

Timely Request Closure

Requests Closed within 24 days in the past 12 months

Request Closure Times

#

1,882

1,526

1,563

899 119

58

23

3

%

31.0%

25.1% 25.7%

14.8%

2.0%

1.0%

0.4% 0.0%

In the past 12 months

Less than 5 Days

Between 6 - 10 Days

Between 11 - 24 Days

Between 3 - 6 Months

Between 6 - 12 Months More than 12 Months

ERROR

Between 25 days - 2 Months

| | 4,971 | | | | | |
|-----|-------|--|--|--|--|--|
| 82% | 6,073 | | | | | |
| | | | | | | |

Timely Request Closure (Monthly Performance)

| FY 2022 | | | | | | | | FY 2023 | | | |
|---------|---|-----|-----|-----|-----|-----|-----|---------|-----|-----|-----|
| No | V | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep |
| 869 | % | 80% | 80% | 80% | 81% | 83% | 77% | 83% | 81% | 85% | 83% |

Monthly Request Volume

Requests Received



Open Requests By month they were received

