

**CALLS HANDLED FOR SOCIAL DEVELOPMENT STUDIES 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	1	1	0	100.00%	1	0	100.00%
APRIL 2006	1	1	0	100.00%	1	0	100.00%
JUNE 2006	1	1	0	100.00%	1	0	100.00%
JULY 2006	5	4	1	80.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	8	7	1	87.50%	8	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	175	171	4	97.71%	175	0	100.00%
FEBRUARY 2006	168	160	8	95.24%	165	3	98.21%
MARCH 2006	151	147	4	97.35%	151	0	100.00%
APRIL 2006	68	61	7	89.71%	68	0	100.00%
MAY 2006	122	119	3	97.54%	122	0	100.00%
JUNE 2006	73	68	5	93.15%	73	0	100.00%
JULY 2006	131	127	4	96.95%	131	0	100.00%
AUGUST 2006	161	161	0	100.00%	161	0	100.00%
SEPTEMBER 2006	67	63	4	94.03%	67	0	100.00%
OCTOBER 2006	74	72	2	97.30%	74	0	100.00%
NOVEMBER 2006	40	39	1	97.50%	40	0	100.00%
DECEMBER 2006	5	4	1	80.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	1235	1192	43	96.52%	1232	3	99.76%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	4	4	0	100.00%	4	0	100.00%
FEBRUARY 2006	1	1	0	100.00%	1	0	100.00%
MAY 2006	1	1	0	100.00%	1	0	100.00%
JUNE 2006	2	0	2	0.00%	2	0	100.00%
JULY 2006	3	2	1	66.67%	3	0	100.00%
AUGUST 2006	2	1	1	50.00%	2	0	100.00%
SEPTEMBER 2006	6	5	1	83.33%	6	0	100.00%
OCTOBER 2006	11	6	5	54.55%	11	0	100.00%
NOVEMBER 2006	7	7	0	100.00%	7	0	100.00%
DECEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	38	28	10	73.68%	38	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1281	1227	54	95.78%	1278	3	99.77%