

PRESIDENTIAL HOTLINE - QUARTERLY REPORT

PERCENTAGE OF CALLS RESOLVED PER PROVINCE IN THE PERIOD 14 SEPTEMBER – 20 NOVEMBER 2009

Provinces	Grand total-calls received	Calls (still) Open	Calls Resolved	% of Resolved
KwaZulu-Natal	4002	3299	703	18%
Gauteng	3166	2534	632	19%
Eastern Cape	1582	1400	182	11%
Mpumalanga	1170	1018	152	13%
Limpopo	1092	951	141	13%
North west	1035	911	124	11%
Free State	762	638	124	16%
Western Cape	515	286	229	44%
Northern Cape	245	203	42	17%

PERCENTAGE OF CALLS RESOLVED PER DEPARTMENT IN THE PERIOD 14 SEPTEMBER – 20 NOVEMBER 2009

National Departments	Grand total-calls received	Calls (still) Open	Calls Resolved	% of Resolved
Department of Labour	3074	1915	1159	38%
Human settlement	2321	323	1998	86%
Home affairs	1946	1380	566	28%
SAPS	1783	1579	204	11%
SASSA	899	642	257	28%
Justice and Constitutional Development	780	614	166	21%
Department of Health	359	305	54	15%
Rural Development & Land Reform	320	275	45	14%
Social development	265	124	141	53%
Higher Education and training	238	129	109	46%
Transport	201	168	33	16%
Basic Education	197	106	91	46%
Correctional Services	175	74	101	57%
Defence and Military veterans	160	121	39	24%
Trade and Industry	129	35	94	72%
Water affairs	114	104	10	9%
Public Works	75	58	17	23%
SARS	75	67	8	11%
Agriculture, Forestry and Fisheries	64	46	18	28%
Energy	55	50	5	9%
Independent Complaints Directorate	48	42	6	13%
Mineral Resources	44	25	19	43%
National Treasury	43	36	7	16%
Arts and Culture	37	19	18	58%
Cooperative Governance and Traditional affairs	32	25	7	21%
Women, Children and People with Disability	30	23	7	23%
GCSIS	26	4	22	84%
Environmental Affairs	21	12	9	42%
Sport and Recreation	20	5	15	75%
International relations and corporation	16	10	6	37%
State Security	16	9	7	43%
Economic Development	14	10	4	25%
DPSA	14	5	9	64%
Communications	11	9	2	18%
Public enterprise	14	6	5	35%
Tourism	9	5	4	44%
Public Service commission	5	4	1	20%
Science and Technology	2	2	0	0%
Stats SA	2	2	0	0%