

**CALLS HANDELED FOR INSTITUTIONAL ADVANCEMENT 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 PRETORIA							
JANUARY 2006	11	10	1	90.91%	10	1	90.91%
FEBRUARY 2006	11	9	2	81.82%	10	1	90.91%
MARCH 2006	6	6	0	100.00%	6	0	100.00%
APRIL 2006	2	2	0	100.00%	2	0	100.00%
MAY 2006	8	7	1	87.50%	8	0	100.00%
JUNE 2006	4	4	0	100.00%	4	0	100.00%
JULY 2006	5	4	1	80.00%	5	0	100.00%
AUGUST 2006	10	10	0	100.00%	10	0	100.00%
SEPTEMBER 2006	11	11	0	100.00%	11	0	100.00%
OCTOBER 2006	7	6	1	85.71%	7	0	100.00%
NOVEMBER 2006	4	4	0	100.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	79	73	6	92.41%	77	2	97.47%

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%
TOTAL FOR : ICT SERVICES SOSHANGUVE	1	1	0	100.00 %	1	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	80	74	6	92.50%	78	2	97.50%