WELCOMING THE NEW MINISTER OF PUBLIC UTILITIES, THE HONOURABLE NIZAM BAKSH

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MINISTRY’S MANDATE

To provide effective leadership and governance in the delivery of public utilities to the citizenry of Trinidad and Tobago.

VISION STATEMENT

To become an organization dedicated to excellence in the delivery of public utilities for the sustainability of our country and an improved quality of life of its citizenry.

MISSION STATEMENT

To facilitate the effective delivery of efficient, affordable and quality public utilities services through a committed, resourceful team of professionals in close collaboration with all stakeholders.

CORE VALUES

Integrity
Service Excellence
Accountability
Trust and Mutual Respect
Partnership

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Welcome readers to our second issue of Focus on MPU for 2012. Since our previous publication, the Ministry of Public Utilities has been involved in a variety of activities, and has also undergone a major change in its original mandate. On June 22, 2012, an announcement was made by the Prime Minister of the Republic of Trinidad and Tobago, the Honourable Kamla Persad-Bissessar, of the reconfiguration of Ministries and Departments. Some four (4) new Ministries were also created.

The most significant result experienced was a shifting of specific agencies which once fell under the MPU’s purview, to the newly formed Ministry of the Environment and Water Resources. Though we now bear a lighter load in the delivery of public utilities, our responsibilities to you, both as readers and consumers, have not diminished. Our Divisions remain the Government Electrical Inspectorate and Government Printery and our Agencies are now comprised of the Regulated Industries Commission (RIC), the Trinidad and Tobago Electricity Commission (T&TEC), the Trinidad and Tobago Postal Corporation (TTPost) and the Telecommunications Services of Trinidad and Tobago (TSTT), and all will continue to endeavour to provide service of the highest standard. Although we have lost the Trinidad and Tobago Meteorological Services and the Water and Sewerage Authority, the Ministry is indeed grateful for the innumerable years of service provided by their management and staff and wish them all the best in their new Ministry. They will be missed.

In spite of these forfeitures, which also included the reassignment of Senator the Honourable Emmanuel George to the Ministry of Works and Infrastructure, the MPU did gain from the realignment. The Honourable Nizam Baksh arrived at the offices of the Ministry of Public Utilities on June 26, 2012 and was greeted to the warmest of welcomes from all members of staff. The Minister’s official introduction is featured in this issue and we eagerly look forward to working with him in achieving his vision for the Ministry.

Victor Jones
Editor in Chief

The Ministry of Public Utilities (MPU) is the governmental arm responsible for the efficient and effective delivery of public utility services throughout Trinidad and Tobago. As such, we provide governance to the following Agencies, which are mandated with the delivery of specific public utilities. However, since the realignment of portfolios on June 22, 2012, our delivery of these utilities has been changed to:

- Trinidad and Tobago Electricity Commission (T&TEC) – Electricity
- Trinidad and Tobago Postal Corporation (TTPost) – Post
- Telecommunications Services of Trinidad and Tobago Limited (TSTT) – Telephone and Internet Services

The Ministry’s responsibilities have also been reconfigured to the provision of Electrical Inspection Services and Government Printery Services along with the administration of the National Social Development Programme (NSDP) and the Utilities Assistance Programme (UAP). These are still facilitated through our in-house Divisions. The Regulated Industries Commission (RIC), which independently facilitates competition and sustainability amongst the utility providers, still falls under the oversight of the Ministry.

In collaboration with our Agencies, Divisions and other stakeholders, we at the MPU continue to seek to fulfil our mandate ‘to facilitate the effective delivery of efficient, affordable and quality public utilities services through a committed, resourceful team of professionals in close collaboration with all stakeholders.’

For more information on the MPU, check our website at: http://www.mpu.gov.tt.

Although the changes brought about by the reconfiguration took precedence, operations did not cease at the Ministry of Public Utilities and so, we provide you with highlights of the various activities in which we participated. You will be informed of our involvement in this year’s ‘Public Service Week’ initiative and the much anticipated relocation of the Government Electrical Inspectorate–North to its new base in Arouca. We also bid farewell to Permanent Secretaries Terrance Jurawan, who departed on Pre-Retirement leave and Isaac James, who moved on to the Ministry of Works and Infrastructure. Finally, we will share some good news for the beneficiaries of the Utilities Assistance Programme and also hear from our Agencies, dependable sources of valuable information for you, our readers.

In closing, I would like to acknowledge the occasion of Trinidad and Tobago’s Golden Jubilee of Independence, and wish all a Happy 50th Anniversary.

Victor Jones
Editor in Chief & Deputy Permanent Secretary (Ag.)
Ministry of Public Utilities
It may be posited that the assigning of the Honourable Minister, Nizam Baksh, to head the Ministry of Public Utilities, is the culminating chapter to decades of dedicated and meritorious public service rendered to the Republic of Trinidad and Tobago. His story traverses a familiar path, while simultaneously possessing a uniqueness that is as individual as the man.

Minister Baksh began his tenure as a civil servant like many before him, joining the public service not long after having completed his secondary school education. Even at this young age, he was actively involved in making a positive impact in the development of the area where he resided, and entered the Community Development Unit of the Social Welfare Division, during the final months of 1967.

From the early days of this initial appointment as a Community Development Officer 1, with responsibilities for servicing the needs of various community organisations, such as village councils, community councils, and youth groups within the St. Patrick County, Minister Baksh recognised how the presence or absence of utility services could greatly impact the growth of communities. Thus, a sizeable portion of his early work revolved around assisting the groups and members of these rural communities with their requests for receiving basic amenities, such as pipe borne water, electricity and even postal services.

In aiding the residents of St. Patrick, Mr. Baksh’s preferred method remained one of being an enabler, who provided guidance, rather than assuming the ultimate responsibility and role for getting a task completed. It is an approach which, though at odds with what may have been expected of someone in his capacity, ensured that the outcome of any effort, especially those that were positive, could be credited more to the villagers than the Community Development Officer.

Managing in an unobtrusive, but diligent manner, while functioning as a liaison between government and these communities, Mr. Baksh not only ensured his steady rise through the ranks of the Ministry of which he would become an integral part for the next two and a half decades, but it also provided him with the opportunity to further his academic development. In recognition of his consistent performance and accumulated experience, despite his youth, he would be awarded a one year Commonwealth Scholarship at Chandigarh, India where he achieved his Diploma in Youth and Community Development, a post-graduate qualification earned in spite of his not possessing a formal undergraduate degree.

Although Nizam Baksh ended his distinguished career as a Community Development Supervisor in 1990, his passion for seizing every opportunity to effect change would prove too strong to allow him to walk away. In 1995, he was appointed as a Senator in the United National Congress (UNC) government. Apart from his senatorial functions, he served as the Opposition shadow Member of Parliament (MP) for the La Brea constituency, where he established a firm base for several UNC party groups for the first time and also served as a member of several parliamentary committees. Thus, his first Cabinet appointment in 2010 would be to the Ministry of Community Development, the organisation to which he had dedicated his life, and with which he was closely familiar. As such, he wasted little time assessing and seeking to enhance those initiatives that were already in operation.

Among Mr. Baksh’s notable achievements during his tenure with the Ministry of Community Development, is the accelerating of the Community Centre Construction Programme, which resulted in more projects being completed and commissioned in Guayaguayare, Sangre Grande, Hindustan, Bon Air and Morvant during his two years as Minister, than had been accomplished in the previous five years before his arrival.

The increase in the amount of the grant offered by the National Commission for Self Help Limited (NCSHL) for minor home repairs in the event of a natural disaster, from $10,000 to $15,000, to match the inflationary cost of materials can also be credited to Minister Baksh, along with a new provision which offered victims whose homes had been totally destroyed, $25,000 to construct rudimentary living quarters. Finally, in the first year of his appointment, upon discovering that the Geriatric Adolescent Partnership (GAP) Programme had not kept pace with the ageing population, or with the remuneration widely offered to such caregivers, Nizam Baksh received Cabinet approval to raise the stipend paid from $1,800 to $2,500 and increased the number of trained personnel by almost 100%.

Though many of Minister Baksh’s colleagues, if asked about their hobbies or interests, may cite enjoying travel or music, those close to the Minister have light-heartedly suggested that Mr. Baksh’s hobby is ‘work’. Lest there be the misconception

The Honourable Nizam Baksh
Minister of Public Utilities

WELCOMING THE NEW MINISTER OF PUBLIC UTILITIES,
THE HONOURABLE NIZAM BAKSH

that he is a workaholic, the explanation offered is that Mr. Baksh takes delight in being able to meet those who work for the Ministries’ Agencies and Divisions, and the members of the public who are affected by what they do. One might surmise that it is an ingrained trait honed from years of knowing the change that is made from a light bulb being switched on in one’s house for the first time, or being able to fill a glass with water in the comfort of one’s kitchen, instead of the family bucket at a stand pipe.

As such, while he does appreciate the visual and culinary spectacle that accompanies functions which are sponsored by TSTT, T&TEC or the Government Printery, he enjoys the one-to-one interactions which follow, just as much.

Minister Baksh’s assignment to the Ministry of Public Utilities may have taken him away from the work that has brought him satisfaction his entire life, but his vision offered for the Ministry’s way forward, is meant to marry the thinking of a civil servant whose raison d’etre has been improving the lives of members of a community, and the mandate of the organisation he now heads. The intention expressed was for all agencies connected to the Ministry to be transparent in their operations, while keeping pace with global technological innovations. This, he hoped, would ensure that the services they provided attained a standard of reliability and efficiency that would elicit effusive praise rather than scorn.

As a pragmatic leader, Minister Baksh expressed as his final desire, the wish to leave a legacy such that, should he depart suddenly, the transition of leadership would be a smooth one, and not held up by unworkable pet projects that were specific to his whims and fancies. Having made a smooth transition of his own, he is eagerly looking forward to serving the population of Trinidad and Tobago.

Dr. Terrance Jurawan

The Ministry of Public Utilities (MPU) said farewell to acting Permanent Secretary (PS), Dr. Terrance Jurawan, in June 2012 after he served at the helm for one year at the Ministry. Dr. Jurawan had an extensive career in the public service which spanned almost 40 years. He began working as a Clerical Officer at the Prime Minister’s Office and worked his way up to Permanent Secretary (Ag.) at the Ministry of Public Utilities until his retirement.

As PS, he was instrumental in the Electrical Inspectorate Division’s (EID) move into its new surroundings in Arouca (see pg 11). He also revitalised the plight of acquiring a new building for the Government Printery.

Having worked with the MPU team for just about one year, PS Jurawan had a close relationship with members of staff who can attest to his open door policy. He will be thoroughly missed. The MPU takes this opportunity to wish him success and happiness in his future endeavours.

Mr. Isaac James served as acting Permanent Secretary in the Ministry of Public Utilities after the retirement of Dr. Terrance Jurawan in June 2012.

Since he joined the Public Service in 1984, he has amassed a wealth of experience starting as a Mathematics Teacher in the Success Laventille Composite School. From there, he worked his way up through various positions in many Ministries. His last position was Director, Economic Research and Planning in the Ministry of Housing and the Environment. Mr. James is the holder of a Bachelor of Arts in Mathematics and a Masters in Public Service Management from the University of the West Indies (UWI). He continues to serve in the Public Service as acting Permanent Secretary in the Ministry of Works and Infrastructure under the leadership of Senator the Honourable Emmanuel George.
Minister George receiving a gift on behalf of MPU from the PS Jurawan’s farewell event.

A cross section of the invited guests at PS Terrance Jurawan’s farewell event.

Some of the Administrative staff at the Administrative Professionals Day event.

PS Terrance Jurawan with his family.

Team MPU going through their paces.

MPU ladies relaxing at PS Jurawan’s farewell event.

MPU mothers pose with their tokens of appreciation
Team Electrical Inspectorate prepare to begin their presentation at the Sports and Family Day.

Team Government Printery, at attention at the Sports and Family Day.

Mrs. Juman AE I, posing with her accounting staff at the Administrative Professionals Day event.

Team RIC marching at the Sports and Family Day.

PS Jurawan presents token of appreciation to Guest Speaker, Dr. Jennifer Rouse, at the Administrative Professionals Day event.

Emmanuel Moolchan, former Director, MET Services and Victoria Baptiste, DHRS (Ag.) having a laugh.

Team Electrical Inspectorate prepare to begin their presentation at the Sports and Family Day.

Mrs. Juman AE I, posing with her accounting staff at the Administrative Professionals Day event.
Public Service Week in Trinidad and Tobago was celebrated from June 16 – 23 2012, and hosted by one of the collegial Ministries of the Ministry of Public Utilities, the Ministry of Public Administration. Three primary activities were held in commemoration of this year’s event and it is a delight to report that the Ministry of Public Utilities actively participated.

The first of these activities was a 5K Run/Walk held on Saturday June 16, 2012 at 4:00 pm which began at Queen’s Park West, opposite Memorial Park. Staff from the Head Office, Government Printery and the Meteorological Services Division (who were then under the Ministry’s responsibility) donned their running gear and took part. Led by Victor Jones, the Ministry’s Deputy Permanent Secretary, he and other members of staff, accompanied by their friends and family were eager participants in the race. In the end, everyone finished, according to their own pace, and all received participatory medals and water bottles for their efforts. Complimentary water and icy treats were also distributed to all who participated while various local entertainers were on hand to join in the celebratory mood. A fun time was indeed had by all.

The next activity was the hosting of an ‘Open House’ which showcased each Ministry and the various services they provide during the course of a week. It was convened on the Brian Lara Promenade in Port of Spain, and each Ministry was granted a public exhibition day. The Ministry of Public Utilities was assigned Thursday June 21, 2012 and highlighted the services of two of its lesser known Programmes, the National Social Development Programme (NSDP) and the Utilities Assistance Programme (UAP). Members of the Communications Unit were on hand to field questions from members of the public on other roles and responsibilities of the Ministry. The feedback obtained from the staff who attended the Open House was that the location for the event was well chosen, with many members of the public having visited the booth.

The third and final activity was a Public Service Awards Gala Ceremony in which each Ministry was asked to nominate their public officers according to the following criteria:

1. A Public Officer who has maintained a track record of public service excellence;
2. A Public Officer who has demonstrated leadership and innovation that has enhanced public service efficiency, transparency and effectiveness;
3. A Public Officer who has exhibited high standards of professional ethics, dedication and commitment to customer satisfaction;
4. A Public Officer who has inspired greater levels of integrity and accountability among their fellow public officers; and
5. A Public Officer who has been employed in the Public Service (non-contracted service) for at least fifteen (15) years (continuous or not).

Efforts were made by the Ministry’s Human Resource Management Unit to secure nominations for this activity. We do continue to await the hosting of this Gala Ceremony, for the revelation of the successful nominees.
In keeping with our vision and mission to achieving and maintaining viability, the Trinidad and Tobago Postal Corporation (TTPost) launched the Trinidad and Tobago Postal Code System (TT-PCS) on March 28, 2012. Since then, TTPost has made positive and significant steps towards the official implementation of the TT-PCS to the national community scheduled for early 2013.

To support the TT-PCS, the development of an ancillary Postal Code Finder has been developed and is being tested via our official website. To date, TTPost has successfully conducted a number of beta tests on the Postal Code Finder to assess its validity and reliability in preparation for public use. A front-end has also been designed and is currently being tested by a cross section of end-users to ascertain feedback on its level of user-friendliness. We have also put measures in place to ensure that we fulfill every customer’s postal code concerns and questions via an online customer feedback form. This enables us to respond to customers who may have difficulties in ascertaining their postal zone. Additionally, to ensure customer-delight, we have also set up a special email account (postcode@ttpost.net) where enquiries can be sent electronically with a guaranteed response within 48 hours.

The Postal Code Finder is user friendly and simple. The public would be able to search for their own postal codes when and where it is convenient to them. When it becomes operational, customers would be able to log in to our website and follow the navigation to access the Postal Code Finder. Once on this page they can enter their street name and search for the zone within which they are located. Each zone would be labelled with a six (6) digit code which is unique to that zone. Therefore it is essential that the correct zone is selected – to make this easier the maps are being labelled down to the level of the street.

The opportunities to be gained from such a system offers exciting prospects to TTPost and would also impact positively on the national infrastructural development of Trinidad and Tobago. The Finder would also solicit greater buy-in to the TT-PCS, particularly among the younger generation, and this in turn may lead to greater usage of postal codes in addressing.

Once we are satisfied that the Finder stands up to the aforementioned quality assurance measures the public will be notified of the activation date. This will be done via an intensive public awareness campaign to fully inform all our stakeholders of the details of the TT-PCS, including the Postal Code Finder. The official activation date would be published in the three daily newspapers. To sensitize the public on the use of the Postal Code Finder, live demonstrations would also be done at malls across Trinidad and Tobago by TTPost’s staff.

Since the launch of the TT-PCS, TTPost has taken steps to update our Address Database and append postal codes in conjunction with our Addressing Improvement Programme. This is already proving to be a powerful tool for our day to day operations and in the longer term would impact positively on TTPost’s continued economic viability. The Address Management System (AMS) has the potential to create linkages with other organisations involved in economic and social activities. This includes opening up opportunities in direct marketing, e-commerce and other point-of-location-based activities such as emergency health services, delivery and policing.

In keeping with international standards, an Addressing Improvement Project has been piloted in the Borough of Point Fortin. This pilot was conducted in collaboration with the Point Fortin Borough Corporation and was completed to satisfaction. The objective of the exercise included correcting poor addressing as well as ensuring that all addresses in the Borough were in line with the internationally recognised S42 Standard of addressing. To this end, two more pilots have also been planned before national implementation so as to streamline the process and ensure that we have a blue print for implementation in other postal districts throughout Trinidad and Tobago. These would take place in parallel in the city of Port of Spain and in the island of Tobago and are set to begin in September 2012. With lessons learnt from these pilots, plans are in place to roll out this massive project to the rest of the postal districts across the country.

In keeping with the mandate of TTPost, it is necessary for the Corporation to continually strive to adjust the way it operates especially in today’s volatile environment. The TT-PCS is therefore proving to be one of the ways to fulfill this drive to achieve and maintain viability while solidifying its financial position, meeting internationally acceptable standards, improving its level of customer-service and ultimately customer satisfaction.
T&TEC's Public Lighting Department is responsible for the illumination of public spaces throughout Trinidad and Tobago.

Between the months of April and June, 2012, T&TEC commissioned six (6) recreation grounds under the National Public Lighting Programme. The Grounds, located at Maturita Village, La Horqueta, Cedros, Arima, Barrackpore, Williamsville, Las Lomas, Macoya and Caparo, were specially outfitted with sport lighting to facilitate nighttime sporting and recreational activities.

The cost for the illumination of the six (6) facilities was approximately $4M and was funded under the Ministry of Public Utilities’ Public Sector Investment Programme.

T&TEC’s Acting General Manager, Kelvin Ramsook and then Minister of Public Utilities, Sen. the Hon. Emmanuel George, join the rest of the head table to unveil the banner for HSE Week 2012.

Night Football action at the newly lit Ben Lomond Recreation Ground, Williamsville.

T&TEC calls for collective HSE responsibility

T&TEC’s Health, Safety and Environment (HSE) Week 2012, was launched on April 30 under the theme “HSE – our responsibility” at the S.P. Ottley Building, Mt. Hope.

Speaking at the launch were then Minister of Public Utilities, Senator the Honourable Emmanuel George; T&TEC’s Deputy Chairman, Susilla Ramkisson-Mark; T&TEC’s Acting General Manager, Kelvin Ramsook; Chairman of the Board’s HSE Committee, Commissioner Chandrasain Ramsingh; and Contractor Safety Specialist, Dr. Chitram Lutchman.

The theme of collective responsibility was echoed by all speakers during the programme, starting with Mr. Ramsook, who admitted that we have “lost some ground in our efforts at improving our safety over the past year.” He informed the audience of various measures instituted by the Executive Management team to “maintain zero loss of life, reduce injuries and all the while increase productivity” including full implementation of the Job Hazard Analysis procedure; the empowerment of the HSE Department to shut down any unsafe job; and the encouragement of all staff to report near-miss incidents with no disciplinary action.

Chairman of the Board’s HSE Committee, Commissioner Chandrasain Ramsingh, agreed. “Near-misses are probably the best leading indicators of potential accidents, as they are loaded with huge opportunities to prevent them” he said, “When a near-miss is not reported or documented, we miss the opportunity to prevent an accident.”

Deputy Chairman, Susilla Ramkisson-Mark, reiterated the Board’s support for building a new safety culture at T&TEC, “with more stringent and proactive approaches, with provisions that allow for these to be filtered down from top to bottom, where it matters most.”

The Minister of Public Utilities read from the contents of a letter he sent to the then Chairman of T&TEC dated January 18, 2012, in which he expressed concern following two T&TEC-related fatal accidents that month. He urged employees to ensure that all health and safety bases are covered, adding that we “recognise the important of every worker going home to their families after a day’s work.”

Dr. Lutchman, of Suncor Energy Inc of Canada, told the audience that T&TEC’s “dismal safety record” could only be improved through a “collaborative effort between management and the union” by “rewarding right behaviour and recognising when we are doing wrong, despite the side we’re on.”

Also speaking were Assistant General Manager, Human Resources, Jacqueline Cheesman; Manager, HSE Department, David St. Clair; and OWTU Representative, Junior Peters.

This launch was one of several activities planned to commemorate HSE week. Other activities included a Spot the Hazard Competition, Breakfast meeting on Safety and a House Keeping Competition.
**Focus on MPU**

**Staff of the Electrical Inspectorate’s North Division (EID) has been relocated to newer accommodations at #48 Eastern Main Road, Arouca effective June 25, 2012.**

Charged with the responsibility for inspecting and certifying electrical works in Trinidad and Tobago, EID’s north operations were severely hampered by leaky roofs and sewage contamination within their facility in Tunapuna. As a result, they were housed at the Ministry’s Head Office in St. Clair from November 25, 2010 while suitable accommodations were being sourced for their operations.

Their new facility in Arouca embodies many improvements calculated to increase their efficiency. Members of the public are now being served in ample time, cutting prolonged time waiting on service. In fact, the Chief Electrical Inspector, Mr. Marlon Williams, stated that many of their customers are very pleased with the new accommodation. The phone numbers of the Electrical Inspectorate’s North Office are 692-6548 or 692-6549.

Helping companies in Trinidad and Tobago do better business has been a focal point for TSTT. This effort was recently recognised by Mitel Networks Corporation (Nasdaq: MITL), a global provider of business communications and collaboration software and services.

Technology has given businesses the world over the opportunity to dramatically improve how they communicate and collaborate, thus improving productivity, efficiency and customer service levels.

In Trinidad and Tobago, the same principle applies. The country may be small but local businesses have to raise their game to compete on the world stage. TSTT’s strategy has been to ensure that local businesses have the world class communications they need to achieve this, including Mitel’s Freedom architecture. Through a single cloud-ready software stream, Mitel delivers a powerful suite of advanced communications and collaboration capabilities that provides freedom from walled garden architectures and enables organizations to implement best-of-breed solutions on any network; extends the “in-office” experience anywhere, on any device; and offers choice of commercial options to fit business needs.

In June 2012 at the Manchester Grand Hyatt in San Diego, California, Mitel Corporation hosted its annual partner awards. Mitel has over 100,000 customers in 90 countries that are served by 1600 partners. At the annual awards, TSTT’s performance in Trinidad and Tobago earned the company the coveted Mitel Partner of the year award for the Caribbean Region.

With access to Mitel’s leading portfolio, TSTT is perfectly placed to help local businesses in Trinidad and Tobago deploy world class communications. The last five (5) years has seen TSTT excel as a Mitel Partner in the Caribbean Region, garnering recognition for Highest Growth, Performance Excellence and Channel Partner of the Year in consecutive years for the Caribbean Region comprising 28 countries including Dominican Republic, Puerto Rico, Jamaica, Guadeloupe, Martinique, Bahamas, Barbados and Saint Lucia.

**GOVERNMENT ELECTRICAL INSPECTORATE MOVES INTO NEW BUILDING**

Jeunesse Walters (centre) and Sharon Cumberabatch (right) of TSTT receive the Caribbean Award from Graham Bevington EVP Sales Service and Marketing International, (second from right) with present, Steve Spooner Chief Financial Officer (left) and Rich McBee President & CEO (second from left)
# NSDP Report
for the period April 1st 2012 – June 30th 2012

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Number of Applicants received for January 1st 2012 - March 31st 2012</th>
<th>Number of Applicants/Projects Approved by TAC for January 1st 2012 - March 31st 2012</th>
<th>Number of Projects completed for January 1st 2012 - March 31st 2012</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>House wiring / Rewiring</td>
<td>418</td>
<td>414</td>
<td>268</td>
<td>253 households were Wired/ Rewired with an additional 15 applicants assisted with Materials Only</td>
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<tr>
<td>Electrification</td>
<td>13</td>
<td>6</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td>71</td>
<td>32</td>
<td>10</td>
<td>Many applications received for Water are for Water Connection which is a matter the customer has to refer to WASA</td>
</tr>
<tr>
<td>Sanitary Plumbing Assistance</td>
<td>178</td>
<td>122</td>
<td>38</td>
<td>The disparity between the applications approved and jobs completed is due to a backlog of approved projects in the previous period.</td>
</tr>
<tr>
<td>Total</td>
<td>680</td>
<td>574</td>
<td>320</td>
<td></td>
</tr>
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**Coming Soon...**

**Divali Celebrations 2012**