

**CALLS HANDLED FOR FINANCES 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	3	3	0	100.00%	3	0	100.00%
MARCH 2006	1	1	0	100.00%	1	0	100.00%
APRIL 2006	4	3	1	75.00%	4	0	100.00%
MAY 2006	2	1	1	50.00%	2	0	100.00%
JUNE 2006	2	2	0	100.00%	2	0	100.00%
JULY 2006	4	3	1	75.00%	4	0	100.00%
AUGUST 2006	5	4	1	80.00%	5	0	100.00%
SEPTEMBER 2006	6	4	2	66.67%	6	0	100.00%
OCTOBER 2006	2	0	2	0.00%	2	0	100.00%
NOVEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	33	24	9	72.73%	33	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	135	134	1	99.26%	134	1	99.26%
FEBRUARY 2006	96	96	0	100.00%	95	1	98.96%
MARCH 2006	88	85	3	96.59%	88	0	100.00%
APRIL 2006	46	44	2	95.65%	45	1	97.83%
MAY 2006	65	65	0	100.00%	65	0	100.00%
JUNE 2006	47	46	1	97.87%	47	0	100.00%
JULY 2006	67	63	4	94.03%	67	0	100.00%
AUGUST 2006	48	47	1	97.92%	48	0	100.00%
SEPTEMBER 2006	51	49	2	96.08%	51	0	100.00%
OCTOBER 2006	42	41	1	97.62%	42	0	100.00%
NOVEMBER 2006	48	46	2	95.83%	48	0	100.00%
DECEMBER 2006	12	11	1	91.67%	12	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	745	727	18	97.58%	742	3	99.60%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	2	1	1	50.00%	2	0	100.00%
MARCH 2006	7	6	1	85.71%	7	0	100.00%
APRIL 2006	3	2	1	66.67%	3	0	100.00%
MAY 2006	4	4	0	100.00%	4	0	100.00%
JUNE 2006	3	3	0	100.00%	3	0	100.00%
AUGUST 2006	1	1	0	100.00%	1	0	100.00%
OCTOBER 2006	1	1	0	100.00%	1	0	100.00%
NOVEMBER 2006	4	4	0	100.00%	4	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	25	22	3	88.00%	25	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	803	773	30	96.26%	800	3	99.63%