

**CALLS HANDLED FOR RECTORATE 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	18	12	6	66.67%	18	0	100.00%
FEBRUARY 2006	22	18	4	81.82%	22	0	100.00%
MARCH 2006	17	13	4	76.47%	16	1	94.12%
APRIL 2006	6	3	3	50.00%	6	0	100.00%
MAY 2006	14	8	6	57.14%	14	0	100.00%
JUNE 2006	10	7	3	70.00%	9	1	90.00%
JULY 2006	23	14	9	60.87%	23	0	100.00%
AUGUST 2006	5	3	2	60.00%	5	0	100.00%
SEPTEMBER 2006	10	4	6	40.00%	10	0	100.00%
OCTOBER 2006	9	7	2	77.78%	9	0	100.00%
NOVEMBER 2006	7	6	1	85.71%	7	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	141	95	46	67.38%	139	2	98.58%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
MARCH 2006	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2006	1	0	1	0.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	2	1	1	50.00%	2	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	143	96	47	67.13%	141	2	98.60%