

Government Information Center GIC (1919)



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Government Information Centre



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The Presidential Secretariat

ICTA
ideas actioned



Monthly Performance

November 2013





Call Volume – November 2013

Queue	Received		Answered		Abandoned	
	Total Calls	%	Total Calls	%	Total Calls	%
Sinhala - Information	127958	88.86	121375	88.94	6583	87.45
Sinhala - Complains	2539	1.76	2470	1.81	69	0.92
Tamil - Information	3963	2.75	3618	2.65	345	4.58
Tamil - Complains	702	0.49	653	0.48	49	0.65
English - Information	2293	1.59	2262	1.66	31	0.41
English - Complains	162	0.11	150	0.11	12	0.16
Sinhala - eServices	5346	3.71	5030	3.69	316	4.20
English - eServices	275	0.19	261	0.19	14	0.19
Tamil - eServices	757	0.53	648	0.47	109	1.45



Average Call Volume

❖ Weekdays

Queue	No. of Calls	%
S-INF	5153	89.45
S-COM	96	1.67
T-INF	149	2.59
T-COM	25	0.44
E-INF	94	1.63
E-COM	6	0.11
S- eservices	201	3.49
E- eservices	26	0.45
T- eservices	10	0.17
	5761	

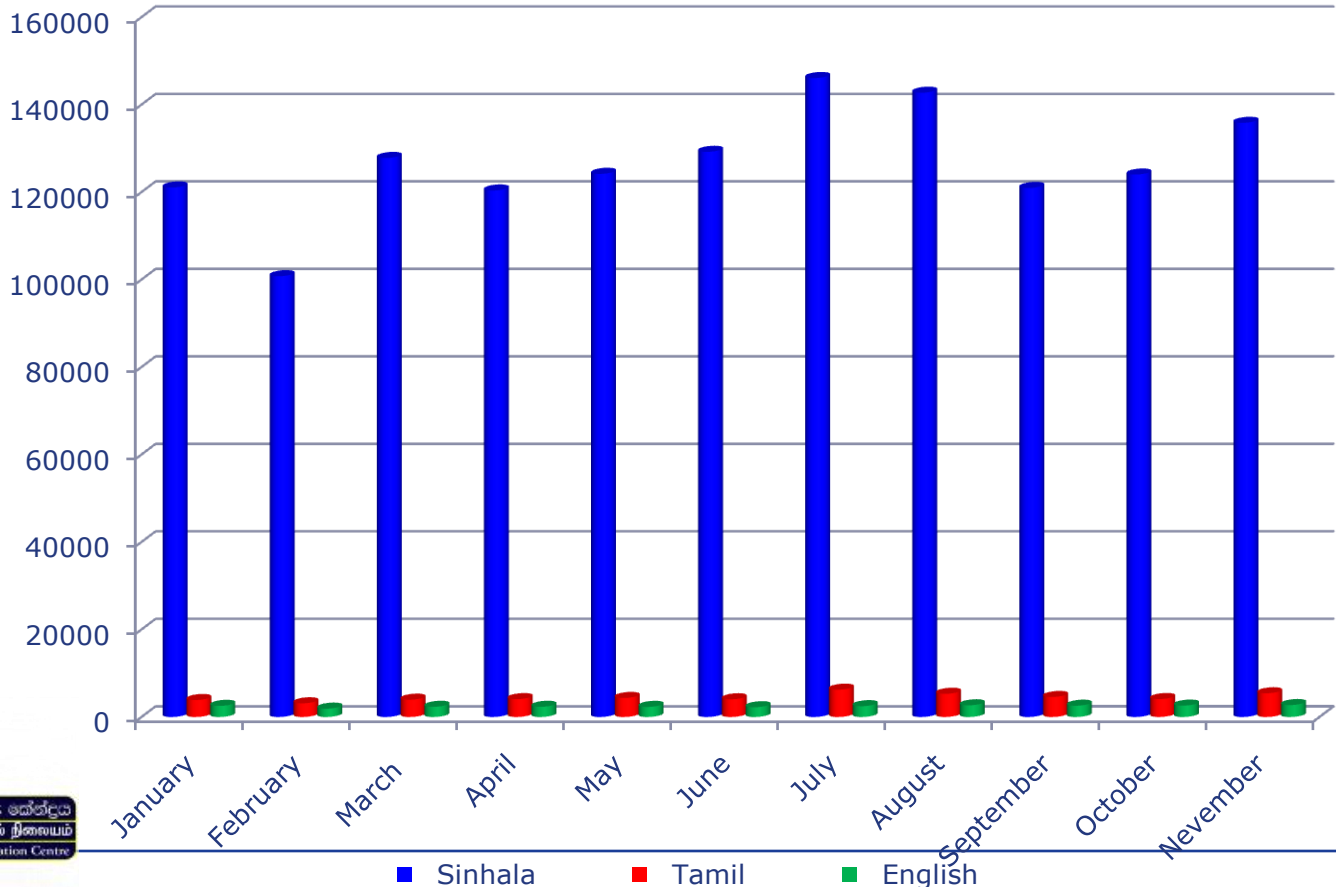
❖ Weekends

Queue	No. of Calls	%
S-INF	2194	85.75
S-COM	58	2.26
T-INF	92	3.61
T-COM	19	0.73
E-INF	36	1.39
E-COM	4	0.14
S- eservices	125	4.89
E- eservices	23	0.92
T- eservices	7	0.29
	2558	



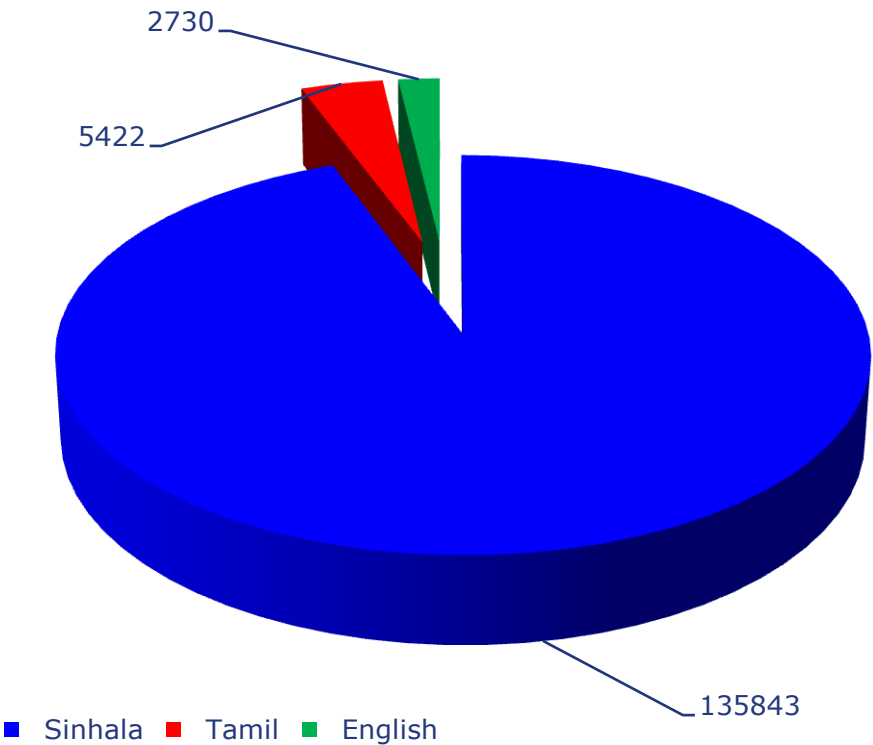
Language wise monthly call volume

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



Language wise monthly call volume – Total

Language	No of Calls
Sinhala	135,843
Tamil	5,422
English	2,730
Total	143,995



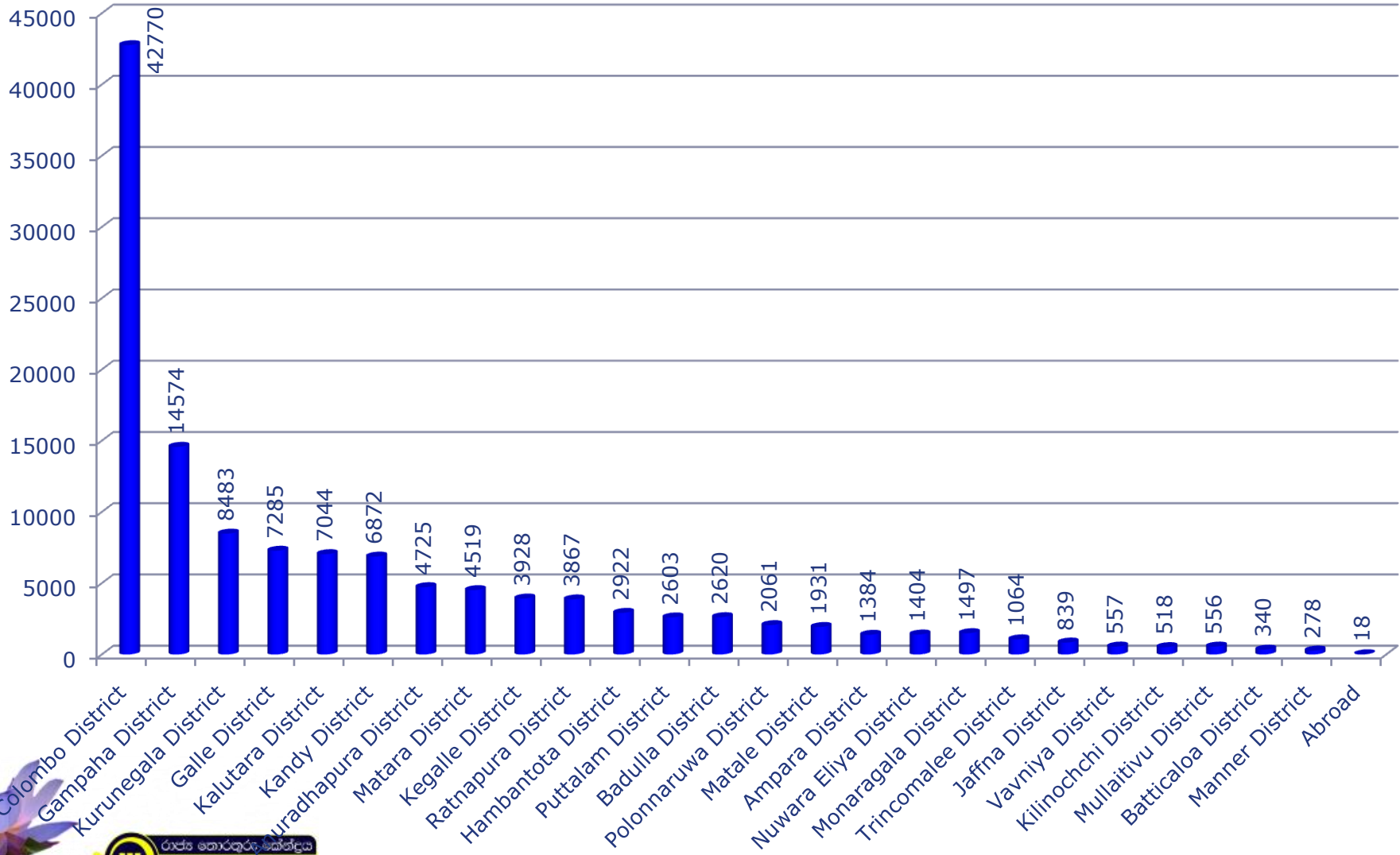
District wise Call Volume

Area	Sinhala	Tamil	English	Total
Colombo District	42770	990	1833	45593
Gampaha District	14574	145	177	14896
Kurunegala District	8483	107	18	8608
Galle District	7285	31	47	7363
Kalutara District	7044	170	53	7267
Kandy District	6872	364	84	7320
Anuradhapura District	4725	82	12	4819
Matara District	4519	34	19	4572
Kegalle District	3928	92	21	4041
Ratnapura District	3867	50	10	3927
Hambantota District	2922	5	13	2940
Puttalam District	2603	184	11	2798
Badulla District	2620	116	18	2754

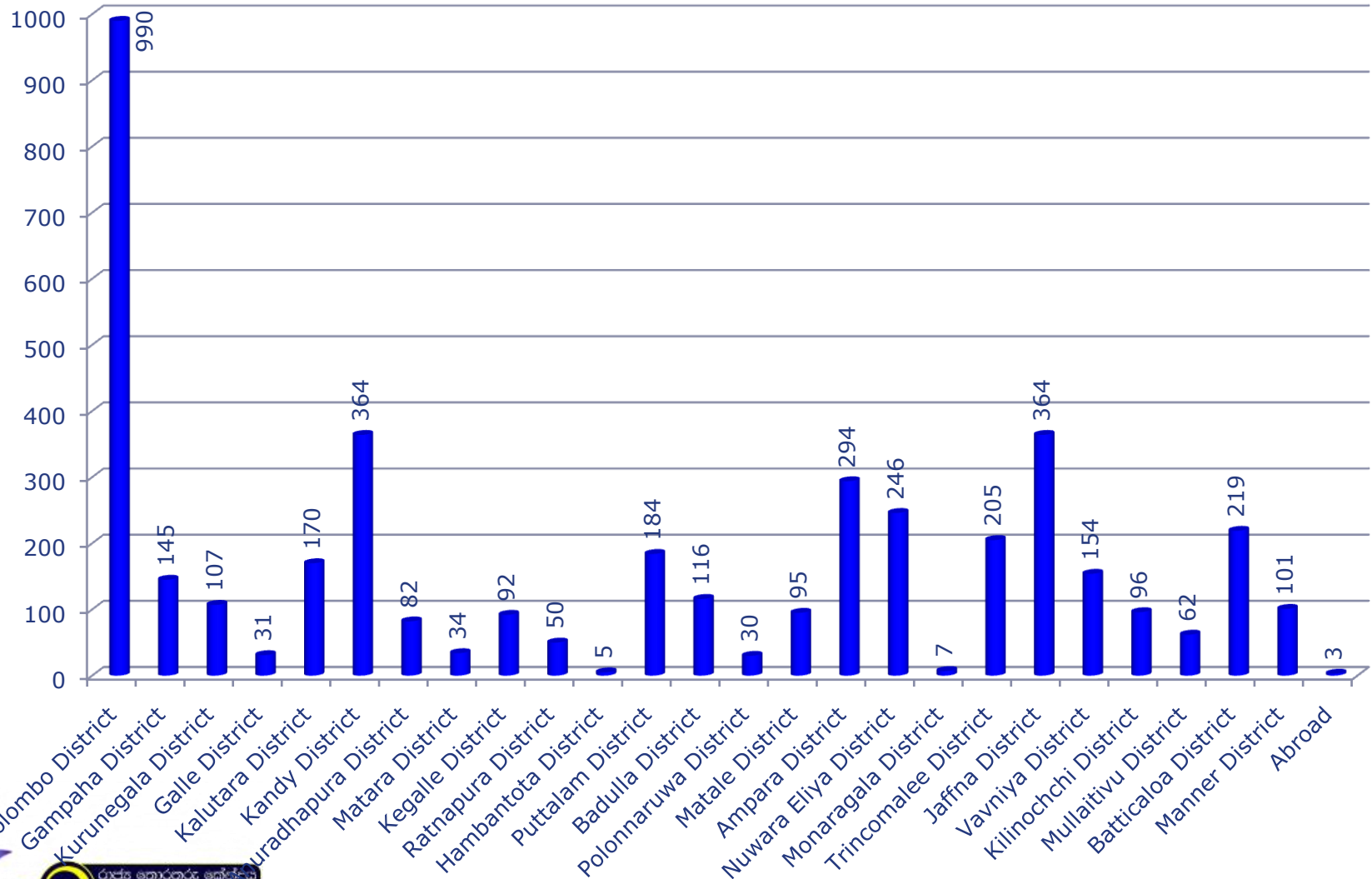
Area	Sinhala	Tamil	English	Total
Polonnaruwa District	2061	30	6	2097
Matale District	1931	95	15	2041
Ampara District	1384	294	11	1689
Nuwara Eliya District	1404	246	23	1673
Monaragala District	1497	7	2	1506
Trincomalee District	1064	205	8	1277
Jaffna District	839	364	11	1214
Vavuniya District	557	154	1	712
Kilinochchi District	518	96	6	620
Mullaitivu District	556	62	0	618
Batticaloa District	340	219	10	569
Manner District	278	101	2	381
Abroad	18	3	4	25



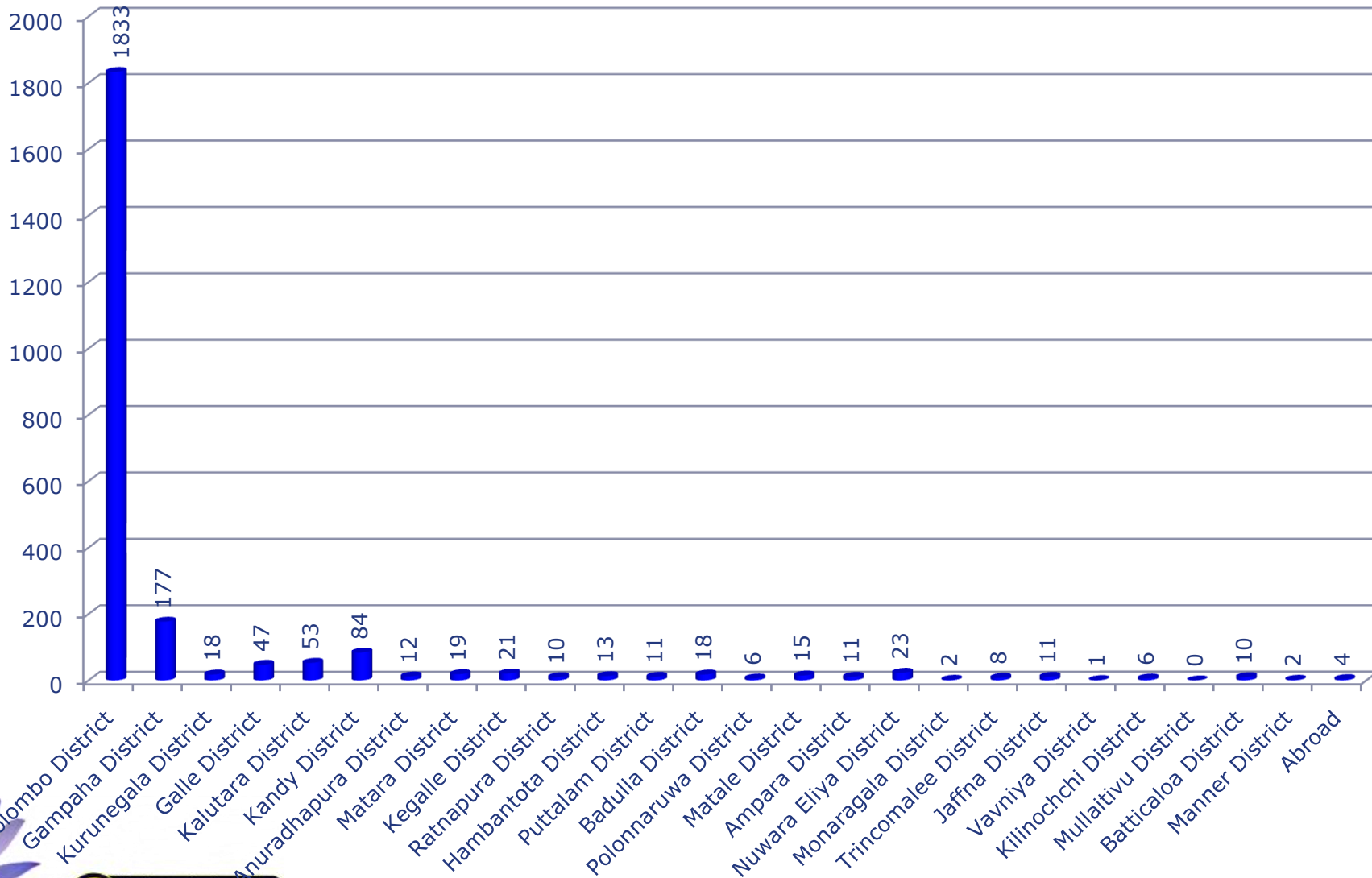
District wise call volume - Sinhala



District wise call volume - Tamil



District wise call volume - English



District wise Call Volume-eServices

Area	Sinhala	Tamil	English	Total
Colombo District	941	21	100	1062
Gampaha District	405	6	12	423
Kurunegala District	270	2	1	273
Kandy District	247	12	6	265
Galle District	206	1	4	211
Kalutara District	165	4	3	172
Kegalle District	153	6	2	161
Anuradhapura District	160	1	0	161
Matara District	116	1	0	117
Ratnapura District	105	5	0	110
Puttalam District	88	8	0	96
Hambantota District	96	0	0	96

Area	Sinhala	Tamil	English	Total
Badulla District	80	5	0	85
Nuwara Eliya District	40	17	2	59
Matale District	54	3	1	58
Jaffna District	24	29	0	53
Ampara District	48	4	0	52
Polonnaruwa District	50	1	0	51
Monaragala District	45	0	1	46
Mullaitivu District	30	4	0	34
Trincomalee District	25	6	0	31
Vavniya District	16	10	0	26
Kilinochchi District	12	7	1	20
Batticaloa District	8	10	0	18
Manner District	7	7	0	14



Top 20 Organizations serviced by GIC

Organization	Sinhala	Tamil	English	Total	Total%
Sri Lanka Railway Department	12552	408	240	13207	13.12
Department of Police.	5824	117	119	6060	6.02
Divisional Secretariat (Common Manual)	5627	149	104	5883	5.85
Department Of Motor Traffic.-RMV	4961	137	94	5193	5.16
University Grants Commission	4321	561	48	4930	4.9
Department Of Registration of Persons	3301	215	32	3549	3.53
Bank of Ceylon-BOC	3396	26	8	3430	3.41
Department of Immigration & Emigration	3084	189	149	3423	3.4
Ministry of Public Administration and Home Affairs	2668	265	33	2967	2.95
People's Bank	2802	24	12	2838	2.82
Sri Lanka Bureau of Foreign Employment(SLBFE)	2527	79	19	2625	2.61
Ministry of Health	2425	41	20	2489	2.47
Ministry of Education	2065	115	15	2196	2.18
Ministry of Transport.	2054	66	29	2151	2.14
Department of Examinations.	1976	130	15	2121	2.11
Ceylon Electricity Board-CEB	1934	46	25	2006	1.99
Department of Labour	1792	32	37	1862	1.85
Department of Registrar General	1375	37	46	1459	1.45
Department of Pensions	957	25	6	989	0.98
Central Bank Of Sri Lanka.	846	18	16	880	0.87

