

GOVERNMENT INFORMATION CENTER GIC (1919)

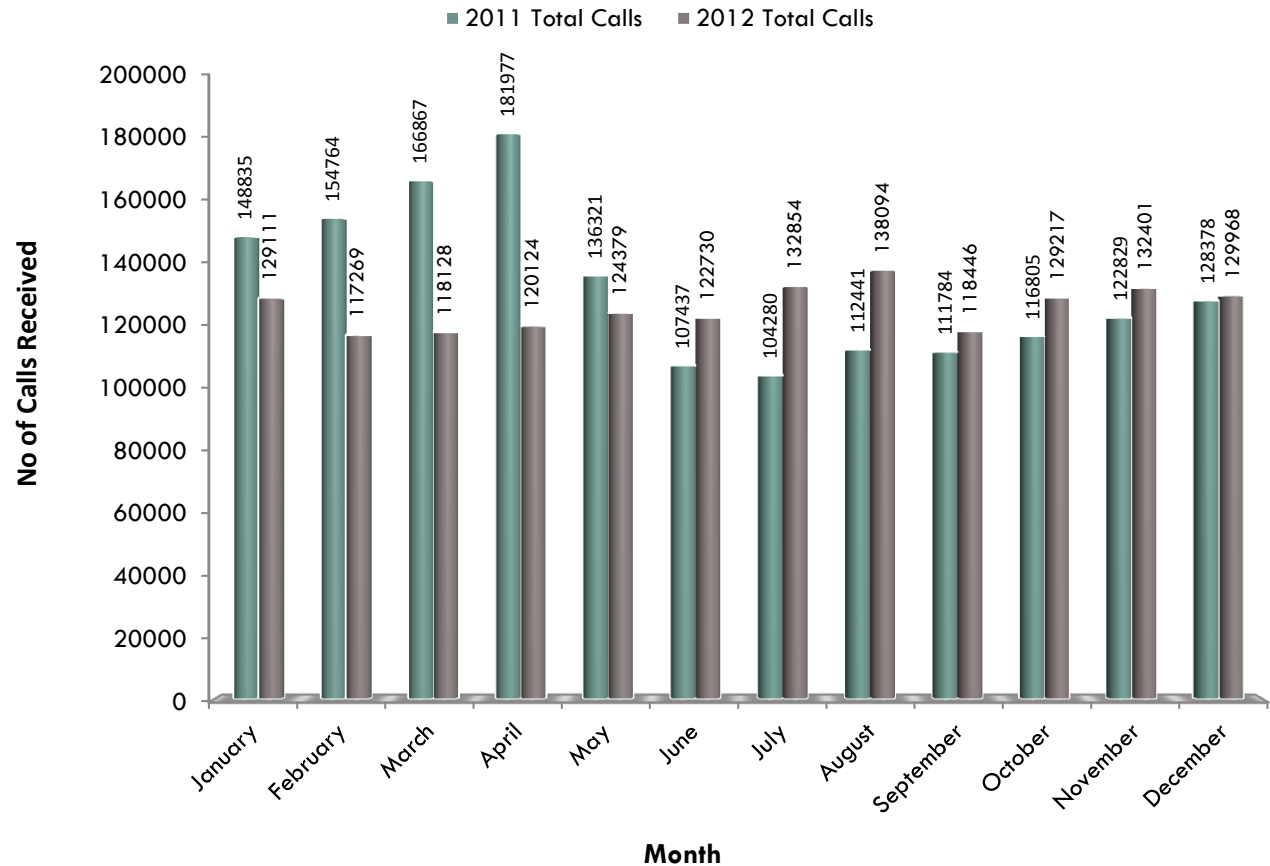


Year 2011/2012



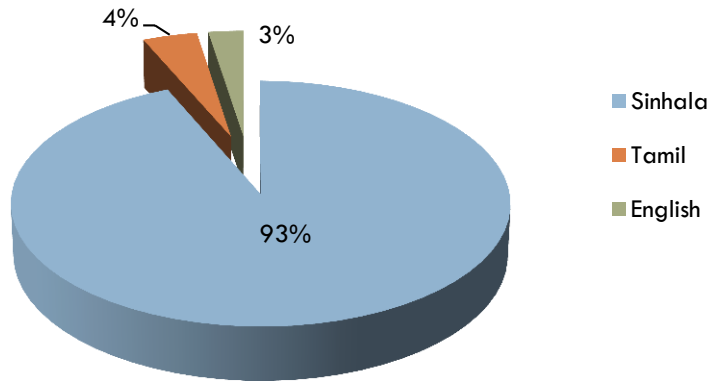
Total Calls Received

Comparison of Monthly Call Volume for Years 2011 & 2012

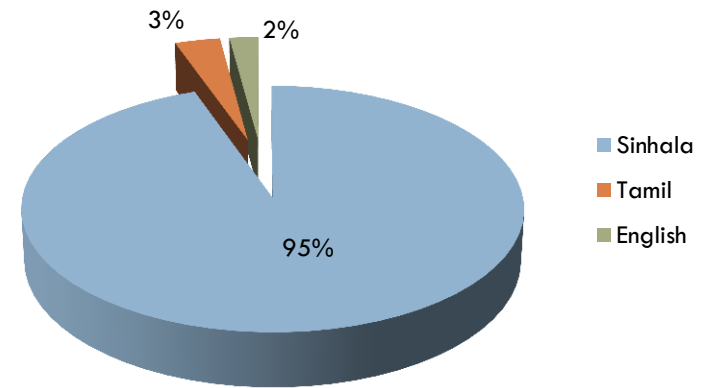


Language wise Breakdown of Calls Received in 2011 & 2012

2011

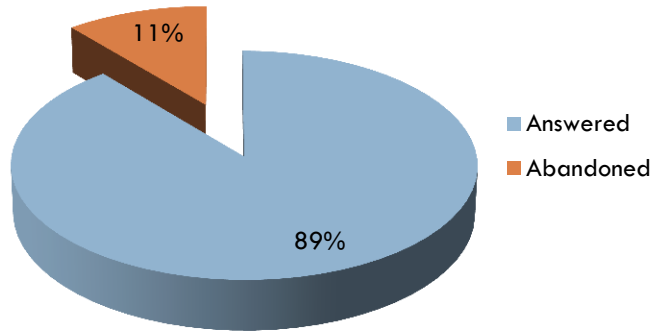


2012

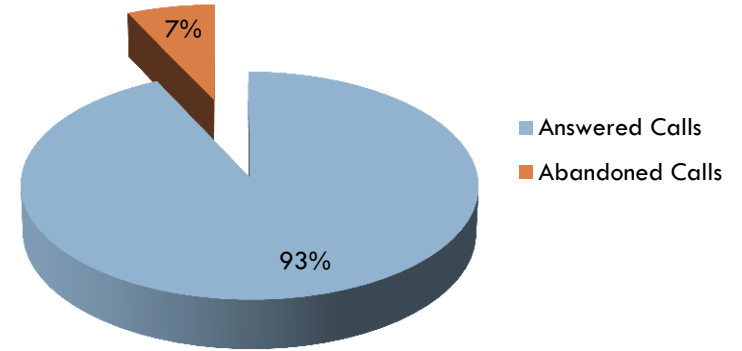


Comparison of Answered, Abandoned Call Rates of 2011 & 2012

2011



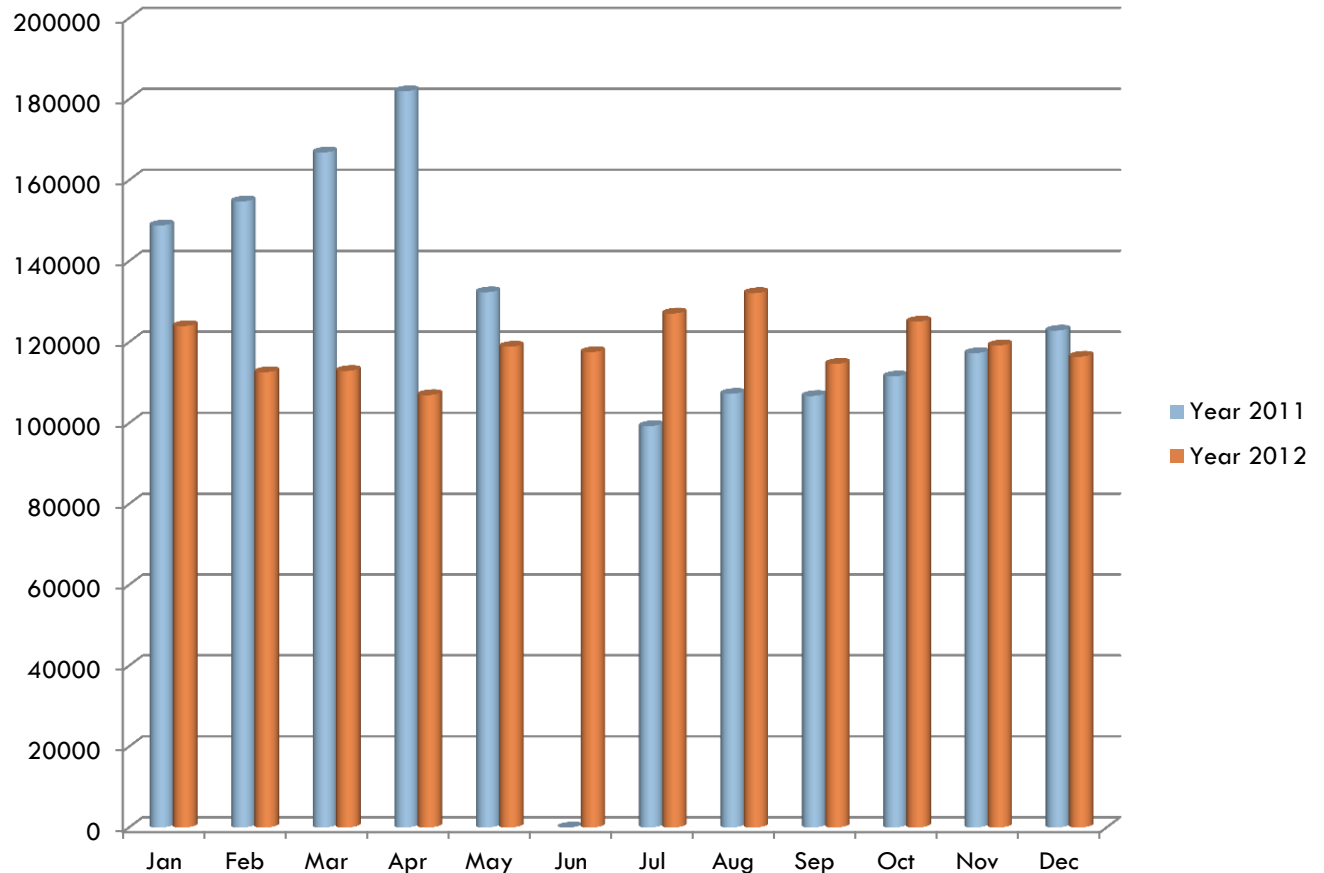
2012



Information Channel

Call volume comparison year 2011 & 2012

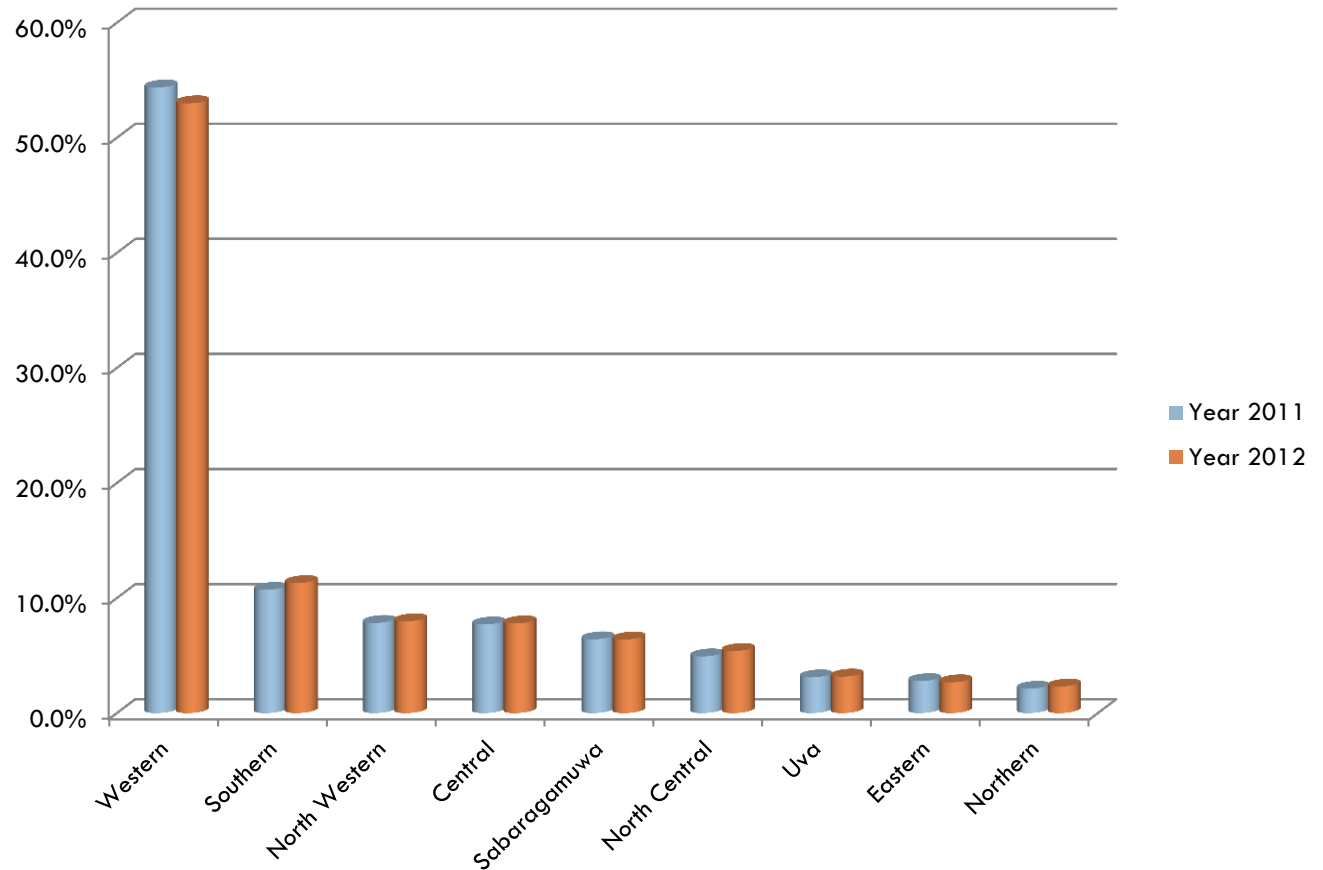
NOTE: June 2011 data was not available



Province wise call break down

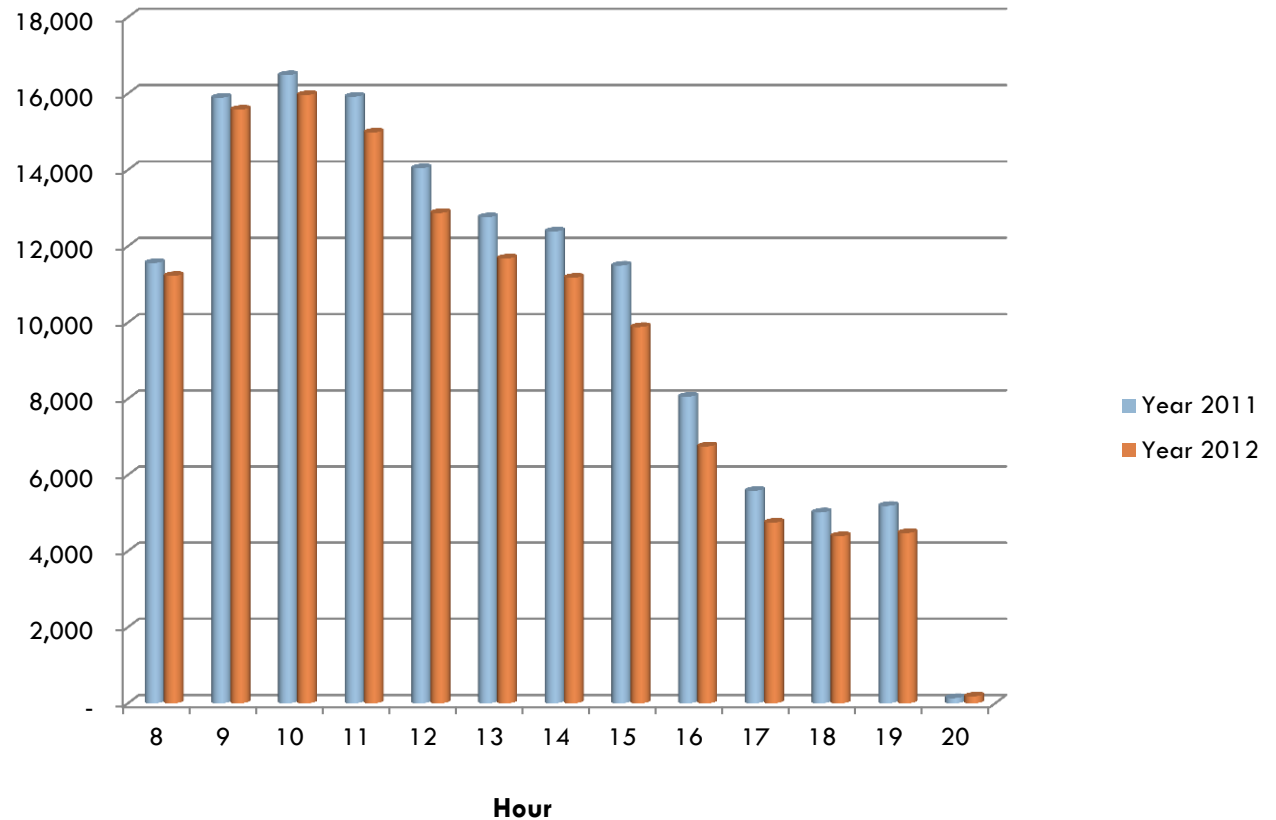
Call volume comparison year 2011 & 2012

Note: Total Information & Complaints calls only



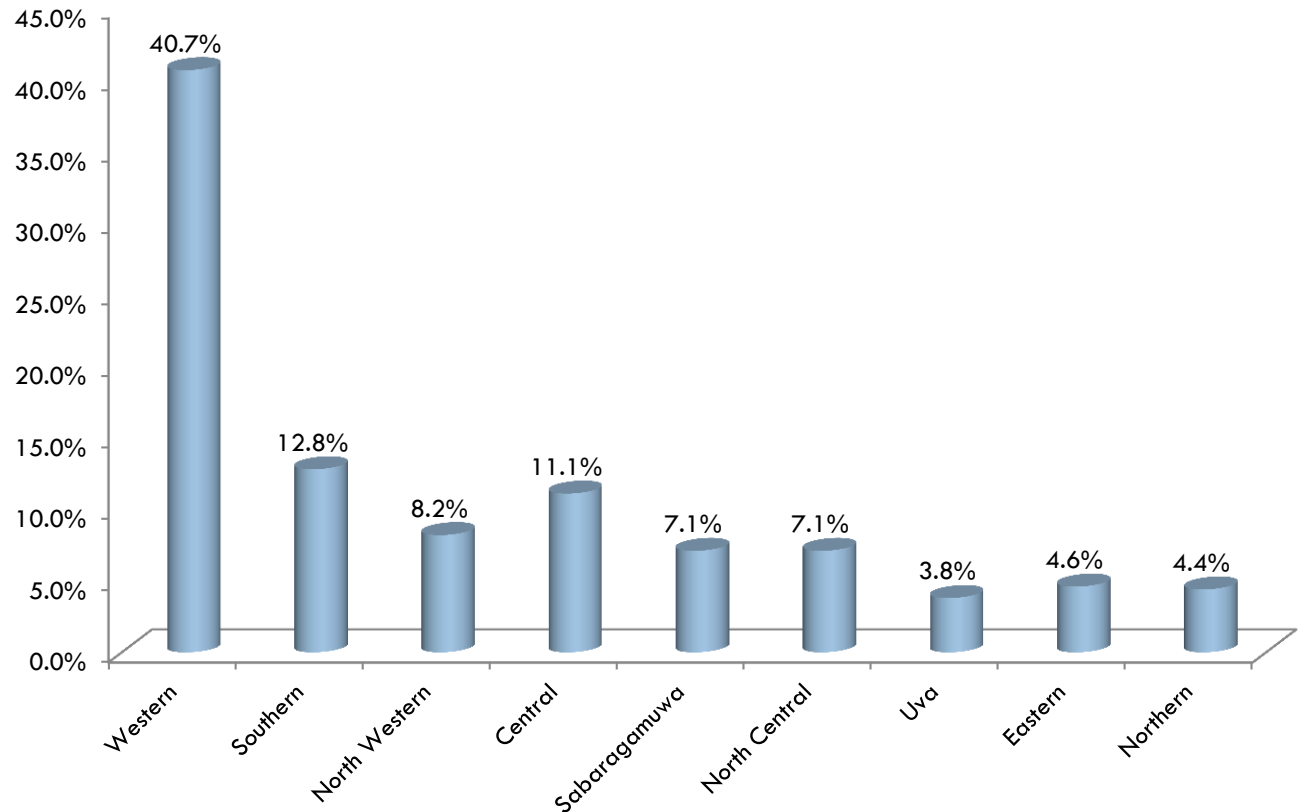
Hourly average call break down

Information & Complaints Average Call volume comparison year 2011 & 2012



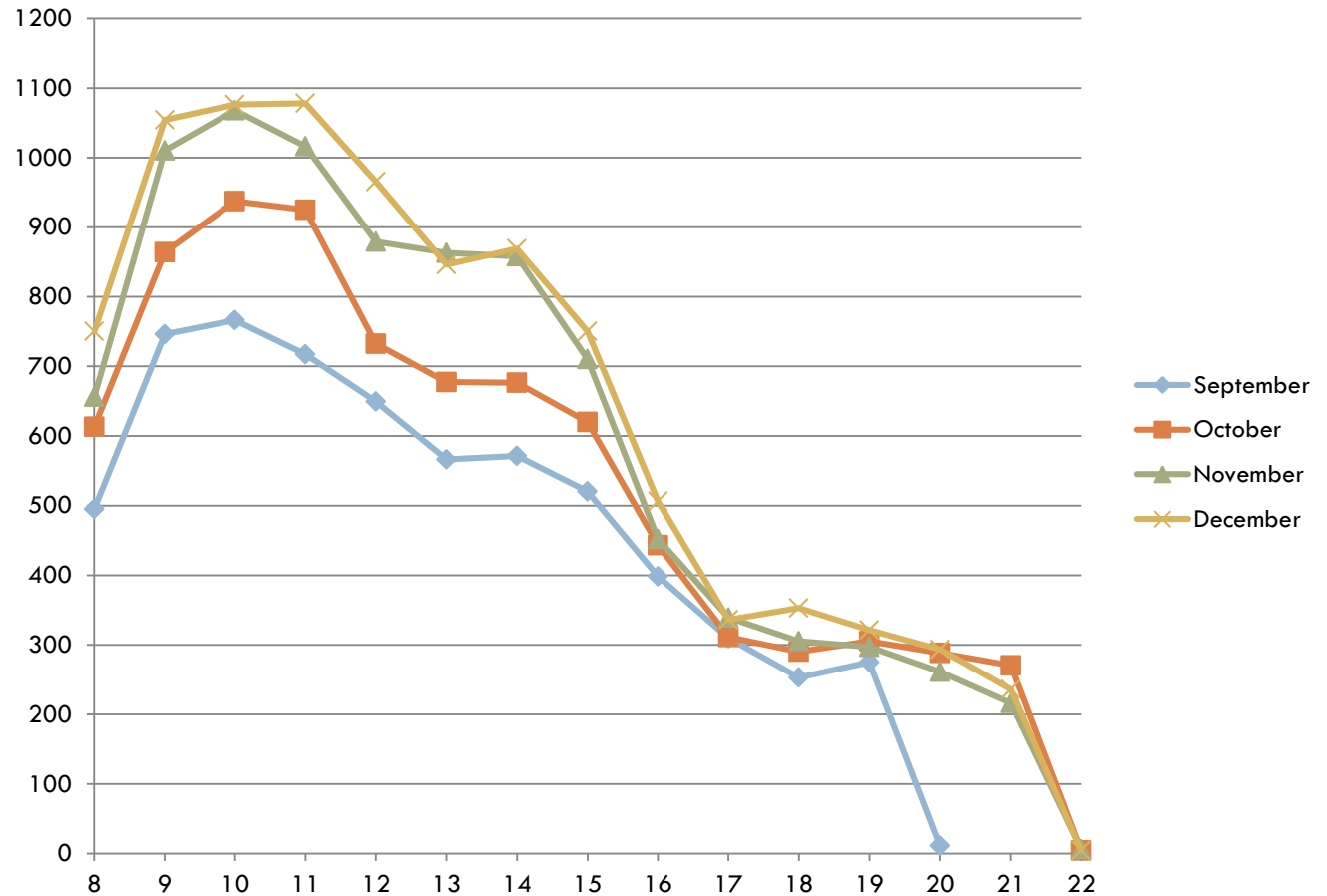
eService Channel Province wise call break down

eService Call volume comparison year 2012



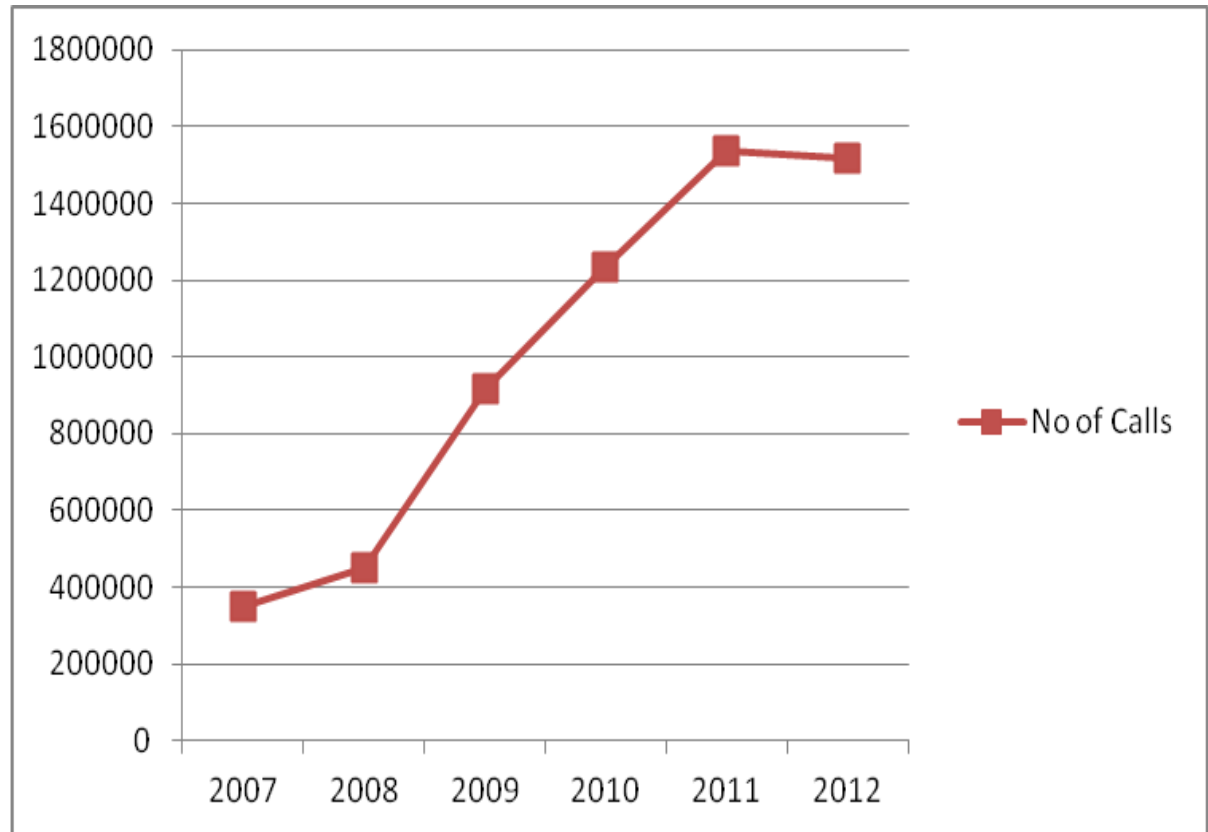
Hourly eService call break down

eService Call volume comparison year 2012



GIC Annual Total Calls Comparison

1% decrease
in total calls
received than
year 2011



Top 10 Organizations Serviced by GIC

Year 2011

1	Sri Lanka Railway Department
2	Department of motor traffic
3	Sri Lanka Foreign Employment Bureau
4	Divisional secretariat (Common Manual)
5	Department of Police
6	Department of Immigration & Emigration
7	Registration of person department
8	Department of examinations
9	Bank of Ceylon
10	Ministry of Education

Year 2012

1	Sri Lanka Railway Department
2	Department of Motor Traffic
3	Divisional Secretariat
4	Department of Police
5	Department of Immigration and Emigration
6	Sri Lanka Bureau of Foreign Employment
7	Department of Registration of Persons
8	Department of Register General
9	Department of Pensions
10	Department of Education