

BEFORE THE PUBLIC UTILITIES COMMISSION

No. 2 of 2017

**In the Matter of a Review
of Order No. 1 of 2015 on an
application by Guyana Telephone
& Telegraph Co. Ltd.**

<u>Before:</u>	Justice Prem Persaud, CCH Mr. Maurice Solomon Ms. Dela Britton Mr. Rajendra Bisessar	Chairman Commissioner Commissioner Commissioner
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With:	Mr. Vidiahar I. Persaud Mr. Moorsalene Sankar	Secretary Financial Analyst
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Guyana Telephone & Telegraph Co. Ltd:

Mr. Ronald Burch-Smith	Attorney-at-Law
Mr. Mark Reynolds	Attorney-at-Law
Mr. Justin Nedd	Chief Executive Officer
Mr. Gene Evelyn	Consultant, Regulatory and Legal Affairs
Mr. Delreo Newman	Director, International, Regulatory, Government and Legal Affairs
Mr. Mark Reynolds	Attorney-at-Law

The Guyana Consumer's Association:

Mr. Patrick Dial	Chairman
Mr. J. Deonauth	Secretary

The Guyana Telephone and Telegraph Company (GTT) had in July 2014 submitted an application for a variation of rates, to wit, certain increases in the Landline Services, a reduction in outbound rates, and a change of methodology in the manner in which some services are billed. The application was based, essentially, on a claim that they were not earning a 15% rate of return on capital dedicated to public use.

After a hearing, the Commission dismissed the application and refused to order any increases. The reasons for the dismissal are detailed in PUC Order No.1 of 2015.

GTT appealed that Order and the matter was referred to the Court of Appeal for final adjudication. Later however, in terms of Section 77 of the PUC Act No. 10 of 1999 the company filed an application for the Commission to review the Order. They withdrew the appeal and the Commission granted leave for a review of the application.

GTT, at the original hearing and in these review proceedings relied mainly on a plea that they were not receiving a 15%, return on capital dedicated to public use and based on a “**guarantee**” in terms of the agreement signed by their principal ATN of the USA and the Government of Guyana. They, however, are aware of the fact that the agreement allows them only an entitlement of 15%, and it would appear that the company is consistently and conveniently overlooking the fact that the said agreement (**para 7.5**) executed on the 18th June 1990, provided that GTT shall have the obligation to provide universal services which meant that the business and development plans of GTT will have been designed to provide as many residents of Guyana as possible the benefit of a telephone service. As the Director of Regulatory Affairs of GTT told

us at the public hearing it does not matter whether GTT gets 50% return, but they are entitled to earn not less than a guaranteed 15%.

GTT by the agreement has enjoyed a monopoly of the land line services and the outbound international – and they still have control of the outbound services via international circuits.

GTT was allowed to provide both the land line and outbound services and they were allowed to subsidize – an exercise that they endorsed fully and made full use of that methodology since they did not separate their accounts and there were no proper and or accurate accounts to present to the Commission.

Figures submitted have shown that over the years GTT was earning in excess of 20% but with the arrival of Digicel in 2007 their income began to reduce. Digicel is involved in the cellular services and currently has a **mobile** market share greater than GTT since they have attracted very many of GTT's consumers. GTT sought to explain that the loss of market share has resulted in insufficient sums to adequately deal with the landline service.

They have very importantly conceded that they are in default with their license obligations but require assistance to level the playing field to expand their services. It would appear that enough was not done by the Company to retain the position of strength and to try to expand their consumer base. They were complacent with their monopoly and now faced with competition and with the coming of new regulations they recognize that they are likely to fall further behind.

In its application GTT is seeking minimal increases in some services offered by the landline and also seeking a reduction in most outbound rates to attract consumers back to this service. It is an accepted fact that Over-The-Top (OTT) services are significantly cheaper than the current PUC's approved outbound rates. The outbound service suffers as a result of OTT, but the OTT requires Data to initiate a call. GTT markets Data. In effect what GTT loses in the swing it gains in the roundabout.

The consumer body maintained its position that the increases would impact negatively on landline consumers. In its submissions the Consumer Association maintained that the landline is very profitable but for a flawed accounting process which determines how revenues are allocated to services, and that apparently denies the landline of its just revenues.

We are aware that GTT's earnings in the recent pasts are below the 15% threshold on capital dedicated to public use, and we are aware that the company's Public Switch Telephone Network (PSTN) continues to deteriorate and has become a source of disquiet amongst consumers. We base this conclusion on the number of complaints received at the Commission with respect to the quality of the PSTN service and the large number of unfulfilled applications for new service. Statistics from GTT informs that there are over 19,000 outstanding applications for land lines - an unacceptable position. This is without doubt one of the reasons for the loss of revenue of which GTT complains so bitterly.

Any increase of landline tariffs must lead to an expanded and improved quality of service with respect to the landline, and the Commission expects that resources must be made available to this segment of the company's operations so that consumers benefit from an improved quality of service and the company a better public image. To this end, the Commission requires a number of conditions to be met.

As acknowledged by GTT its reduction in profitability could have been due to a great extent by the entity not meeting the challenges of robust competitive activities, and it is expected that the increases granted herein will motivate the company to accelerate its landline expansion programme and provide quality service to all consumers as we approach the emerging liberalized market.

We set out hereunder the new rates which will take effect from August 1st, 2017, and they will be temporary rates subject to the following:

1. GTT must complete the end to end provisioning of the FTTX Phase 1 in La Grange, and to commence the commercial launch of services in the areas which they have identified.
2. GTT must submit quarterly detailed appraisal of progress showing the number of new services rolled out, inclusive of rural areas. This should not be less than 1000 lines per quarter; which may include up to 25% re-issue lines.
3. The Commission finds that GTT has been tardy in their response time and remedial actions with respect to fault reporting. To this end, the Commission requests a quarterly report from the date the rates take effect showing details of the average time taken to resolve consumers' complaints - residential and business. And for the company to determine a daily compensatory credit for consumers which will be contingent on its failure to comply.

We wish to reiterate that our order will be for temporary rates, and we will monitor the services **continuously** to ensure that the company improves the quality of service offered to the public. The Company must demonstrate that there is an urgent and genuine effort to provide services to outstanding applicants. Such installation must be executed in an orderly and systematic manner.

IT IS HEREBY ORDERED that with effect from the 1st day of August 2017 the rates will be as follows –

(1) Landline Metered Rates:

	OLD RATES		NEW RATES	
	PEAK (\$)	OFF PEAK(\$)	PEAK (\$)	OFF PEAK(\$)
Intra-Exchange	0.60	0.30	0.80	0.40
Inter-Exchange – Zone A	3.00	2.00	3.30	2.20
Inter-Exchange – Zone B	4.00	3.00	4.40	3.30
Inter-Exchange – Zone C	5.00	4.00	5.50	4.40

Landline metered rates are to be billed on a per minute basis for the first minute or part thereof and on a per second basis after the first minute.

(2) Installation Charge for Dial Tone Access Line:

	OLD CHARGES \$	NEW CHARGES \$
Residential	500	2,000
Business	1,500	4,000

Installation charges include the cost for the handset which will be supplied by GTT. Where subsequently it is found that the equipment is damaged and useless due to customer misuse GTT may replace the set subject to the consumer paying a cost for a new handset.

There shall be no charge for consumers who have paid applications for service(s) pending but when the service is installed they will be subject to the new monthly dial tone access charge.

(3) Monthly Rental Dial Tone Access Charge:

CUSTOMER TYPE	SERVICE DESCRIPTION	OLD CHARGES \$	NEW CHARGES \$
Residential	1-2 Lines	500	750
Residential	Greater than 2 Lines	1,000	1,500
Business	1-4 Lines	1,500	2,250
Business	Greater than 4 Lines	3,000	4,500

(4) Wireline Switched Features

FEATURES	MONTHLY RECURRING CHARGES			
	RESIDENTIAL \$		BUSINESS \$	
	OLD	NEW	OLD	NEW
Wake Up Call	284	340	320	384
Speed Calling (Long)	-	360	-	-
Call Waiting	142	170	300	360
3-Way Calling	213	255	320	384
Call Forwarding (Fixed)	213	255	320	384
Delayed Call Forwarding	213	255	320	384
Voicemail	142	170	320	384
Caller ID	320	384	320	384
Call Forward Universal	-	255	-	360
Call Forward Do No Answer (forwarded after "N" rings)	-	255	-	360
Call Forward Busy	-	255	-	360
Call Forward Simultaneous	-	255	-	360
Calling Name Delivery	-	255	-	360
Ring Again	-	255	-	360
Make Set Busy	-	255	-	360
Calling Line Flash (Malicious Trace Prompt)	-	255	-	360
Directory Number Hunt	-	255	-	360
Cut off on Disconnection	-	255	-	360

(5) **Miscellaneous Non-Recurring Charges**

SERVICE	OLD CHARGES \$	NEW CHARGES \$
Programme Charge	200	240
Record Change	142	170
Observed Line (Per Call Trace)	320	384
Activate Observed Line (Call Trace)	320	384
Special Bill, Bill Copy (Charge per Bill)	300	300

(6) **Operator Assistance**

SERVICE	OLD CHARGES \$	NEW CHARGES \$
Station-to-Station Assistance Surcharge (Per Call)	116	140
Person-to-Person Assistance Surcharge (Per Call)	116	140
Domestic Directory Assistance	-	140

(7) **Directory Charges**

SERVICE	OLD CHARGES \$	NEW CHARGES \$
Non-Published Number (Suppressed)	284	340
Additional White Pages Listing	-	340

(8) **Outbound International:**

The new rates to all international destinations are detailed below. Effective from August 1st, 2017 all outbound minutes shall be billed on a per second basis.

Line	Country	PEAK		OFF PEAK	
		OLD \$	NEW \$	OLD \$	NEW \$
1	Afghanistan	500.90	240.00	350.63	195.00
2	Alaska	267.70	120.00	187.39	96.00
3	Albania	189.14	145.00	132.40	112.00
4	Algeria	441.33	194.00	308.93	159.00
5	American Samoa	189.14	90.00	132.40	73.00
6	Andorra	349.52	158.00	244.66	132.00
7	Angola	363.15	180.00	254.21	146.00
8	Anguilla	91.68	84.00	64.18	56.00
9	Antarctica (Australia External Territories)	-	1,000.00	-	1,000.00
10	Antigua	72.24	84.00	50.57	67.00

11	Argentina	344.59	142.00	241.21	121.00
12	Armenia	381.12	158.00	266.78	132.00
13	Aruba	147.76	103.00	103.43	81.00
14	Ascension Island	439.42	326.00	307.60	264.00
15	Australia	281.73	105.00	197.21	83.00
16	Australia External Territories - other	-	300.00	-	240.00
17	Australia Satellite Mobile	-	450.00	-	450.00
18	Austria	351.15	129.00	245.81	103.00
19	Azerbaijan	344.77	185.00	241.34	150.00
20	Bahamas	345.33	105.00	241.73	85.00
21	Bahrain	336.57	159.00	235.60	131.00
22	Bangladesh	437.79	165.00	306.45	132.00
23	Barbados	72.24	72.00	50.57	50.00
24	Belarus	343.15	147.00	240.20	125.00
25	Belgium	369.74	126.00	258.82	101.00
26	Belize	328.18	169.00	229.72	134.00
27	Benin	416.54	205.00	291.58	163.00
28	Bermuda	101.41	91.00	70.99	61.00
29	Bhutan	270.18	174.00	189.12	137.00
30	Bolivia	417.52	159.00	292.26	137.00
31	Bosnia and Herzegovina	371.59	158.00	240.20	132.00
32	Botswana	378.94	183.00	265.26	148.00
33	Brazil	271.68	112.00	190.18	88.00
34	British Virgin Islands	248.17	88.00	173.72	74.00
35	Brunei	405.10	197.00	283.57	158.00
36	Bulgaria	379.11	180.00	265.38	147.00
37	Burkina Faso	439.42	221.00	307.60	177.00
38	Burundi	416.54	196.00	291.58	157.00
39	Cambodia	378.94	174.00	265.26	143.00
40	Cameroon	416.54	210.00	291.58	167.00
41	Canada	134.50	90.00	94.15	75.00
42	Cape Verde Islands	445.28	237.00	311.69	189.00
43	Cayman Islands	102.34	85.00	71.64	56.00
44	Central African Republic	416.54	265.00	291.58	212.00
45	Chad	416.54	207.00	291.58	165.00
46	Chile	304.02	132.00	212.81	106.00
47	China	473.75	110.00	331.63	90.00
48	Colombia	306.24	127.00	241.37	103.00
49	Comoros	416.54	231.00	291.58	184.00
50	Congo	439.50	214.00	307.65	172.00
51	Cook Islands	189.14	189.00	132.40	152.00
52	Costa Rica	266.98	126.00	186.88	103.00
53	Croatia	371.59	143.00	260.11	116.00
54	Cuba	366.46	238.00	256.52	202.00
55	Cyprus	266.15	141.00	186.30	114.00
56	Czech Republic	386.02	135.00	270.21	113.00
57	Dem. Rep. Congo	483.42	264.00	179.00	198.00
58	Denmark	378.78	126.00	265.15	100.00

59	Diego Garcia	-	290.00	-	230.00
60	Djibouti	270.18	218.00	189.12	175.00
61	Dominica	112.49	95.00	78.74	73.00
62	Dominican Republic	330.72	103.00	231.50	87.00
63	East Timor	425.54	307.00	262.97	243.00
64	Ecuador	329.70	135.00	230.79	115.00
65	Egypt	500.96	149.00	350.67	126.00
66	El Salvador	455.01	188.00	318.51	149.00
67	Equatorial Guinea	270.18	177.00	189.12	144.00
68	Eritrea	379.07	203.00	265.35	162.00
69	Estonia	381.12	205.00	266.78	167.00
70	Ethiopia	553.49	277.00	387.44	222.00
71	Faeroe Islands	302.11	158.00	211.48	125.00
72	Falkland Islands	490.10	388.00	343.07	307.00
73	Fiji	302.11	186.00	211.48	150.00
74	Finland	357.69	132.00	250.38	107.00
75	France	342.24	118.00	239.57	98.00
76	French Guiana	249.80	132.00	174.86	106.00
77	French Polynesia	303.75	177.00	212.62	144.00
78	Gabon	367.50	207.00	257.25	165.00
79	Gambia	418.17	223.00	292.72	179.00
80	Georgia	344.77	160.00	241.34	132.00
81	Germany	329.38	113.00	230.56	95.00
82	Ghana	412.05	190.00	288.43	155.00
83	Gibraltar	334.81	146.00	234.36	123.00
84	Global Mobile 881 - General	-	900.00	-	900.00
85	Global Mobile 881 - Globalstar	-	700.00	-	700.00
86	Global Mobile 881 - Iridium	-	850.00	-	850.00
87	Greece	427.36	142.00	299.15	118.00
88	Greenland	343.15	207.00	240.20	165.00
89	Grenada	91.68	87.00	64.18	66.00
90	Guadeloupe	112.49	97.00	78.74	78.00
91	Guam	302.11	131.00	211.48	105.00
92	Guantanamo Bay	-	160.00	-	130.00
93	Guatemala	428.48	161.00	299.94	130.00
94	Guinea	419.81	225.00	293.87	180.00
95	Guinea Bissau	419.81	256.00	293.87	204.00
96	Haiti	341.86	105.00	239.30	90.00
97	Hawaii	226.35	100.00	158.45	80.00
98	Honduras	372.24	144.00	260.57	118.00
99	Hong Kong	288.45	110.00	201.91	90.00
100	Hungary	367.50	146.00	257.25	123.00
101	Iceland	313.56	139.00	219.49	111.00
102	India	317.30	110.00	222.11	90.00
103	Indonesia	425.54	144.00	297.88	118.00
104	Inmarsat	373.00	1,473.00	363.00	1,473.00
105	Intl Networks 882 - Emsat	-	800.00	-	800.00
106	Intl Networks 882 – GNS	-	700.00	-	700.00

107	Intl Networks 882 – Jasper	-	975.00	-	975.00
108	Intl Networks 882 - Jersey Telecom	-	1,250.00	-	1,250.00
109	Intl Networks 882 - Maritime Comm Part	-	500.00	-	500.00
110	Intl Networks 882 - Next Gen Net	-	200.00	-	200.00
111	Intl Networks 882 - Next Gen Net II	-	200.00	-	200.00
112	Intl Networks 882 - Oration Tech Network	-	750.00	-	750.00
113	Intl Networks 882 - Thuraya	-	450.00	-	450.00
114	Intl Networks 882 - Unspecified	-	950.00	-	950.00
115	Intl Networks 883 - Voxbone	-	775.00	-	775.00
116	Iran	375.67	176.00	262.97	143.00
117	Iraq	383.85	179.00	268.69	145.00
118	Ireland	418.78	129.00	293.15	105.00
119	Israel	411.54	116.00	288.08	91.00
120	Italy	421.14	126.00	294.80	102.00
121	Ivory Coast	463.23	237.00	324.26	189.00
122	Jamaica	130.59	86.00	91.41	63.00
123	Japan	442.56	110.00	309.79	90.00
124	Jordan	372.40	168.00	260.68	138.00
125	Kazakhstan	344.77	175.00	241.34	142.00
126	Kenya	302.48	166.00	211.74	135.00
127	Kiribati	302.11	251.00	211.48	201.00
128	Kuwait	367.50	175.00	257.25	143.00
129	Kyrgyzstan	343.15	173.00	240.20	136.00
130	Laos	591.45	206.00	414.01	163.00
131	Latvia	922.60	214.00	645.82	179.00
132	Lebanon	457.06	180.00	319.94	144.00
133	Lesotho	257.98	155.00	180.58	125.00
134	Liberia	499.91	279.00	349.94	222.00
135	Libya	358.68	211.00	251.08	169.00
136	Liechtenstein	421.44	195.00	295.01	158.00
137	Lithuania	322.26	146.00	225.58	116.00
138	Luxembourg	421.44	130.00	295.01	106.00
139	Macao	480.29	167.00	336.20	136.00
140	Macedonia Rep.	343.15	161.00	240.20	139.00
141	Madagascar	499.91	253.00	349.94	202.00
142	Malawi	330.72	175.00	231.50	141.00
143	Malaysia	317.02	135.00	221.92	108.00
144	Maldives	93.28	143.00	65.30	115.00
145	Mali	499.91	241.00	349.94	192.00
146	Malta	367.50	135.00	257.25	114.00
147	Marshall Islands	546.18	253.00	179.00	203.00
148	Martinique	138.65	96.00	97.05	78.00
149	Mauritania	499.91	243.00	349.94	194.00
150	Mauritius	266.15	152.00	186.30	123.00
151	Mayotte Islands	-	150.00	-	120.00
152	Mexico	346.72	100.00	242.70	82.00
153	Micronesia	189.14	156.00	132.40	132.00

154	Moldova	363.41	148.00	254.39	125.00
155	Monaco	920.15	159.00	644.10	135.00
156	Mongolia	189.14	150.00	132.40	119.00
157	Montenegro	343.15	157.00	240.20	131.00
158	Montserrat	101.41	90.00	70.99	72.00
159	Morocco	414.90	208.00	290.43	166.00
160	Mozambique	419.81	204.00	293.87	163.00
161	Myanmar (Burma)	539.14	232.00	377.40	186.00
162	Namibia	477.02	222.00	333.92	177.00
163	Nauru	154.40	164.00	108.08	128.00
164	Nepal	404.37	209.00	283.06	166.00
165	Netherlands	402.24	122.00	281.57	97.00
166	Netherland Antilles	264.72	105.00	185.30	86.00
167	New Caledonia	270.18	157.00	189.12	130.00
168	New Zealand	293.46	122.00	205.42	99.00
169	Nicaragua	315.78	155.00	221.04	124.00
170	Niger	414.04	207.00	289.83	165.00
171	Nigeria	305.39	138.00	213.77	109.00
172	Niue Islands	313.56	241.00	219.49	194.00
173	Norfolk Islands	-	280.00	-	220.00
174	North Korea	591.45	266.00	414.01	213.00
175	Northern Mariana Islands	-	156.00	-	123.00
176	Norway	330.72	123.00	231.50	98.00
177	Oman	375.67	203.00	262.97	162.00
178	Pakistan	421.26	147.00	294.88	119.00
179	Palau	302.11	187.00	211.48	151.00
180	Palestinian Authority	411.54	222.00	288.08	176.00
181	Panama	368.30	141.00	257.81	116.00
182	Papau New Guinea	405.07	264.00	283.55	214.00
183	Paraguay	364.16	135.00	254.91	116.00
184	Peru	347.97	139.00	243.58	119.00
185	Philippines	494.19	152.00	345.93	121.00
186	Poland	421.44	135.00	295.01	110.00
187	Portugal	419.38	128.00	293.56	104.00
188	Puerto Rico	226.22	95.00	158.36	75.00
189	Qatar	483.56	217.00	338.49	172.00
190	Reunion Islands	189.14	184.00	132.40	148.00
191	Romania	367.50	140.00	257.25	114.00
192	Russia	343.15	116.00	240.21	94.00
193	Rwanda	477.02	226.00	333.92	181.00
194	San Marino	421.14	185.00	179.00	151.00
195	Sao Tome & Principe	392.02	341.00	274.41	271.00
196	Saudi Arabia	546.18	198.00	382.32	158.00
197	Senegal	424.32	209.00	297.02	167.00
198	Serbia/Montenegro	-	155.00	-	130.00
199	Seychelles	439.42	212.00	307.60	170.00
200	Sierra Leone	427.57	268.00	299.30	214.00
201	Singapore	309.92	125.00	216.94	100.00

202	Slovakia	270.18	141.00	189.12	117.00
203	Slovenia	270.17	151.00	189.11	126.00
204	Solomon Islands	270.18	270.00	189.12	214.00
205	Somalia	270.18	260.00	189.12	207.00
206	South Africa	399.70	129.00	279.79	109.00
207	South Korea	591.45	110.00	414.01	90.00
208	South Sudan	-	175.00	-	150.00
209	Spain	423.04	127.00	296.13	101.00
210	Sri Lanka	302.11	149.00	211.48	121.00
211	St. Maarten	405.10	101.00	283.57	86.00
212	St. Helena	379.07	348.00	265.35	278.00
213	St. Kitts & Nevis	91.68	90.00	64.18	75.00
214	St. Lucia	91.68	89.00	64.18	71.00
215	St. Pierre/Miquelon	414.00	165.00	342.23	131.00
216	St. Vincent/Grenadines	91.68	91.00	64.18	73.00
217	Sudan	379.30	192.00	265.51	155.00
218	Suriname	139.84	78.00	97.89	62.00
219	Swaziland	375.67	182.00	262.97	148.00
220	Sweden	372.40	128.00	260.68	102.00
221	Switzerland	422.91	161.00	296.04	139.00
222	Syria	372.40	194.00	260.68	156.00
223	Taiwan	546.18	115.00	382.32	92.00
224	Tajikistan	344.77	188.00	241.34	152.00
225	Tanzania	508.08	224.00	355.66	180.00
226	Thailand	457.62	155.00	320.33	124.00
227	Togo	439.42	242.00	307.60	193.00
228	Tokelau	302.11	302.00	211.48	236.00
229	Tonga	189.14	185.00	132.40	149.00
230	Trinidad & Tobago	72.24	72.00	50.57	50.00
231	Tunisia	378.94	218.00	265.26	174.00
232	Turkey	365.95	139.00	256.17	112.00
233	Turkmenistan	343.15	191.00	240.20	154.00
234	Turks & Caicos Islands	138.65	101.00	97.05	81.00
235	Tuvalu Islands	270.18	270.00	189.12	214.00
236	Uganda	292.10	151.00	204.47	122.00
237	Ukraine	343.15	131.00	240.20	105.00
238	United Arab Emirates	349.52	184.00	244.66	148.00
239	United kingdom	136.00	95.00	123.00	81.00
240	Univ Telecom Service	-	300.00	-	300.00
241	Uruguay	312.98	136.00	219.08	112.00
242	U. S. Virgin Islands	330.72	105.00	231.50	84.00
243	USA (48 Contiguous States)	100.00	85.00	90.00	70.00
244	USA (Directory Assistance)	-	300.00	-	300.00
245	Uzbekistan	344.77	176.00	241.34	143.00
246	Vanuatu	439.42	263.00	307.60	210.00
247	Venezuela	343.38	148.00	240.36	124.00
248	Vietnam	378.94	169.00	265.26	139.00
249	Wallis & Futuna Isl.	189.14	189.00	132.40	152.00

250	Western Samoa	270.18	192.00	189.12	154.00
251	Yemen	412.45	218.00	288.72	172.00
252	Zambia	342.98	176.00	240.09	142.00
253	Zimbabwe	372.64	187.00	260.85	151.00

Dated this 9th day of June, 2017.

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Prem Persaud – Chairman. CCH

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Maurice Solomon – Commissioner.

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(Ms) Dela Britton -Commissioner

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Rajendra Bissessar - Commissioner