

Month	Number of requests received in month	Number of requests closed in month	Number of requests closed in time	Percentage of requests completed in time	Total number of open requests
September	139	77	14	18%	261
October	167	92	26	28%	286
November	135	95	23	24%	290
December	99	39	18	46%	351

Total number of open requests overdue	Number of open requests older than 6 months	Number of open requests older than a year	Oldest open request (days)
176	8	2	388
204	15	1	412
211	30	1	442
278	29	1	474