

Provincial and Districtwise Monthly Total Calls Received for GIC - 2011

Monthly Total Calls - Information and Complaints Channels															
District	January	February	March	April	May	June	July	August	September	October	November	December	Total	%	Province
Colombo	41895	37596	37230	35228	39960	38195	40102	40503	38831	42214	40694	40256	472704	35.6%	Western
Gampaha	13469	12415	12148	11485	12649	12051	13148	13728	13007	13901	13012	12663	153676	11.6%	
Kalutara	6542	6286	6007	5817	6153	5844	6644	6881	6371	6886	6583	6440	76454	5.8%	
Galle	6634	5731	5408	5348	6248	6013	6637	6671	6129	6829	6814	6840	75302	5.7%	Southern
Matara	3907	3266	3121	3064	3542	3663	4060	4305	3872	4286	4281	4276	45643	3.4%	
Hambantota	2599	2205	2178	1867	2317	2258	2673	2730	2507	2885	2844	2605	29668	2.2%	
Puttalam	2168	2037	2151	1861	2070	2179	2303	2227	2219	2314	2383	2231	26143	2.0%	North Western
Kurunegala	6846	6146	6242	5466	6499	6411	7289	7205	6748	7286	7109	7404	80651	6.1%	
Kandy	5767	5226	5542	4933	5593	5436	5666	5727	5811	6256	6149	5834	67940	5.1%	Central
Matale	1746	1470	1472	1332	1576	1715	2015	1863	1680	1776	1704	1779	20128	1.5%	
Nuwara Eliya	1431	1229	1200	1218	1284	1255	1512	1211	1287	1228	1390	1330	15575	1.2%	
Ratnapura	4114	3373	3502	3314	3506	3464	3886	4052	3589	4191	3845	3520	44356	3.3%	Sabaragamuwa
Kegalle	3494	3056	3157	2961	2970	3122	3349	3573	3370	3712	3623	3509	39896	3.0%	
Anuradhapura	3979	3885	3992	3662	4079	4022	4324	4160	4330	4354	4375	4607	49769	3.7%	North Central
Polonnaruwa	1798	1669	1700	1575	1685	1761	1925	1819	1879	1964	2007	2042	21824	1.6%	
Badulla	2284	1964	2234	1826	2173	2254	2580	2422	2470	2381	2430	2365	27383	2.1%	Uva
Monaragala	1230	1034	1164	993	1177	1180	1365	1295	1394	1378	1272	1349	14831	1.1%	
Ampara	1420	1220	1320	1169	1317	1337	1576	1436	1421	1469	1476	1611	16772	1.3%	Eastern
Trincomalee	1209	1071	1019	1051	1068	986	1120	1154	1116	1187	1221	1377	13579	1.0%	
Batticaloa	508	425	464	526	435	413	492	475	434	472	486	573	5703	0.4%	
Jaffna	857	848	876	914	792	818	996	989	944	894	1036	1047	11011	0.8%	Northern
Vavuniya	563	592	627	577	635	606	698	663	617	676	712	772	7738	0.6%	
Mullaitivu	276	319	324	354	342	292	399	316	354	379	385	444	4184	0.3%	
Kilinochchi	434	413	437	402	386	402	388	418	376	464	447	507	5074	0.4%	
Manner	285	242	287	249	269	251	268	269	231	247	257	275	3130	0.2%	
Abroad	33	30	24	21	23	24	22	25	22	22	20	19	285	0.0%	0.0%

Monthly Total Calls - eService Channel

District	January	February	March	April	May	June	July	August	September	October	November	December	Total	%		Province
Colombo									15	377	615	663	1,670	25.1%	39.1%	Western
Gampaha									4	140	242	264	650	9.8%		
Kalutara									5	45	112	123	285	4.3%		
Galle									1	89	156	207	453	6.8%	12.9%	Southern
Matara									1	51	85	96	233	3.5%		
Hambantota									2	32	73	69	176	2.6%		
Puttalam										23	57	67	147	2.2%	8.6%	North Western
Kurunegala									1	80	151	192	424	6.4%		
Kandy									4	99	186	178	467	7.0%	10.7%	Central
Matale										17	49	47	113	1.7%		
Nuwara Eliya										22	48	65	135	2.0%		
Ratnapura									1	54	100	111	266	4.0%	7.4%	Sabaraga muwa
Kegalle									1	34	81	109	225	3.4%		
Anuradhapura										61	127	155	343	5.2%	7.6%	North Central
Polonnaruwa										17	67	76	160	2.4%		
Badulla										34	59	69	162	2.4%	3.9%	Uva
Monaragala										15	38	44	97	1.5%		
Ampara										27	43	78	148	2.2%	5.3%	Eastern
Trincomalee										16	54	68	138	2.1%		
Batticaloa									2	11	24	32	69	1.0%		
Jaffna										18	48	42	108	1.6%	4.5%	Northern
Vavniya										13	45	40	98	1.5%		
Mullaitivu										6	14	28	48	0.7%		
Kilinochchi										3	9	13	25	0.4%		
Manner										7	6	5	18	0.3%		
Abroad										1			1	0.0%	0.0%	