	0	100.00%
NOVEMBER 2006	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	33	27	6	81.82%	33	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	64	64	0	100.00%	64	0	100.00%
FEBRUARY 2006	56	54	2	96.43%	56	0	100.00%
MARCH 2006	57	54	3	94.74%	57	0	100.00%
APRIL 2006	75	74	1	98.67%	75	0	100.00%
MAY 2006	75	75	0	100.00%	75	0	100.00%
JUNE 2006	43	43	0	100.00%	42	1	97.67%
JULY 2006	70	68	2	97.14%	70	0	100.00%
AUGUST 2006	59	55	4	93.22%	59	0	100.00%
SEPTEMBER 2006	47	47	0	100.00%	47	0	100.00%
OCTOBER 2006	68	65	3	95.59%	68	0	100.00%
NOVEMBER 2006	53	53	0	100.00%	53	0	100.00%
DECEMBER 2006	5	5	0	100.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	672	657	15	97.77%	671	1	99.85%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	2	2	0	100.00%	2	0	100.00%
FEBRUARY 2006	2	2	0	100.00%	2	0	100.00%
MARCH 2006	4	4	0	100.00%	4	0	100.00%
MAY 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	2	1	1	50.00%	1	1	50.00%
OCTOBER 2006	5	5	0	100.00%	4	1	80.00%
NOVEMBER 2006	1	0	1	0.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	17	15	2	88.24%	15	2	88.24%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	722	699	23	96.81%	719	3	99.58%