

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY
(EWURA)**

COMPLAINT NUMBER: EWURA/33/4/254

BETWEEN

HENRY B. MAMBO..... COMPLAINANT

VERSUS

BUKOKA WATER SUPPLY

AND SANITATION AUTHORITY..... RESPONDENT

AWARD

*(Made by the Board of Directors of EWURA at its 162nd Extra-Ordinary Meeting
held at Dar es Salaam on 18th October 2016)*

1.0 Background Information

On 01st June, 2016, Mr. Henry B. Mambo (“the Complainant”) with account number 312233301 and meter number 0710004153 of Magoti Street, Kibeta Ward-Bukoba Municipality, lodged a complaint at EWURA against the Bukoba Water Supply and Sanitation Authority, (BUWASA) (“the Respondent”) complaining on lack of water supply services since he was connected to the water supply system. The Complainant reported that for more than two and a half years he has been complaining verbally to the Respondent and on 22nd September, 2015 he wrote a letter to them but nothing was done to solve the matter instead he was provided with monthly bills for the service he did not receive. The Complainant requested that the Respondent be ordered to:

-
- (a) refund all costs that the Complainant has incurred for the period he stayed without water service; and
 - (b) to be provided with constant water service.

Following receipt of the complaint, the Authority ordered the Respondent to submit its defense to the complaint within twenty one [21] days as required by the EWURA (Consumer Complaints Settlement Procedures), Rules, GN 10/2013. On 27th June, 2016, the Respondent submitted his statement of defence, and stated the following:

1. that the Complainant is indeed their customer and that they have received his verbal complaints for some time;
2. that the main reason for the Complainant not getting water is the shortage of water at the upper region and also there is a minor alteration between the tank and the house of the customer. This problem is for the entire area and customers were informed prior to connection of service. However, BUWASA is in the process of supplying water from the new project which includes new water tank in the area and is expected that service will improve and the Complaint will be resolved; and
3. that BUWASA acknowledges its duty in providing adequate water services to its customers without complaints.

On 1th August, 2016 the parties attended a mediation meeting where they both acknowledged on the need for the Respondent to improve its customer service unit and promptly respond to customer enquiries. At the end the matter was settled on the following terms:

- (a) that the Respondent shall supply water at the Complainant's premises by 15th August, 2016 and the former shall make sure that water supply at the latter's premises is reliable; and
- (b) that the Complainant's claim against the Respondent on the order for refund of the costs he incurred for alternative means of water be withdrawn.

The above points of agreement were reduced into writing as required by Rule 13 (4) of the EWURA (Complaints Handling Procedure) Rules, GN. No 10/2013 and contained in the attached Settlement Form.

2.0 Decision

The parties have reached an agreement and pursuant to Rule 13 (4) of the EWURA (Consumer Complaints Handling Procedure) Rules, GN. No 10/2013, the agreement contained in the Settlement Form attached hereto is registered

as an Award of the Authority. Each party shall bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 20th day of February 2017.



.....
FELIX NGAMLAGOSI
DIRECTOR GENERAL