

**CALLS HANDLED FOR RESIDENCE ADMINISTRATION 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	5	5	0	100.00%	5	0	100.00%
FEBRUARY 2006	2	2	0	100.00%	2	0	100.00%
MARCH 2006	2	2	0	100.00%	2	0	100.00%
APRIL 2006	4	4	0	100.00%	4	0	100.00%
MAY 2006	4	3	1	75.00%	4	0	100.00%
JUNE 2006	4	1	3	25.00%	4	0	100.00%
JULY 2006	3	3	0	100.00%	3	0	100.00%
AUGUST 2006	3	2	1	66.67%	3	0	100.00%
SEPTEMBER 2006	3	0	3	0.00%	3	0	100.00%
OCTOBER 2006	1	1	0	100.00%	1	0	100.00%
DECEMBER 2006	1	0	1	0.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	32	23	9	71.88%	32	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	47	38	9	80.85%	46	1	97.87%
FEBRUARY 2006	31	27	4	87.10%	30	1	96.77%
MARCH 2006	34	34	0	100.00%	34	0	100.00%
APRIL 2006	26	23	3	88.46%	25	1	96.15%
MAY 2006	37	31	6	83.78%	37	0	100.00%
JUNE 2006	20	16	4	80.00%	19	1	95.00%
JULY 2006	26	21	5	80.77%	26	0	100.00%
AUGUST 2006	22	21	1	95.45%	21	1	95.45%
SEPTEMBER 2006	29	22	7	75.86%	29	0	100.00%
OCTOBER 2006	35	34	1	97.14%	35	0	100.00%
NOVEMBER 2006	18	18	0	100.00%	18	0	100.00%
DECEMBER 2006	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	327	287	40	87.77%	322	5	98.47%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
JANUARY 2006	8	7	1	87.50%	8	0	100.00%
FEBRUARY 2006	3	1	2	33.33%	2	1	66.67%
MARCH 2006	6	5	1	83.33%	6	0	100.00%
APRIL 2006	2	2	0	100.00%	2	0	100.00%
MAY 2006	4	3	1	75.00%	4	0	100.00%
JUNE 2006	2	2	0	100.00%	2	0	100.00%
JULY 2006	6	5	1	83.33%	6	0	100.00%
AUGUST 2006	2	1	1	50.00%	2	0	100.00%
SEPTEMBER 2006	2	2	0	100.00%	2	0	100.00%
OCTOBER 2006	6	6	0	100.00%	6	0	100.00%
NOVEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	42	35	7	83.33%	41	1	97.62%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	401	345	56	86.03%	395	6	98.50%