



## REGULATED INDUSTRIES COMMISSION

### Monthly Complaints Report February 2003

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

#### 1.0 Complaints Analysis

Monthly	Feb 2002	Feb 2003
Number of complaints received	62	75
Number of complaints resolved	44	39
Number of complaints unresolved	18	36
Resolution rate for complaints received in February	71%	52%
No. of previous outstanding complaints resolved in February	18	8
Total number of complaints resolved in February	62	47

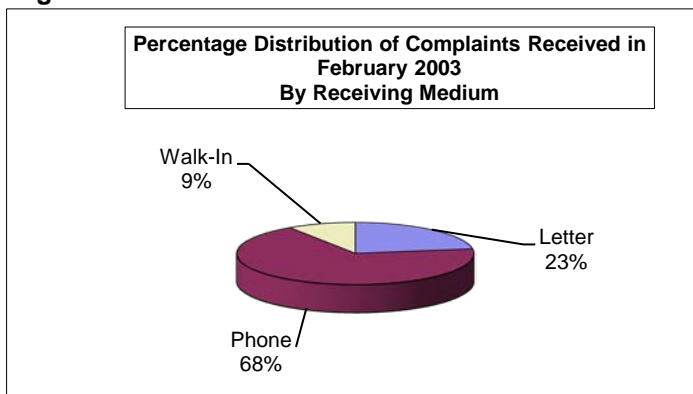
The comparative resolution rate for February 2003 is lower than that of February 2002 and this may be attributed to the number and timing of the complaints, as well as, the nature of the complaints received, as some may require investigation and reports by the Service Providers.

Cumulative	Jan - Feb 2002	Jan - Feb 2003
Number of complaints received	130	115
Number of complaints resolved	93	64
Number of complaints unresolved	37	15
Resolution rate	72%	56%

#### 2.0 Receiving Medium

**Figure 1** shows the percentage distribution of complaints received in February 2003 by receiving medium. The percentage of letters received has increased, because of the number of letters being referred to the RIC by the Office of the Ombudsman.

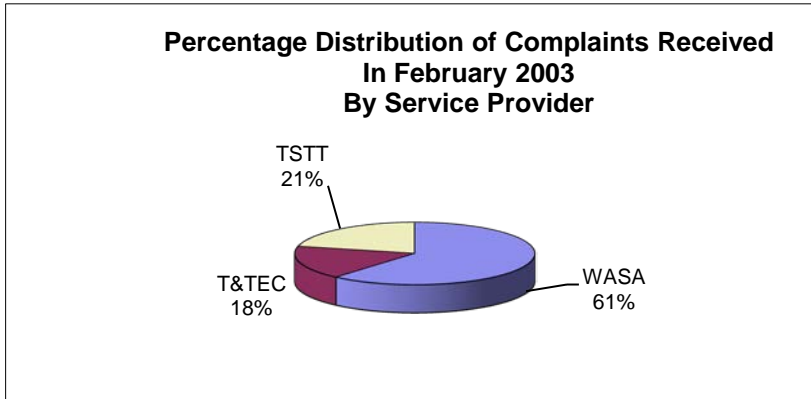
**Fig: 1**



### 3.0 Complaints Received by Service Provider

**Figure 2** shows the percentage distribution of complaints received in February 2003 by Service Provider

**Fig: 2**



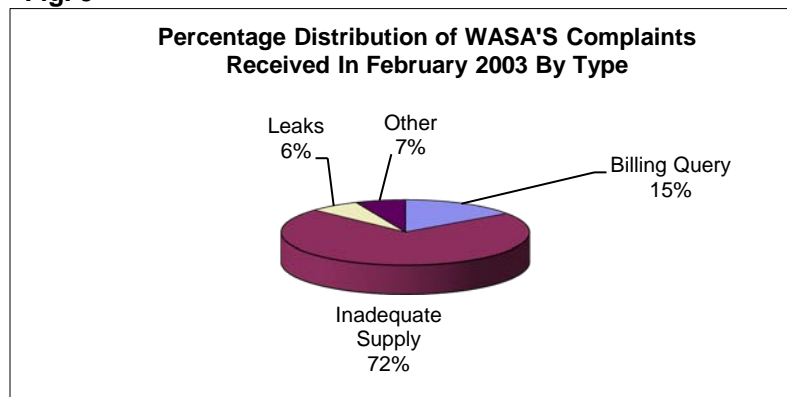
### 3.1 Complaints Filed Against The Water and Sewerage Authority

**Table 1** shows the number of complaints received against WASA in February 2003 by type and their status, as well as, the type and number of all unresolved complaints as at February 28, 2003. **Figure 3** shows the percentage distribution of the complaints received in February 2003 by type.

**Table:1**

Complaint Category	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Feb 28, 2003
Billing Query	7	0	7	1	24
Inadequate Supply	33	27	6	0	7
Leaks	3	3	0	0	1
Road Restoration	0	0	0	0	3
Other	3	0	3	0	6
<b>Total</b>	<b>46</b>	<b>30</b>	<b>16</b>	<b>1</b>	<b>41</b>

**Fig. 3**





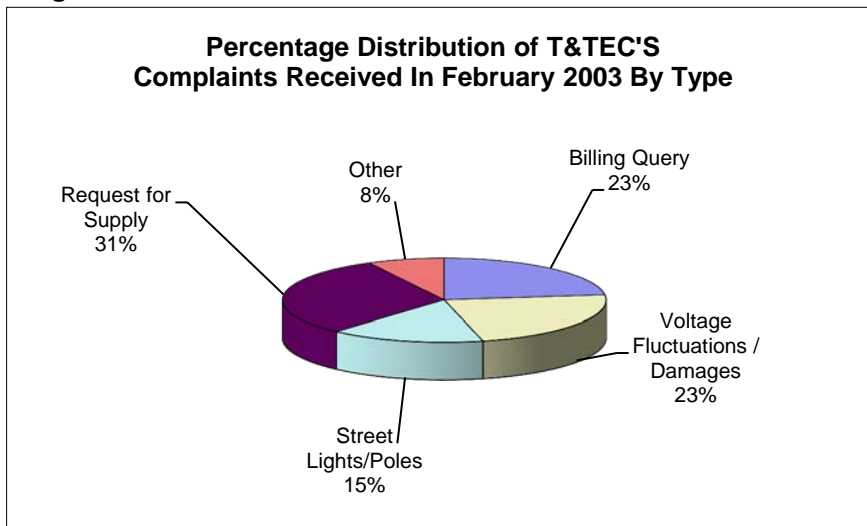
### 3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

**Table 2** shows the number of complaints received against T&TEC in February 2003 by type and their status, as well as, the type and number of all unresolved complaints as at February 28, 2003. **Figure 4** shows the percentage distribution of the complaints received in February 2003 by type.

**Table:2**

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Feb 28, 2003
Billing Query	3	0	3	3	5
Power Outages	0	0	0	0	2
Volt. Fluct /Damages	3	0	3	0	9
Street Lights/Poles	2	2	0	1	3
Request for Supply	4	1	3	0	4
Other	1	0	1	0	5
<b>Total</b>	<b>13</b>	<b>3</b>	<b>10</b>	<b>4</b>	<b>28</b>

**Fig. 4**



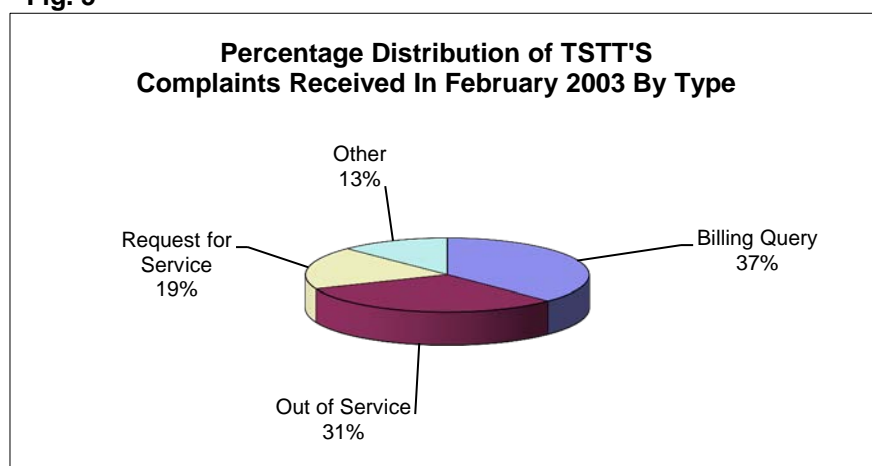
### 3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

**Table 3** shows the number of complaints received against TSTT in February 2003 by type and their status, as well as, the type and number of all unresolved complaints as at February 28, 2003. **Figure 5** shows the percentage distribution of the complaints received in February 2003 by type.

**Table:3**

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Feb 28, 2003
Billing Query	6	0	6	2	11
Out of Service	5	4	1	0	1
Request for Service	3	1	2	0	5
Other	2	1	1	1	4
<b>Total</b>	<b>16</b>	<b>6</b>	<b>10</b>	<b>3</b>	<b>21</b>

**Fig. 5**



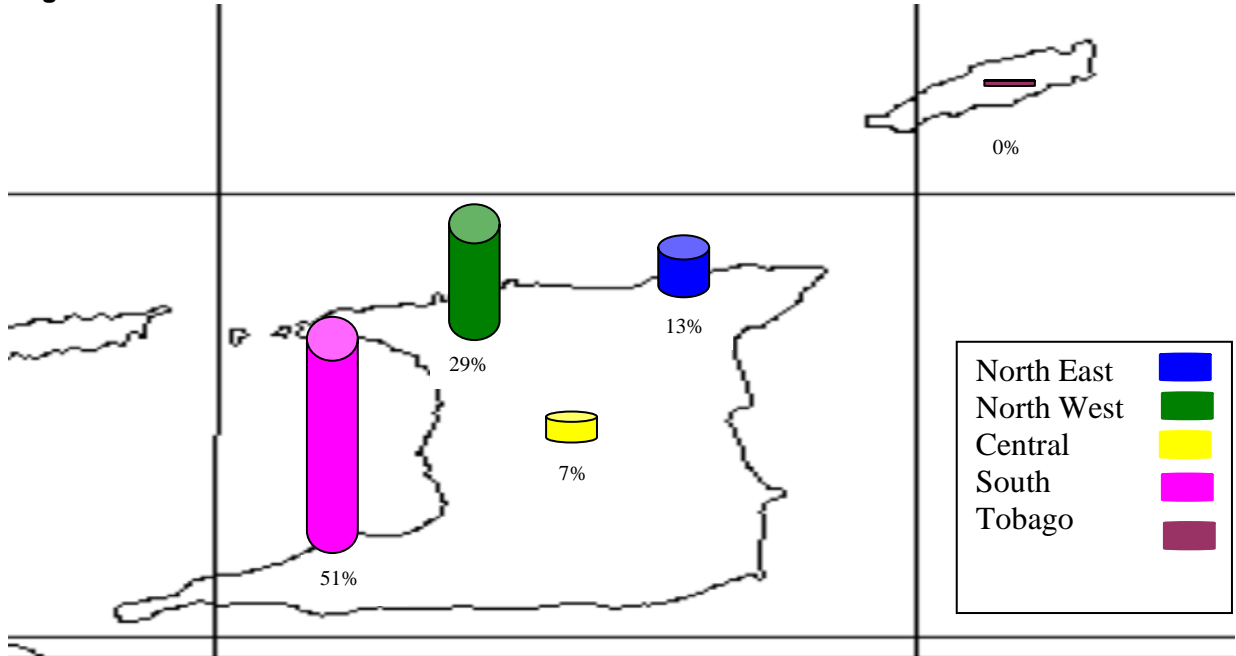
### 4.0 Regional Summary: Complaints Received by Region Per Service Provider

**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 February 2003 by geographic regions.

**Table:4**

Region	WASA	T&TEC	TSTT	Total
North East	3	4	3	10
North West	14	3	5	22
Central	3	1	1	5
South	26	5	7	38
Tobago	0	0	0	0
<b>Total</b>	<b>46</b>	<b>13</b>	<b>16</b>	<b>75</b>

Fig. 5



As indicated in Table 4. Forty-six (46) Complaints were registered against WASA. Twenty-six (26) Complaints came from the South Region of which 26% were from the area of Moruga while 19% came from the areas of Barrackpore and Williamsville respectively. Fourteen (14) Complaints came from the North West Region of which 42% were from the area of Diego Martin. In both Regions Inadequate Supply accounted for 75% of all complaints. There were no other significant correlation between WASA's complaints and location. Additionally, Sixteen (16) Complaints were registered against TSTT. seven (7) Complaints came from the South Region of which 57% were from the area of La Romaine. There were no significant correlation 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 February 2003.

Fig. 6

