

**CALLS HANDELED FOR LOGISTICAL SERVICES 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							
MARCH 2006	1	1	0	100.00%	1	0	100.00%
APRIL 2006	1	0	1	0.00%	1	0	100.00%
OCTOBER 2006	1	1	0	100.00%	1	0	100.00%
NOVEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	4	3	1	75.00%	4	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	30	27	3	90.00%	30	0	100.00%
FEBRUARY 2006	24	24	0	100.00%	24	0	100.00%
MARCH 2006	19	18	1	94.74%	19	0	100.00%
APRIL 2006	18	17	1	94.44%	18	0	100.00%
MAY 2006	30	28	2	93.33%	30	0	100.00%
JUNE 2006	19	19	0	100.00%	19	0	100.00%
JULY 2006	16	15	1	93.75%	16	0	100.00%
AUGUST 2006	5	5	0	100.00%	5	0	100.00%
SEPTEMBER 2006	15	14	1	93.33%	15	0	100.00%
OCTOBER 2006	16	16	0	100.00%	16	0	100.00%
NOVEMBER 2006	17	16	1	94.12%	17	0	100.00%
DECEMBER 2006	3	2	1	66.67%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	212	201	11	94.81%	212	0	100.00%

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%
MARCH 2006	3	2	1	66.67%	3	0	100.00%
JUNE 2006	1	1	0	100.00%	1	0	100.00%
JULY 2006	2	2	0	100.00%	2	0	100.00%
SEPTEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	8	7	1	87.50%	8	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	224	211	13	94.20%	224	0	100.00%