

Government Information Center GIC (1919)



ரஃச ஂஃரஃரஃ ஂஃஃஃஃ
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Government Information Centre



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The Presidential Secretariat

ICTA
ideas actioned



Monthly Performance

October 2013



Call Volume



Queue	Received		Answered		Abandoned	
	Total Calls	%	Total Calls	%	Total Calls	%
Sinhala - Information	117512	89.9	114499	90.06	3013	84.35
Sinhala - Complains	2449	1.87	2375	1.87	74	2.07
Tamil - Information	2977	2.28	2817	2.22	160	4.48
Tamil - Complains	590	0.45	549	0.43	41	1.15
English - Information	2265	1.73	2230	1.75	35	0.98
English - Complains	166	0.13	154	0.12	12	0.34
Sinhala - eServices	4055	3.1	3885	3.06	170	4.76
English - eServices	529	0.4	468	0.37	61	1.71
Tamil - eServices	167	0.13	161	0.13	6	0.17



Average Call Volume

❖ Weekdays

Queue	No. of Calls	%
S-INF	4705	90.39
S-COM	92	1.76
T-INF	110	2.11
T-COM	22	0.42
E-INF	92	1.77
E-COM	6	0.12
S- eservices	153	2.93
E- eservices	19	0.37
T- eservices	7	0.13
	5205	

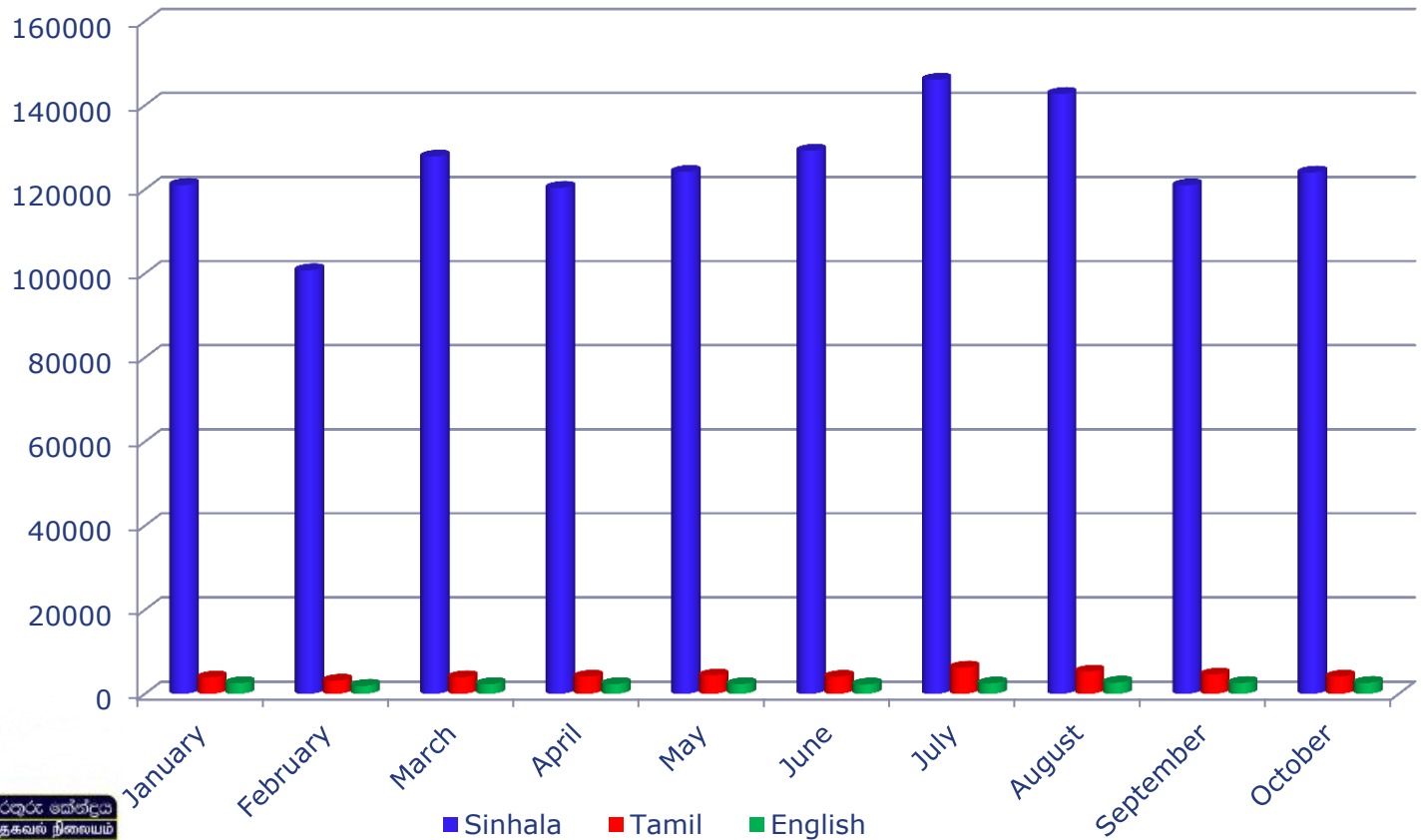
❖ Weekends

Queue	No. of Calls	%
S-INF	1870	87.40
S-COM	53	2.46
T-INF	67	3.13
T-COM	13	0.62
E-INF	33	1.55
E-COM	3	0.15
S- eservices	85	3.97
E- eservices	13	0.58
T- eservices	3	0.14
	2140	



Language wise monthly call volume

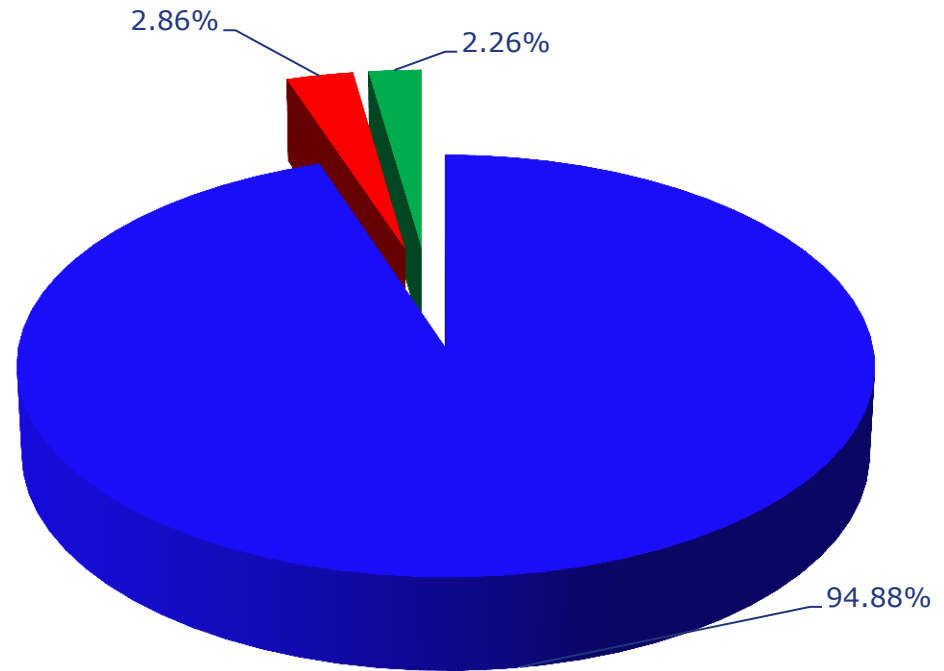
	January	February	March	April	May	June	July	August	September	October
Sinhala	121060	100779	127810	120377	124178	129213	146083	142727	120950	124016
Tamil	3880	3127	3955	4080	4352	4048	6242	5302	4577	4096
English	2537	1911	2324	2327	2307	2228	2474	2676	2578	2598
Total	127477	105817	134089	126784	130837	135489	154799	150705	128105	130710



Language wise monthly call volume – Total



Language	No. of Calls	%
Sinhala	124016	94.88%
Tamil	3734	2.86%
English	2960	2.26%



■ Sinhala ■ Tamil ■ English



District wise Call Volume

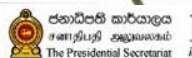
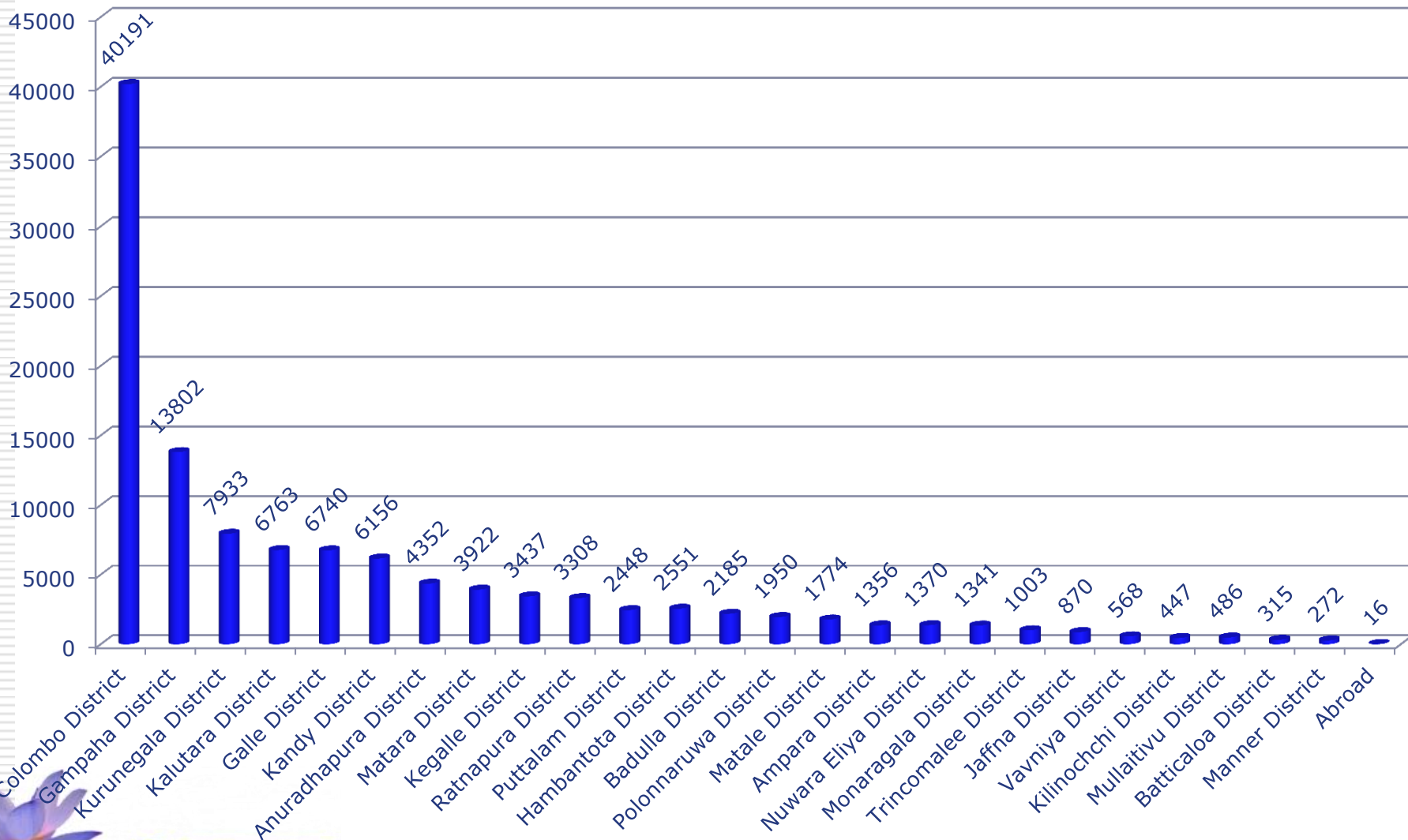


Area	Sinhala	Tamil	English	Total
Colombo District	40191	890	1658	42739
Gampaha District	13802	92	168	14062
Kurunegala District	7933	75	40	8048
Kalutara District	6763	100	50	6913
Galle District	6740	32	45	6817
Kandy District	6156	258	73	6487
Anuradhapura District	4352	80	18	4450
Matara District	3922	23	29	3974
Kegalle District	3437	66	22	3525
Ratnapura District	3308	26	7	3341
Puttalam District	2448	126	14	2588
Hambantota District	2551	1	6	2558
Badulla District	2185	78	11	2274

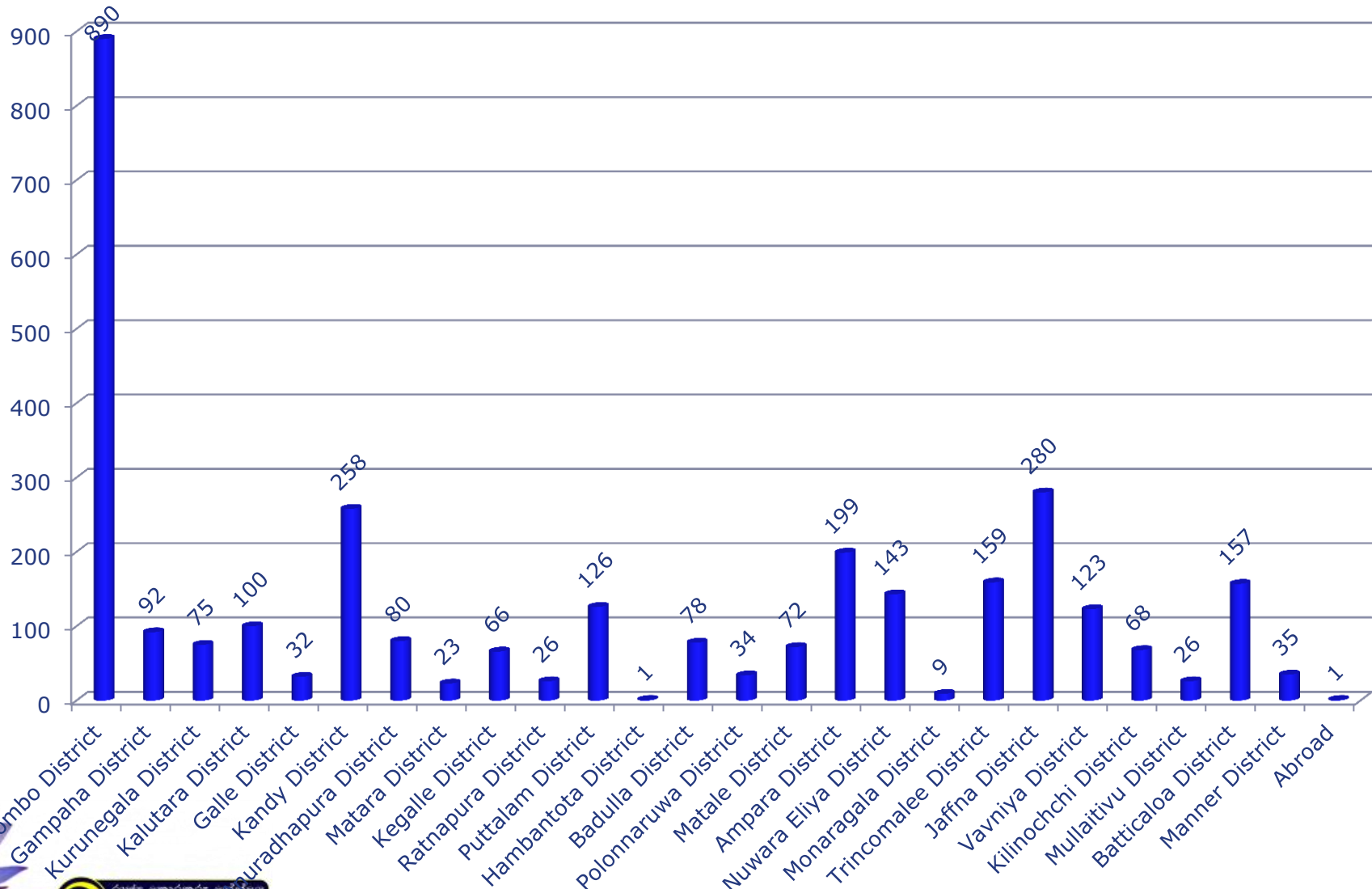
Area	Sinhala	Tamil	English	Total
Polonnaruwa District	1950	34	0	1984
Matale District	1774	72	10	1856
Ampara District	1356	199	10	1565
Nuwara Eliya District	1370	143	28	1541
Monaragala District	1341	9	2	1352
Trincomalee District	1003	159	6	1168
Jaffna District	870	280	10	1160
Vavuniya District	568	123	9	700
Kilinochchi District	447	68	3	518
Mullaitivu District	486	26	1	513
Batticaloa District	315	157	9	481
Manner District	272	35	2	309
Abroad	16	1	4	21



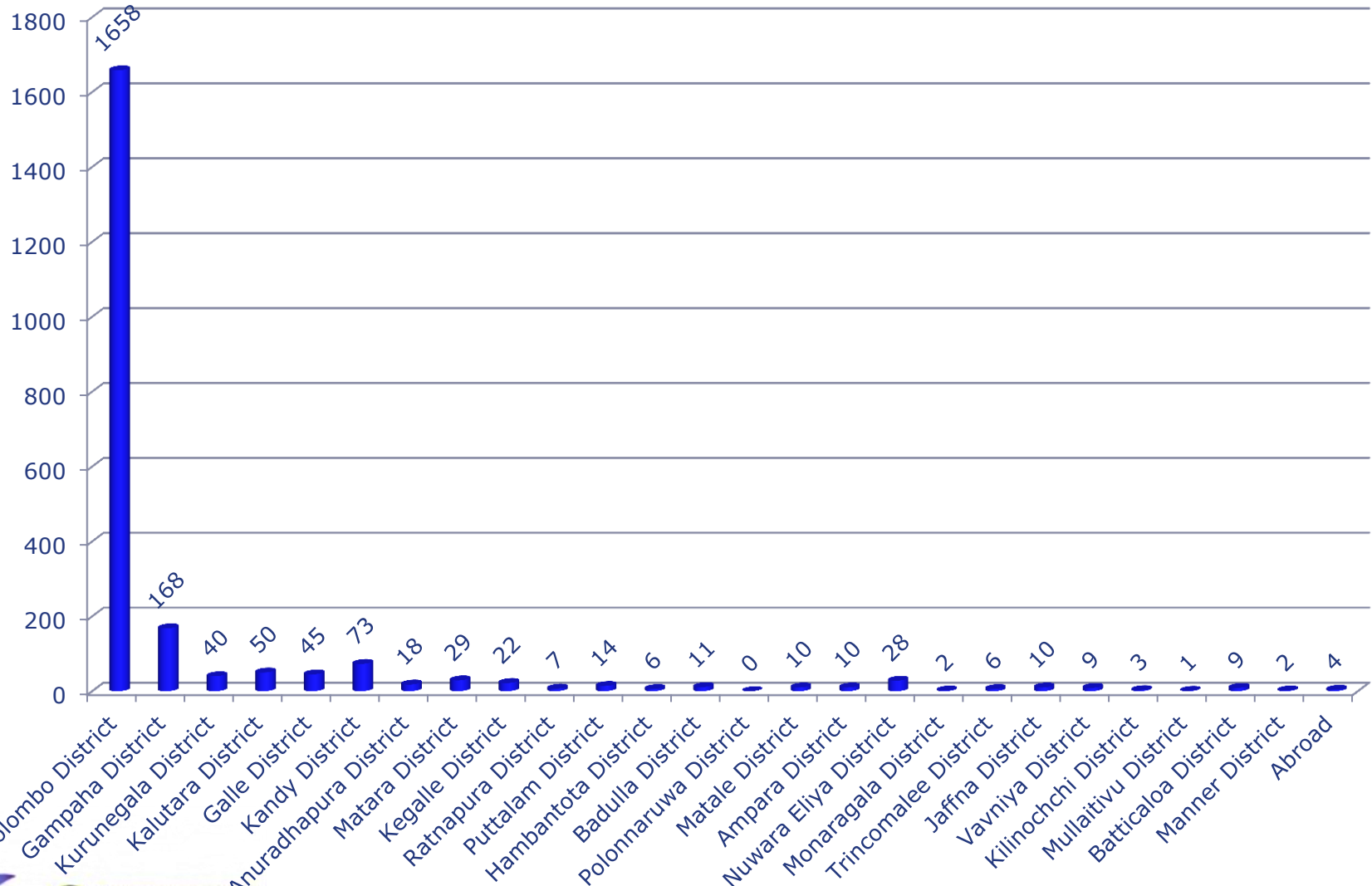
District wise call volume - Sinhala



District wise call volume - Tamil



District wise call volume - English



Top 20 organizations serviced by GIC



Organization	Sinhala	Tamil	English	Total	Total%
Sri Lanka Railway Department	12119	479	223	12826	13.84
Divisional Secretariat	5436	136	92	5667	6.11
Department of Police.	4953	122	77	5154	5.56
Department Of Motor Traffic.-RMV	4725	139	119	4986	5.38
Department of Immigration & Emigration	3089	168	119	3380	3.65
Department of Examinations.	3099	93	18	3210	3.46
Bank of Ceylon-BOC	3105	22	21	3150	3.4
People's Bank	2619	11	8	2638	2.85
Ministry of Public Administration and Home Affairs	2408	95	25	2529	2.73
Department Of Registration of Persons	2206	152	49	2408	2.6
Ministry of Education	2128	83	20	2234	2.41
Sri Lanka Bureau of Foreign Employment (SLBFE)	2156	59	7	2224	2.4
Ministry of Health	1978	47	34	2063	2.23
Department of Labour	1818	33	30	1883	2.03
Ceylon Electricity Board-CEB	1802	42	31	1878	2.03
Ministry of Transport.	1642	45	29	1719	1.85
Department of Registrar General	1321	28	36	1387	1.5
Department of Pensions	1034	29	15	1082	1.17
Central Bank Of Sri Lanka.	851	23	15	890	0.96
Department of Posts/Postal Department	728	18	19	771	0.83

