

**CALLS HANDLED FOR PUBLICATION AND DESIGN 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 PRETORIA							
JANUARY 2006	5	4	1	80.00%	5	0	100.00%
FEBRUARY 2006	13	13	0	100.00%	13	0	100.00%
MARCH 2006	9	9	0	100.00%	9	0	100.00%
APRIL 2006	6	6	0	100.00%	6	0	100.00%
MAY 2006	7	7	0	100.00%	7	0	100.00%
JUNE 2006	4	4	0	100.00%	4	0	100.00%
JULY 2006	6	6	0	100.00%	6	0	100.00%
AUGUST 2006	3	3	0	100.00%	3	0	100.00%
SEPTEMBER 2006	3	3	0	100.00%	3	0	100.00%
OCTOBER 2006	9	9	0	100.00%	9	0	100.00%
NOVEMBER 2006	8	8	0	100.00%	8	0	100.00%
DECEMBER 2006	4	4	0	100.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	77	76	1	98.70%	77	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	77	76	1	98.70%	77	0	100.00%