



## REGULATED INDUSTRIES COMMISSION

### Monthly Complaints Report November 2002

This report provides an analysis of all complaints received in November 2002, as well as all outstanding complaints by Service Provider.

#### 1.0 Complaints Analysis

Monthly	Nov 2001	Nov 2002
Number of complaints received	77	38
Number of complaints resolved	65	23
Number of complaints unresolved	12	15
<b>Resolution rate for complaints received in November</b>	<b>84%</b>	<b>61%</b>
No. of previous outstanding complaints resolved in November	18	11
Total number of complaints resolved in November	83	34

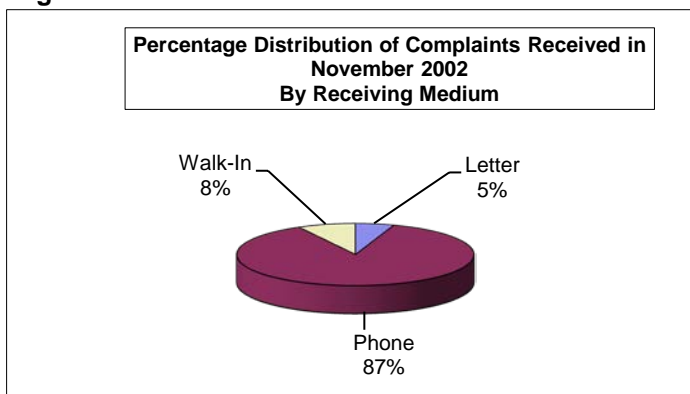
The comparative resolution rate for November 2002 is lower than that of November 2001 and this may be attributed to the timing of the complaints and the nature of the complaints received, as some may require investigation and reports by the Service Providers.

Cumulative	Jan - Nov '01	Jan - Nov '02
Number of complaints received	797	531
Number of complaints resolved	694	464
Number of complaints unresolved	103	67
Resolution rate	87%	87%

#### 2.0 Receiving Medium

**Figure 1** shows the percentage distribution of complaints received in November 2002 by receiving medium

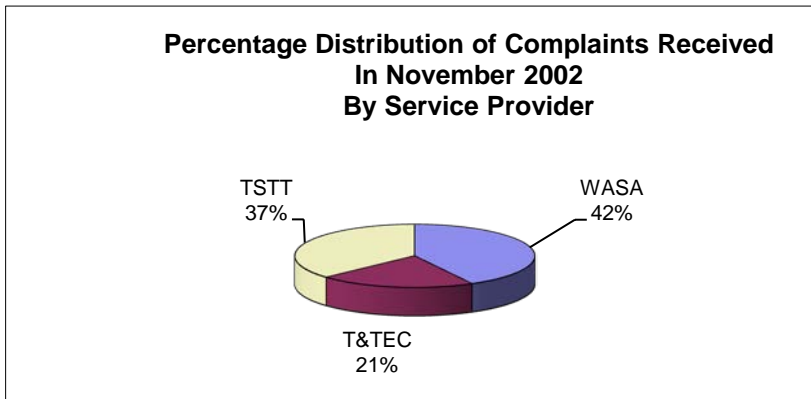
**Fig: 1**



### 3.0 Complaints Received by Service Provider

**Figure 2** shows the percentage distribution of complaints received in November 2002 by Service Provider

**Fig: 2**



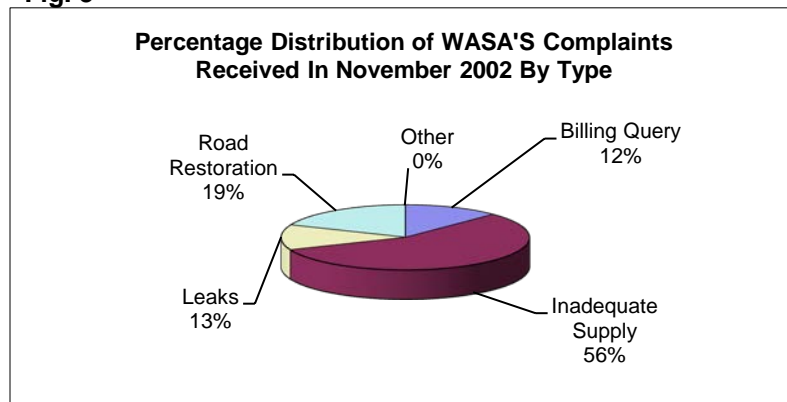
### 3.1 Complaints Filed Against The Water and Sewerage Authority

**Table 1** shows the number of complaints received against WASA in November 2002 by type and their status, as well as, the type and number of all unresolved complaints as at November 30, 2002. **Figure 3** shows the percentage distribution of the complaints received in November 2002 by type.

**Table:1**

Complaint Category	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	2	0	2	0	18
Inadequate Supply	9	8	1	0	2
Leaks	2	2	0	1	1
Road Restoration	3	0	3	0	5
Other	0	0	0	1	2
<b>Total</b>	<b>16</b>	<b>10</b>	<b>6</b>	<b>2</b>	<b>28</b>

**Fig. 3**



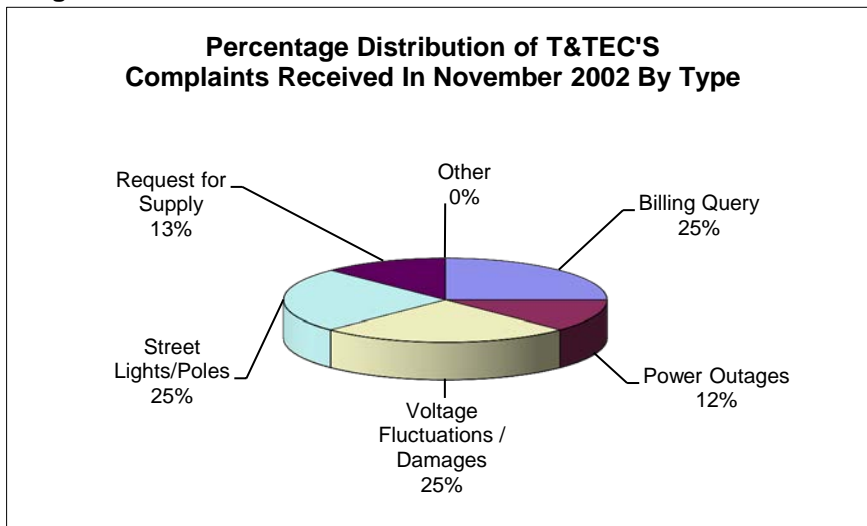
### 3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

**Table 2** shows the number of complaints received against T&TEC in November 2002 by type and their status, as well as, the type and number of all unresolved complaints as at November 30, 2002. **Figure 4** shows the percentage distribution of the complaints received in November 2002 by type.

**Table:2**

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	2	0	2	1	4
Power Outages	1	1	0	0	2
Volt. Fluct /Damages	2	0	2	0	7
Street Lights/Poles	2	0	2	0	4
Request for Supply	1	0	1	0	2
Other	0	0	0	1	4
<b>Total</b>	<b>8</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>23</b>

**Fig. 4**



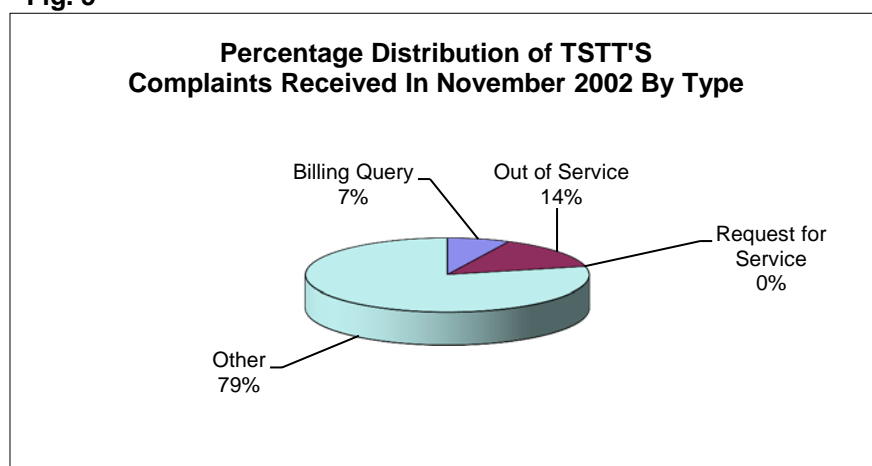
### 3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

**Table 3** shows the number of complaints received against TSTT in November 2002 by type and their status, as well as, the type and number of all unresolved complaints as at November 30, 2002. **Figure 5** shows the percentage distribution of the complaints received in November 2002 by type.

**Table:3**

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	1	1	0	3	9
Out of Service	2	2	0	1	1
Request for Service	0	0	0	2	2
Other	11	9	2	1	4
<b>Total</b>	<b>14</b>	<b>12</b>	<b>2</b>	<b>7</b>	<b>16</b>

**Fig. 5**



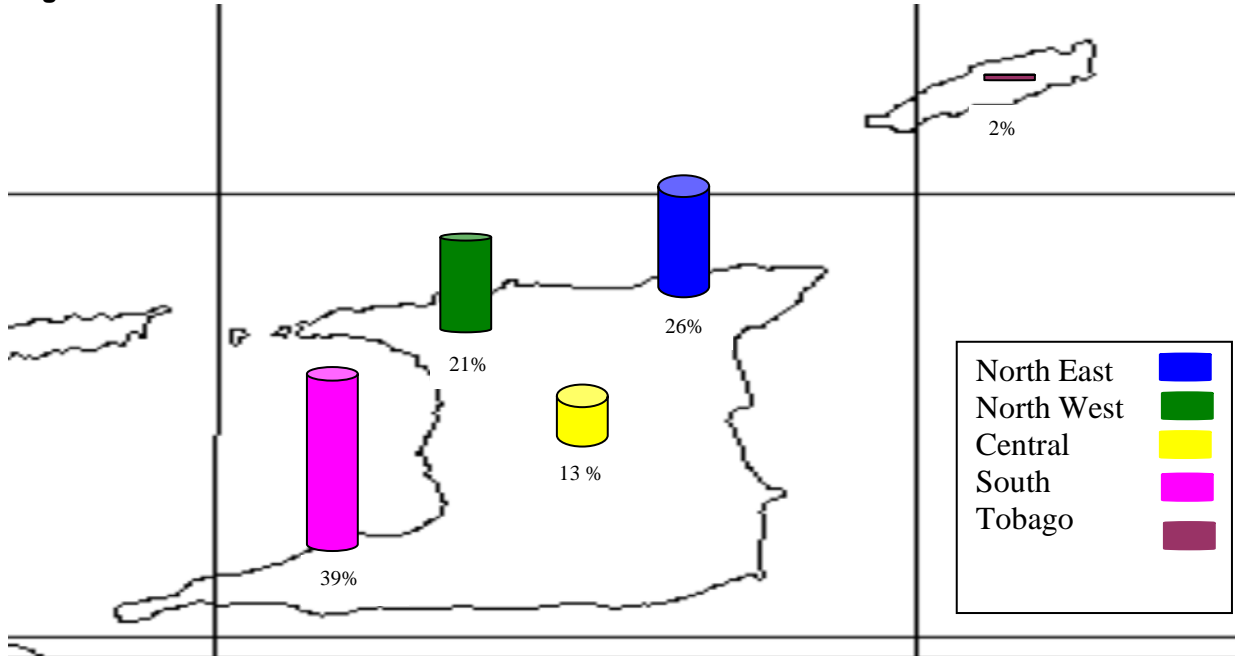
### 4.0 Regional Summary: Complaints Received by Region Per Service Provider

**Table 4** shows the number of complaints received against the three Service Provider grouped into five geographic regions. **Figure 5** shows the percentage distribution of all complaints received in November 2002 by geographic regions.

**Table:4**

Region	WASA	T&TEC	TSTT	Total
North East	1	2	7	10
North West	6	1	1	8
Central	1	3	1	5
South	8	2	5	15
Tobago	0	0	0	0
<b>Total</b>	<b>16</b>	<b>8</b>	<b>14</b>	<b>38</b>

Fig. 5



As indicated in Table 4. Sixteen (16) Complaints were registered against WASA. Eight (8) Complaints came from the South region of which 50% were from the areas of Princess Town/ Rio Claro. However, there were no other significant co-relation between WASA's complaints and location. Additionally, there were no significant co-relation between complaints and location with the other Service Providers.

## 5.0 Frequency Distribution of Complaints Received

**Figure 6** shows the frequency distribution of the complaints received in November 2002.

Fig. 6

