

CALLS HANDLED FOR HUMAN RESOURCES 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	3	2	1	66.67%	3	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	1	1	0	100.00%	1	0	100.00%
MAY 2006	5	3	2	60.00%	5	0	100.00%
JUNE 2006	6	5	1	83.33%	6	0	100.00%
JULY 2006	3	2	1	66.67%	3	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	25	19	6	76.00%	25	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	32	31	1	96.88%	31	1	96.88%
FEBRUARY 2006	25	23	2	92.00%	25	0	100.00%
MARCH 2006	37	37	0	100.00%	37	0	100.00%
APRIL 2006	16	16	0	100.00%	16	0	100.00%
MAY 2006	23	23	0	100.00%	23	0	100.00%
JUNE 2006	12	12	0	100.00%	12	0	100.00%
JULY 2006	12	12	0	100.00%	12	0	100.00%
AUGUST 2006	12	11	1	91.67%	12	0	100.00%
SEPTEMBER 2006	11	10	1	90.91%	11	0	100.00%
OCTOBER 2006	11	11	0	100.00%	11	0	100.00%
NOVEMBER 2006	19	19	0	100.00%	18	1	94.74%
DECEMBER 2006	1	0	1	0.00%	0	1	0.00%
TOTAL FOR : ICT SERVICES PRETORIA	211	205	6	97.16%	208	3	98.58%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
APRIL 2006	1	1	0	100.00%	1	0	100.00%
MAY 2006	1	1	0	100.00%	1	0	100.00%
JUNE 2006	1	1	0	100.00%	1	0	100.00%
JULY 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	4	4	0	100.00 %	4	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	240	228	12	95.00%	237	3	98.75%