



## REGULATED INDUSTRIES COMMISSION

### Monthly Complaints Report December 2002

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

#### 1.0 Complaints Analysis

Monthly	Dec 2001	Dec 2002
Number of complaints received	106	38
Number of complaints resolved	78	26
Number of complaints unresolved	28	12
Resolution rate for complaints received in December	74%	68%
No. of previous outstanding complaints resolved in December	18	9
Total number of complaints resolved in December	96	35

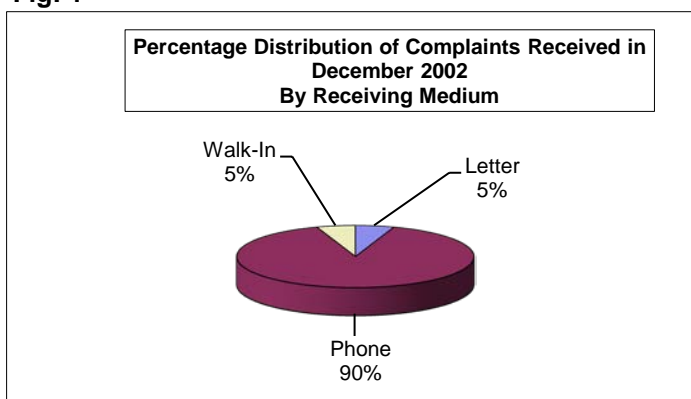
The comparative resolution rate for December 2002 is lower than that of December 2001 and this may be attributed to the timing of the complaints and the nature of the complaints received, as some may require investigation and reports by the Service Providers.

Cumulative	Jan - Dec '01	Jan - Dec '02
Number of complaints received	903	569
Number of complaints resolved	790	500
Number of complaints unresolved	113	69
Resolution rate	87%	88%

#### 2.0 Receiving Medium

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

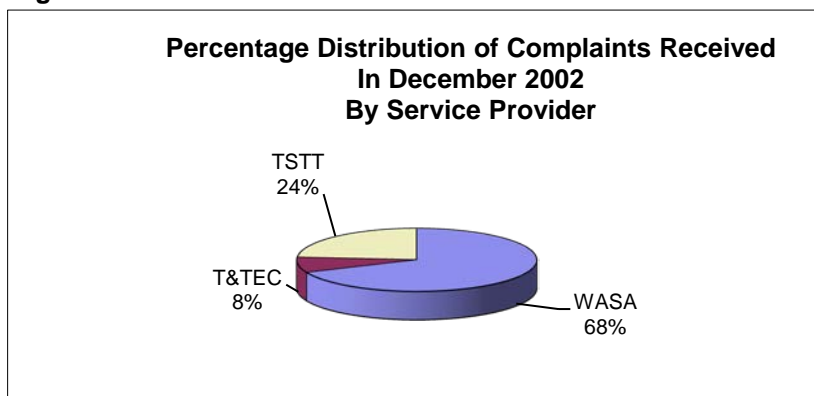
**Fig: 1**



### 3.0 Complaints Received by Service Provider

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

**Fig: 2**



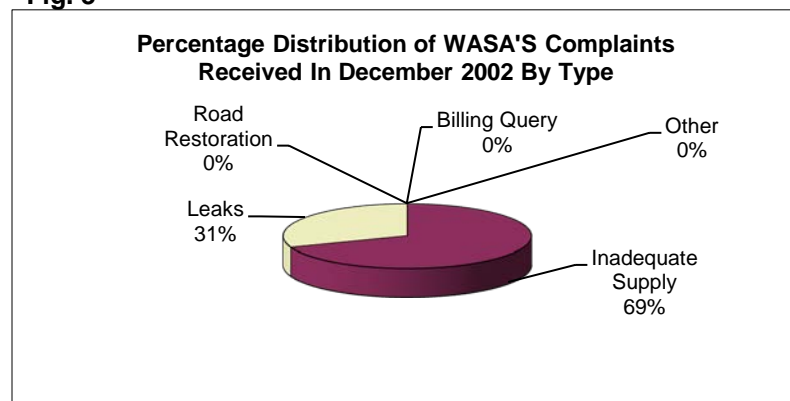
### 3.1 Complaints Filed Against The Water and Sewerage Authority

**Table 1** shows the number of complaints received against WASA in December 2002 by type and their status, as well as, the type and number of all unresolved complaints as at December 31, 2002. **Figure 3** shows the percentage distribution of the complaints received in December 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	0	0	0	0	18
Inadequate Supply	18	15	3	1	4
Leaks	8	6	2	1	2
Road Restoration	0	0	0	0	3
Other	0	0	0	2	2
Total	26	21	5	4	29

**Fig. 3**



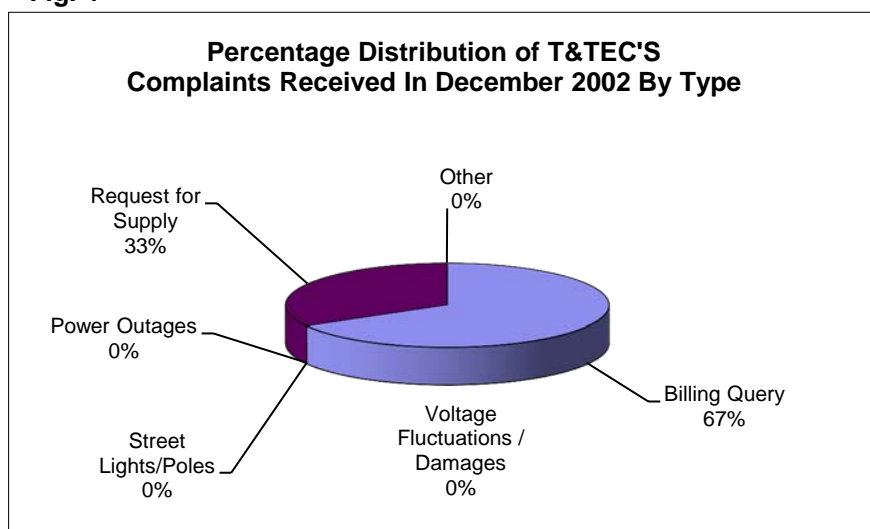
### 3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

**Table 2** shows the number of complaints received against T&TEC in December 2002 by type and their status, as well as, the type and number of all unresolved complaints as at December 31, 2002. **Figure 4** shows the percentage distribution of the complaints received in December 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	0	0	0	0	2
Volt. Fluct /Damages	0	0	0	3	4
Street Lights/Poles	0	0	0	0	4
Request for Supply	1	1	0	0	2
Other	0	0	0	0	4
Total	3	1	2	4	20

**Fig. 4**



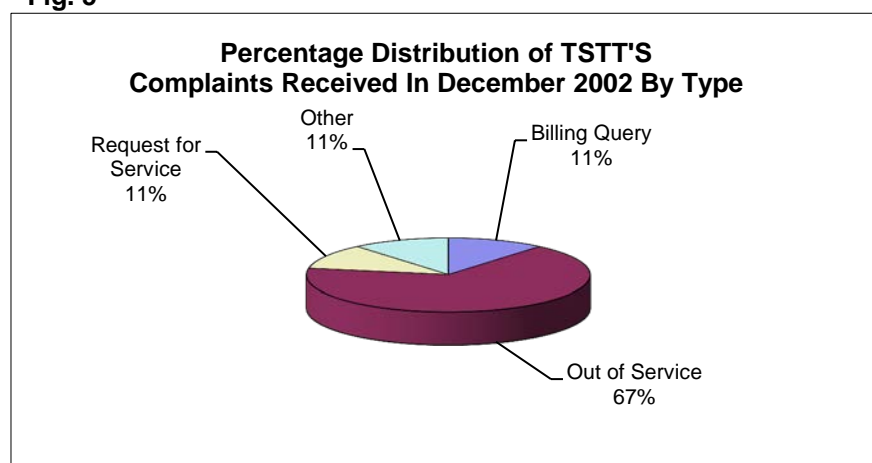
### 3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

**Table 3** shows the number of complaints received against TSTT in December 2002 by type and their status, as well as, the type and number of all unresolved complaints as at December 31, 2002. **Figure 5** shows the percentage distribution of the complaints received in December 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	0	1	1	9
Out of Service	6	3	3	0	4
Request for Service	1	0	1	0	3
Other	1	1	0	0	4
Total	9	4	5	1	20

**Fig. 5**



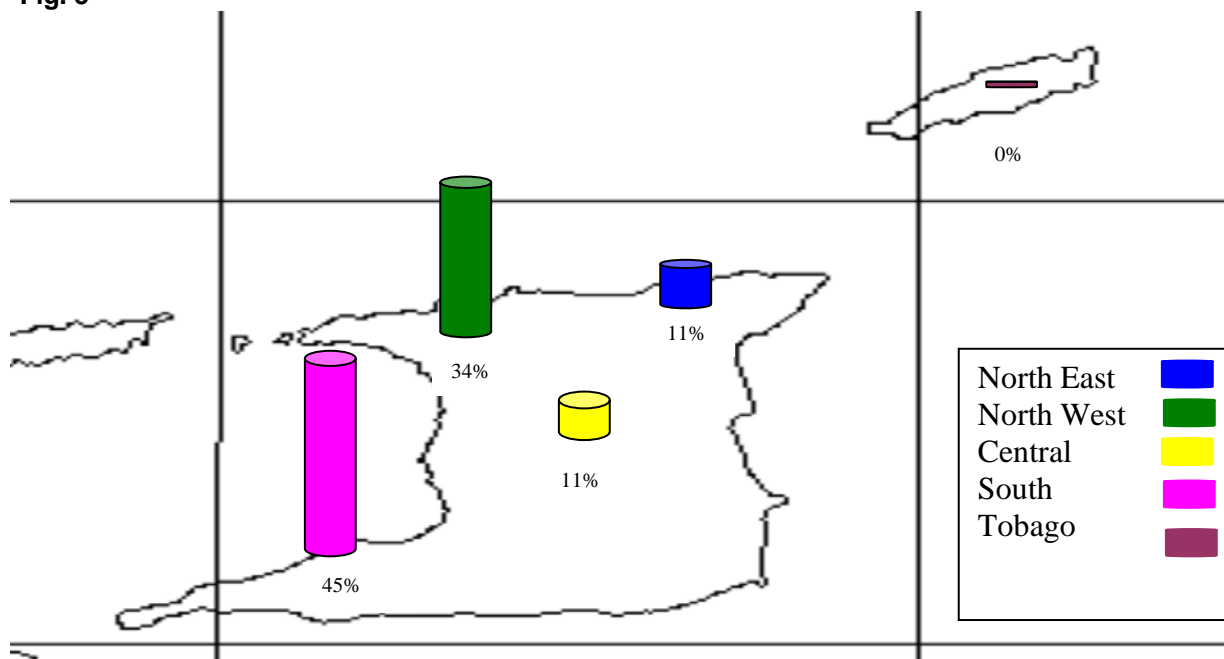
### 4.0 Regional Summary: Complaints Received by Region Per Service Provider

**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 December 2002 by geographic regions.

**Table:4**

Region	WASA	T&TEC	TSTT	Total
North East	2	2	0	4
North West	8	1	4	13
Central	4	0	0	4
South	12	0	5	17
Tobago	0	0	0	0
Total	26	3	9	38

**Fig. 5**



As indicated in Table 4. Twenty-six (26) Complaints were registered against WASA. Eight (8) Complaints came from the North West Region of which 50% were from the areas of Diego Martin and 25% from St. James. Twelve (12) Complaints came from the South Region of which 33% were from the areas of Penal/Barrackpore and 17% each from Williamsville and 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 December 2002.

**Fig. 6**

