



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

March 2003

This report provides an analysis of all complaints received in March 2003, as well as all outstanding complaints against Service Providers. Overall, there is no significant change from the previous month.

1.0 Complaints Analysis

Monthly	Mar 2002	Feb 2003	Mar 2003
Number of complaints received	56	75	66
Number of complaints resolved	44	39	37
Number of complaints unresolved	12	36	29
Resolution rate for complaints received in March	79%	52%	56%
No. of outstanding complaints resolved in March	21	8	22
Total number of complaints resolved in March	65	47	59

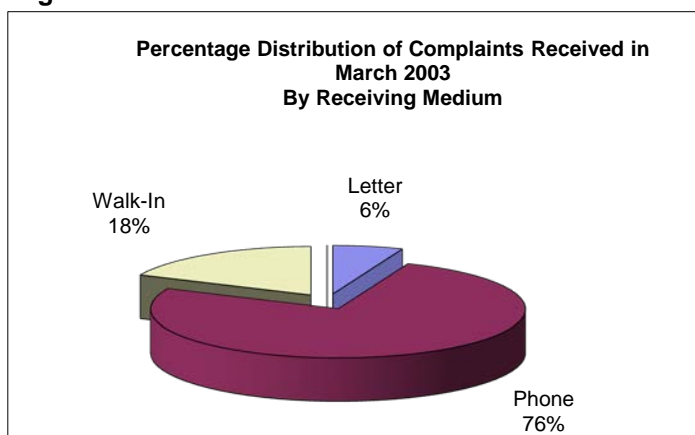
There was a 12% reduction in complaints received in March '03 when compared to (75) in February '03. The resolution rate increased slightly from 52% in February to 56% in March '03. The comparative resolution rate for March 2003 is lower than that of March 2002 by 23 % and this can be attributed to the number and timing of the complaints, as well as, the nature of the complaints received, as some require investigation and reports by the Service Providers.

Cumulative	Jan - Mar 2002	Jan - Mar 2003
Number of complaints received	186	178
Number of complaints resolved	137	119
Number of complaints unresolved	49	59
Resolution rate	74%	67%

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in March 2003 by receiving medium. It is important to note that Walk-In has increased by 100% this month when compared to Feb '03. In addition the number of letters has decreased by 76% when compared to Feb '03.

Fig: 1

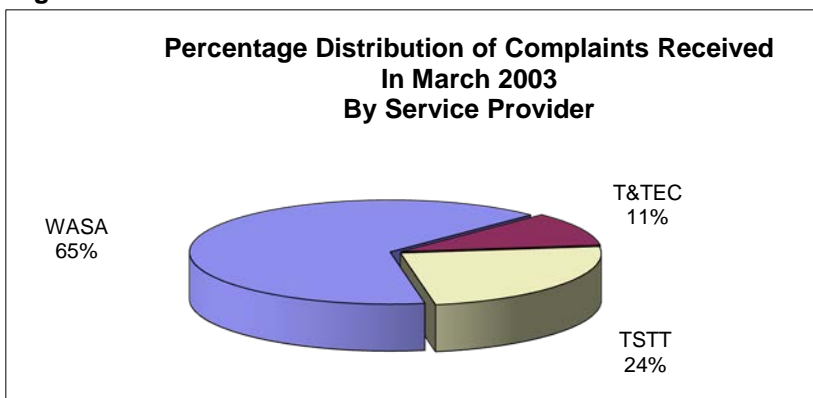




3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2003 by Service Provider. There has been no significant change when compared to Feb. '03.

Fig: 2



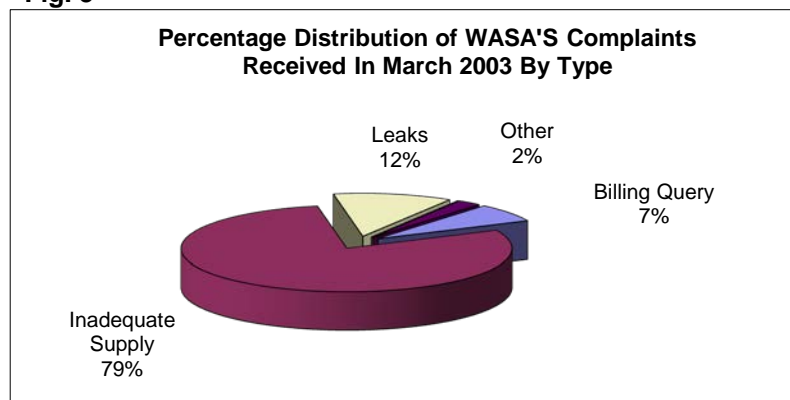
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in March 2003 by type and their status, as well as, the type and number of all unresolved complaints as at March 31, 2003. Figure 3 shows the percentage distribution of the complaints received in March 2003 by type. There has been no significant change when compared to Feb. '03.

Table:1

Complaint Category	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Mar 31, 2003
Billing Query	3	0	3	3	24
Inadequate Supply	34	28	6	6	7
Leaks	5	2	3	1	3
Road Restoration	0	0	0	1	2
Other	1	0	1	0	7
Total	43	30	13	11	43

Fig. 3



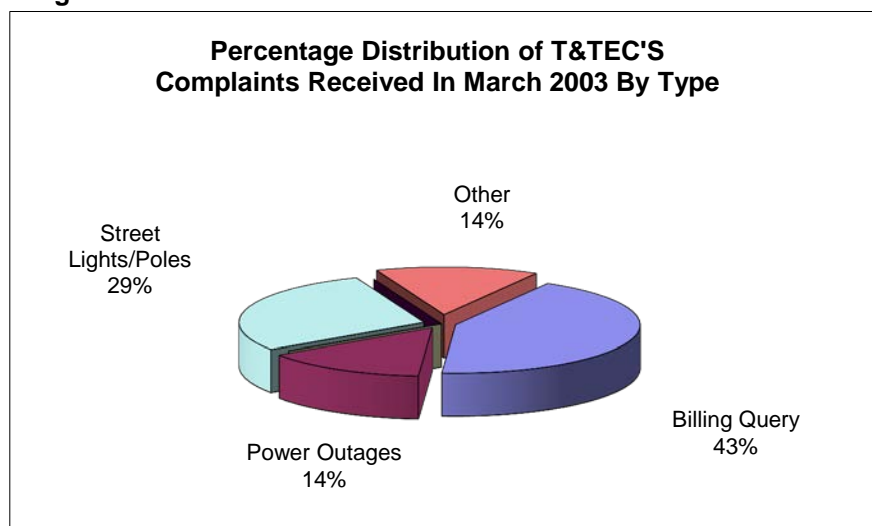
3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number of complaints received against T&TEC in March 2003 by type and their status, as well as, the type and number of all unresolved complaints as at March 31, 2003. Figure 4 shows the percentage distribution of the complaints received in March 2003 by type. There has been no significant change when compared to Feb. '03.

Table:2

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Mar 31, 2003
Billing Query	3	0	3	1	7
Power Outages	1	1	0	0	1
Volt. Fluct /Damages	0	0	0	1	8
Street Lights/Poles	2	0	2	0	4
Request for Supply	0	0	0	2	2
Other	1	0	1	1	5
Total	7	1	6	5	27

Fig. 4



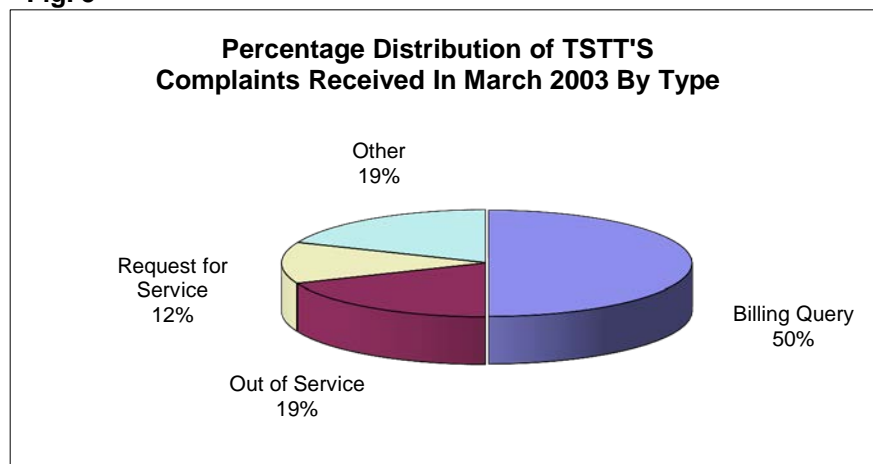
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in March 2003 by type and their status, as well as, the type and number of all unresolved complaints as at March 31, 2003. Figure 5 shows the percentage distribution of the complaints received in March 2003 by type. There has been no significant change when compared to Feb. '03.

Table:3

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Mar 31, 2003
Billing Query	8	2	6	2	15
Out of Service	3	1	2	2	2
Request for Service	2	1	1	1	6
Other	3	2	1	1	4
Total	16	6	10	6	27

Fig. 5



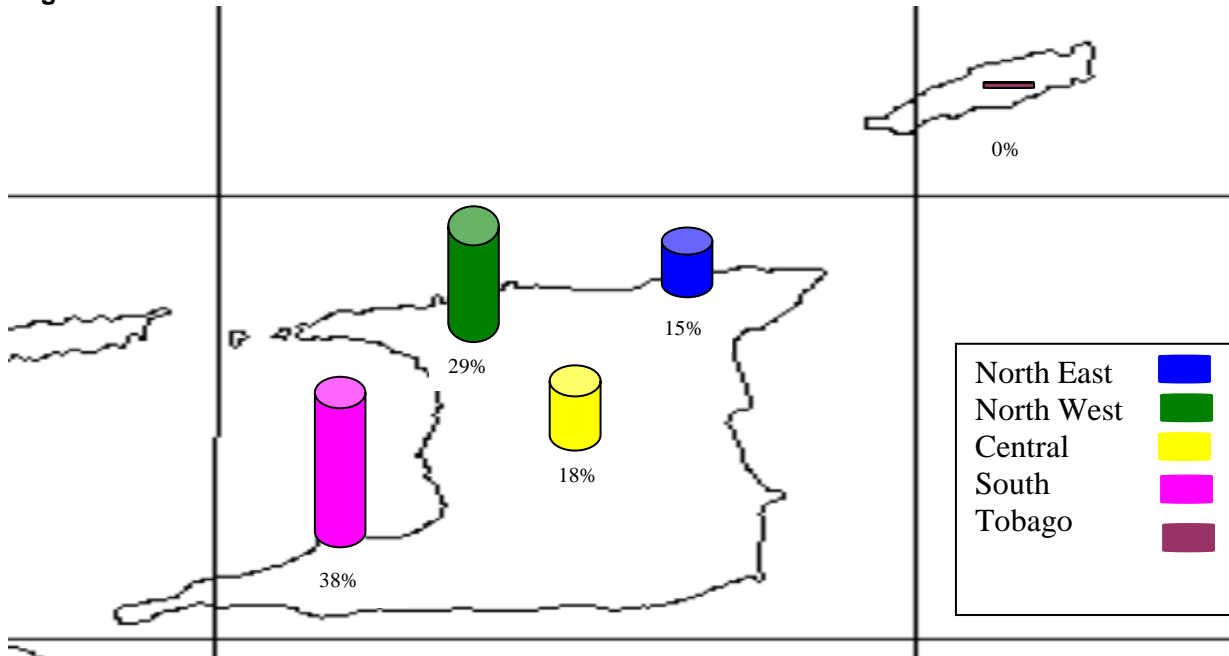
4.0 Regional Summary: Complaints Received by Region Per Service Provider

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 March 2003 by geographic regions.

Table:4

REGION	WASA	T&TEC	TSTT	Total
North East	7	0	3	10
North West	11	3	5	19
Central	8	2	2	12
South	17	2	6	25
Tobago	0	0	0	0
Total	43	7	16	66

Fig. 6



As indicated in Table 4. Forty-three (43) Complaints were registered against WASA. Seventeen (17) Complaints came from the South Region which represents a reduction of 34% when compared to Feb. '03. However for this month 35% were from the area of Whiteland while 18% came from the areas of Barrackpore/Penal and 12 % came from the area of Princess Town. Eleven (11) Complaints came from the North West Region of which 36 % were from the areas of Diego Martin and St. James respectively. No significant analysis was possible between 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 March 2003.

Fig. 7

