

**SLA Statistic Report by Section (October 2016)**

| <b>Section</b>                     | <b>New</b> | <b>In Progress</b> | <b>Assigned</b> | <b>Reopen</b> | <b>Solved</b> | <b>Route back to Talikhidmat Centre</b> | <b>Total</b> |
|------------------------------------|------------|--------------------|-----------------|---------------|---------------|---|--------------|
| Administration                     | 0          | 0                  | 0               | 0             | 0             | 0                                       | 0            |
| Building                           | 0          | 0                  | 0               | 0             | 1             | 1                                       | 2            |
| Enforcement                        | 0          | 0                  | 0               | 0             | 28            | 2                                       | 30           |
| Engineering                        | 0          | 2                  | 0               | 0             | 103           | 5                                       | 110          |
| HR Section                         | 0          | 0                  | 0               | 0             | 0             | 0                                       | 0            |
| ICT Section                        | 0          | 0                  | 0               | 0             | 0             | 0                                       | 0            |
| Landscape                          | 0          | 1                  | 0               | 0             | 15            | 1                                       | 17           |
| Licensing Section                  | 0          | 1                  | 0               | 0             | 1             | 0                                       | 2            |
| Property Management                | 0          | 0                  | 0               | 0             | 0             | 0                                       | 0            |
| Public Health Section              | 0          | 0                  | 0               | 0             | 1             | 0                                       | 1            |
| Public Relation/Corporate Division | 0          | 3                  | 0               | 0             | 53            | 0                                       | 56           |
| Rating and Valuation               | 0          | 0                  | 0               | 0             | 3             | 2                                       | 5            |
| Treasury                           | 0          | 0                  | 0               | 0             | 0             | 0                                       | 0            |
| <b>Total</b>                       | 0          | 0                  | 0               | 0             | 0             | 0                                       | 0            |