

LICENCE AND ORDER INFORMATION SYSTEM (LOIS)

INTRODUCTION

EWURA LOIS is a portal that manages applications for electricity, petroleum and water licences and tariff for electricity and water. Using this Portal, an applicant can apply services issued by EWURA on line. Moreover, all stakeholders can submit complaint for services regulated by EWURA online. Licenced Services Providers have provision to verify their licence information and receive other regulation information from EWURA through this system.

HOW LOIS WORK

- 1) The system (Licence and Order Information System) can be access at EWURA website <http://www.ewura.go.tz> OR direct at <https://lois.ewura.go.tz>
- 2) Applicant is required to registered to use LOIS.
- 3) Applicant will be required to apply for licence or register complaint. The system will send a message to applicant to acknowledge receipt of the application.
- 4) Applicant will be able to understand the status of the application through the system.
- 5) Applicant may be required to submit additional information through the system to EWURA if more clarification is required.
- 6) Internal process of application will remain the same with improvement to speed up the issue of result.

CONCLUSION

The system has been developed by taking into consideration the requirement of EWURA and other stakeholders. You may submit your comment to improve the system through.

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