

Department for International Development's Annual Status Report on Customer Service Lines

November 2014

A Summary of Department's Numbering Policy

The Department for International Development (DFID) has 5 public facing telephone numbers which are displayed on the DFID website. All of these numbers comply with the HMG Guidance on Customer Service Lines. DFID has no 08 prefixed numbers. The 0845 number which was previously used for the Public Enquiry Point was migrated to an 03 number at the start of October, 2014.

Call volumes per annum relating to these numbers are as follows: –

Public Enquiry Point	140
Press Office	3,900
Counter Fraud and Whistleblowing	25
Main Office Switchboard (2 x geographic number)	20,000

B Departmental Customer Service Lines: Telephone Number Prefixes

Lines	0843/0844/0845	Dual Numbering with 0843/4/5	03	Other Geographic	0800	0870	09	Other	Lines closed
Total at November 2013	0845 x 1		0	4					
Total at October 2014	0		1	4					

C Revenue Generation

Does DFID comply with the principles set out on revenue generation in the HMG Guidance on Customer Service Lines?

Yes