

Government Information Center GIC (1919)



ரஃச ஂஃரஃரஃ ஂஃஃஃஃஃ
ஂஃஃஃஃஃ ஃஃஃஃஃஃஃ
Government Information Centre



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The Presidential Secretariat

ICTA
ideas actioned



Monthly Performance

December 2013



Call Volume – December 2013



Queue	Received		Answered		Abandoned	
	Total Calls	%	Total Calls	%	Total Calls	%
Sinhala - Information	125737	89.17	118044	89.10	7693	90.33
Sinhala - Complains	2501	1.77	2412	1.82	89	1.04
Tamil - Information	3372	2.39	3111	2.35	261	3.06
Tamil - Complains	613	0.43	561	0.42	52	0.61
English - Information	2104	1.49	2055	1.55	49	0.58
English - Complains	125	0.09	108	0.08	17	0.20
Sinhala - eServices	5513	3.91	5261	3.97	252	2.96
English - eServices	452	0.32	443	0.33	9	0.11
Tamil - eServices	588	0.42	493	0.37	95	1.12



Average Call Volume

❖ Weekdays

Queue	No. of Calls	%
S-INF	5071	89.69
S-COM	95	1.69
T-INF	127	2.24
T-COM	23	0.41
E-INF	87	1.54
E-COM	5	0.08
S- eservices	206	3.64
E- eservices	21	0.37
T- eservices	19	0.33
	5654	

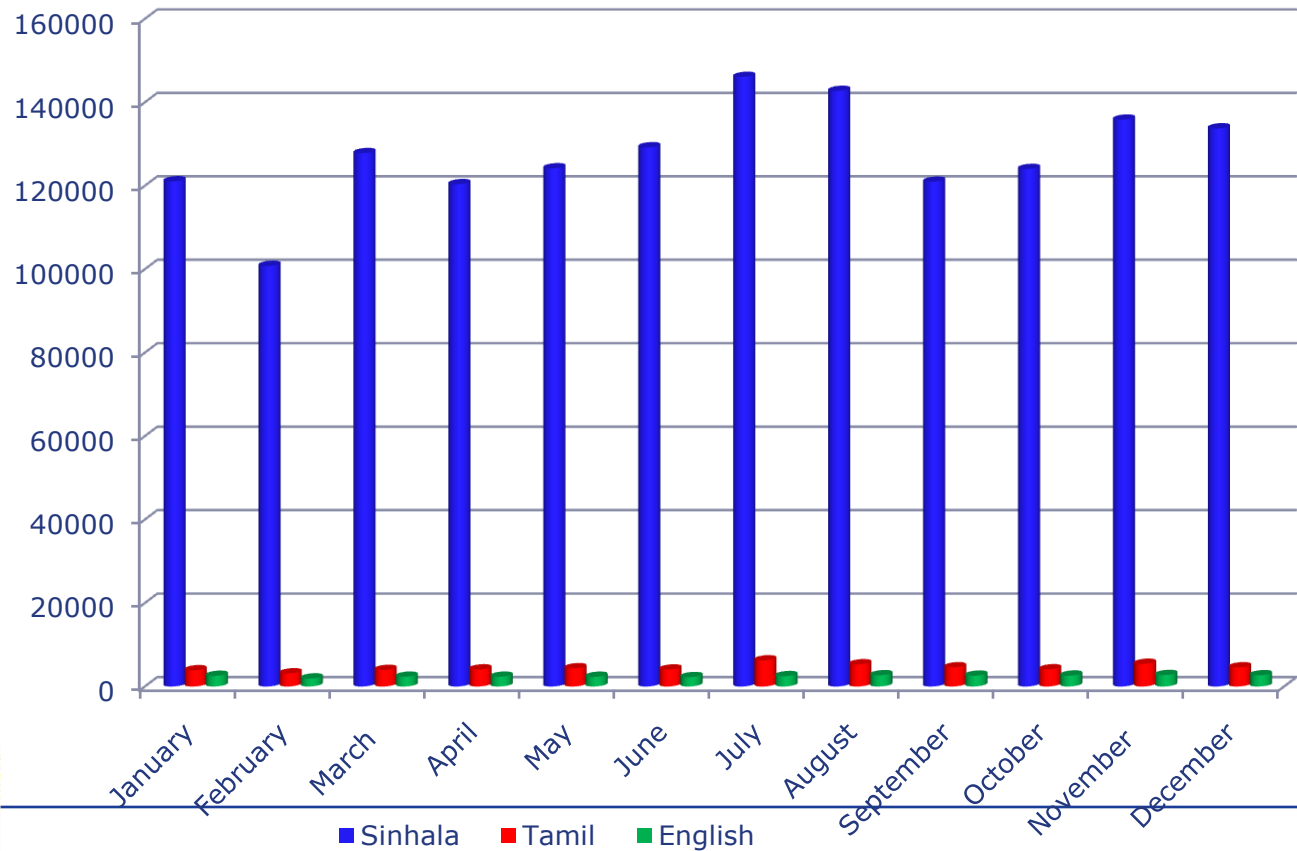
❖ Weekends

Queue	No. of Calls	%
S-INF	2211	87.08
S-COM	54	2.13
T-INF	76	2.99
T-COM	13	0.53
E-INF	33	1.29
E-COM	3	0.11
S- eservices	127	4.99
E- eservices	15	0.61
T- eservices	7	0.28
	2539	



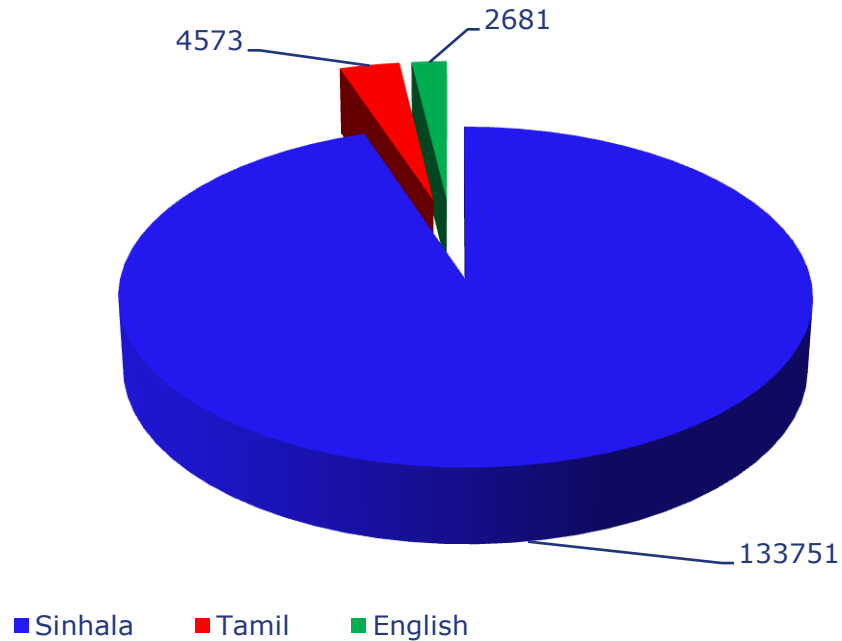
Language wise monthly call volume

	January	February	March	April	May	June	July	August	September	October	November	December
Sinhala	121060	100779	127810	120377	124178	129213	146083	142727	120950	124016	135843	133751
Tamil	3880	3127	3955	4080	4352	4048	6242	5302	4577	4096	5422	4573
English	2537	1911	2324	2327	2307	2228	2474	2676	2578	2598	2730	2681
Total	127477	105817	134089	126784	130837	135489	154799	150705	128105	130710	143995	141005



Language wise monthly call volume – Total

Language	No of Calls
Sinhala	133751
Tamil	4573
English	2681
Total	141005



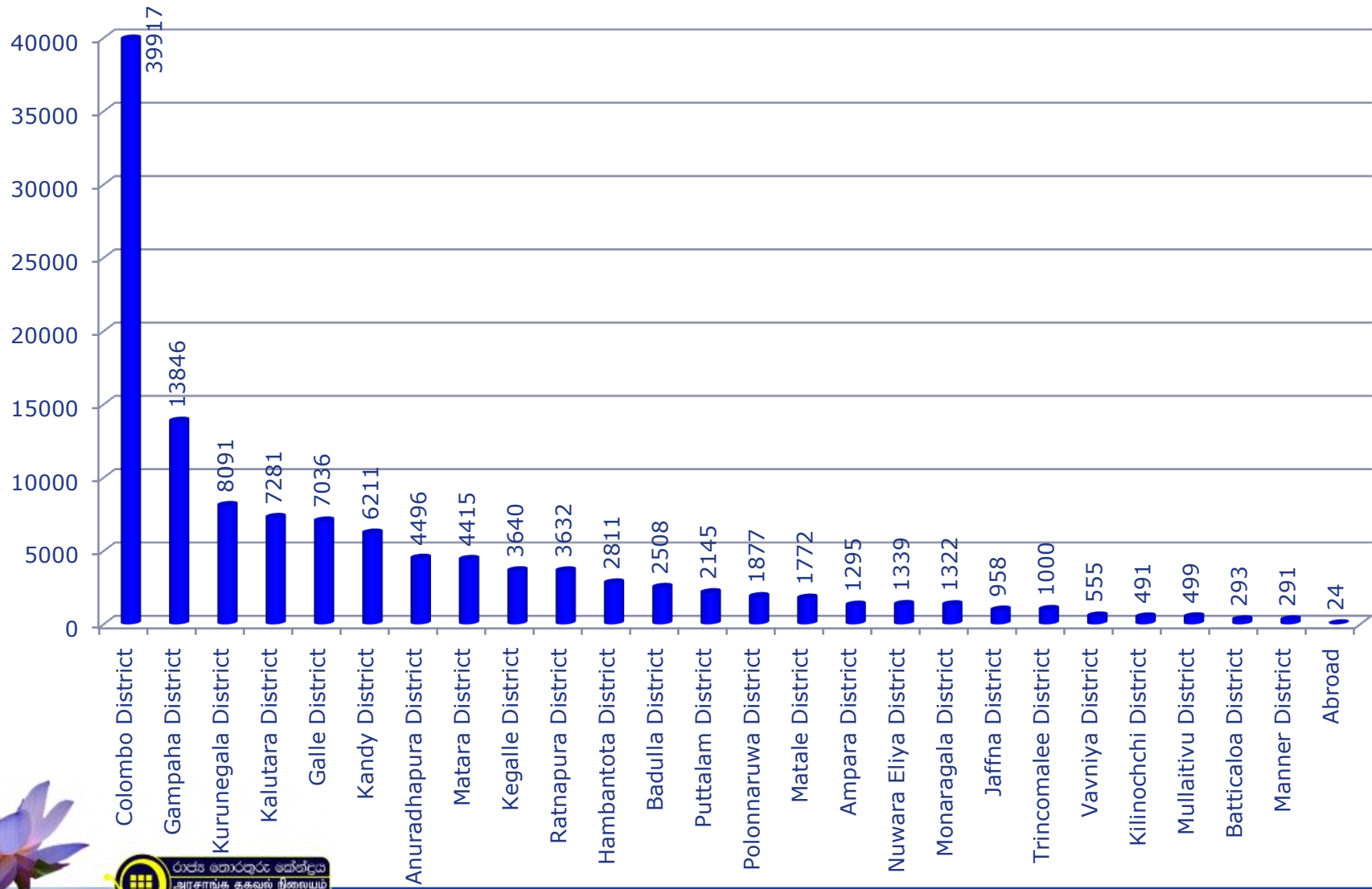
District wise Call Volume

Area	Sinhala	Tamil	English	Total
Colombo District	39917	972	1674	42563
Gampaha District	13846	99	144	14089
Kurunegala District	8091	81	30	8202
Kalutara District	7281	130	46	7457
Galle District	7036	37	29	7102
Kandy District	6211	247	95	6553
Anuradhapura District	4496	81	13	4590
Matara District	4415	39	19	4473
Kegalle District	3640	93	15	3748
Ratnapura District	3632	43	10	3685
Hambantota District	2811	12	5	2828
Badulla District	2508	84	15	2607
Puttalam District	2145	127	19	2291

Area	Sinhala	Tamil	English	Total
Polonnaruwa District	1877	33	6	1916
Matale District	1772	65	11	1848
Ampara District	1295	259	11	1565
Nuwara Eliya District	1339	200	10	1549
Monaragala District	1322	3		1325
Jaffna District	958	259	3	1220
Trincomalee District	1000	138	7	1145
Vavuniya District	555	102	7	664
Kilinochchi District	491	52		543
Mullaitivu District	499	40	3	542
Batticaloa District	293	233	10	536
Manner District	291	33	2	326
Abroad	24	1	6	31

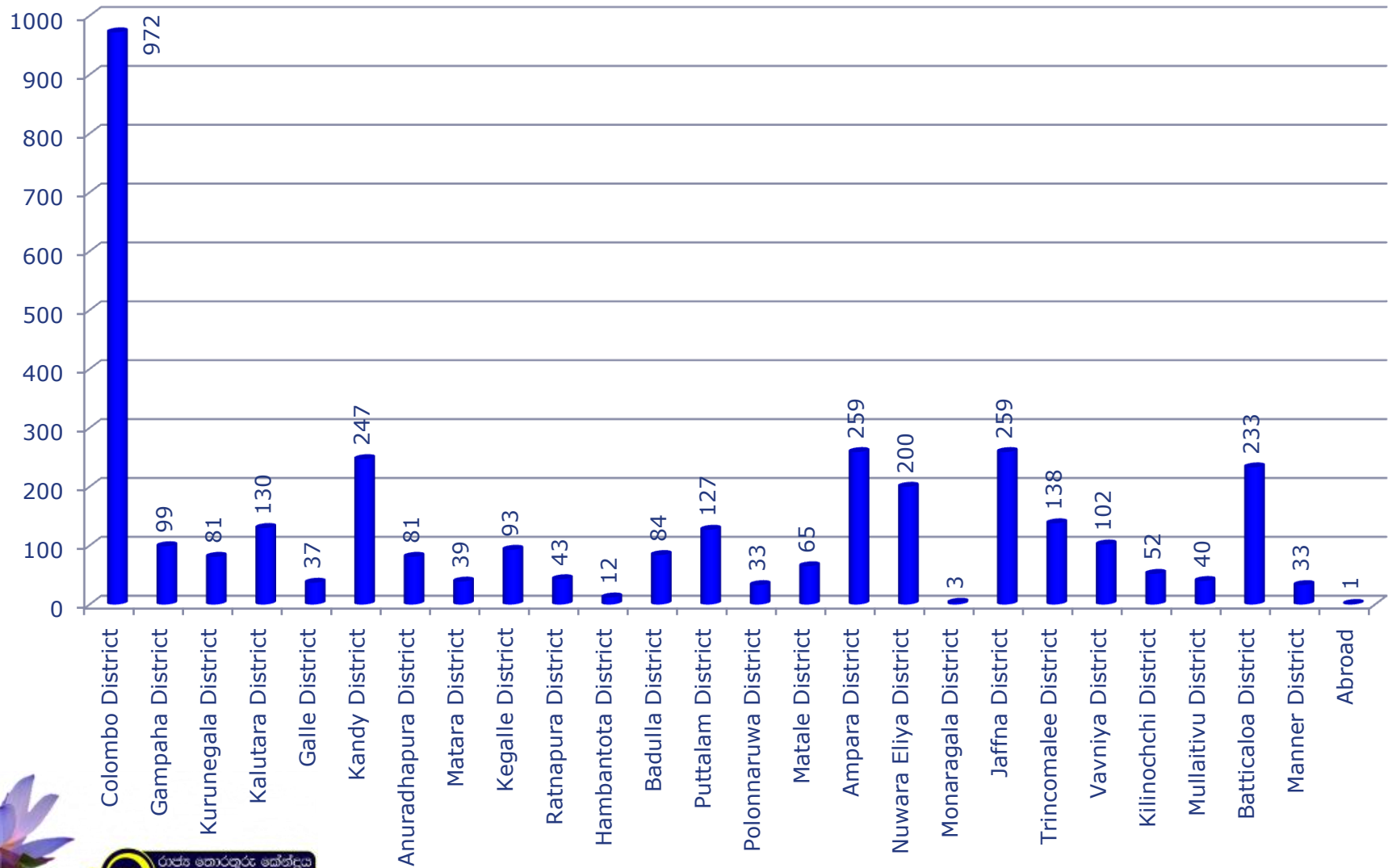


District wise call volume - Sinhala

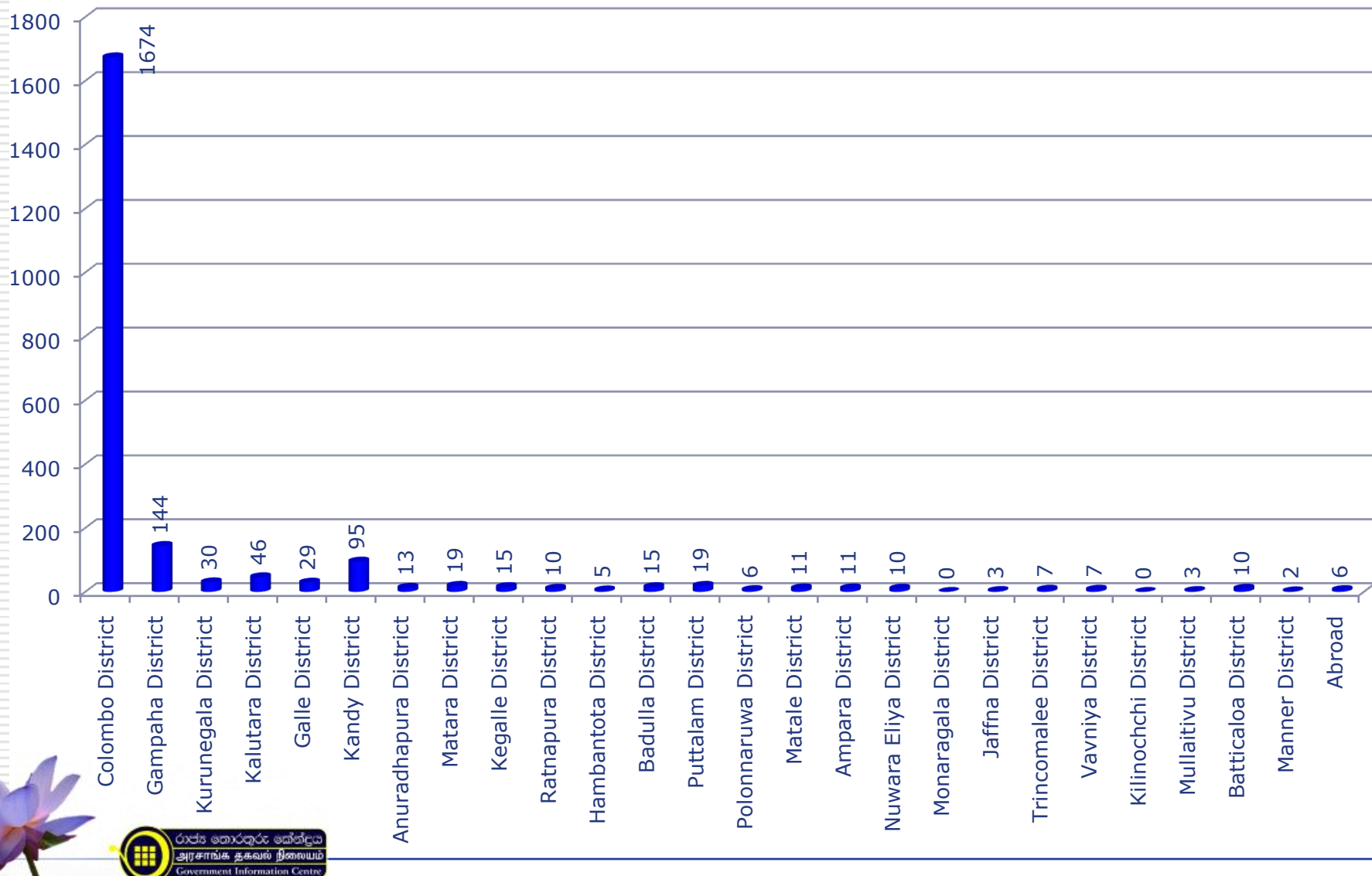


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 அரசாங்கத் தகவல் நிலையம்
 Government Information Centre

District wise call volume - Tamil



District wise call volume - English



District wise Call Volume-eServices

Area	Sinhala	Tamil	English	Total
Colombo District	1132	27	177	1336
Gampaha District	374	5	24	403
Kandy District	221	15	6	242
Kalutara District	191	5	2	198
Kurunegala District	184	5	1	190
Galle District	167	0	2	169
Kegalle District	145	4	0	149
Anuradhapura District	108	2	0	110
Matara District	98	7	0	105
Ratnapura District	86	8	0	94
Badulla District	62	3	3	68
Hambantota District	63	0	0	63

Area	Sinhala	Tamil	English	Total
Puttalam District	52	6	0	58
Matale District	55	1	0	56
Nuwara Eliya District	39	6	0	45
Ampara District	34	7	0	41
Polonnaruwa District	31	2	0	33
Monaragala District	33	0	0	33
Jaffna District	18	14	0	32
Mullaitivu District	18	7	1	26
Trincomalee District	18	5	2	25
Batticaloa District	6	13	1	20
Kilinochchi District	8	5	0	13
Vavniya District	6	4	0	10
Manner District	4	2	0	6



Top 20 Organizations serviced by GIC

Organization	Sinhala	Tamil	English	Total	Total%
Sri Lanka Railway Department	16528	491	274	17299	17.84
Divisional Secreteriat (Common Mannual)	5540	158	93	5792	5.97
Department of Police.	4947	116	51	5116	5.28
Department Of Motor Traffic.-RMV	4807	146	100	5056	5.21
Bank of Ceylon-BOC	3456	29	7	3493	3.6
People's Bank	3193	36	11	3241	3.34
Department of Immigration & Emigration	2642	188	153	2983	3.08
Ministry of Health	2579	76	39	2698	2.78
Department of Examinations.	2450	143	31	2624	2.71
Ministry of Education	2275	72	18	2367	2.44
University Grants Commission	2099	149	15	2263	2.33
Ministry of Transport.	2117	68	20	2207	2.28
Department Of Registration of Persons	1965	127	41	2133	2.2
Ceylon Electricity Board-CEB	1967	32	19	2018	2.08
Sri Lanka Bureau of Foreign Employment(SLBFE)	1864	85	21	1970	2.03
Ministry of Public Administration and Home Affairs	1572	56	16	1646	1.7
Department of Labour	1527	28	29	1587	1.64
Department of Registrar General	1179	27	36	1242	1.28
Consumer Affairs Authority.	876	28	14	920	0.95
Department of Pensions	879	13	9	904	0.93

