

Focus on

mpu

MINISTRY OF
PUBLIC UTILITIES

**Commonwealth Telecommunications
Organisation 9th Annual Forum**

**TTPost hosts Caribbean
Postal Union Workshop**

**Prime Minister commissions
New Navet Main**

**MET Officials attend
WMO Congress**

THE 9TH ANNUAL
CTO
Towards a Dig

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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

An organisation 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 affordable and quality public utilities through a committed, resourceful team of professionals in close collaboration with all partners

CORE VALUES

Integrity
Service Excellence
Accountability
Trust and Mutual Respect
Partnership

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Message

from the Editor



Victor Jones
Editor in Chief

I wish to say hello to all readers of our 'Focus on MPU' Newsletter. I must offer sincere apologies for the long delay in submitting this latest edition of our Newsletter, the second one for the year, however we are here and we have much about which to inform.

One of our most exciting and the biggest news for the year on which to report is our hosting of the Commonwealth Telecommunications Organisation's (CTO) Annual 9th Forum and 51st Council Meeting from 12th – 16th September 2011. The Commonwealth Telecommunications Organisation (CTO) is an international development partnership between the Commonwealth and non-Commonwealth governments, business and civil society organisations. It provides the international community with effective means to help bridge the digital divide and achieve social and economic development, by delivering to developing countries unique knowledge-sharing programmes in the use of Information and Communication Technologies (ICT) in the specific areas of Telecommunications, IT, Broadcasting and the Internet. This Conference, in which about 200 international and local persons were in attendance, was the first of its kind to be hosted by the Ministry of Public Utilities. Bearing the

theme Broadband for the Network Society, participants, who hailed primarily from countries belonging to the Commonwealth fraternity, listened to, contributed as well as presented on the influence and development of Broadband in their country. Throughout the Conference the participants were shown the hospitality which precedes us as a country and were also treated to entertainment that boasted of our multiculturalism. At the Conference's conclusion the foreign attendees returned to their respective countries with lessons learned from the various Conference materials that were shared as well as with a better appreciation of Trinidad and Tobago. This CTO Conference was a great success to the Ministry as we only received accolades from those in attendance. Through a few of the articles in this Newsletter, you would be made privy to some of the activities that occurred during the Conference. I wish to take this opportunity to formally thank all who

were involved in the planning and execution this Conference.

This edition of 'Focus on MPU' meets us at the beginning of the new 2011/2012 fiscal year another opportunity exists for us as a Ministry to further promote sustainable development in our nation. This year's National Budget is appropriately entitled From Steady Foundation to Economic Transformation as it seeks to highlight the continued goal of development for the national population. You will be treated to information on the National Budget from the contribution that was made by our Minister of Public Utilities, Senator the Honourable Emmanuel George, as well as from some of the Agencies under the purview of the Ministry of Public Utilities.

We continue to offer you, our readers, best wishes throughout the year.

Editor in Chief & Deputy
Permanent Secretary (Ag.)
Ministry of Public Utilities

MPU Welcomes

Permanent Secretary, Mr. Terrance Jurawan

The Ministry of Public Utilities offers a sincere welcome to our new Permanent Secretary, Mr. Terrance Jurawan. PS Jurawan joins the MPU family after leaving the Ministry of the People and Social Development as their Deputy Permanent Secretary. His educational background is very expansive as it includes a Bachelor of Science Degree (Honours) in Economics, a Diploma (Honours) in Public Administration, a Masters of Science Degree in Government, a Doctorate of Philosophy (PhD) in International Studies and Diplomacy as well as attending a host of educational Training Courses. This would have allowed him to move up the employment ranks in the Public Service as he began as a temporary Clerk I in the Office of the Prime Minister.

Throughout his career, Mr. Jurawan was also a member of a number of committees that were appointed to work on several initiatives. He remembers with satisfaction the success of some of the projects, these include the School Feeding programme, the Conditional Cash Transfer programme and the establishment of NALIS.

Since he assumed office in July 2011, PS Jurawan has virtually 'hit the ground running' by attending and delivering remarks at many of the Ministry's events, including the Emancipation Celebrations and the launch of the Events, Sports and Social Affairs Committee in August 2011. He also attended the Commonwealth Telecommunications Organisation Forum and Council Meeting as a country representative in September 2011 and delivered the Feature Address on behalf of the Minister of Public Utilities at the Luncheon hosted in honour of members of staff retiring from the Public Service in October 2011.

Adopting an open door policy as his *modus operandi*, PS Jurawan is available to meet with any member of staff. He is also a strong advocate for working as a team as well as promoting a pleasant work environment. In terms of managing everyday operations, his two watch words are quick and quality. Mr. Jurawan believes that the public service is a potentially wonderful place to work and encourages members of staff to study and



Permanent Secretary,
Mr. Terrance Jurawan

develop themselves to take advantage of the various opportunities available.

The staff of Ministry of Public wishes to reassure Mr. Jurawan that they will continue to do their part in supporting the advancement of the operations of the organisation.

FEATURE ADDRESS BY
THE HONOURABLE KAMLA PERSAD-BISSESSAR
PRIME MINISTER OF THE REPUBLIC OF TRINIDAD AND TOBAGO
AT THE OPENING CEREMONY
OF THE

COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION
9TH ANNUAL FORUM

THE 9TH ANNUAL
CTO FORUM
Towards a Digital Commonwealth 2011



*The Honourable
Kamla Persad-Bissessar
Prime Minister of the
Republic of Trinidad and Tobago.*



Minister of Public Utilities, Emmanuel George and Minister of Public Administration, Carolyn Seepersad-Bachan surrounded by CTO Forum Delegates.

It is my distinct pleasure as Prime Minister of the Republic of Trinidad and Tobago to address you this morning at this, the Commonwealth Telecommunications Organisation's (CTO) 9th Forum. Indeed, Trinidad and Tobago is pleased to host this CTO Forum and subsequent Council Meeting in conjunction with the CTO. While this Forum will no doubt be full of intense sessions and debates, it would be remiss of me not to invite all guests to our beloved shores to, over the next few days, find some time to avail yourselves of all our country has to offer. I am certain that you will find the hospitality of our people to be genuine, and attractions to be found on our islands not over-rated.

Ladies and gentlemen the Government of Trinidad and Tobago places a high priority on the on-going development of Information and Communication Technologies (ICTs) as we seek to accelerate the beneficial participation of our citizens in the global information economy. In fact, my government has identified the ICT sector as one of seven, interconnected sustainable development strategies for the economic and social advancement of our country.

This focus on ICT stems from the position that a progressive and up-to-date ICT sector is essential to the overall development of the country as it seeks to achieve developed country status. In this vein, the Government of Trinidad and Tobago has created an enabling policy and regulatory environment

and has itself been an early adopter of ICT by instituting several initiatives aimed at fostering growth in the local ICT sector.

Ladies and gentlemen, a core aspect of the promotion of ICTs in the Republic of Trinidad and Tobago is that of access to and the safe and effective application of these technologies by the entire population. The issues of ICT development are being brought to the attention of citizens through programmes and fora such as the ICT Symposium; the Caribbean ICT Roadshow activities and now, this CTO Forum.

The government is focusing its attention on the youth of the nation and capitalizing on their natural affinity for ICTs and has sought to ensure that the next generation of

this country's citizens is ICT savvy and has means to access the wealth of information available to them through such technologies. Therefore, although we are a relatively small nation, Trinidad and Tobago has, as of 2010, accepted the undertaking to provide each and every child entering the secondary level education system with an internet ready laptop computer. In so doing Trinidad and Tobago has given its children a head start in what is fast becoming an ICT driven world, adding a 21st century spin on a famous quote from this country's founding father Dr. Eric Eustace Williams, "The future for our nation lies in our children's book bags."



Mungal Patasar on his sitar at the Opening Ceremony.



Atiba Phillips, Chairman of iGovTT chats with his coworkers, Wendy Mc Donald and Gary Kalloo.

The Government of Trinidad and Tobago has further sought to make ICTs more accessible to the population through the development of Broadband infrastructure and services. As you may know the Government maintains majority shareholder status in one of two major telecommunication service providers in Trinidad and Tobago, namely the Telecommunications Services of Trinidad and Tobago (TSTT). Through TSTT's Line Ministry, the Ministry of Public Utilities, Government has mandated the expansion and development of Broadband so as to ensure that citizens and businesses alike are able



to get the most out of the potentially limitless applications ICT affords. To speak plainly, this country is seeking to leverage the power of ICT's and maximize their potential to foster social and economic development and to enhance competitiveness.

Concurrent with these initiatives, we are actively involved in the review of the legislative framework to take into consideration the convergence phenomenon of technologies and services which opens up new development opportunities. We are also exploring initiatives to improve the competitive environment that will encourage further investments in the ICT sector. For example, the Telecommunications Authority of Trinidad and Tobago is

engaged in consultations on number portability and the establishment of domestic Internet Exchange Points to encourage peer to peer switching of domestic internet traffic.

These initiatives will not only improve the competitive environment but will also create new opportunities for different kinds of businesses particularly for the development of local content. In keeping with our policy to deepen the competitive environment, we will be inviting proposals for a third mobile operator before the end of this year.

Ladies and gentlemen, the Government of Trinidad and Tobago, in keeping with its policy of ICT development, has also begun the process of integrating the use of ICT into all government services. We expect that, within a relatively short period of time, this country's citizens will be able to carry-out all their business with the government electronically, whether it is an application for social services or up-dating tax information, from their homes. I am pleased to say that this country is well on its way to achieving this goal facilitated by the foundation work of the Ministry of Public Administration and agencies such as iGovTT.

Ladies and gentlemen, I have taken this opportunity to identify the policy thrust of my government for the ICT sector. However, the Government of Trinidad and Tobago also recognizes the need to work collaboratively in order to improve the local ICT sector. This is why I view the work of the CTO, and its membership therein, as being very important to this country's development. Trinidad and Tobago firmly holds on to the position that it is only through discussion at the international level that ICT issues that affect developing countries regionally and internationally can be fully addressed. This is why, as I have said earlier, Trinidad and Tobago is pleased to host this year's CTO Forum and Council Meeting and why we must also applaud the work of the CTO in general.

Ladies and gentlemen, you will find that the thrust towards the development of this country's ICT sector is not limited to Government. Rather this drive is shared by this nation's business community. We have established an ICT Business Round Table Forum which is actively engaged in shaping the ICT landscape. Additionally, the private sector has been actively seeking out new and creative applications of ICTs ranging from the almost universally available debit card and vending machine services to local smart-phone applications detailing local weather conditions and navigation. Advertising via text messaging is also becoming a tool more frequently used by local businesses. All of which suggests that Trinidad and Tobago's business sector has been quick to grasp the value that can be gained by utilizing Information Communication Technologies locally. I am quite certain that you will be hearing from them in this Forum.

I have observed the topics rostered for discussion over the next few days, and I must admit to my interest in them. I will, through my Ministries representatives, as well as those of the State Agencies, keep abreast of the discussions that are sure to be insightful. That Trinidad and Tobago will gain much from the exchange of ideas to take place during this forum goes without saying. It is my fervent hope that as a country we can reciprocate in that regard.

Ladies and gentlemen, before I close I should indicate that in my capacity also as Chairman of the Commonwealth, the importance of this conference, under the aegis of the CTO, is primary, and more particularly, as it relates to the benefits to be derived by all representing nations, as these will form the basis for future growth and development of the Commonwealth of Nations.

Ladies and Gentlemen, Trinidad and Tobago is serious about the development of its ICT sector. I congratulate the CTO on the start of another Forum and I expect to see great things in the Forum's proceedings. To those of you visiting us from distant shores, I say that while we may work hard, Trinbagonians play hard as well, and our islands offer numerous activities that are sure to leave you enamoured with "Trini life". Just remember that you must be indoors by 11:00pm. That said, I wish you all, CTO Forum participants a productive and memorable stay here in our beautiful isles.

Ladies and gentlemen, I thank you.



MINISTRY OF PUBLIC UTILITIES CONTINUES TO MEET ITS MANDATE IN 2011-2012



Senator The Honourable
Emmanuel George,
Minister of Public Utilities



Minister George shares a light moment with Ag. TSTT CEO Rakesh Goswami and Minister Seepersad-Bachan.

The last quarter of 2011 was a particularly busy time for the Ministry of Public Utilities (MPU). This as, not only did the Ministry successfully co-host an international conference in the form of the Commonwealth Telecommunications Organisation 9th Forum and 51st Meeting in mid-September, but the Ministry's contribution to the 2011-2012 Budget Debate was also delivered in October. The Ministry of Public Utilities takes great pride in the role it played in this country's hosting of the CTO's Forum and Meeting.

Trinidad and Tobago remains a strong supporter of the Commonwealth. This support is evident in our country's hosting of the 2009 Commonwealth Heads of Government Meeting (CHOGM). This commitment to the ideals, sentiments and strengthening of the Commonwealth also goes without saying as Trinidad and Tobago only recently held the Chair for the Commonwealth.

Likewise, Trinidad and Tobago is a strong supporter of the Commonwealth Telecommunications Organisation. This is particularly so given the significance the Government of the Republic of Trinidad and Tobago has placed on ICT, including the development of the Telecommunications Sector as a key enabler for the sustainable development of our country. In this regard, it should be noted that Trinidad and Tobago considers Information Communication Technologies to be both a sector critical to economic growth and diversification as well as a key enabler for sustainable

development.

Indeed, this support for the CTO was readily apparent in this country's expression of interest in hosting the CTO Forum which dates back several years to a time when Trinidad and Tobago had just begun to liberalize its Telecommunications Sector.

This liberalization process began with the introduction of the Telecommunications Act to regulate the Telecoms Sector. Since then, we have made considerable progress in creating a suitable enabling environment for ICT and today Trinidad and Tobago can boast the world's highest mobile phone coverage rate, according to the World Economic Forum. This statistic is perhaps not unconnected to the fact that this country enjoys the lowest cellular phone service rates in the Caribbean.

In addition to this, Trinidad and Tobago

is one of the biggest users of social media such as Facebook, Twitter and LinkedIn, worldwide. A scenario that now sees many Government Agencies and private businesses utilising social media sites as part of their communication strategies.

This country can also take pride in the fact that most of its Government Agencies are connected to the GovNeTT Government Wide-Area Network. Additionally, Trinidad and Tobago has begun to develop a corresponding network to connect the country's educational institutions through a National Research and Education Network. Furthermore, thanks to our award-winning tconnect programme, Trinidad and Tobago is now able to offer Government Information and, increasingly, public services, through a variety of different "channels", including our e-Government Portal; through Service



Centres and Self-Service Kiosks located strategically around the country; via mobile centres located on buses; and via mobile phones (thus leveraging our high mobile phone penetration rate).

Of course these initiatives must be supported by an appropriately robust legal and regulatory framework. Trinidad and Tobago, therefore, is moving quickly towards implementation of its e-Legislative Agenda. In this regard, our Electronic Transactions and Data Protection Acts were passed earlier this year. These acts are soon to be followed by other related legislation on Electronic Payments and Cyber-Security. Additionally, amendments to existing legislation such as our Audit and Exchequer Act and our Freedom of Information Act are to be auctioned so as to support this overall agenda.

It will not escape the attention of most, that the majority of these initiatives are driven by the Internet. Given that the successful adoption and utilisation of ICT is a Critical Success Factor for Trinidad and Tobago's achievement of its goal of sustainable development, and that the availability of affordable Broadband Internet is, in turn, a critical success factor for increasing uptake and usage of ICTs, it is obvious that the topic of the now concluded

9th CTO Forum, "Broadband for the Networked Society", speaks to the heart of Trinidad and Tobago's development agenda.

Later on in the quarter, I indicated the outstanding work the Ministry of Public Utilities was able to carry out during fiscal 2010-2011 during the Ministry's Budget Debate contribution for fiscal 2011-2012, in particular this Ministry's dogged focus on alleviating problems related to water distribution.

The plight of many in the national community improved significantly over the past fiscal year as a direct result of the work of the Ministry of Public Utilities, through WASA. This improvement was achieved by reducing wastage from leaking water mains and the replacement of aging water production and distribution infrastructure.

The work of other Ministry of Public Utilities' Agencies such as the Trinidad and Tobago Electricity Commission (T&TEC) and the Trinidad and Tobago Postal Corporation (TTPost) were also worthy of mention, especially given the fact that TTPost, T&TEC and WASA attained rankings of 1st, 3rd and 5th respectively in the public perception of performance ratings of government service 2010 MORI Polls. It is to be noted that each of these

entities made significant improvements in their perception ratings from the previous polling period.

All in all, the Ministry's 2011-2012 Budget Debate contribution gave the nation insight into the significant improvements to the public utilities sector the MPU was able to enact during the last fiscal year.

The Ministry of Public Utilities takes pride in its achievements over the past quarter and, indeed, the past year as it continues striving forward to meet its mandate to facilitate the provision of quality public utility services equitably to the national community.


Minister Emmanuel George

Health, Safety and Environment Week 2011



Every year, employees at T&TEC look forward to the first week of October for Health, Safety and Environment (HSE) week. But, 2011 will be the last time this happens.

Come April 23, 2012, T&TEC can look forward to a renewed, invigorated HSE Week, as the Commission shifts HSE week to better align its activities with those of the International Labour Organisation (ILO) - World Day for Safety and Health at Work.

Because of the planned shift, the very popular HSE Quiz and Rhythmic Poetry competitions have been postponed to 2012.

For 2011 however, the week was commemorated from October 3rd to 7th under the theme Effective Investigation and Action – Keys to Risk Reduction. The programme of activities focused on

three main areas - HSE Policy, Hazard identification and Control, Corrective/ Preventative Action Implementation and Follow-up. Special emphasis was given to Chair Safety, Vehicle Safety, Working Alone and Risks Assessment. The focus areas were under the umbrella of HSE – A Shared Responsibility.

According to David St. Clair, Senior Engineer, HSE Department, deputizing for Manager, Wayne Solomon, the decision to focus on these areas was based on a review of the Commission's accident reports over the last ten years and on the need to conduct more effective investigations towards a proactive safety culture.

Like previous years, the 2011 HSE Week's activities provided opportunities for individual and zonal participation at

all levels of the Commission and included competitions, training, seminars, medical screening etc.

Individual competitions included poster, photography and spot the hazard; while teams from each zone joined in a zonal mural competition.

Zones competed for the very prestigious Best HSE Week challenge trophy and was judged on, among other criteria, the level of employee and management participation in the HSE Week activities; programme design and content and execution as it related to the 2011 theme and focal points. Many of these competitions were judged prior to the HSE Week.



Alisia Quacco, Head, M & E Unit and Mauricia Pegus, Senior Research Analyst, give bright smiles for the camera



Everyone says cheese from the Government Printery



MET staff poses for the camera at the End of Year Luncheon



Victor Jones of MPU and Wendy Mc Donald of iGovTT looking relaxed at the CTO Appreciation Event



MPU girls Petal, Shoma and Vera at the End of Year Luncheon



CTO Forum attendees enjoying the panyard experience

Photo Focus



The Electrical Inspectorate was out in their numbers



CTO Forum attendees line up for limbo in the Panyard Experience



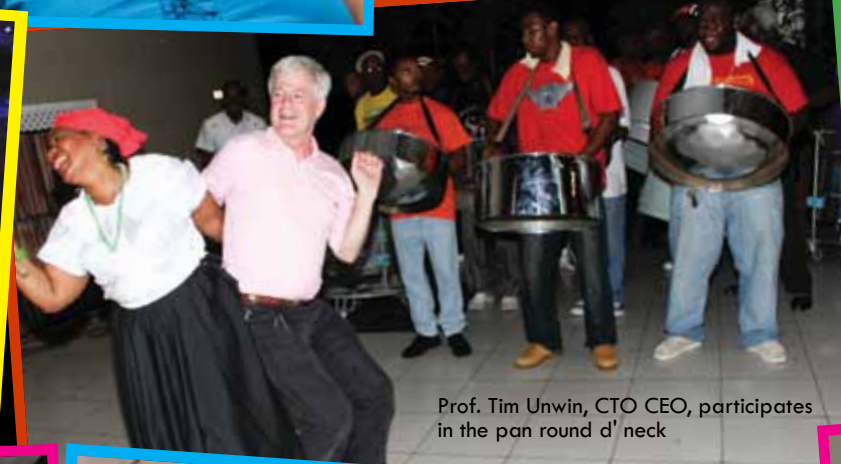
No work today for Simone Kent and Antoinette Thomas



Mr. Moolchan presents another prize to the winner from Government Printery



Enjoying their time at the End of Year Luncheon



Prof. Tim Unwin, CTO CEO, participates in the pan round d' neck



Vicky-Ann Farrell, Casha Charles and Patrice Estrada enjoy themselves at Club Katalyst



PS Jurawan presents a prize to the first winner.



Staff awaiting their turn to go to lunch

OUR MPRU at Play




Electrical Inspectorate staff, 'taking a breather'



Arnold Gaskin and Nicholas Millet at the CTO Appreciation Event



TSTT



Joel London, Manager Employee Relations and Communication, makes a presentation to the Minister of Public Utilities.

Blink/Bmobile honours “The Architects”

“The Architects of Our Past, Our Present, Our Future”. That was the theme of the Blink/Bmobile Sixth Annual Service Excellence Awards held at Hyatt Regency on July 2, 2011. The event honoured long serving employees as well as TSTT’s top performers for the past year.

Tribute was paid to over 130 employees who have worked at the local telecoms giant for periods ranging from twenty years to thirty five years. CEO Roberto Peón noted that the careers of these employees were the chronicles of the evolution of a simple landline service provider. He noted that today the company was a world class high-tech enterprise that introduced the Internet, Mobile services, and now 4G technology to the country. “And with security and TV entertainment, you touch the lives of our customers on a daily basis and you help make their dreams a reality. It is only fitting therefore that we make the time to let you know how special you are to the company” said Peón.

Public Utilities Minister Senator, the Honourable Emmanuel George also paid tribute to the employees. He praised their role in fostering greater access to Information Communication Technology (ICT) noting that ICT is the 4th Pillar of the Government’s development plans. “With the expanding availability of ICT in Trinidad and Tobago we see this as an essential part for the country to realise its full development potential.”

Among the eighteen top performing employees, Account Manager Alton Marshall of Enterprise Services won the coveted AUDI prize – a one year’s all expenses paid use of a new A6 - for his stellar performance in serving some of the country’s largest corporate businesses in his portfolio. Also Denyse Maharaj of TSTT Tobago Operations was presented with the top “Arise & Shine” Award for her commitment to customer service, support to fellow employees and for best embodying the company’s core values.

While there was much to celebrate, the company also took time to remember colleagues who passed away during the year. Lemour Joseph, second place winner at the 2011 TSTT Employees Calypso competition, composed a special dedication to eight fallen friends. It was a sombre reminder of the unpredictability of the medical and social ills which claimed their lives.

The Sixth Annual Service Excellence Awards was well attended by staff and guests who came out to honour their friends and colleagues. After the formal part of the awards, attendees retired to the Ballroom for a sumptuous dinner and then danced the night away to the music of Imij and Company.



Patricia Abdool Taylor receives her sales award flanked by Jay Alvi, Executive Vice President - Enterprise Services and Roberto Peón, CEO.





From left: Ms. Averline Scott – General Manager – Sales and Marketing – TTPost, Mr. Gerard Power - Expert, Latin America and Caribbean Programme, Mr. Seydou Konate - Letter Post Programme Manager, Mr. Sheldon Cyrus – Managing Director – TTPost, Ms. Loretta Charlemagne - UPU Regional Project Coordinator, Minister of Public Utilities – Sen. the Hon. Emmanuel George, Mr. Anthony Moore – Chairman – TTPost, Mr. Robert Hernandez – General Manager – Operations - TTPost.

The 4th Universal Postal Union (UPU)

Caribbean Postal Union Quality of Service Regional Workshop

The fourth Universal Postal Union (UPU) – Caribbean Postal Union (CPU) Quality of Service Workshop for the Caribbean under the Regional Approach to Field Support for Designated Operators (DOs) was convened at the Sangre Grande conference room of the Hyatt Regency Hotel, Port of Spain, Trinidad and Tobago from 28 - 30 September 2011.

Participants hailed from Barbados, Belize, Cayman Islands, Grenada, Guyana, Jamaica, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad and Tobago and the UPU International Bureau.

working towards improved quality of service and efficiency of the postal network. He informed that TTPost had assiduously sought to implement recommended initiatives emanating from the Quality of Service Pilot Project, such as the Internet Based Inquiry System (IBIS), Global Monitoring System (GMS) and strengthening relationships with external stakeholders (Customs and Excise, airline service providers, local law enforcement agencies, government agencies and the business community). He pointed out that the Workshop was of supreme significance in the ongoing development of the postal sector locally and regionally as it provided the opportunity to maximize each other's knowledge and understanding.

Mr. Robert Hernandez, General Manager, Operations, TTPost delivered a message on behalf of the CPU Secretariat which drew attention to the significance of the project for addressing not only postal operations but the capacity problem of the postal sector in the region.

He highlighted participants' dependence on their own respective conditions at home in order to implement effectively any improvement to their existing quality structure. He also pointed out that the Secretariat was convinced that the functional network that was evolving among colleagues during the workshops would contribute to the effectiveness of each participant.

In delivering the feature address, Senator the Hon. Emmanuel George, Minister of Public Utilities, informed that the Government of Trinidad and Tobago had given TTPost the mandate to improve its levels of service efficiency to the public for which the Corporation

has set a domestic delivery target of 95% D+1 and a Universal coverage of 96%. The Government was pleased to learn of the UPU's sponsored drive to raise the quality of service levels for the Caribbean region to be on par with international standards and viewed the topics that would be addressed by the fourth workshop with keen interest. Topics such as Postcode and Addressing, Process Mapping and Development of Policies, System implementation and End to End Mail Measurements

would undoubtedly prove useful to TTPost as it sought to meet its goals. The Minister further informed that Trinidad and Tobago has been very supportive of efforts coming from the UPU to ensure the safe and efficient transport of mail in and out of the region. In line with this, TTPost is working closely with Customs and Excise to more effectively prevent the flow of illicit items into and out of Trinidad and Tobago through the postal system. TTPost is also working on a postcode addressing system, which is 60% complete with an implementation date of the first quarter of 2012. The participation of DOs was viewed as a noteworthy feature as issues affecting postal services in the Caribbean were given an opportunity to be addressed in a region-specific manner. He called for the UPU to be commended as the Quality of Service Workshop offered the opportunity for knowledge sharing between the UPU and participating Caribbean countries and workshop participants and between the workshop participants and non-participating Caribbean nations.

Mr. Robert Hernandez brought the event to a close with the Vote of Thanks.



Ms. Averline Scott
General Manager Sales
and Marketing.



Left to right sitting - Ms. Loretta Charlemagne - UPU Regional Project Coordinator, Minister of Public Utilities – Sen. the Hon. Emmanuel George, Mr. Anthony Moore – Chairman – TTPost, Mr. Robert Hernandez – General Manager – Operations, Standing TTPost Executives and the Country Project Managers and Deputy Country Project Managers participating in the Regional Quality of Service Improvement Workshop.

Official Opening of the Workshop

The proceedings were chaired by Ms. Averline Scott, General Manager, Sales and Marketing, Trinidad and Tobago Postal Corporation (TTPost).

Mr. Anthony Moore, Chairman, TTPost, welcomed participants and cited the growing trends, to which the UPU conceded, that a strong regional approach was necessary to take postal development within the Caribbean region to the next level, through the implementation of a regional development plan (RDP). He said that the plan involves selected countries, including Trinidad and Tobago, as part of a pilot project



Members of the Executive team of TTPost and Universal Postal Union representatives involved in Regional Quality of Improvement Workshop for the Caribbean



Malick Indian Dancers going through their paces.



PS Terrance Jurawan (centre) and former PS Jacqueline Ganteaume-Farrell (green) surrounded by MPU retirees.



Saxophonist Malcolm Boyce during his performance.

MPU Bids Farewell to 29 Retirees

Twenty-nine (29) retirees from the Ministry of Public Utilities (MPU) were honoured at a Retirement Ceremony at the Hilton Trinidad on Thursday October 27, 2011.

Minister George greeted and offered best wishes to all Retirees. Mr. Terrance Jurawan, Permanent Secretary, delivered the Ceremony's feature address which included 10 tips to having a rewarding retirement.

Retirees were presented with tokens of appreciation for their dedication to the Public Service which ranged from eight (8) to forty-two (42) years. Among

those recognised were former MPU Permanent Secretary, Mrs. Jacqueline Ganteaume-Farrell and former Chief Electrical Inspector, Mr. John Phillip, who retired with forty-two (42) and thirty-five (35) years respectively.

Entertainment was provided by Janelle Alexander-Wilson of the Human Resource Management Unit and Joshua Phillip and Sherlene Lares of the Government Printery. Saxophonist Malcolm Boyce serenaded retirees while the Malick Indian Dancers closed the proceedings.



Whitnol Cunningham IT Manager (Ag.) poses with the IT team.



INFORMATION TECHNOLOGY UNIT Delivers during CTO Forum

Operating without ceremony, the Ministry of Public Utilities' (MPU) Information Technology (IT) Unit played an essential role in providing technical support for the joint CTO/MPU hosting of the Commonwealth Telecommunications Organisation 9th Forum and 51st Meeting here in Trinidad and Tobago during the period 12-16 September, 2011.

Led by Acting IT Manager, Whitnol Cunningham, the Ministry's IT Unit provided and maintained two networks that allowed internet access and printing services in the Internet Cafe and the Main Computer

Room designated for use by conference participants and the conference secretariat respectively. Twelve computers, four printers and two multi-function copiers were utilised by the Unit to provide an efficient and complete range of services to conference staff and participants.

Darryl Cato and Shival Balleram both ensured that the MPU met its obligation as host of the CTO to provide an Independent Wi-Fi Network for the Forum and Meeting participants. Both worked tirelessly around the clock behind the scenes troubleshooting the system and assisting participants with their individual IT needs.

Besides setting up and maintaining the Wi-Fi Network, the MPU's IT Unit also provided a landline for use by the CTO secretariat.

All in all, the "guys from IT" were able to address the IT needs of conference participants and resolve all issues with little or no effect on the smooth running of the Forum and Meeting. The MPU takes this opportunity to commend these oftentimes unsung heroes for their invaluable input to our hosting of the Commonwealth Telecommunications Organisation Forum and Meeting. Great work guys!



Prime Minister, Hon. Kamla Persad-Bissessar congratulates Minister George on a job well done.



NEW NAVET TRANSMISSION MAIN COMMISSIONED | Improving supply to 300,000 persons in South Trinidad

On Wednesday May 18, 2011, the Honourable Kamla Persad-Bissessar, Prime Minister of the Republic of Trinidad and Tobago officially commissioned the new Navet Transmission Main at a ceremony held at the MIC Compound, Daisy Road, Ste. Madeline.

The Navet Water Treatment Plant and Transmission System were constructed between 1958 and 1962. Over the past five years approximately 1,600 leaks were repaired along the trunk main, amounting to an estimated leakage rate of 25%, in excess of the international standard of a 5% leakage rate for transmission systems, an indication that the main had outlived its useful life.

The Navet Trunk Main Replacement Project started in August 2010 and entailed the installation of 28.7 kilometres of 32", 24" and 20" transmission mains from TCO Booster Station, Tabaquite to the St. Clements Off-take in San Fernando. The project was completed in nine months to the tune of \$117M, significantly less than the estimated two year time frame and cost of \$303M, projected by an independent engineering consultant two years prior.

With the replacement of the original 53 year old trunk main, an estimated 300,000 persons from Rio Claro to Marabella including New Grant, Tableland, Moruga, Princes Town, Williamsville, Piparo, Barrackpore, Cocoyea and St. Charles are now receiving an

improved level of service and are ensured of a minimum two day per week water supply.

During his address at the commissioning ceremony, Senator the Honourable Emmanuel George, Minister of Public Utilities, stated that the project had been approved and funding allocated since 2006, but that it had failed to get off the ground. The decision was thereafter taken to have the project fast tracked to ensure completion within the shortest timeframe.

WASA's Project Leader Mannoo Bridglal was given the unenviable task of completing this engineering feat, utilising the Authority's in-house resources with local contracting support. Despite many challenges posed by weather conditions and topography, the Navet Team was able to complete the project on time and within budget.

While delivering the feature address, Prime Minister, the Honourable Kamla Persad-Bissessar, described the replacement of the Navet Trunk Main as "a major miracle" that will redound to the benefit of citizens of this generation and for generations to come.

The project is a milestone achievement in the Authority's drive to rehabilitate and expand its infrastructure that would result in the provision of a more reliable potable water supply to customers systemwide.

Excerpt From Budget Contribution For Fiscal 2011/2012 On WASA

On 14th October 2011, Senator the Honourable Emmanuel George, Minister of Public Utilities, made his contribution to the National Budget for fiscal year 2011/2012. His presentation included commendations to the Water and Sewerage Authority for the projects that were completed during the last fiscal year and he also identified the projects that are scheduled for implementation in this new fiscal year. The projects would receive funding from the national coffers, in the name of the Consolidated Fund and the Infrastructure Development Fund

(IDF). Projects to receive funding under the Consolidated Fund are:

- Rehabilitation of HDC Treatment Plants at Valencia, Buento, Debe and Maloney
- Desilting and Rehabilitation of Hillsborough Dam Tobago
- Procurement of Standby Power for Navet Water Treatment Plant
- Procurement of Standby Power for North Oropouche Water Treatment Plant
- Projects to be funded through the IDF are:

- Design and Installation of Main along Caroni South Trunk
- Installation of Mains from Siparia #2 Tank to Penal Water Works
- Beetham Water Reuse Programme
- Refurbishment of Hollis Water Works
- Upgrade of Tobago Transmission Network

Projects are being implemented year after year by the Authority with the ultimate goal of providing a 24/7 supply of water to all citizens of Trinidad and Tobago.

TRINIDAD AND TOBAGO METEOROLOGISTS ATTEND THE 16TH SESSION OF THE WORLD METEOROLOGICAL ORGANISATION (WMO) CONGRESS (Cg-XVI)

The World Meteorological Organisation (WMO) is an intergovernmental organisation with a membership of 189 Member States and Territories. It originated from the International Meteorological Organisation (IMO), which was founded in 1873. Established in 1950, WMO became the specialised agency of the United Nations for meteorology (weather and climate), operational hydrology and related geophysical sciences. It has its headquarters in Geneva, Switzerland and is a member of the United Nations Development Group.

The World Meteorological Congress determines the policy of WMO and meets every four years to decide the Organisation's future directions. Each member country is represented by a Permanent Representative with WMO. The Permanent Representative should be the director of the National Meteorological or Hydrometeorological Service.

More than 600 delegates, including Heads of States and Governments, Ministers, senior government officials, heads of National Meteorological and Hydrological Services, and representatives of WMO partner organisations attended the three week meeting, 16 May – 3 June. It was officially opened on 16 May by WMO President, Dr. Alexander Bedritskiy and Secretary-General, Michel Jarraud. There was a High Level Segment for Ministers, including a speech from H.E. Prime Minister of Bangladesh, Sheik Hasina.

Trinidad and Tobago was represented at the WMO Congress by Emmanuel Moolchan, Director and Shakeer Baig, Meteorologist III.

The Congress – WMO's supreme body – brings together the representatives of the Organisation's 189 Members to determine the general policies and approve the strategic plan of WMO, elect the Officers of WMO, appoint the Secretary-General of WMO and decide on budgetary and other programme matters.

A proposed Global Framework for Climate Services designed to help countries – especially the most vulnerable – cope with climate variability and climate change is one of the priorities which was discussed at the Sixteenth World Meteorological Congress.

Other key discussion items include: strengthening the WMO's disaster risk reduction programme in the context of increased likelihood and impact of extreme weather, climate and water-related hazards and events in a warming world with a growing population; implementing



Mr. Emmanuel Moolchan and
Secretary General of WMO,
Dr. Michel Jarraud.



Mr. Shakeer Baig congratulates
Mr. David Grimes, the new
President of WMO.

integrated and improved observation and information systems to maximise the returns on investment on surface and space infrastructure in recent years; reinforcing the aeronautical meteorology programme in view of its importance to air traffic and the need for quality assurance of these services; and capacity building programmes in developing countries to help them fully participate in WMO activities and benefit from them.

"The World Meteorological Organisation is focusing its strategic direction for the period 2012–2015 on five strategic thrusts and it is committed to achieving its vision of providing world leadership in expertise and international cooperation in weather, climate, hydrology, and water resources, as well as related environmental issues. This will contribute to the safety and well-being of people throughout the world, and to economic prosperity for all countries. Utilising the capabilities of National Meteorological and

Hydrological Services (NMHSs), WMO will focus its programmes and activities on providing the best possible services to support its members and their efforts to address global societal needs and environmental issues," said Dr. Bedritskiy in the President's report to Congress.

The World Meteorological Congress elected Mr. David Grimes of Canada as President of the World Meteorological Organisation for a four year term in office. Mr. Grimes is the Assistant Deputy Minister, Meteorological Service of Canada, Environment Canada, and Permanent Representative of Canada to the WMO positions he has held since 2006. Dr. Michel Jarraud was re-elected a Secretary General of WMO.

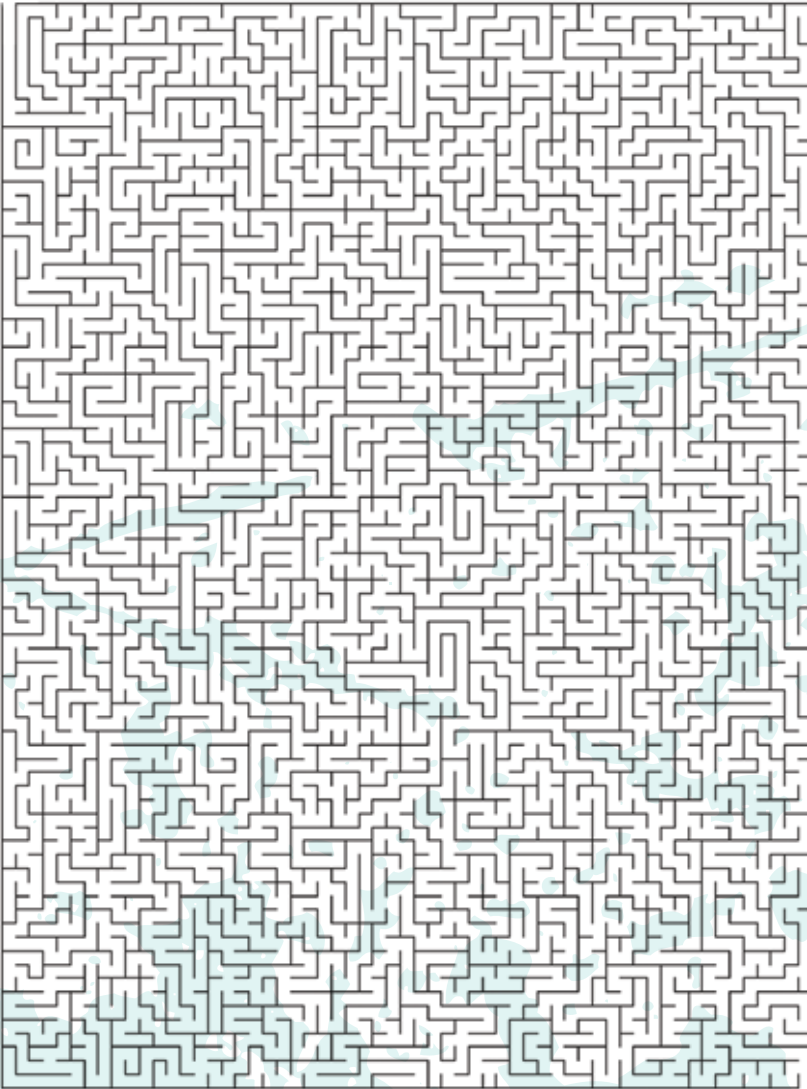
Dr. Antonio Divino Moura of Brazil was elected First Vice President; Prof. Mieczyslaw S. Ostojki of Poland, Second Vice-President and Mr. Abdalah Mokssit of Morocco, Third Vice President.



The Labyrinth "Enter if you Dare"

Trini Black Cake

➔ Escape Here



Enter if you Dare ➔

Ingredients

- 8 ounces margarine/butter
- 2 ounces shortening
- 8 ounces brown sugar
- 14 ounces flour
- 6 eggs
- 14 ounces condensed milk (1 395 gm tin)
- 1.5 cup browning
- Minced fruits – 8 ounces each of prunes, raisins, dates and black currants; , 4 ounces mixed peel, 2 oz cherries
- 1 tsp cinnamon



Method

1. Preheat oven to 300 degrees Fahrenheit. Grease cake tins with shortening and line with parchment or waxed paper – line bottom and sides. Mom likes to use the old Danish Butter Cookie tins, since they have covers for storage after baking.
2. Mince fruits in blender or food processor until as fine as you like it (I like it almost to a paste – I don't like discernible bits of fruit).
3. Cream butter, shortening and sugar till fluffy.
4. Add eggs one at a time, beat well between additions.
5. Add fruits, mix well.
6. Add browning, condensed milk and cinnamon, mix well.
7. Add flour, about 2 ounces at a time, mix between each addition.

Taste this to test for sweetness and of course look at the colour. Determine if you need more condensed milk , browning or flour. If you think it has too much flour, addition of a little condensed milk or more browning can help balance it out.

8. Pour the batter into the prepared cake pans.
9. Bake in the oven for about an hour – until a toothpick inserted into the centre comes out clean.

Notes on Soaking the Cake

Traditionally, the Black Cake is soaked in alcohol after baking and "topped" up ever so often, which keeps it edible and moist long after the normal shelf life of cake. Mom used to soak her cake in grape juice or apple juice to mimic this process and texture. However, this won't keep the cake. You'll have to store it in the fridge.

Riddle me this ???

You can hold it without using your hands or arms. What is it?

Answer: Your breath.

NSDP Report

for the period October 2010 - September 2011

Area	Number of Applicants received for October 2010 - September 2011	Number of Applicants Approved by TAC for October 2010 - September 2011	Number of Projects Completed for October 2010 - September 2011	Remarks
House wiring	2213	1436	1567	The disparity between the applications approved and jobs completed is due to a back log of approved projects in the previous period.
Electrification	66	50	68	
Water	208	54	87	
Sanitary Plumbing Assistance	995	561	460	
Total	3482	2101	2182	

Coming Soon

CARNIVAL
2012