

**Languagewise Monthly Total calls Received for GIC 2012**

Monthly Total Calls														
	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average
<b>Total Calls</b>														
Sinhala	121856	110937	111204	106149	117517	115989	125984	130878	117969	130209	125271	122138	1,436,101	95%
Tamil	4291	3968	4398	4063	4264	4211	4314	4582	3985	4011	4054	4449	50,590	3%
English	2964	2364	2526	2331	2598	2530	2556	2634	2768	2952	3076	3381	32,680	2%
	Total												<b>1,519,371</b>	
<b>Answered Calls</b>														
Sinhala	115571	103779	102897	97741	108442	107341	116572	117793	112461	121938	117490	115250	1,337,275	95%
Tamil	3982	3677	3975	3575	3883	3819	3941	4043	3654	3644	3677	3933	45,803	3%
English	2881	2315	2438	2191	2497	2459	2496	2548	2598	2815	2905	3169	31,312	2%
	Total												<b>1,414,390</b>	<b>93%</b>
<b>Abandoned Calls</b>														
Sinhala	6285	7158	8307	8408	9075	8648	9412	13085	5508	8271	7781	6888	98,826	94%
Tamil	309	291	423	488	381	392	373	539	331	367	377	516	4,787	5%
English	83	49	88	140	101	71	60	86	170	137	171	212	1,368	1%
	Total												<b>104,981</b>	<b>7%</b>