

REGISTRATION

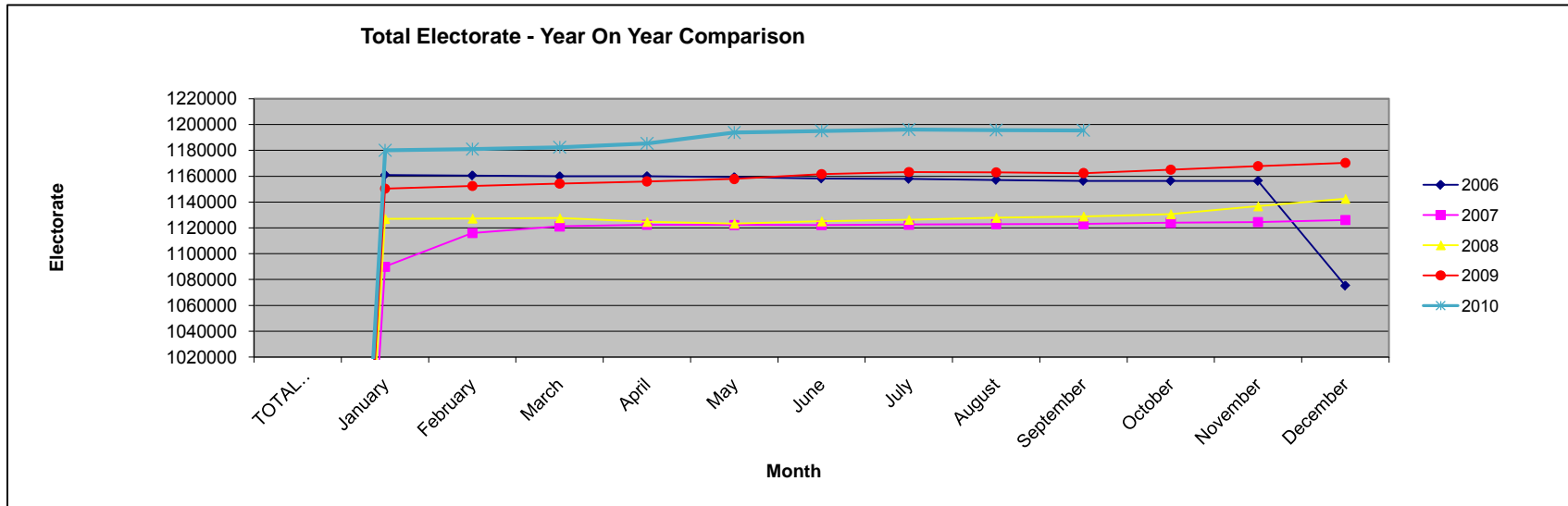
01.09.10 comparison with 01.12.09

| Area Office | Constituency | Total Published Electorate 01.12.09 | Total Published Electorate 01.09.10 | Difference | % Change |
|--------------|----------------------------|--|--|--------------|-------------|
| Belfast | BELFAST SOUTH | 59614 | 61516 | 1902 | 3.19 |
| | BELFAST WEST | 59279 | 60363 | 1084 | 1.83 |
| Londonderry | FOYLE | 65367 | 67340 | 1973 | 3.02 |
| | EAST LONDONDERRY | 63453 | 64476 | 1023 | 1.61 |
| Ballymena | NORTH ANTRIM | 73409 | 74852 | 1443 | 1.97 |
| | MID ULSTER | 64419 | 66039 | 1620 | 2.51 |
| Omagh | WEST TYRONE | 61076 | 62514 | 1438 | 2.35 |
| | FERMANAGH AND SOUTH TYRONE | 68853 | 70271 | 1418 | 2.06 |
| Banbridge 1 | UPPER BANN | 75850 | 76820 | 970 | 1.28 |
| | NEWRY AND ARMAGH | 75330 | 76465 | 1135 | 1.51 |
| Banbridge 2 | SOUTH DOWN | 70808 | 72180 | 1372 | 1.94 |
| | LAGAN VALLEY | 65365 | 66528 | 1163 | 1.78 |
| Newtownabbey | BELFAST NORTH | 65097 | 67168 | 2071 | 3.18 |
| | EAST ANTRIM | 60214 | 61333 | 1119 | 1.86 |
| | SOUTH ANTRIM | 62967 | 64443 | 1476 | 2.34 |
| Newtownards | BELFAST EAST | 58617 | 60269 | 1652 | 2.82 |
| | STRANGFORD | 60258 | 61488 | 1230 | 2.04 |
| | NORTH DOWN | 60360 | 61438 | 1078 | 1.79 |
| TOTAL | | 1170336 | 1195503 | 25167 | 2.15 |

02.09.10 comparison with previous month

| Area Office | Constituency | Total Published Electorate 02.08.10 | Total Published Electorate 01.09.10 | Difference | % Change |
|--------------|----------------------------|--|--|-------------|--------------|
| Belfast | BELFAST SOUTH | 61457 | 61516 | 59 | 0.10 |
| | BELFAST WEST | 60364 | 60363 | -1 | 0.00 |
| Londonderry | FOYLE | 67320 | 67340 | 20 | 0.03 |
| | EAST LONDONDERRY | 64477 | 64476 | -1 | 0.00 |
| Ballymena | NORTH ANTRIM | 74869 | 74852 | -17 | -0.02 |
| | MID ULSTER | 66118 | 66039 | -79 | -0.12 |
| Omagh | WEST TYRONE | 62502 | 62514 | 12 | 0.02 |
| | FERMANAGH AND SOUTH TYRONE | 70239 | 70271 | 32 | 0.05 |
| Banbridge 1 | UPPER BANN | 76808 | 76820 | 12 | 0.02 |
| | NEWRY AND ARMAGH | 76499 | 76465 | -34 | -0.04 |
| Banbridge 2 | SOUTH DOWN | 72280 | 72180 | -100 | -0.14 |
| | LAGAN VALLEY | 66654 | 66528 | -126 | -0.19 |
| Newtownabbey | BELFAST NORTH | 67196 | 67168 | -28 | -0.04 |
| | EAST ANTRIM | 61321 | 61333 | 12 | 0.02 |
| | SOUTH ANTRIM | 64447 | 64443 | -4 | -0.01 |
| Newtownards | BELFAST EAST | 60245 | 60269 | 24 | 0.04 |
| | STRANGFORD | 61415 | 61488 | 73 | 0.12 |
| | NORTH DOWN | 61510 | 61438 | -72 | -0.12 |
| TOTAL | | 1195721 | 1195503 | -218 | -0.02 |

| TOTAL ELECTORATE | 2006 | 2007 | 2008 | 2009 | 2010 |
|------------------|---------|---------|---------|---------|---------|
| January | 1160838 | 1089928 | 1126982 | 1150393 | 1179994 |
| February | 1160492 | 1115965 | 1127258 | 1152379 | 1180979 |
| March | 1159858 | 1121098 | 1127602 | 1154228 | 1182410 |
| April | 1159896 | 1122330 | 1124624 | 1155960 | 1185427 |
| May | 1159124 | 1122198 | 1123352 | 1157853 | 1193824 |
| June | 1158139 | 1122105 | 1125053 | 1161566 | 1195089 |
| July | 1157814 | 1122469 | 1126263 | 1163197 | 1196138 |
| August | 1157051 | 1122839 | 1127833 | 1163042 | 1195721 |
| September | 1156263 | 1122885 | 1128890 | 1162425 | 1195503 |
| October | 1156263 | 1123846 | 1130596 | 1165026 | |
| November | 1156263 | 1124479 | 1136766 | 1167886 | |
| December | 1075116 | 1125979 | 1142547 | 1170336 | |



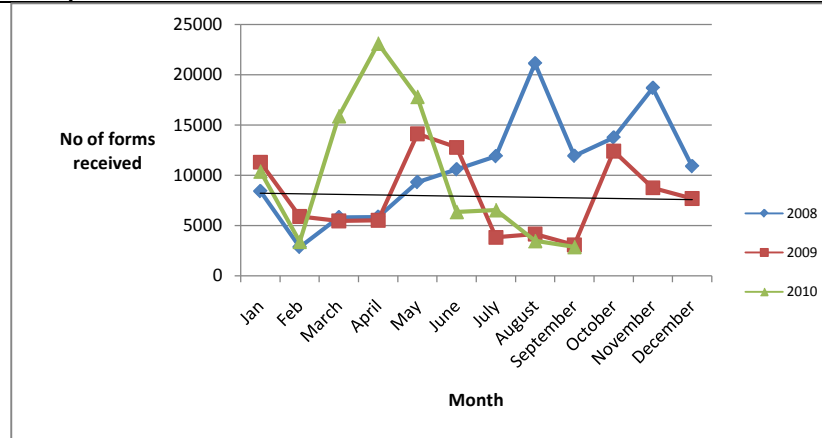
CHANGES TO REGISTER AND FORMS RECEIVED - 1 SEPTEMBER 2010 REVISED REGISTER

| Office | Constituency | Total No. of CR Claim forms recd in office | Modification (including Z added) | Transfers | Additions | Total evidence letters issued | Total Deletions (deaths & removals) | Total Transactions | Published Electorate 2 August 2010 | % change |
|---------------|--------------------------|--|----------------------------------|-------------|-------------|-------------------------------|-------------------------------------|--------------------|------------------------------------|----------|
| Belfast | Belfast South | 280 | 9 | 58 | 167 | 150 | 161 | 545 | 61457 | 0.89 |
| | Belfast West | 235 | 8 | 33 | 130 | 107 | 168 | 446 | 60364 | 0.74 |
| Newtownards | North Down | 82 | 11 | 47 | 58 | 20 | 139 | 275 | 61510 | 0.45 |
| | Strangford | 98 | 20 | 49 | 68 | 22 | 150 | 309 | 61415 | 0.50 |
| Newtownabbey | Belfast East | 110 | 5 | 48 | 68 | 31 | 113 | 265 | 60245 | 0.44 |
| | East Antrim | 136 | 13 | 48 | 74 | 32 | 61 | 228 | 61321 | 0.37 |
| | South Antrim | 127 | 24 | 39 | 63 | 63 | 55 | 244 | 64447 | 0.38 |
| Banbridge 1 | Belfast North | 197 | 29 | 81 | 112 | 59 | 155 | 436 | 67196 | 0.65 |
| | Upper Bann | 205 | 36 | 79 | 65 | 66 | 63 | 309 | 76808 | 0.40 |
| Banbridge 2 | Newry & Armagh | 118 | 16 | 31 | 55 | 30 | 87 | 219 | 76499 | 0.29 |
| | South Down | 143 | 20 | 54 | 31 | 39 | 125 | 269 | 72280 | 0.37 |
| | Lagan Valley | 175 | 21 | 78 | 43 | 51 | 179 | 372 | 66654 | 0.56 |
| Omagh | Fermanagh & South Tyrone | 158 | 12 | 70 | 93 | 54 | 69 | 298 | 70239 | 0.42 |
| | West Tyrone | 117 | 17 | 67 | 55 | 40 | 53 | 232 | 62502 | 0.37 |
| Ballymena | North Antrim | 133 | 17 | 88 | 68 | 63 | 92 | 328 | 74869 | 0.44 |
| | Mid Ulster | 124 | 10 | 67 | 48 | 59 | 125 | 309 | 66118 | 0.47 |
| Londonderry | Foyle | 269 | 49 | 69 | 109 | 90 | 76 | 393 | 67320 | 0.58 |
| | East Londonderry | 190 | 13 | 72 | 73 | 60 | 64 | 282 | 64477 | 0.44 |
| TOTALS | TOTALS | 2897 | 330 | 1078 | 1380 | 1036 | 1935 | 13534 | 1195721 | |

Note: The total number of CR forms recd include duplicates and forms from persons who are not eligible for inclusion on the register. The totals of modifications/additions and transfers are those approved up to publication of revised register each month. The total of these does not relate to the total number of forms recd.

Year on year Comparison of number of forms received

| | 2008 | 2009 | 2010 |
|-----------|-------|-------|-------|
| Jan | 8419 | 11296 | 10404 |
| Feb | 2872 | 5915 | 3418 |
| March | 5828 | 5459 | 15893 |
| April | 5868 | 5537 | 23108 |
| May | 9316 | 14119 | 17819 |
| June | 10587 | 12767 | 6380 |
| July | 11891 | 3832 | 6561 |
| August | 21117 | 4161 | 3492 |
| September | 11927 | 3079 | 2897 |
| October | 13746 | 12393 | |
| November | 18681 | 8755 | |
| December | 10894 | 7689 | |



PERFORMANCE MONITORING

Targets:

1.1 Process all registration application forms and related correspondence within 5 working days of receipt (Management Check R1)

| Area Office | Target 1.1 Met | Comments |
|--------------|----------------|----------|
| Ballymoney | Yes | |
| Banbridge 1 | Yes | |
| Banbridge 2 | Yes | |
| Belfast | Yes | |
| Londonderry | Yes | |
| Newtownabbey | Yes | |
| Newtownards | Yes | |
| Omagh | Yes | |

MARKETING

Aug - Sep 10

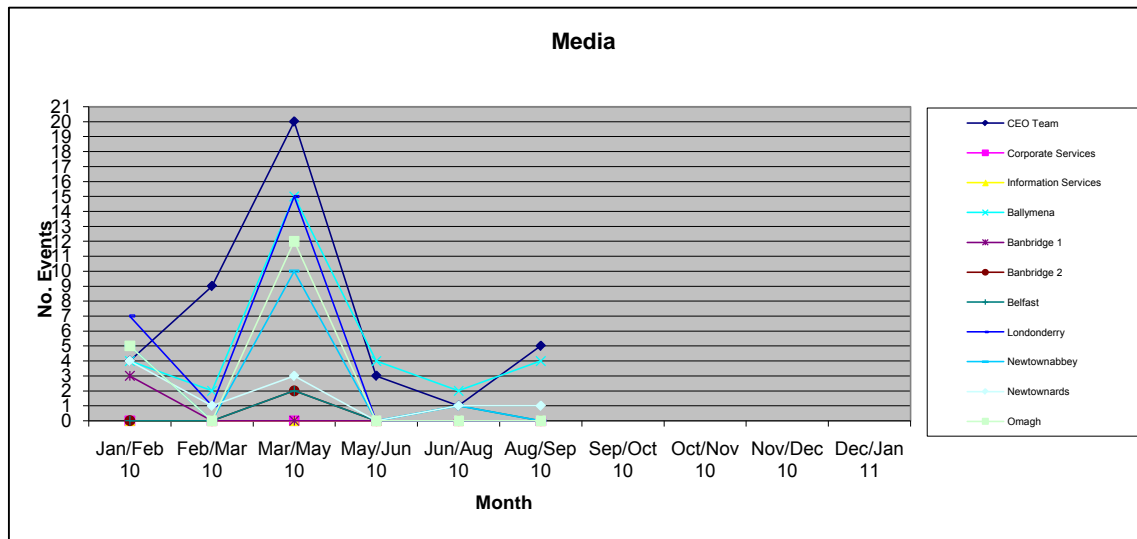
| Area Office/Business Unit | No. of Presentations | Notes |
|----------------------------------|-----------------------------|--|
| CEO Team | 1 | DB - presentation at Consular Association NI |
| Corporate Services | 0 | |
| Information Services | 0 | |
| Ballymena | 1 | registration ID event in office for Young at heart Group |
| Banbridge 1 | 0 | |
| Banbridge 2 | 0 | |
| Belfast | 0 | |
| Londonderry | 0 | |
| Newtownabbey | 0 | |
| Newtownards | 1 | Meeting with East Belfast Community Development Agency re: registration/ID clinic. |
| Omagh | 0 | |
| TOTAL | 3 | |

MEDIA

Aug - Sep 10

| Area Office/Business Unit | No. of Media Contacts | Notes |
|----------------------------------|------------------------------|---|
| CEO Team | 5 | 1 notice of election court, 3 returned councillors and 1 returned MLA |
| Corporate Services | 0 | |
| Information Services | 0 | |
| Ballymena | 4 | Handover cheque to Macmillan Cancer, article regarding young at heart registration event - Ballymena Guardian and Times |
| Banbridge 1 | 0 | |
| Banbridge 2 | 0 | |
| Belfast | 0 | |
| Londonderry | 0 | |
| Newtownabbey | 0 | |
| Newtownards | 1 | Presenting cheque to Prize Draw winner. |
| Omagh | 0 | |
| TOTAL | 10 | |

| Area Office/Business Unit | Jan/Feb 10 | Feb/Mar 10 | Mar/May 10 | May/Jun 10 | Jun/Aug 10 | Aug/Sep 10 | Sep/Oct 10 | Oct/Nov 10 | Nov/Dec 10 | Dec/Jan 11 |
|---------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| CEO Team | 4 | 9 | 20 | 3 | 1 | 5 | | | | |
| Corporate Services | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| Information Services | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| Ballymena | 4 | 2 | 15 | 4 | 2 | 4 | | | | |
| Banbridge 1 | 3 | 0 | 0 | 0 | 0 | 0 | | | | |
| Banbridge 2 | 0 | 0 | 2 | 0 | 0 | 0 | | | | |
| Belfast | 0 | 0 | 2 | 0 | 1 | 0 | | | | |
| Londonderry | 7 | 1 | 15 | 0 | 0 | 0 | | | | |
| Newtownabbey | 5 | 0 | 10 | 0 | 1 | 0 | | | | |
| Newtownards | 4 | 1 | 3 | 0 | 1 | 1 | | | | |
| Omagh | 5 | 0 | 12 | 0 | 0 | 0 | | | | |
| TOTAL | 32 | 12 | 79 | 7 | 6 | 10 | 0 | 0 | 0 | 0 |



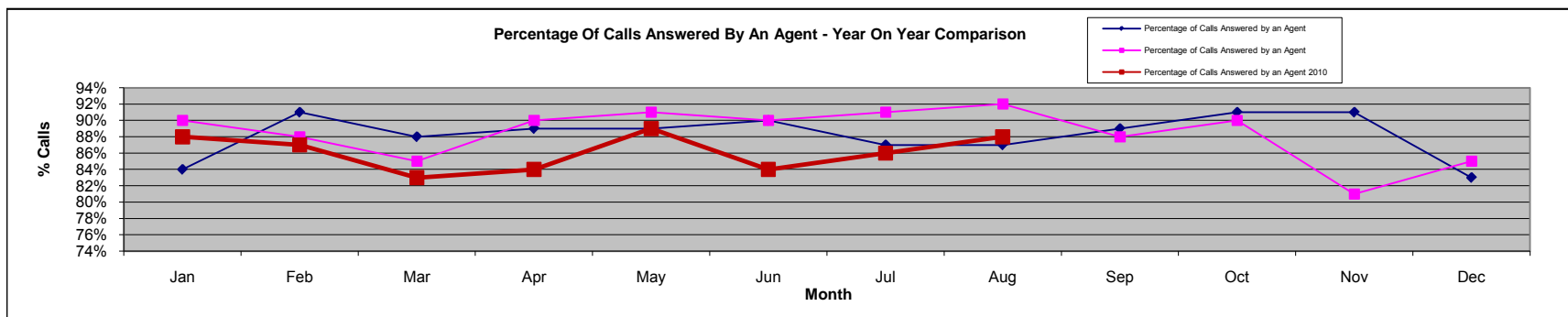
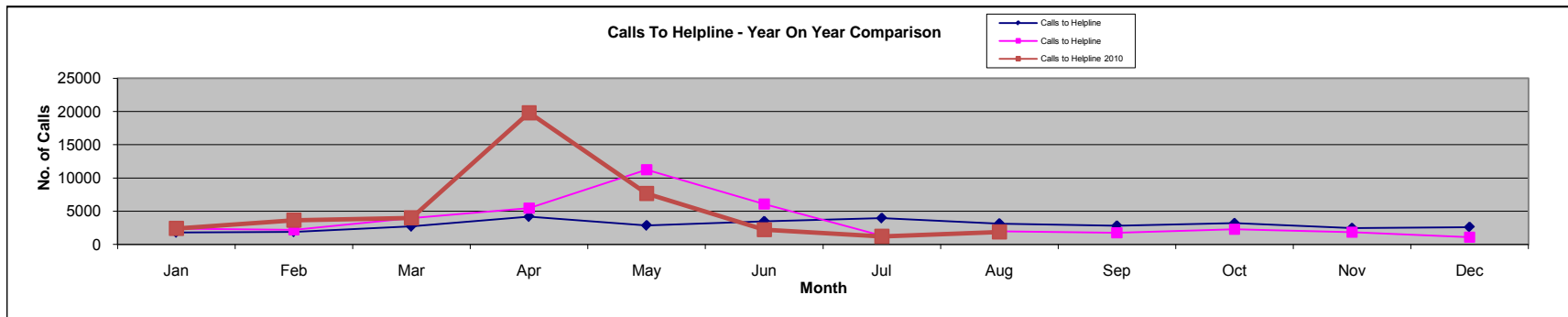
OTHER PUBLIC CONTACTS

Helpline Statistics

| 2010 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|------|------|------|-------|------|------|------|------|-----|-----|-----|-----|
| Calls to Helpline | 2419 | 3661 | 4004 | 19830 | 7675 | 2223 | 1220 | 1903 | | | | |
| Calls Answered by an Agent | 2138 | 3199 | 3327 | 16584 | 6843 | 1857 | 1055 | 1674 | | | | |
| Percentage of Calls Answered by an Agent | 88% | 87% | 83% | 84% | 89% | 84% | 86% | 88% | | | | |

| 2009 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|------|------|------|------|-------|------|------|------|------|------|------|------|
| Calls to Helpline | 2386 | 2207 | 3954 | 5453 | 11253 | 6078 | 1297 | 1993 | 1752 | 2276 | 1836 | 1097 |
| Calls Answered by an Agent | 2151 | 1943 | 3365 | 4902 | 10190 | 5484 | 1175 | 1834 | 1545 | 2040 | 1480 | 929 |
| Percentage of Calls Answered by an Agent | 90% | 88% | 85% | 90% | 91% | 90% | 91% | 92% | 88% | 90% | 81% | 85% |

| 2008 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--|------|------|------|------|------|------|------|------|------|------|------|------|
| Calls to Helpline | 1799 | 1889 | 2709 | 4174 | 2856 | 3479 | 3958 | 3133 | 2805 | 3185 | 2453 | 2607 |
| Calls Answered by an Agent | 1511 | 1719 | 2384 | 3725 | 2532 | 3128 | 3426 | 2722 | 2506 | 2887 | 2237 | 2173 |
| Percentage of Calls Answered by an Agent | 84% | 91% | 88% | 89% | 89% | 90% | 87% | 87% | 89% | 91% | 91% | 83% |



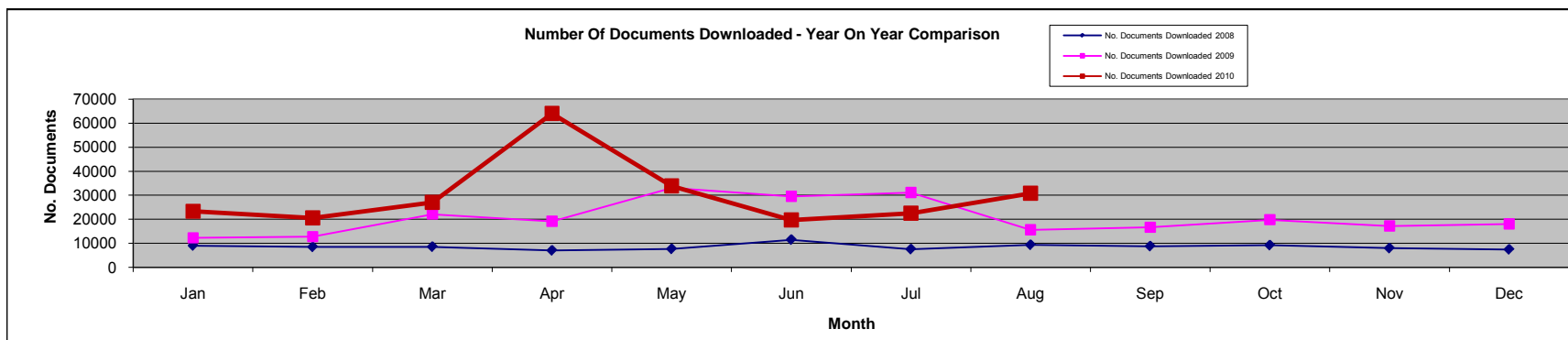
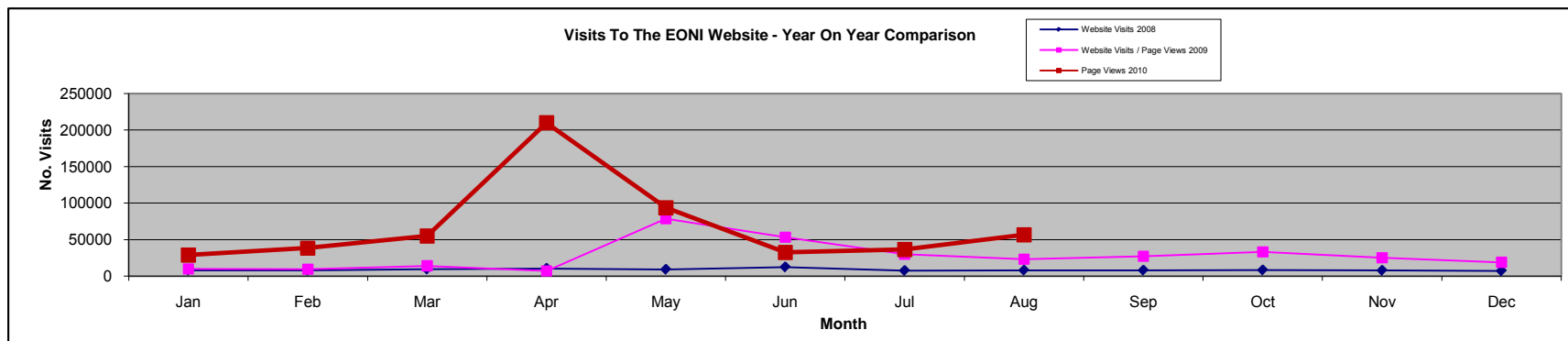
Website Statistics

¹ System of recording was changed from Website Visits to Page Views in May 2009

| 2010 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--------------------------|-------|-------|-------|--------|-------|-------|-------|-------|-----|-----|-----|-----|
| Page Views ¹ | 28939 | 38458 | 55068 | 209996 | 93559 | 32568 | 36541 | 56601 | | | | |
| No. Documents Downloaded | 23338 | 20611 | 27046 | 64041 | 33865 | 19732 | 22577 | 30858 | | | | |

| 2009 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Website Visits | 9711 | 9534 | 14024 | 7074 | 78560 | 53138 | 30060 | 23182 | 27190 | 33197 | 24979 | 18893 |
| No. Documents Downloaded | 12346 | 12777 | 22167 | 19175 | 33115 | 29558 | 31151 | 15688 | 16700 | 19839 | 17254 | 18089 |

| 2008 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--------------------------|------|------|------|-------|------|-------|------|------|------|------|------|------|
| Website Visits | 8214 | 8002 | 9559 | 10711 | 9322 | 12559 | 7699 | 8177 | 8171 | 8426 | 7940 | 7312 |
| No. Documents Downloaded | 9064 | 8501 | 8571 | 7035 | 7659 | 11515 | 7550 | 9362 | 8806 | 9221 | 7975 | 7461 |

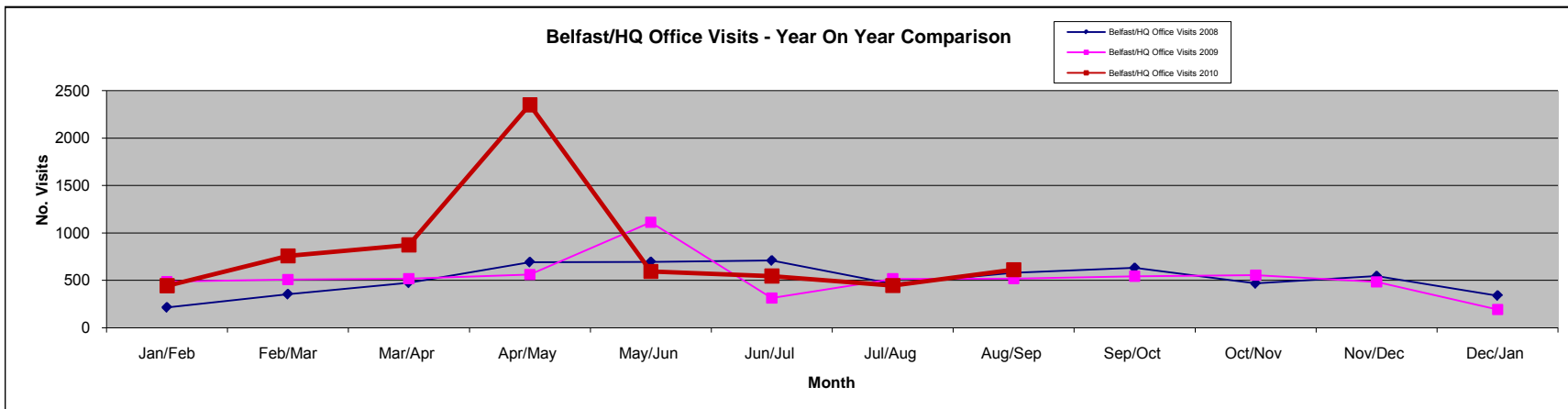
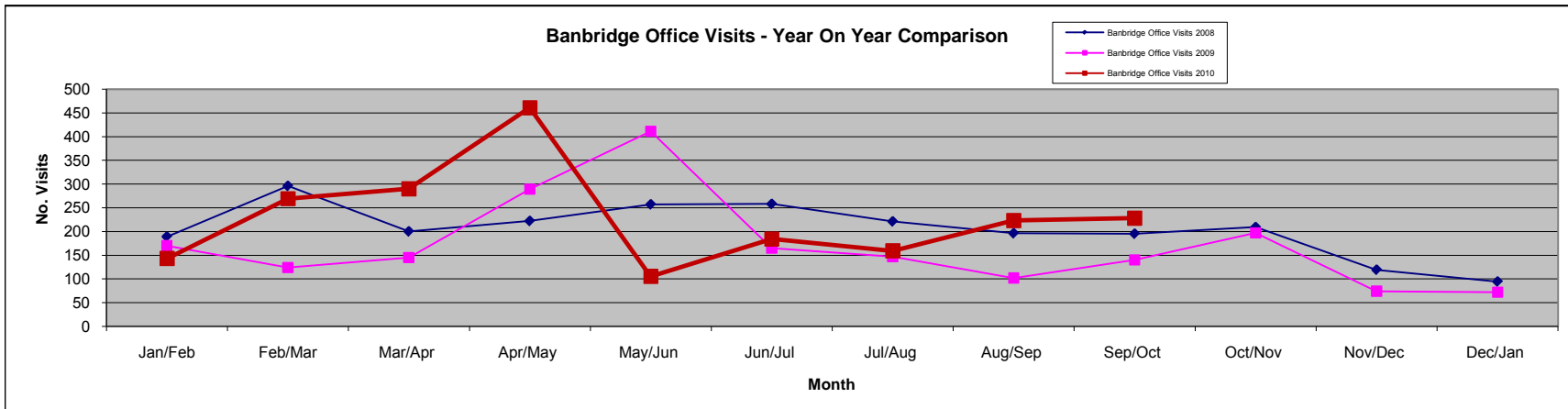
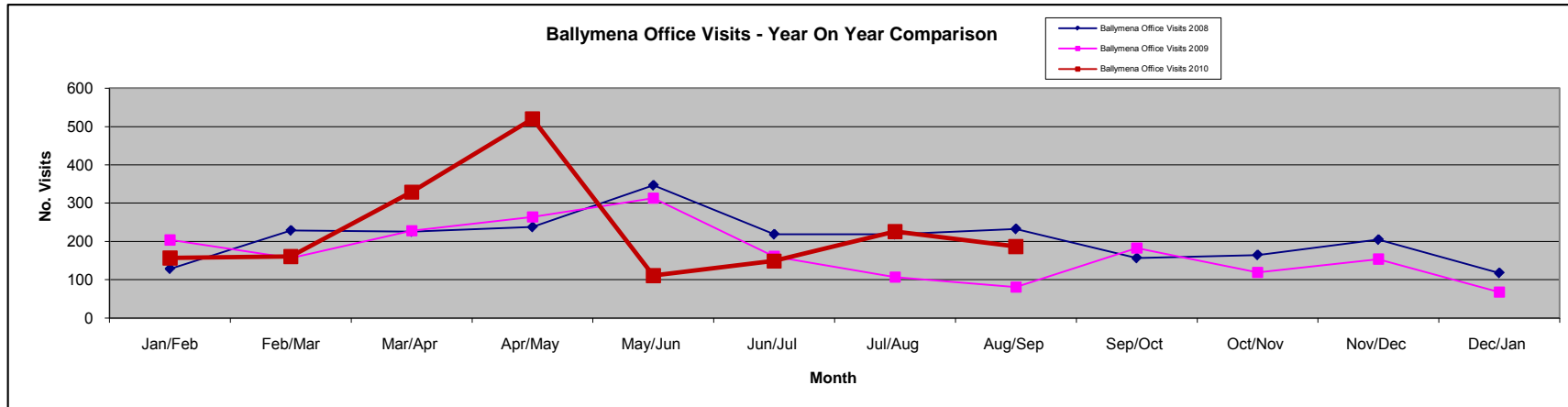


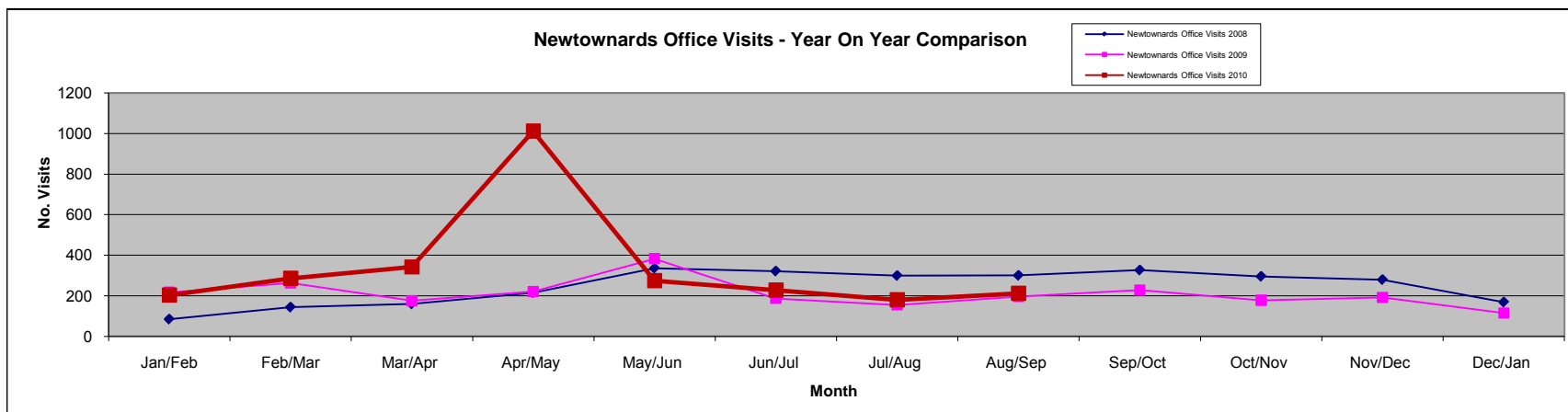
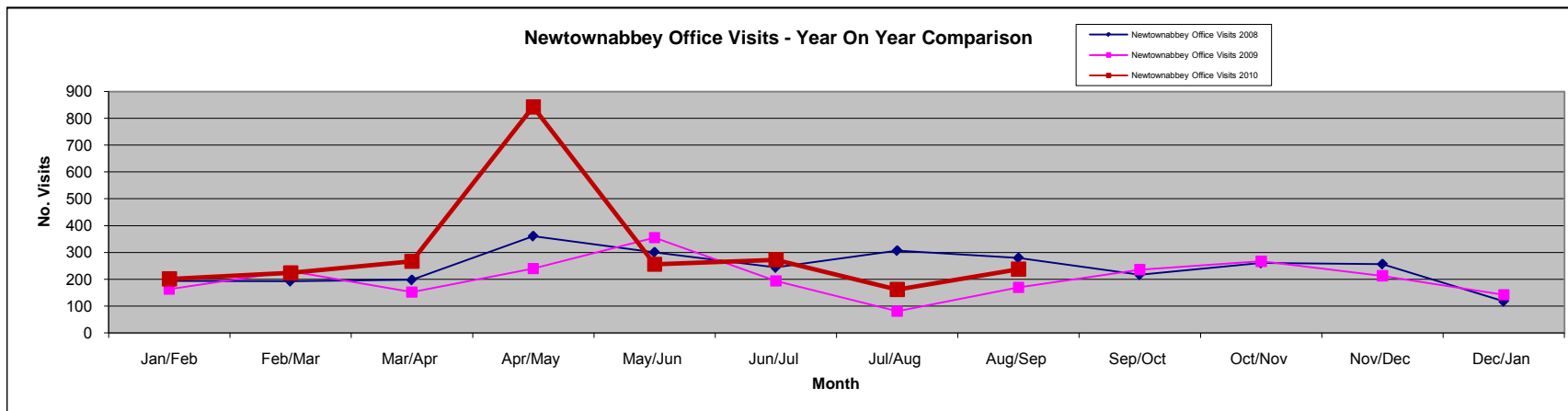
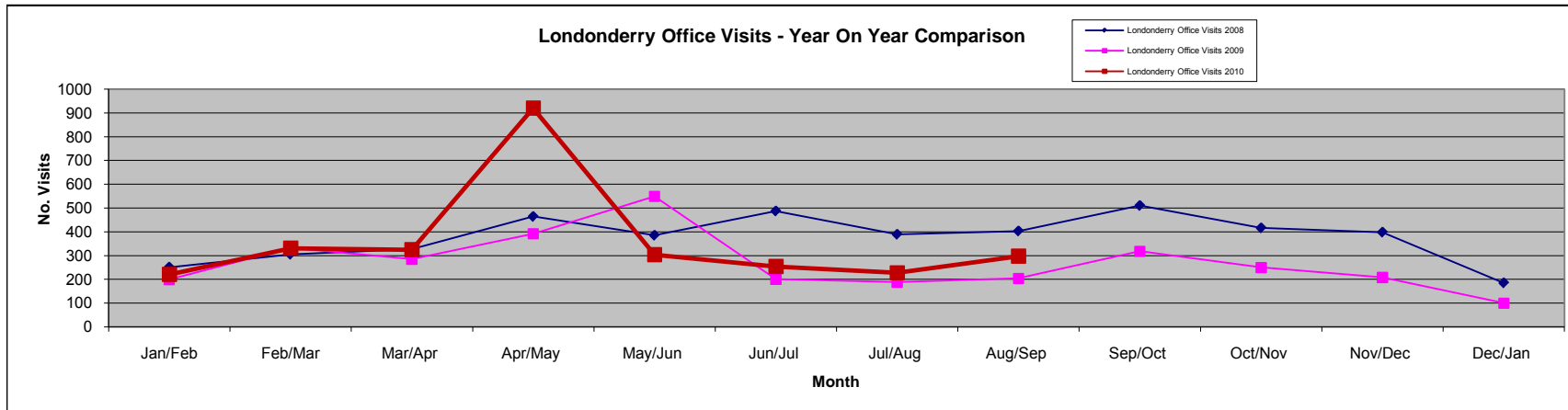
Office Visits by Customers

| 2010 | Jan/Feb | Feb/Mar | Mar/Apr | Apr/May | May/Jun | Jun/Jul | Jul/Aug | Aug/Sep | Sep/Oct | Oct/Nov | Nov/Dec | Dec/Jan |
|---------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Ballymena Office Visits 2010 | 157 | 161 | 329 | 520 | 111 | 149 | 226 | 187 | | | | |
| Banbridge Office Visits 2010 | 143 | 269 | 290 | 461 | 105 | 184 | 159 | 223 | 228 | | | |
| Belfast/HQ Office Visits 2010 | 443 | 758 | 874 | 2352 | 594 | 546 | 445 | 612 | | | | |
| Londonderry Office Visits 2010 | 220 | 330 | 324 | 920 | 303 | 254 | 227 | 297 | | | | |
| Newtownabbey Office Visits 2010 | 202 | 224 | 267 | 843 | 256 | 273 | 162 | 238 | | | | |
| Newtownards Office Visits 2010 | 203 | 286 | 342 | 1012 | 275 | 228 | 180 | 212 | | | | |
| Omagh Office Visits 2010 | 133 | 163 | 248 | 576 | 164 | 116 | 130 | 106 | | | | |
| TOTAL OFFICE VISITS 2010 | 1501 | 2191 | 2674 | 6684 | 1808 | 1750 | 1529 | 1875 | | | | |

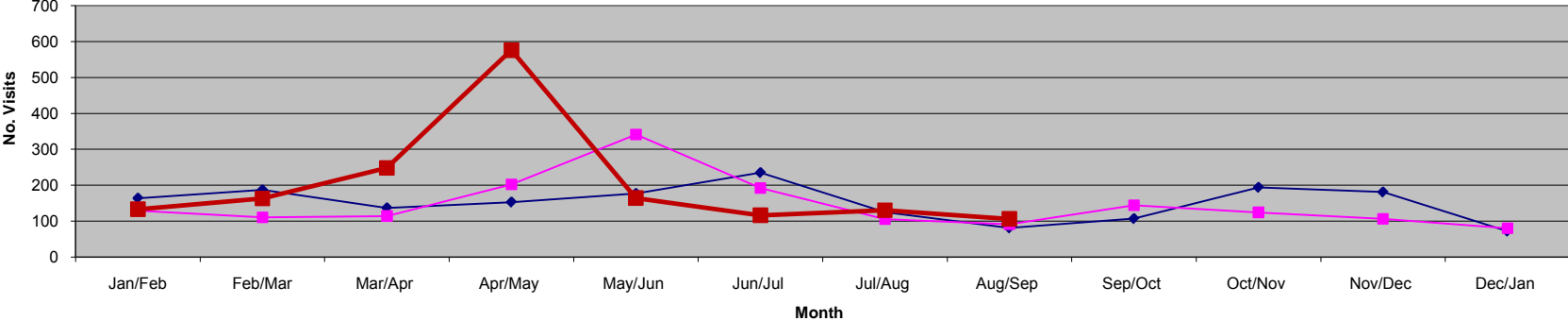
| 2009 | Jan/Feb | Feb/Mar | Mar/Apr | Apr/May | May/Jun | Jun/Jul | Jul/Aug | Aug/Sep | Sep/Oct | Oct/Nov | Nov/Dec | Dec/Jan |
|---------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Ballymena Office Visits 2009 | 204 | 157 | 228 | 264 | 313 | 161 | 107 | 81 | 183 | 119 | 154 | 68 |
| Banbridge Office Visits 2009 | 170 | 124 | 145 | 289 | 411 | 165 | 147 | 102 | 140 | 197 | 74 | 72 |
| Belfast/HQ Office Visits 2009 | 487 | 508 | 518 | 562 | 1112 | 313 | 516 | 517 | 544 | 554 | 483 | 193 |
| Londonderry Office Visits 2009 | 199 | 332 | 285 | 392 | 549 | 200 | 188 | 204 | 318 | 250 | 208 | 100 |
| Newtownabbey Office Visits 2009 | 163 | 230 | 152 | 240 | 355 | 194 | 81 | 170 | 236 | 267 | 213 | 142 |
| Newtownards Office Visits 2009 | 217 | 263 | 176 | 221 | 383 | 187 | 155 | 196 | 228 | 178 | 192 | 115 |
| Omagh Office Visits 2009 | 129 | 110 | 114 | 202 | 341 | 192 | 105 | 91 | 144 | 124 | 106 | 80 |
| TOTAL OFFICE VISITS 2009 | 1569 | 1724 | 1618 | 2170 | 3464 | 1412 | 1299 | 1361 | 1793 | 1689 | 1430 | 770 |

| 2008 | Jan | Feb | Mar/Apr | Apr/May | May/Jun | Jun/Jul | Jul/Aug | Aug/Sep | Sep/Oct | Oct/Nov | Nov/Dec | Dec/Jan |
|---------------------------------|-------------|-------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Ballymena Office Visits 2008 | 129 | 229 | 226 | 238 | 347 | 219 | 219 | 233 | 157 | 165 | 205 | 118 |
| Banbridge Office Visits 2008 | 189 | 296 | 200 | 222 | 257 | 258 | 221 | 196 | 195 | 209 | 119 | 94 |
| Belfast/HQ Office Visits 2008 | 215 | 354 | 474 | 692 | 694 | 709 | 462 | 578 | 631 | 467 | 545 | 340 |
| Londonderry Office Visits 2008 | 251 | 305 | 327 | 464 | 385 | 487 | 389 | 403 | 510 | 416 | 398 | 185 |
| Newtownabbey Office Visits 2008 | 194 | 193 | 198 | 361 | 301 | 244 | 307 | 280 | 217 | 261 | 257 | 118 |
| Newtownards Office Visits 2008 | 85 | 144 | 160 | 216 | 336 | 322 | 300 | 301 | 327 | 296 | 280 | 169 |
| Omagh Office Visits 2008 | 164 | 187 | 137 | 153 | 177 | 235 | 125 | 81 | 107 | 194 | 181 | 72 |
| TOTAL OFFICE VISITS 2008 | 1227 | 1708 | 1722 | 2466 | 2483 | 2474 | 2023 | 2072 | 2144 | 2008 | 1985 | 1096 |

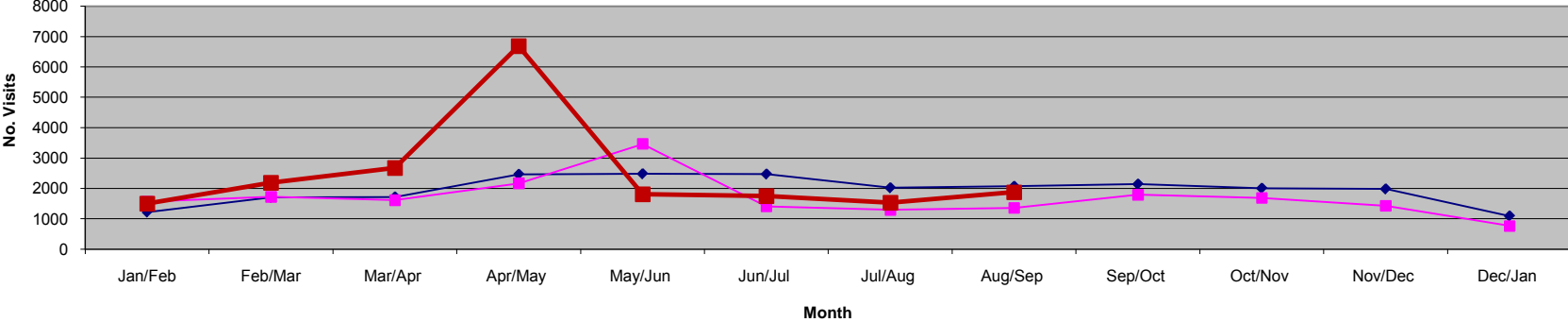




Omagh Office Visits - Year On Year Comparison



Total Office Visits - Year On Year Comparison



ID Card Statistics August 2010

| Applications | Received | Processed (On Register) | Not Processed (Not on Register) | % Issued Within 7 Days |
|-----------------------|-----------------|------------------------------------|--|-----------------------------------|
| Postal (Identity doc) | 132 | 104 | 28 | 100 |
| Postal (Declaration) | 44 | 40 | 4 | 100 |
| Prisoners | 46 | 46 | 0 | 100 |
| Citizenship | 15 | 14 | 1 | 100 |
| Ballymena | 64 | 16 | 48 | 100 |
| Banbridge | 53 | 32 | 21 | 100 |
| Belfast | 379 | 100 | 279 | 100 |
| Londonderry | 140 | 73 | 67 | 100 |
| Newtownabbey | 42 | 13 | 29 | 100 |
| Newtownards | 65 | 30 | 35 | 100 |
| Omagh | 45 | 14 | 31 | 100 |
| TOTAL | 1025 | 482 | 543 | 100 |

STAFF

Aug - Sep 10

| | | Notes | |
|--|---------------------------|---------------------------------|-----------------------------|
| Percentage days lost due to sick absence (Year to Date) | 3.7% | Average days sick per person: 3 | |
| Average flexi leave balance | 6.16 | To w/e 3/9/10 | |
| Number of staff with flexi leave balance exceeding maximum | 1 | | |
| Overtime - Permanent Staff Only | £156.85 | Paid in August 2010 | |
| Casual staff hours paid | June Weeks 10 - 12 | July Weeks 13 - 17 | August Weeks 18 - 21 |
| HQ | 48.25 | 141.81 | 17.31 |
| Belfast | 215.69 | 274.13 | 79.17 |
| Newtownards | 0.00 | 0.00 | 0.00 |
| Newtownabbey | 137.08 | 274.40 | 163.17 |
| Banbridge A | 0.00 | 0.00 | 0.00 |
| Banbridge B | 0.00 | 0.00 | 0.00 |
| Omagh | 139.06 | 140.48 | 48.81 |
| Ballymena | 38.31 | 75.77 | 0.00 |
| Londonderry | 24.13 | 51.08 | 33.48 |
| TOTAL | 602.52 | 957.67 | 341.94 |

| Monitoring of HR Connect Permanent Staff Payroll Service | Queries arising | Queries dealt with | Queries outstanding |
|--|---|--|---------------------|
| August Payroll | None | None | None |
| July Payroll | Environmental Allowance inaccurately paid to member of staff since January 2010 | Overpayment identified from monthly payroll report check. Clerical error by HR Connect. Money deducted from August salary. | None |

| | | | |
|--------------|-----------------|---|------|
| June Payroll | Leaver overpaid | Overpayment identified from monthly payroll report check. Clerical error by HR Connect. Money refunded and HR Connect have put new procedures in place to avoid the risk of this error reoccurring. | None |
| TOTAL | 2 | 2 | None |

Prompt Payments

Sep-10

Note from NIO received 20/7/10 - A new, much more challenging target has been set for all of Central Government and requires **Departments to aim to pay suppliers within 5 working days** rather than the previous 10 working days.

Departmental performance will have to be **published on the NIO internet** as well as the intranet.

This will be backdated to May 2010 and we are currently working with FSD to develop further reporting to allow us to do this.

| | 10-Day Target (95% within 10 working days) | | | | 5-Day Target (80% within 5 working days) | | |
|--|--|---|--|---|--|--|---|
| Mth | Total No. of Invoices Paid in Month | % of Total Invoices Paid within 10 days | No. of Invoices Received by FSD from Branch after 4 working days | % of Invoices received from Branch after 4 working days | % of Total Invoices Paid within 5 days | No. of Invoices Received by FSD from Branch after 2 working days | % of Invoices received from Branch after 2 working days |
| August 2010 - not yet available from NIO | | | | | | | |