



REGULATED INDUSTRIES COMMISSION
Monthly Complaints Report
September 2003

This report provides an analysis of all complaints received in September 2003, as well as the number of complaints received against Service Providers.

1.0 Complaints Analysis

Monthly	Aug 2002
Number of complaints received	79
Number of complaints resolved	42
Number of complaints unresolved	37
Resolution rate for complaints	53%
No. of outstanding complaints resolved	18
Total number of complaints	60

The number of complaints received in September '03, increased by 9 or 12% from the same period last year. The cumulative number of complaints received increased by 191 or 42% for the same period last year.

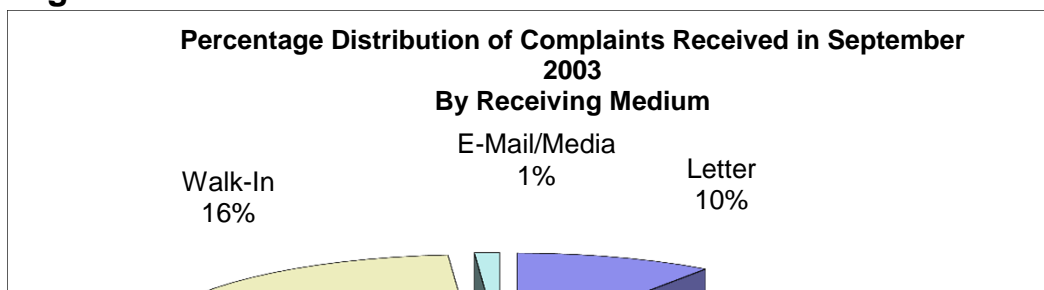
Cumulative

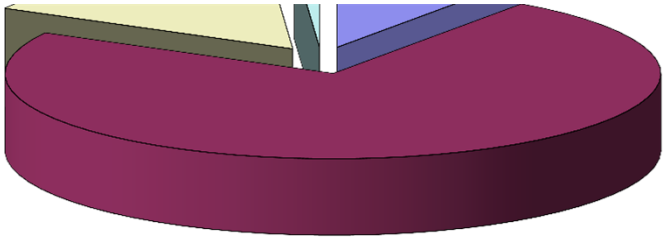
Number of complaints received
Number of complaints resolved
Number of complaints unresolved
Resolution rate

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2003. Only one complaint was received from the media for September '03. There is no information provided in the text regarding the number of complaints received by receiving medium when compared to the same period last year.

Fig. 1



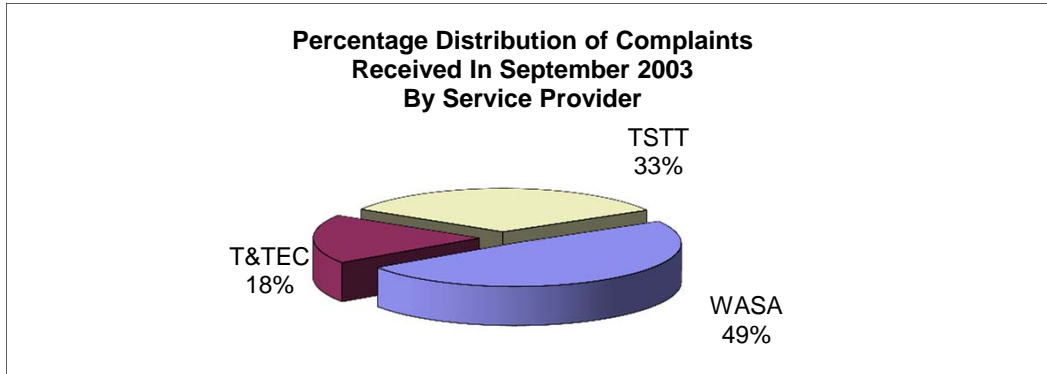


Phone
73%

3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September number of complaints filed against T&TEC & TSTT in September '03 have increased respectively when compared to August '03. However there was a slight decrease filed against WASA by 9 or 18%.

Fig. 2



3.1 Complaints Filed Against The Water and Sewerage Authority

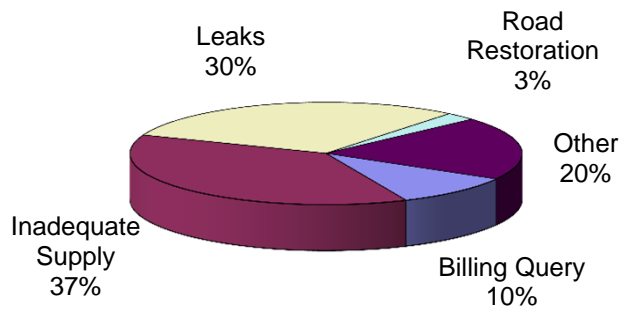
Table 1 shows the number and category of complaints received against WA status, as well as, the type and number of all unresolved complaints as at September the percentage distribution of the complaints received in September 2003 by related to Inadequate Supply decreased by 12 (44%) when compared to August

Table 1

Complaint Category	Total Unresolved Complaints As At Sept. 30, 2003	Complaints Received	Complaints Resolved	Complaints Unresolved
Billing Query	0	4	0	4
Inadequate Supply	0	15	13	2
Leaks	0	12	12	0
Road Restoration	0	1	0	1
Other	0	8	1	7
Total	0	40	26	14

Fig. 3





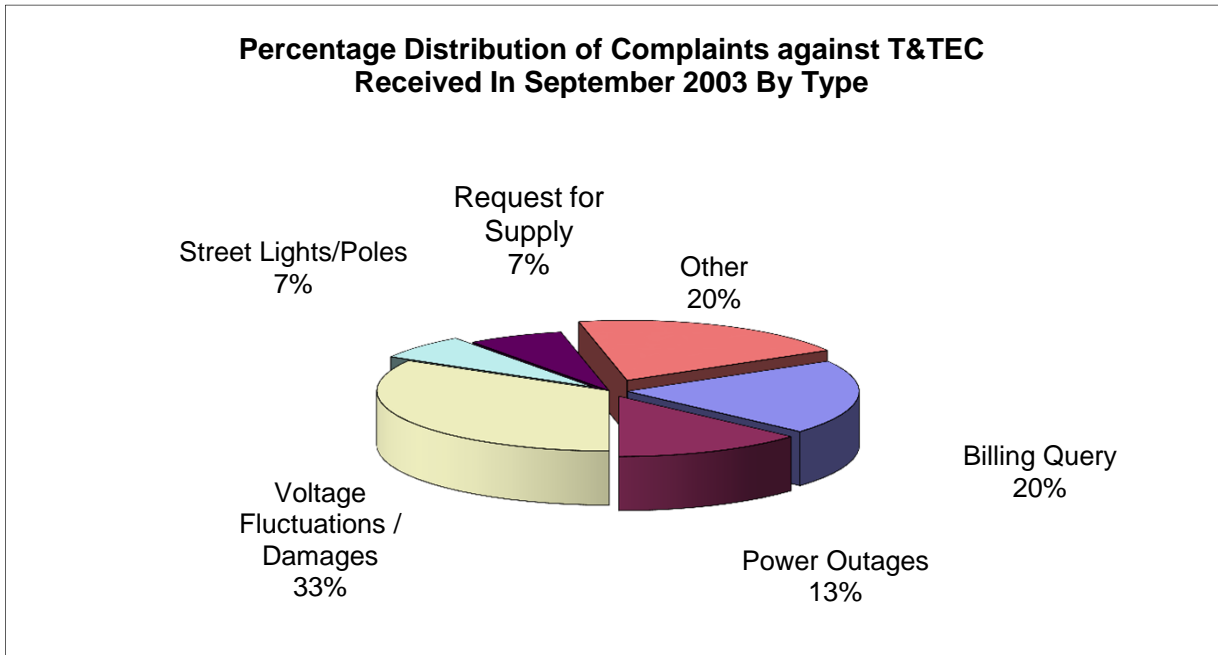
3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number and types of complaints received against T&TEC in as well as, the type and number of all unresolved complaints as at September percentage distribution of the complaints received in September 2003 by type change in complaints when compared with August '03.

Table 2

Complaint Type	Total Unresolved Complaints As At Sept. 30,	Complaints Received	Complaints Resolved	Complaints Unresolved
Billing Query	14	3	0	3
Power Outages	4	2	0	2
Volt. Fluct /Damages	12	5	0	5
Street Lights/Poles	2	1	1	0
Request for Supply	5	1	0	1
Other	4	3	1	2
Total	41	15	2	13

Fig. 4



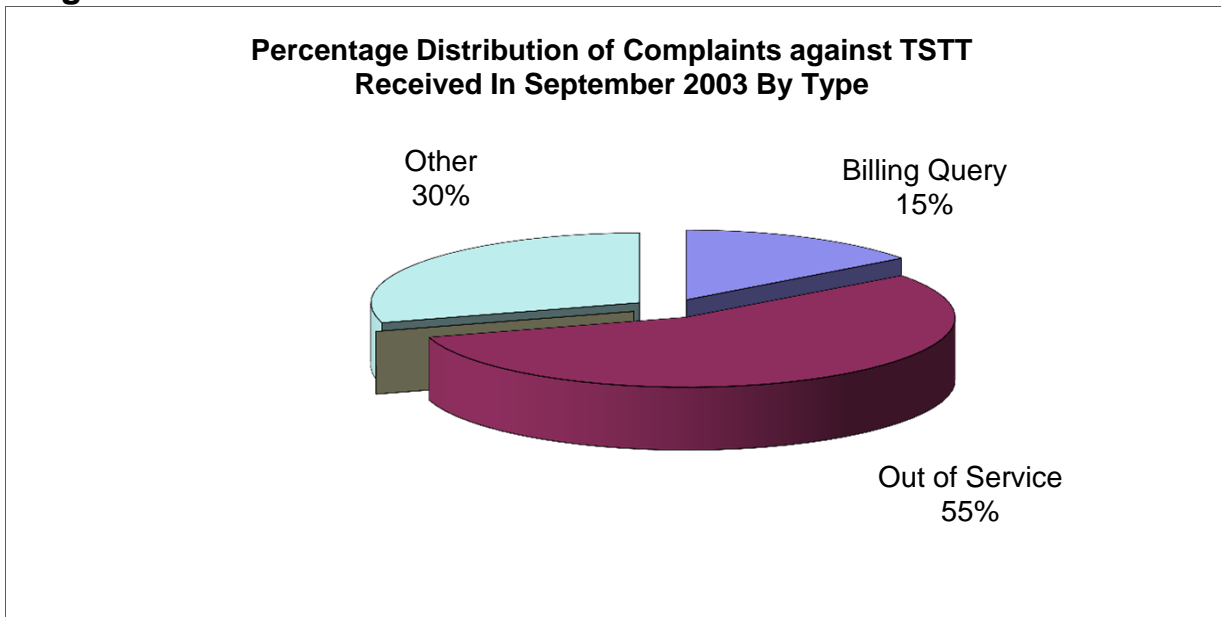
3.3 Complaints Filed Against Telecommunications Services of Trinidad and To

Table 3 shows the number of complaints received and types against TSTT in ... as well as, the type and number of all unresolved complaints as at September ... percentage distribution of the complaints received in September 2003 by type ... complaints has increased by 7 or 88% when compared with August '03.

Table 3

Complaint Type	Total Unresolved Complaints as	Complaints Received	Complaints Resolved	Complaints Unresolved
Billing Query	15	4	0	4
Out of Service	3	15	13	2
Request for Service	2	0	0	0
Other	6	8	4	4
Total	26	27	17	10

Fig. 5



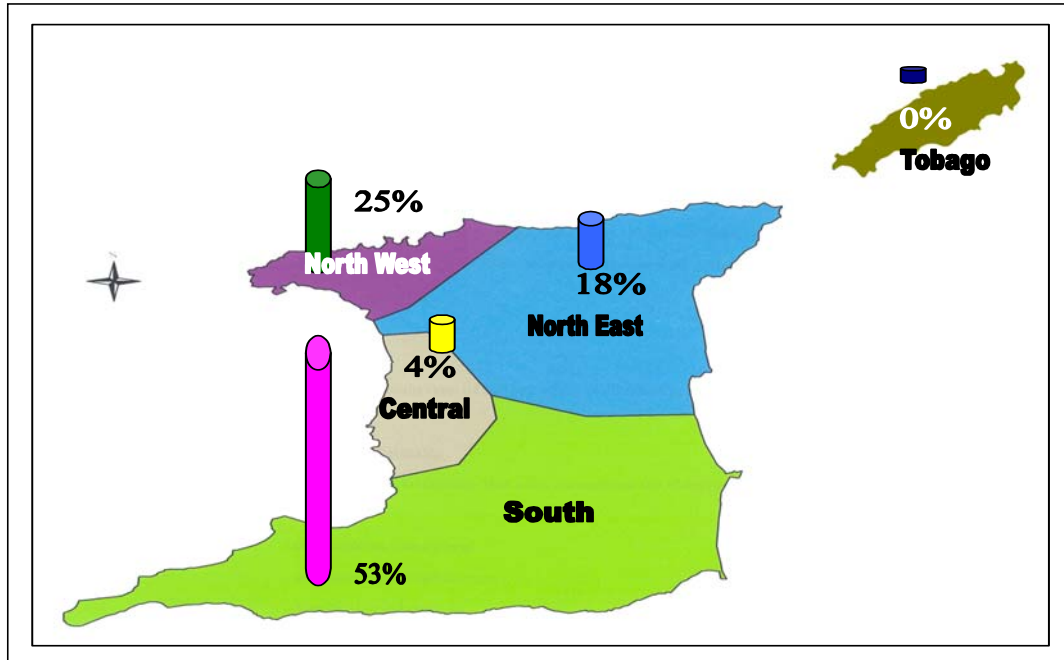
4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Ser geographic regions. Figure 6 shows the percentage distribution of all complaint geographic regions.

Table 4

REGION	WASA	T&TEC	TSTT
North East	3	6	9
North West	7	1	10
Central	10	3	2
South	20	5	6
Tobago	0	0	0
Total	40	15	27

Fig. 6

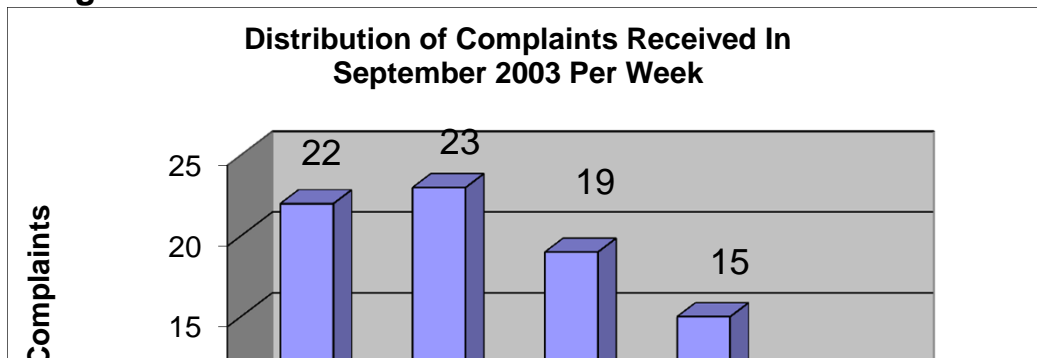


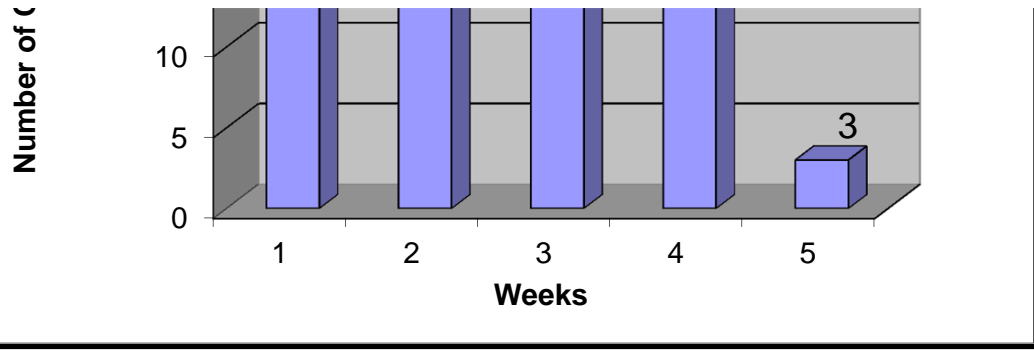
The number of complaints received from North East and Central increase respectively when compared to August '03. The number of complaints from the However, this region represented 38% of all complaints received and continues number of complaints. As indicated in Table 4. Forty (40) Complaints were re 20 came from the South Region. Princes Town had 6 or 30% of the complaint had 5 or 25%. No other significant relationship was reflected between the numb

5.0 Distribution of Complaints Received Per Week

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

Fig. 7





IN

as all outstanding complaints

<i>Aug 2003</i>	<i>Sep 2003</i>
73	82
33	45
40	37
45%	55%
25	36
58	81

when compared with August '03.
an - Sep '03 when compared with

<i>Jan - Sep 2002</i>	<i>Jan - Sep 2003</i>
450	641
389	528
61	113
86%	82%

number 2003 by receiving medium.
There was no significant change with
related with August '03.

er 2003 by Service Provider. The
 reased by 5 (50%) and 13 (93%)
 ease in the number of complaints

SA in September 2003 and their
 tember 30, 2003. Figure 3 shows
 r type. The number of complaints
 : '03

Complaints Resolved From Previous Period	Total Unresolved Complaints As At Sept. 30, 2003
6	29
7	14
6	1
2	3
2	19
23	66

September 2003 and their status, as of September 30, 2003. Figure 4 shows the results. There has been no significant

Complaints Resolved From Previous Period	Total Unresolved Complaints As At Sept. 30, 2003
3	14
2	4
1	16
1	1
0	6
1	5
<hr/>	<hr/>
8	46

obago Ltd.

September 2003 and their status, as of September 30, 2003. Figure 5 shows the details. The number of Out of Service

Complaints Resolved From Previous Period	Total Unresolved Complaints As
1	18
2	1
0	2
2	5
<hr/>	<hr/>
5	26

Service Providers grouped into five categories as received in September 2003 by

Total

18

18

15

31

0

82

ed by 5 (38%) and 12 (400%)
South region decreased by 21%.
to be the region with the highest
registered against WASA, of which
is for this region and Williamsville
er of complaints and location.

