



## REGULATED INDUSTRIES COMMISSION

### Monthly Complaints Report April 2003

This report provides an analysis of all complaints received in April 2003, as well as all outstanding complaints against Service Providers.

#### 1.0 Complaints Analysis

Monthly	Apr 2002	Mar 2003	Apr 2003
Number of complaints received	56	66	95
Number of complaints resolved	29	37	55
Number of complaints unresolved	27	29	40
<b>Resolution rate for complaints received in April</b>	<b>52%</b>	<b>56%</b>	<b>58%</b>
No. of outstanding complaints resolved in April	22	22	41
Total number of complaints resolved in April	51	59	96

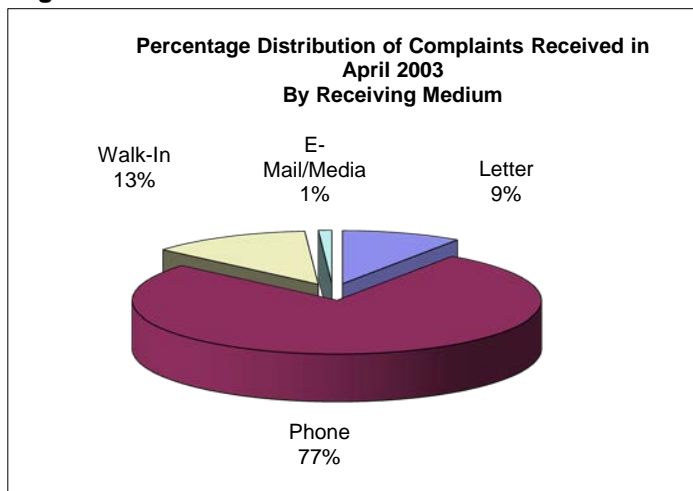
The number of complaints received and resolved in April '03, increased by 29 or 43% and by 18 or 49% respectively, when compared to March '03. However the total number of complaints resolved in Apr '03 increased by 37 or 63%. The cumulative number of complaints received increased by 34 or 14% for Jan - Apr '03 when compared to the same period last year.

Cumulative	Jan - Apr 2002	Jan - Apr 2003
Number of complaints received	242	276
Number of complaints resolved	166	195
Number of complaints unresolved	76	81
Resolution rate	69%	71%

#### 2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in April 2003 by receiving medium. One complaint was received by e-mail for April 2003

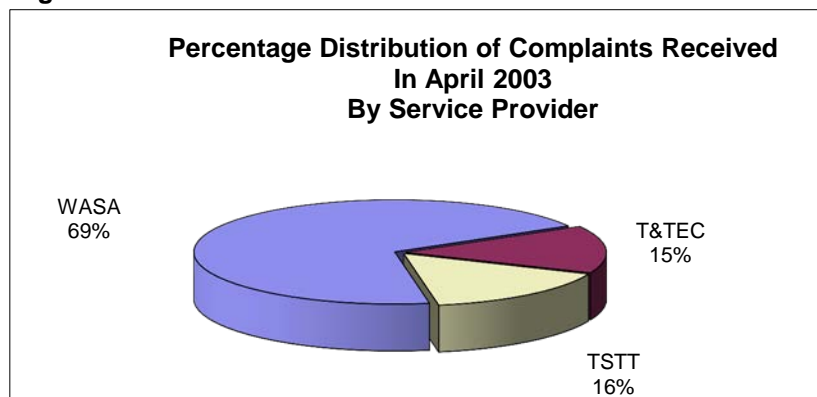
Fig: 1



### 3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2003 by Service Provider. There has been a reduction of 8% points in TSTT complaints. However, no significant change when compared to Mar. '03.

**Fig: 2**



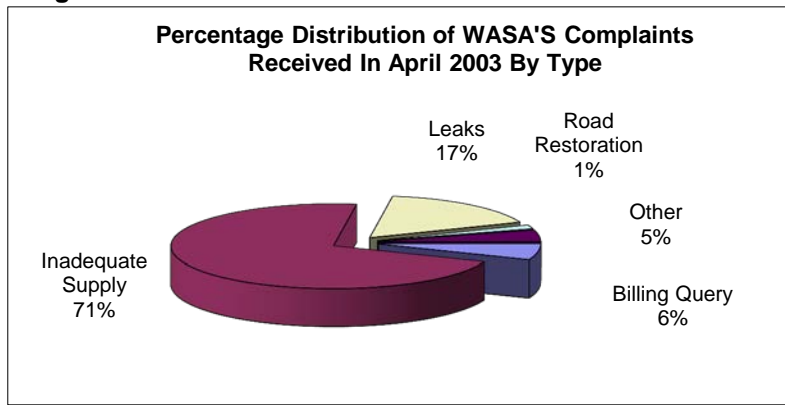
### 3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in April 2003 by type and their status, as well as, the type and number of all unresolved complaints as at April 30, 2003. Figure 3 shows the percentage distribution of the complaints received in April 2003 by type. There has been a 38 % increase in the number of complaints related to Inadequate Supply and 120% increase related to leaks. However, there has been no significant change when compared to other types of complaints in March 2003.

**Table:1**

Complaint Category	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Apr 30, 2003
Billing Query	4	0	4	2	29
Inadequate Supply	47	38	9	11	9
Leaks	11	5	6	5	5
Road Restoration	1	0	1	1	3
Other	3	0	3	0	10
<b>Total</b>	<b>66</b>	<b>43</b>	<b>23</b>	<b>19</b>	<b>56</b>

**Fig. 3**

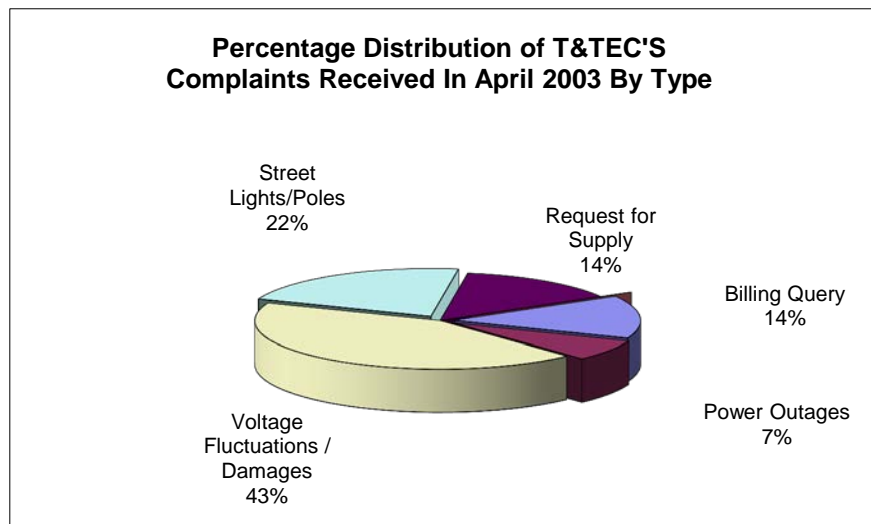


**3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission**

Table 2 shows the number of complaints received against T&TEC in April 2003 by type and their status, as well as, the type and number of all unresolved complaints as at April 30, 2003. Figure 4 shows the percentage distribution of the complaints received in April 2003 by type. There has been no significant change when compared to March 2003.

**Table:2**

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Apr 30, 2003
Billing Query	2	0	2	2	8
Power Outages	1	1	0	1	1
Volt. Fluct /Damages	6	3	3	1	10
Street Lights/Poles	3	0	3	5	3
Request for Supply	2	0	2	1	4
Other	0	0	0	2	4
<b>Total</b>	<b>14</b>	<b>4</b>	<b>10</b>	<b>12</b>	<b>30</b>



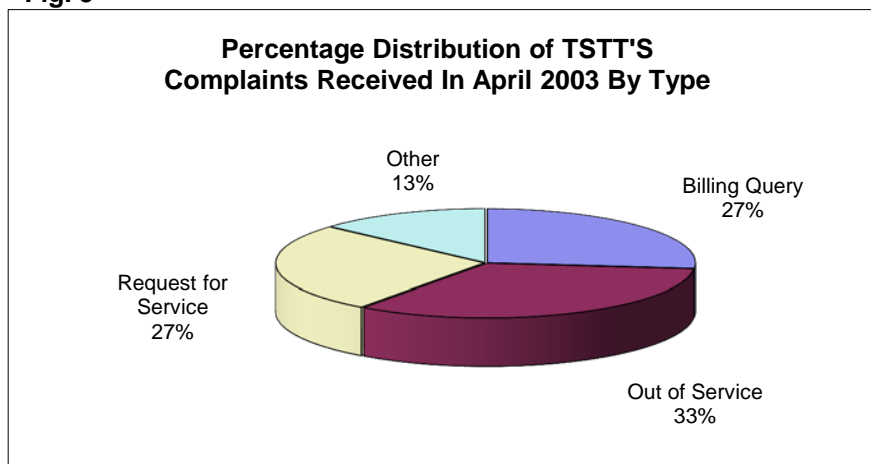
### 3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in April 2003 by type and their status, as well as, the type and number of all unresolved complaints as at April 30, 2003. Figure 5 shows the percentage distribution of the complaints received in April 2003 by type. There has been no significant change when compared to March 2003.

**Table:3**

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Apr 30, 2003
Billing Query	4	1	3	1	18
Out of Service	5	5	0	2	1
Request for Service	4	2	2	5	4
Other	2	0	2	2	6
<b>Total</b>	<b>15</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>29</b>

**Fig. 5**



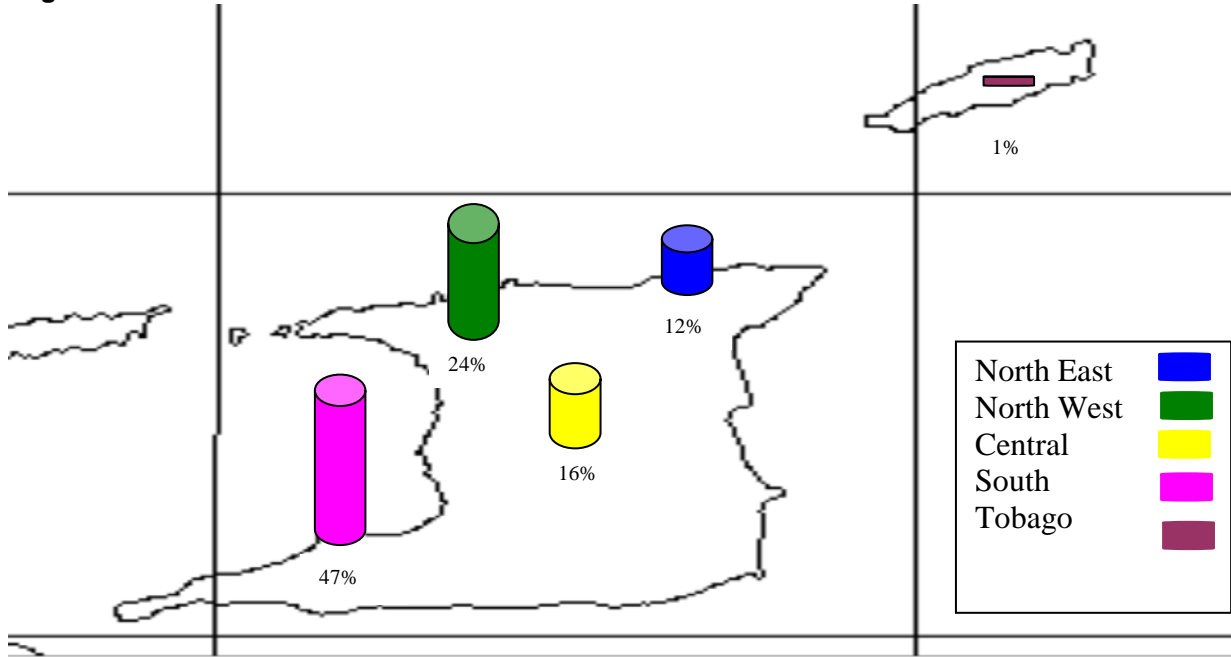
### 4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Provider grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in April 2003 by geographic regions.

**Table:4**

REGION	WASA	T&TEC	TSTT	Total
North East	5	3	3	11
North West	19	2	2	23
Central	12	1	2	15
South	30	8	7	45
Tobago	0	0	1	1
<b>Total</b>	<b>66</b>	<b>14</b>	<b>15</b>	<b>95</b>

**Fig. 6**



The South Region represents 47% of all complaints received and continues to be the region with the highest number of complaints across all three Service Providers. As indicated in Table 4. Sixty-six (66) Complaints were registered against WASA. Thirty (30) Complaints came from the South Region which represents an increase of 17 or 76% when compared to Mar. '03. Barrackpore and Williamsville both had 9 or 30% of the complaints for this region, while Gasparillo and princess town both had 3 or 10%. Nineteen (19) Complaints came from the North West Region of which 8 or 42 % were from the area of Diego Martin and 4 or 21% were from Santa Cruz. No significant relationship was possible between the number of complaints and location with the other Service Providers.

### 5.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in April 2003.

**Fig. 7**

