
| | | |
|--------------------------------|---|--------------------------------|
| REPORT TO: | FINANCE AND MANAGEMENT | AGENDA ITEM: 14 |
| DATE OF MEETING: | 22 June 2006 | CATEGORY: DELEGATED |
| REPORT FROM: | DIRECTOR OF CORPORATE SERVICES | OPEN |
| MEMBERS' CONTACT POINT: | PAM CARROLL (595784) NIGEL GLOSSOP (595703) | DOC: |
| SUBJECT: | COMPLAINTS & FREEDOM OF INFORMATION REQUESTS 2005/06 | REF: PC/JHM |
| WARD(S) AFFECTED: | ALL | TERMS OF REFERENCE: CE6 |

1.0 Recommendations

1.1 Members are asked to note the contents of this report.

2.0 Purpose of Report

This report provides:

- 2.1 A summary of official complaints received by the Council for the last financial year.
- 2.2 Details of further actions and improvements including promoting the process to encourage feedback from our customers.
- 2.3 A summary of the freedom of information requests received by the Council for 2005.

3.0 Executive Summary

Complaints

- 3.1 It was agreed by committee to change the complaints procedure.
- 3.2 It was agreed to adopt a two-tier system.
- 3.3 The new procedure should be renamed "Comments, Compliments and Complaints" and people should be encouraged to give informal feedback on our services.
- 3.4 As most of the complaints received in 2005/06 followed the old procedure, this report will follow the old process.
- 3.5 This is the final report based on the old procedure. The next report to committee in October will report in line with the new "Comments, Compliments and Complaints" procedure
- 3.6 There has been a further increase in the number of complaints recorded. This is due to increased internal awareness of the complaints procedure and easier access for the public.

- 3.7 A total of 33 complaints were received in 2005/06
- 3.8 It is a target within the Council's new Corporate Plan to actively promote our Comments, Compliments and Complaints procedure

Freedom of Information

- 3.9 The aim of The Freedom of Information Act 2000, which came into force on 1st January 2005, is to extend the right to allow public access to information that the Council holds.
- 3.10 South Derbyshire District Council is committed to making itself more open. A large amount of information is already available to the public, through our website or through our offices and at local libraries.
- 3.11 A total of 81 Freedom of Information requests were received in 2005.

4.0 Background

Complaints

- 4.1 It was agreed by committee on 1st September 2005 to change the complaints procedure based on the following:
- The existing complaints procedure is based on a four-tier system.
 - The procedure is purely aimed at Complaints and doesn't encourage any positive feedback or informal comments
 - The current procedure does not meet the recommendations of the Local Government Ombudsman.
- 4.2 The following changes were approved:
- In line with the recommendations from the Local Government Ombudsman, we adopt a two-tier system.
 - The new procedure should be renamed "Comments, Compliments and Complaints" and people should be encouraged to give informal feedback on our services
 - Dissolve the Councillor's Complaints Panel that is currently not utilised in favour of an earlier referral to the Ombudsman
- 4.3 As most of the complaints received in 2005/06 followed the old procedure, this report will follow the old process.
- 4.4 This is the final report based on the old procedure. The next report to committee in October will report in line with the new "Comments, Compliments and Complaints" procedure

5.0 Detail

Complaints

5.1 The table below compares the official complaints received for the last full financial year against the previous financial year.

| | 01 April 2004 to 31 March 2005 | 01 April 2005 to 31 March 2006 |
|-----------------------|---|---|
| Number received | 30 | 33 |
| Resolved at Stage 1 | 20 | 23 |
| Stage 1 still ongoing | 2 | 0 |
| Resolved at Stage 2 | 1 | 6 |
| Stage 2 still ongoing | 2 | 0 |
| Resolved by Ombudsman | 3 | 2 |
| Ombudsman – ongoing | 2 | 2 |

5.2 The 33 complaints received can be broken down as follows

| Division | 01 April 2004 to 31 March 2005 | 01 April 2005 to 31 March 2006 |
|------------------------|---|---|
| Planning Services | 13* | 10* |
| Housing | 13 | 12 |
| Revenue Services | 1 | 4 |
| Environmental Services | 3 | 1 |
| Legal and Democratic | 0 | 4* |
| Leisure and Community | 0 | 3 |
| General | 1 | 0 |

*This indicates where one complaint has been referred to two separate departments

5.3 Referrals to the Ombudsman are detailed in the table below:

| Financial year | Date | Department | Ombudsman's Decision |
|-----------------------|-------------|-------------------|--|
| 2005/06 | 20.05.06 | Revenue Services | Closed by Ombudsman due to lack of response from complainant |
| | 05.08.05 | Housing | Ongoing |
| | 10.10.05 | Housing | Ongoing |

| | | | |
|--|----------|----------|----------------------------------|
| | 11.10.05 | Planning | No evidence of maladministration |
|--|----------|----------|----------------------------------|

5.4 The schedule, giving details of the complaints received, actions taken and improvements made is attached at **Appendix A**.

Complaints Summary

5.5 There has been a further increase in the number of complaints recorded. This is due to increased internal awareness of the complaints procedure and easier access for the public.

5.6 A total of 33 complaints were received of which:

- 23 were resolved at stage 1
- 6 resolved at stage 2
- 2 resolved by Ombudsman
- 2 still ongoing with Ombudsman

New Comments, Compliments and Complaints Procedure

5.7 It is a target within the Council's new Corporate Plan to actively promote our Comments, Compliments and Complaints procedure which includes:

- Publicity campaign
- Twice yearly reporting along with planned improvements and
- Feedback provided to local people

5.8 The new Comments, Compliments and Complaints procedure is being promoted in the next edition of "The News".

5.9 The customer leaflet and procedure is available for download from the Website, or can be completed using an electronic form.

5.10 As part of the revised procedure questionnaires are now being sent out to our customers following the conclusion of a complaint. This will report on the satisfaction levels of how complaints are handled.

5.11 A questionnaire is sent to each Head of Service following a complaint. This will give details of actions taken and improvements made as a consequence of a complaint.

5.12 An improvement report will be produced on a quarterly basis and presented at the Corporate Improvement Group for discussion with Heads of Service and CMT. It will also be included in the complaints report that is presented to this committee twice yearly.

5.13 We are currently investigating the options for training key members of staff in investigating complaints.

Freedom of Information Requests

5.9 Although the Freedom of Information Act 2000 creates a general right of access to

information, it also sets out information which we do not have to make available for specific reasons. This is information which, if published, might prejudice the health, safety or security of the Council, our staff, systems, services or property.

- 5.10 We make as much information available as possible without charging for it. We do however reserve the right to levy a reasonable charge where the information request is extensive and would require more than 2 days staff time to satisfy the request.
- 5.11 The Council deals with hundreds of routine requests for information every day by phone and by letter. These are referred to as “business as usual requests”. We will deal with these in the normal way. However, information that is not readily available and that has to be prepared or extracted, is handled differently. We are entitled to make a charge for this kind of information.
- 5.12 Requests for information under FOI have to be processed within 20 working days. If we turn down a request for information we must have an acceptable reason under FOI.
- 5.13 The table below compares the freedom of information requests received from Jan-March 2006 against the previous year.

| | 01 January 2005 to 31 December 2005 | 01 January 2006 to 31 March 2006 |
|--|--|---|
| Number received | 81 | 19 |
| No replied to within 20 statutory days | 78 | 18 |
| Number of Exemptions or partial exemptions | 7 | 0 |
| Number withdrawn | 2 | 0 |

- 5.14 The requests for information received can be broken down as follows

| Division | 01 January 2005 to 31 December 2006 | 01 January 2006 to 31 March 2006 |
|----------------------------------|--|---|
| Environmental Services | 25* | 7* |
| Planning Services | 17* | 0 |
| Legal and Democratic | 13 | 5 |
| FOI/Data Protection Officer | 8 | 0 |
| Finance and Property | 8* | 1 |
| IT and Customer Services | 5 | 1 |
| Housing | 4* | 2* |
| Human Resources | 4* | 1 |
| Leisure and Community | 2 | 2 |
| Revenue Services | 1* | 1 |
| Policy and Economic Regeneration | 1 | 0 |

*Same request has involved several divisions

5.15 The details of the Freedom of Information requests received in 2005 are attached at **Appendix B.**

6.0 Financial Implications

6.1 None directly stemming from this report.

7.0 Background Papers

None

Complaints Schedule - April 2005 – March 2006

APPENDIX A

| Date | Ref No | Ward | Division | Subject | Resultant Action taken |
|----------|---------------|----------------|-------------------------------|---|---|
| 22.04.05 | 126 | Newhall | Housing | Failure to reply to correspondence and failure to deal properly with complaint Housing and Legal | Ongoing (2 nd stage) |
| 22.04.05 | 127 | Swadlincote | Planning | Inspection of foundations to extension carried out by Building Inspector | Ongoing (2 nd stage) |
| 09.05.05 | 128 | Newhall | Housing | Demolition of washing line pole | Washing pole re-erected |
| 20.05.05 | 129 OC | Church Gresley | Revenue Services | Investigation unit of Revenue Services | Referred to Ombudsman who closed the complaint due to lack of response from complainant |
| 25.05.05 | 130 | Hilton | Legal and Democratic Services | Standard of polling station at Peacroft Lane, Hilton for General Election | Presiding officer removed from list of further appointments |
| 09.06.05 | 131 | Etwall | Planning Services | Planning permission re Former Goods Yard, Etwall Road, Egginton | None |

| Date | Ref No | Ward | Division | Subject | Resultant Action taken |
|-------------|---------------|----------------|-----------------------------------|---|---|
| 23.06.05 | 132 | Linton | Revenue Services | Direct Debit payment for Council Tax | Ongoing (2 nd stage) |
| 06.07.05 | 133 | Shardlow | Environmental Services | Work mobile number disclosed to applicant without permission | Introduced steps to ensure such an error cannot happen in future. |
| 07.07.05 | 134 | Stenson Fields | Leisure and Community Development | Overhanging trees – Wragley Way | No action taken following advice from specialists. |
| 25.7.05 | 135 | Etwall | Planning Services | Planning Permission at Staker Flatt Farm | Ongoing (2 nd stage) |
| 05.08.05 | 136 | Swadlincote | Housing | Request for security door to flats | Ongoing (Ombudsman) |
| 08.08.05 | 137 | Midway | Housing | Repairs to gas central heating and flooding | Repairs carried out and £25 decoration cheque issued. |
| 08.08.05 | 138 | Castle Gresley | Housing | Refusal for request for new front door | Door to be fitted within 4 months according to planned improvement policy |
| 09.08.05 | 139 | Newhall | Housing | Condition of side entrance to property following a fall and request for a bath to be fitted | Paving to be renewed. Referred to Social Services re bath |
| 19.08.05 | 140 | Newhall | Legal and Democratic Services | Legal Dept acting on 'Hear Say' without investigation or cause | Letter of apology |

| Date | Ref No | Ward | Division | Subject | Resultant Action taken |
|-------------|---------------|----------------|-----------------------------------|---|---|
| 06.08.05 | 141 | Swadlincote | Planning Services | Member of staff in Planning Services | Staff attend Customer Care training |
| 19.09.05 | 142 | Newhall | Housing | Letter concerning Mr X of Newhall received from Housing | Ongoing (2 nd stage) |
| 04.10.05 | 143 | Hilton | Revenue Services | Problems with E-form re Council Tax | Amended with immediate effect |
| 05.10.05 | 144 | Etwall | Planning Services | Planning permission granted to build 25 dwellings to south of Hilton Road, Etwall | Letter of explanation re planning approval procedure |
| 01.09.05 | 145 | Swadlincote | Legal and Democratic Services | Anti-social behaviour order application | Recruitment of additional member of staff within Legal to address capacity issue. |
| 27.09.05 | 146 | Midway | Housing | Condition of roof of his house | No action. |
| 10.10.05 | 147 | Newhall | Leisure and Community Development | Overhanging trees outside property | Trees cut back. |
| 10.10.05 | 148 | Hilton | Housing | Dispute re neighbours at No 46 | Ongoing (Ombudsman) |
| 17.10.05 | 149 | Etwall | Planning Services | Planning permission granted to build 25 dwellings to south of Hilton Road, Etwall | Letter of explanation re planning approval procedure |
| 11.10.06 | 150 | Castle Gresley | Planning Services | Planning permission re erection of 23 dwellings at Castle Glade | Rejected by Ombudsman |

| | | | | | |
|----------|-----|---------|-------------------|--|----------------------------|
| | | | | Commerce, Castle Road, Castle Gresley | |
| 21.11.05 | 151 | Findern | Planning Services | Access to information on Web-site | Letter of explanation sent |

FOI Requests - January 2005 – December 2006

APPENDIX B

| Ref No | Dept | Request | Received | Reply Due | Reply Sent | Exemption |
|--------|--|---|----------|-----------|------------|------------|
| 1569 | Planning | Land adjoining Avenue Farm, Elvaston | 12.01.05 | 08.02.05 | 27.01.05 | Section 40 |
| 1587 | Planning | Copies of all correspondence regarding potential for development of Pear Tree Farm | 20.01.05 | 10.02.05 | 21.01.05 | None |
| 1608 | Leisure & Community | Detail of Swimming pools | 22.01.05 | 16.02.05 | 15.02.05 | None |
| 1610 | Democratic S Env Services Housing | Details of current motor vehicles owned by SDDC and vehicles sold | 23.01.05 | 16.02.05 | 15.02.05 | None |
| 1690 | Env Services | Details of all food premises which SDDC has taken formal action against | 07.02.05 | 08.03.05 | 03.03.05 | None |
| 1756 | Data Protection Officer | Golden handshakes, MT's expenses, consultation fee for possible sell-off of Council houses, cost of retaining houses, cost of external consultants, correspondence between SDDC and Lottery re Town Hall, cost of flood damage repairs in Hilton, Hatton, copy of CE's diary, emergency plan, no of FOI requests and sickness | 09.02.05 | .8.03.05 | 07.03.05 | None |
| 1882 | Env Health | List of cooling towers | 10.02.05 | 09.03.05 | 08.03.05 | None |
| 1755 | Legal | Personnel and structure of Legal Dept | 15.02.05 | 14.03.05 | 16.02.05 | None |
| 1759 | Data Protection Officer/IT | Database of electronic document and records management | 16.02.05 | 15.03.05 | 16.02.05 | None |
| 1781 | Planning | Minutes of Planning Cttee meetings on 24.05.88 and 08.08.89 and noise consultants report May 1989 | 17.02.05 | 18.03.05 | 11.03.05 | None |

| Ref No | Dept | Request | Received | Reply Due | Reply Sent | Exemption |
|---------------|--------------|--|-----------------------|------------------|-------------------|------------------|
| 1829 | Env Services | Refuse Collection, Recycling and Street Cleansing contracts | 21.02.05 | 18.03.05 | 02.03.05 | None |
| 1992 | Env Health | Food Safety Regulations and Food Safety Act re Wallfield House, Findern | 28.02.05 | 29.03.05 | 29.03.05 | None |
| 1838 | FOI Officer | Information management of FOI requests | 01.01.05/0 1.03.05 | 30.03.05 | 01.03.05 | None |
| 1847 | Legal | Minutes of Hsg and Community Services mtgs 06.02.05 and 17.07.03 and Housing Local Liaison Group mtgs Jan – Apr 2003 | 02.03.05 | | 04.03.05 | None |
| 1874 | Legal | As above plus code of conduct and legal qualifications | 07.03.02 | 01.04.05 | 21.03.05 | None |
| 1873 | FOI Officer | No of FOI requests | 07.03.05 | 01.04.05 | 08.03.05 | None |
| 1902 | FOI Officer | Training budgets, IT dept structure | 10.03.05 | 06.04.05 | 11.03.05 | None |
| 1915 | Env Health | Exotic animals – DWA licenses etc | 11.03.05 | 11.04.05 | 04.04.05 | None |
| 1949 | FOI Officer | Details of complainant | | | 11.03.05 | Data Protection |
| 1993 | FOI Officer | Details of People's Express Project | 14.03.05 | 19.04.05 | 29.03.05 | None |
| 1994 | Planning | Details relating to planning application | 20.03.05 | 20.04.05 | 12.04.05 | None |
| 1981 | Legal | Local Land Charges | 18.03.05 | 22.04.05 | 15.04.05 | None |
| 2210 | Finance | Total budget, IT budget and no of employees | 08.04.05 | 09.05.05 | 15.04.05 | None |
| 2211 | Legal | Guidance for Local Authorities and Personal Searches | 12.04.05 | 10.05.05 | 06.05.05 | None |
| 2276 | Planning | Request to view Council's enforcement files | 18.04.05 | 17.05.05 | 03.05.05 | Section 30 |
| 2443 | Env Health | List of cooling towers | 26.04.05 | 26.05.05 | 25.05.05 | None |

| Ref No | Dept | Request | Received | Reply Due | Reply Sent | Exemption |
|--------|---------------------------------------|--|----------|-----------|-----------------------------|-------------------|
| 2454 | Planning | Reports and background papers for prep of committees, copy of local plan relevant section | 04.05.05 | 01.06.05 | Fee never rec'd so not sent | |
| 2539 | Env Health | List of cooling towers | 04.05.05 | 01.06.05 | 25.05.05 | None |
| 2582 | Env Services Housing Personnel | Interaction of Councils with private sector: Contracts, partnering arrangements Streetscene/highways and Housing stock/property services | 09.05.05 | 06.06.05 | 03.06.05 | None |
| 2583 | Legal | Land Charges – staffing – duplicated 2680 | 11.05.05 | 08.06.05 | 10.06.05 | Partly Section 43 |
| 2584 | Legal | NLIS Forum | 09.05.05 | 08.06.05 | 08.06.06 | None |
| 2677 | Finance Housing Env Services | Estates/facilities officers and depts. Maintenance officers and depts. Energy managers Architects | 13.05.05 | 10.06.05 | 13.05.05 | None |
| 2678 | FOI Officer | Details of CE, Finance Director and IT Director | 13.05.05 | 10.06.05 | 18.05.05 | None |
| 2680 | Legal | Land Charges – staffing – duplicated 2583 | 10.06.05 | 10.06.05 | 10.06.06 | Partly Section 43 |
| 2741 | Env Services | Questionnaire re abandoned vehicles | 18.05.05 | 15.06.06 | 06.06.05 | None |
| 2803 | Env Services | List of cooling towers | 24.05.05 | 21.06.05 | 08.06.05 | None |
| 2829 | Env Services | List of schools inspected by food inspectors Since Nov 04 Copies of food inspection reports in schools since Nov 04 Copies of correspondence relating to above since Nov 04 | 26.05.05 | 23.06.05 | 21.06.05 | None |
| 2888 | Chief Exec/Legal | Information re twinning | 01.06.05 | 15.06.05 | 14.06.05 | None |

| Ref No | Dept | Request | Received | Reply Due | Reply Sent | Exemption |
|--------|------------------------|--|----------|-----------|--------------|-----------|
| 3030 | Env Services | Waste Management/recycling/street cleansing contracts | 08.06.05 | 05.07.06 | 05.07.05 | None |
| 3046 | Env Health | Details of zoos in area | 15.06.05 | 12.07.05 | 11.07.05 | none |
| 3384 | Planning | Information concerning Planning Enforcement Section | 30.06.05 | 28.07.05 | 12.07.05 | None |
| 4041 | Planning | Information concerning Planning application 9-2001-1230 | 28.07.05 | 23.08.05 | 02.08.05 | None |
| 4357 | Community and Leisure | Information regarding Pay on Foot car parks | 08.08.05 | 05.09.05 | 30.08.05 | None |
| 4411 | Legal | Restrictions on Personal Searchers to 3 per visit | 08.08.05 | 02.09.05 | 02.09.05 | None |
| 4359 | Env Health | Information re pet shop licences held by zoological gardens or animal sanctuaries – current and within last 5 years. | 12.08.05 | 12.09.05 | 30.08.05 | None |
| 4360 | Planning | Information on outstanding Section 106 agreements – including details | 19.08.05 | 16.09.05 | 16.09.05 | None |
| 4367 | Env Health | Details of documents relating to conviction under H & S at Work Act 1974 | 19.08.05 | 16.09.05 | 16.09.05 | None |
| 4361 | Finance | Information re consultants fees since 01.01.03 – including details | 23.08.05 | 21.09.05 | 21.09.05 | None |
| 4362 | HR | Information re agency labour/temporary worker contracts | 24.08.05 | 21.09.05 | 16.09.05 | None |
| 4363 | Finance | Details of Financial system run by SDDC | 24.08.05 | 21.09.05 | 24.08.05 | None |
| 4365 | Planning | Information re future use of Drakelow Power Station | 26.08.05 | 23.09.05 | Awaiting fee | |
| 4368 | Planning | Details of a recent feasibility study conducted into the future of Bretby Art Pottery Site | 31.08.05 | 27.09.05 | 14.09.05 | None |
| 4441 | Planning | Details of planning applications/listed building consents re 493 Burton Road, Midway | 05.09.05 | 30.09.05 | 30.09.05 | None |
| 4611 | Finance | Insurance details of Council owned vehicles | 06.09.05 | 03.10.05 | 29.09.05 | None |
| 4612 | Environmental Services | Details of recycling | 08.09.05 | 05.10.05 | 29.09.05 | None |
| 4613 | Planning | Details of Planning application | 13.09.05 | 10.10.05 | 19.09.05 | None |
| 4869 | Env Health | Reports of inspections of food safety conducted in schools in the last 12 months | 14.09.05 | 11.10.05 | 10.10.05 | |
| 4870 | Env Health | List of shops selling ornamental fish | 29.09.05 | 26.10.05 | 10.10.05 | |

| Ref No | Dept | Request | Received | Reply Due | Reply Sent | Exemption |
|--------|----------------------------|---|----------|-----------|------------|------------------------------------|
| 5022 | Revenue Properties Housing | Listings of empty properties, both private and commercial | 05.10.05 | 02.11.05 | 27.10.05 | Exempt Sections 44, 40 and 31 |
| 5023 | Planning | Identity of person who made telephone complaint | 04.10.05 | 01.11.05 | 21.10.05 | Exempt Part II, sections 30 and 31 |
| 5024 | Planning | Details of mobile phone masts in South Derbyshire | 11.10.05 | 08.11.05 | 26.10.05 | |
| 5192 | IT | Asset list setting out information which is available for re-use. Procedures in place and charges. Where licence regime is operated | 14.10.04 | 10.11.05 | 27.10.05 | |
| 5193 | Planning | Background papers relating to Tree Preservation Order No 252 | 13.10.05 | 09.11.05 | 04.11.05 | |
| 5194 | Finance | Information relating to invoice processing | 13.10.05 | 09.11.05 | 26.10.05 | |
| 5197 | Env Health | List of scrap metal operators | 17.10.05 | 11.11.05 | 07.11.05 | |
| 5328 | Finance | Details of Council's insurers and extent of cover in respect of Competition Legislation | 24.10.05 | 18.11.05 | 18.11.05 | |
| 5637 | IT | Information re Webmaster post | 10.11.05 | 07.12.05 | 11.11.05 | |
| 5638 | Policy and Regeneration | e-mail details of lead officers | 14.11.05 | 09.12.05 | 21.11.05 | Publication list |
| 5639 | Planning | Details of proposed preferred route for 3 rd crossing over River Trent | 18.11.05 | 15.12.05 | 21.11.05 | |
| 5640 | Env Health | Details and results of studies re problem of Low Frequency Noise | 18.11.05 | 15.12.05 | 21.11.05 | |
| 5641 | Env Health | Food inspection reports carried out at school kitchens since Oct 2004 | 18.11.05 | 15.12.05 | 09.12.05 | |
| 5712 | Legal | Information relating to how legal advice is provided to Council | 22.11.05 | 19.12.05 | 15.12.05 | |
| 5713 | Env Health | List of cooling towers | 21.11.05 | 15.12.05 | 09.12.05 | |
| 5927 | Customer Services | Management and Financial structure, particularly Revenues, Benefits and Housing | 24.11.05 | 21.12.05 | 16.12.05 | |

| Ref No | Dept | Request | Received | Reply Due | Reply Sent | Exemption |
|---------------|-------------------|--|-----------------|------------------|-------------------|------------------|
| 5928 | Env Health | Section 46 Funeral Arrangements | 25.11.05 | 22.12.05 | 16.12.05 | |
| 6200 | Customer Services | Contact details for Chief Exec, Directors and Heads of Service | 07.12.05 | 11.01.06 | 15.12.05 | |
| 6201 | Revenue | Information re external bailiffs and Road Traffic Act 1991 | 07.12.05 | 11.01.06 | 04.01.06 | |
| 6380 | Env Health | Cooling Tower Register | 14.12.05 | 18.01.06 | 23.12.05 | |
| 6382 | Legal | Property Search Group | 15.12.05 | 19.01.06 | 04.01.06 | |
| 6383 | HR | Information re shortlisting for Corporate Procurement Manager | 17.12.05 | 23.01.06 | 23.12.05 | |
| 6384 | IT | Information Management Solutions | 20.12.05 | 24.01.06 | 04.01.06 | |