

CALLS HANDLED FOR GARANKUWA 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	174	166	8	95.40%	174	0	100.00%
FEBRUARY 2006	114	111	3	97.37%	114	0	100.00%
MARCH 2006	124	117	7	94.35%	123	1	99.19%
APRIL 2006	105	75	30	71.43%	104	1	99.05%
MAY 2006	158	112	46	70.89%	158	0	100.00%
JUNE 2006	91	67	24	73.63%	91	0	100.00%
JULY 2006	99	82	17	82.83%	99	0	100.00%
AUGUST 2006	89	60	29	67.42%	89	0	100.00%
SEPTEMBER 2006	67	45	22	67.16%	67	0	100.00%
OCTOBER 2006	119	105	14	88.24%	119	0	100.00%
NOVEMBER 2006	82	68	14	82.93%	82	0	100.00%
DECEMBER 2006	5	2	3	40.00%	5	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	1227	1010	217	82.31%	1225	2	99.84%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	34	34	0	100.00%	34	0	100.00%
FEBRUARY 2006	30	27	3	90.00%	30	0	100.00%
MARCH 2006	15	15	0	100.00%	15	0	100.00%
APRIL 2006	15	13	2	86.67%	15	0	100.00%
MAY 2006	27	27	0	100.00%	27	0	100.00%
JUNE 2006	23	23	0	100.00%	23	0	100.00%
JULY 2006	19	18	1	94.74%	19	0	100.00%
AUGUST 2006	17	15	2	88.24%	17	0	100.00%
SEPTEMBER 2006	10	9	1	90.00%	10	0	100.00%
OCTOBER 2006	9	9	0	100.00%	9	0	100.00%
NOVEMBER 2006	21	21	0	100.00%	21	0	100.00%
DECEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	221	212	9	95.93%	221	0	100.00%

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%
FEBRUARY 2006	7	5	2	71.43%	6	1	85.71%
MARCH 2006	2	1	1	50.00%	2	0	100.00%
APRIL 2006	2	2	0	100.00%	2	0	100.00%
MAY 2006	4	4	0	100.00%	4	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%
SEPTEMBER 2006	2	2	0	100.00%	2	0	100.00%
OCTOBER 2006	10	10	0	100.00%	10	0	100.00%
NOVEMBER 2006	4	3	1	75.00%	4	0	100.00%
DECEMBER 2006	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	41	37	4	90.24%	40	1	97.56%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	1489	1259	230	84.55%	1486	3	99.80%