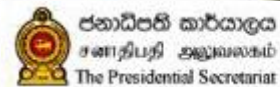




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அரசாங்க தகவல் நிலையம்
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ICTA
ideas actioned

Progress - January to April - Year 2013

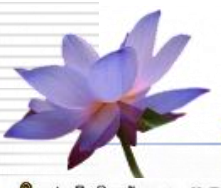
Government Information Center [GIC]

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- ◆ 1. Call Volume
- ◆ 2. Call Volume Analysis
- ◆ 3. eService Helpdesk
- ◆ 4. Information and Complaints Escalations
- ◆ 6. Top 10 Organizations
- ◆ 7. Staff Performance



Call Volume



Call Volume



Month	Total received calls	Answered calls	Abandoned calls	Abandoned %	Answered %
January	127437	120672	1757	1.38	98.62
February	89361	85856	2372	2.65	97.35
March	134089	129410	2540	1.89	98.11
April	126784	122870	1832	1.44	98.56
Total	477,671	458,808	8501	1.78	98.22



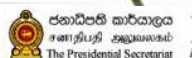
Call Volume Analysis





Language wise Call Volume

	Jan	Feb	Mar	Apr	Total	%
English	2537	1911	2324	2327	9099	1.84
Sinhala	121060	100779	127810	120377	470,026	95.11
Tamil	3880	3127	3955	4080	15,042	3.04



District wise Call Volume (> 5%)

Area	Total%
Colombo District	35.42
Gampaha District	11.63
Kurunegala District	6.14
Kalutara District	5.68
Galle District	5.6
Kandy District	5.15

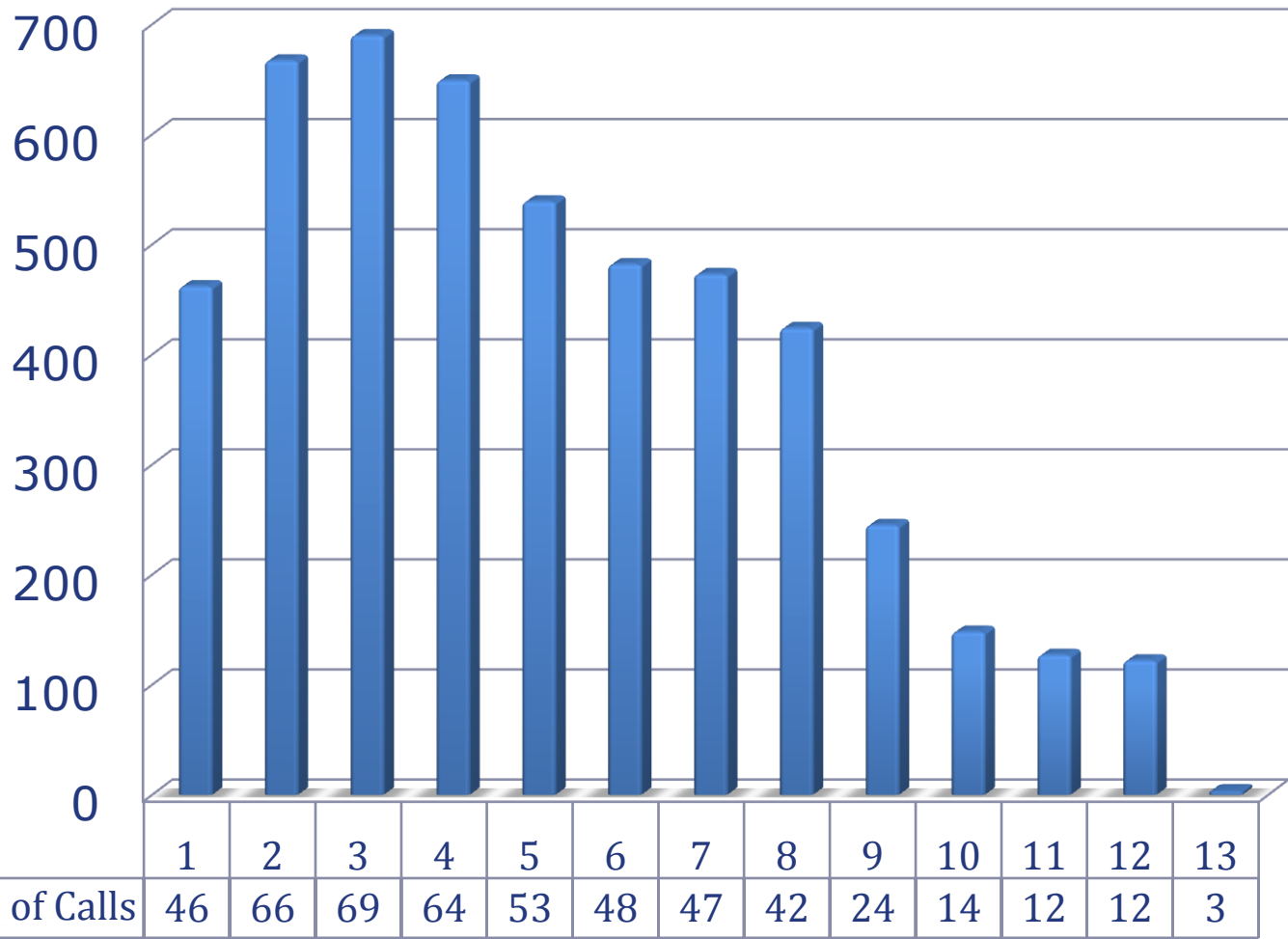


District wise Call Volume (< 1%)

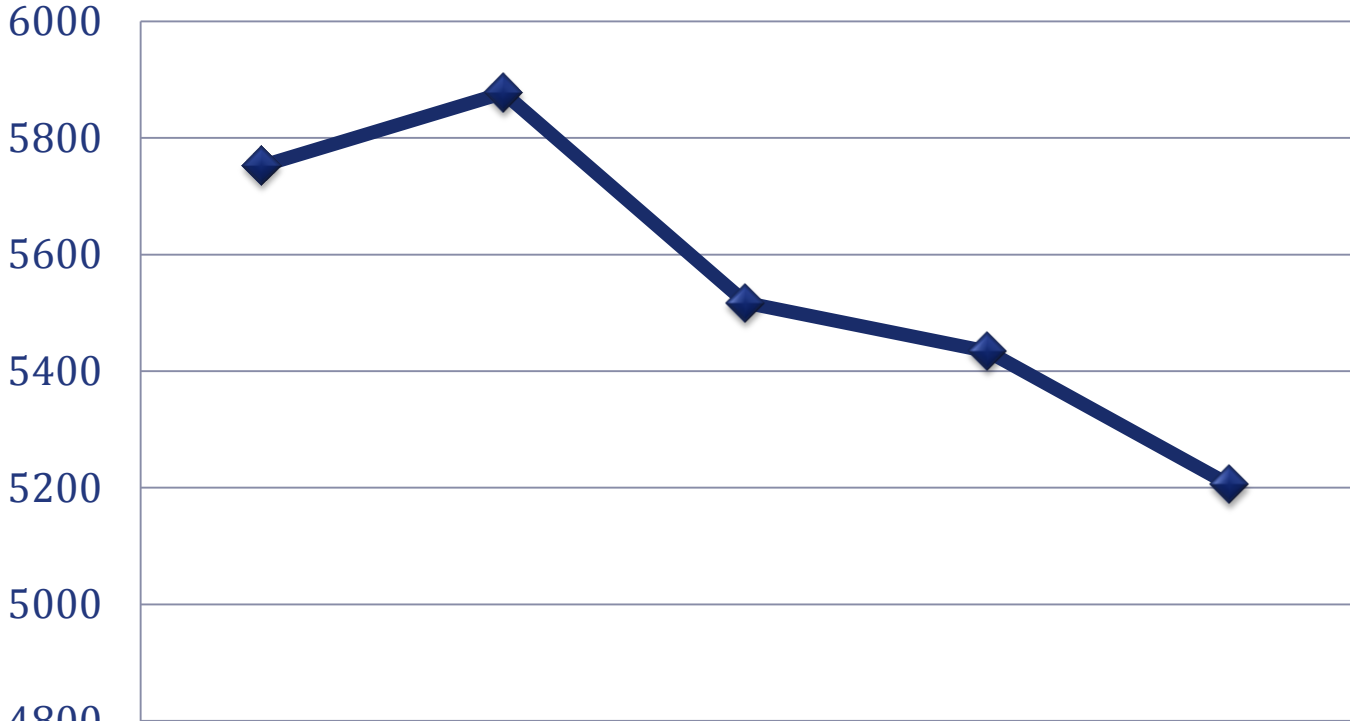
Area	Total%
Jaffna District	0.87
Vauniya District	0.56
Kilinochchi District	0.44
Batticaloa District	0.42
Mullaitivu District	0.36
Manner District	0.25
Abroad	0.02



Hourly Average Call Volume during a week day



Daily Average Call Volume during a week day

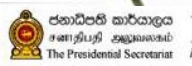


	Monday	Tuesday	Wednesday	Thursday	Friday
◆ Average Calls per day	5752	5877	5517	5434	5205





eService Helpdesk



Call Center Service Provider



Number of Inquiries Received

Organization	No. of queries
Sri Lanka Railways	362
Ministry of Ports and Highways	3
Department of Examinations	20
Sri Lanka Government Factory	0
Sri Lanka Bureau of Foreign Employment	5
Mahaweli Authority of Sri Lanka	2
National Water Supply & Drainage Board	5
Sri Lanka Tea Board	27
Commissioner of Motor Traffic (WP)	220
Ceylon Fisheries Corporation	220
Department of Motor Traffic	81
Department of Postal Department	3111
Ministry of Public Admin & Home Affairs	51
Department of Registration of Persons	3036
Department of Labour	17
Department of Police	11



District wise Call Volume (> 5%)

Area	Total%
Colombo District	28.5
Gampaha District	10.67
Kandy District	6.53
Kurunegala District	6.5
Galle District	5.46
Anuradhapura District	5.16



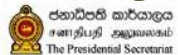
District wise Call Volume (< 1%)

Area	Total%
Kilinochchi District	0.93
Batticaloa District	0.76
Vavniya District	0.73
Mullaitivu District	0.6
Manner District	0.3
Abroad	0.01





Information and Complaint Escalations



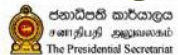
Call Center Service Provider



Progress of Escalation (Information)



Month	Total	Solved	Pending
January	10	6	4
February	23	13	10
March	26	10	16
April	16	8	8



Call Center Service Provider





Progress of Escalation (Complaints)

Month	Total	Solved	Pending
January	53	22	31
February	67	24	43
March	60	24	36
April	46	16	30



Top 10 Organizations



Top 10 Organizations Serviced by GIC

Organization	Sinhala	Tamil	English	Total	Total%
Sri Lanka Railway Department	47128	1228	871	49247	14.09
Divisional Secretariat	20396	492	367	21261	6.09
Department of Police.	19731	368	225	20335	5.82
Department Of Motor Traffic.- RMV	19014	523	346	19894	5.69
Bank of Ceylon-BOC	13518	96	74	13689	3.92
Department of Immigration & Emigration	11362	611	494	12473	3.57
People's Bank	10684	91	52	10829	3.1
Ministry of Education	10394	249	95	10747	3.08
Department of Examinations.	9337	367	83	9791	2.8
Ceylon Electricity Board-CEB	8254	157	141	8560	2.45



Staff Performance



Top performers – Call Agents

★ TOP 03 Winners of GIC - April 2013 ★

1



Parami
(72371)

2



Harshana
(72373)

3



Naquash
(72383)

3



Hifam
(72376)

Service No	Agent Name	Total Adherence (40%)	Call Quality (60%)	Final Score	Final Grade	Top No.
72371	U J Parami Nisansala	40.0	59.9	99.9	A	1
72373	H A J Harshana Perera	40.0	59.0	99.0	A	2
72376	M T M Hifam	39.7	58.8	98.4	A	3
72383	M A M Naqash	38.6	59.8	98.4	A	3
72372	D K P M Thilakarathne	38.4	59.7	98.1	A	5
72382	Ama Gunawardana	38.5	59.5	98.0	A	6
72379	B R N C Preena	38.9	58.9	97.8	A	7
72374	B S Jeewanthi	38.3	59.2	97.5	A	8
72367	D M P S Dissanayake	38.0	59.2	97.2	A	9
72456	Sahan Lakmal	38.8	58.4	97.2	A	9





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சனாதிபதி அலுவலகம்
The Presidential Secretariat

ICTA
ideas actioned



thank you ...!!

Call Center Service Provider



One Country. One Voice