

Newsletter

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EWURA founding Director General retires



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President Jakaya Mrisho Kikwete in a group photo at State House with Minister for Energy and Minerals, Prof. Sospeter Muhongo (2nd R), and Deputy Permanent Secretary in the Energy and Minerals ministry, Eng. Ngosi Mwiha, after a brief meeting that discussed energy issues. Others from left are Eng. Felchesmi Mramba, the Managing Director of TANESCO, and Mr. Haruna Masebu, the Director General of EWURA. Behind them (from left) are the Director of Electricity at EWURA, Eng. Anastas Mbawala, Mr. Yahaya Samamba, the Private Secretary to the Energy and Mineral Minister, the Director of Regulatory Economics at EWURA, Mr. Felix Ngamlagosi, and the Manager for Communications and Public Relations at EWURA, Mr. Titus Kaguo. This was in December, 2013.

Editor's Note

Welcome to our 10th edition of EWURA Newsletter.

This edition is coming at the time when our stakeholders and EWURA staff are in preparations for celebrating a New Year 2014. I would like to wish you all a Happy and Prosperous New Year 2014!

This 10th edition is a continuation of many previously published EWURA Newsletters that among other objectives, is meant to meet and fulfill the responsibility of the Authority to enhance public knowledge, awareness and understanding of regulated sectors on the rights and obligation of consumers and the regulated suppliers.

As part of its responsibilities, EWURA aims to ensure that all stakeholders are educated through various means so that they get a vast understanding of the regulated sectors.

Therefore, EWURA Newsletter has become an effective tool in reaching many Tanzanians thus making consumers and suppliers of the four regulated sectors become more aware of their rights and obligations

EWURA Newsletter, a reader-friendly for both English and Kiswahili readers, has strengthened good relationship between the Authority and stakeholders of our four regulated sectors-Petroleum, Natural Gas, Electricity and Water and Sanitation.

This edition contains many articles, but I expect most readers will enjoy the one detailing the contribution by our first Director General, Mr. Haruna Masebu, whose tenure elapsed on December 31st, 2013.

Enjoy this edition.



Mr. Titus Kaguho

From the Desk of the Director General

Dear esteemed readers,

Welcome to this issue of the EWURA Newsletter.

As the founding and outgoing Director General of this Authority, it is with great pleasure that I have the honour of welcoming you to this particular issue given that this is the last time I shall welcome you as Director General of this Authority.

It gives me great pride knowing that in spite of various phases of growth that EWURA has undergone, the institution is currently an exemplary regulator and enjoys recognition by its peers as being one of the best regulatory institutions in Africa. This is in part not only due its commitment to world class standards regarding the rule of law, ethics and professionalism, but also as a result of our reputation for consistently making decisions through predictable, consultative and transparent processes.

Despite of tough decisions it has been making, EWURA has continued to enjoy support from various stakeholders such as the Government and its institutions, development partners, regulated suppliers, investors, consumers and the general public.

As a result of various decisions made by EWURA, consumers of energy and water services have enjoyed better or higher quality, which reflects value for money.

As I leave, it is my expectations that EWURA shall continue to make great strides and build upon the foundation of regulatory excellence that is renowned for. I leave behind a strong institution with highly competent and skilled employees of whom I have had the privilege of working with for the past eight years.

It is my expectations that in 2014, EWURA shall remain mindful of the need to enhance public understanding, of all the regulated sectors, while simultaneously upholding our unwavering commitment to sector reforms and promotion of investment in the regulated sectors.

I would like to thank the Government of Tanzania, EWURA Board of Directors, Government Consultative Council, Consumer Consultative Council, all regulated suppliers, and the general public, for their continued support and co-operation with the Authority.

I wish to also thank EWURA Management and Staff for their diligence during the course of performing their duties. Please join me in reading the articles found in this issue of the EWURA Newsletter.



Mr. Haruna Masebu

EWURA founding Director General retires



President Jakaya Kikwete listens attentively to a point by EWURA's Director General, Mr. Haruna Masebu, when he paid a courtesy call to the State House in December 2013, shortly before he retired.

By Staff Reporter

The first Director General of the Energy and Water Utilities Regulatory Authority (EWURA), Mr. Haruna Masebu, is to complete his tenure this December.

Mr. Masebu has served two four-year terms as required by the law, the years which he effectively used to lay a strong regulatory foundation on which the institution sits unshakable today. He was appointed the Director General of EWURA and Member of the Board of Directors of EWURA in January, 2006.

He was involved in designing of regulatory frameworks, which resulted into EWURA becoming one of the best regulators in Africa, with many other countries visiting the institution to learn a number of issues.

His exit marks the dawn of an era which was characterised by stormy times and overcoming adversity through adherence to the rule of law. At EWURA, Mr Masebu's public service is marked with success and recognition. Much of the achievements for the regulator are strongly

associated with his personal courage, support, and unwavering leadership that is characterised by adherence to existing laws, regulations and procedures.

"I am glad that as I leave EWURA today, the institution is strong with highly competent and skilled employees... EWURA is a model regulator in East, Central and Southern African countries, with almost all countries having visited Tanzania to learn how EWURA operates," he said.

Mr. Masebu says the most difficult time he will always remember is August 2011, when the government revised levies imposed on fuel with a view to cut down fuel price.

"After the price had gone down, oil marketing companies protested and the market starved. As prices were being

In 2010, Mr. Masebu was voted as the best Chief Executive Officer (Boss of the Year) with an excellent performance for the year 2010 out of 18 Chief Executive Officers (CEOs) from various organizations across Tanzania.

He championed the establishment of a new regulatory dispensation for Tanzania since year 2001, when he joined the then Presidential Parastatal Sector Reform Commission (PSRC) as a Regulatory Coordinator.

In that regard, he spearheaded the establishment of regulatory authorities in the infrastructure and utilities sectors, such as the Tanzania Communication Regulatory Authority (TCRA); Air Transport (Tanzania Civil Aviation Authority (TCAA); Surface and Marine Transport Regulatory Authority (SUMATRA) and EWURA. He also facilitated the

"I am glad that as I leave EWURA today, the institution is strong with highly competent and skilled employees...EWURA is a model regulator in East, Central and Southern African countries, with almost all countries having visited Tanzania to learn how EWURA operates"

revised after every two weeks, on the following revision prices went up. Surprisingly, some people accused EWURA of bowing to oil dealers' pressure to have the price increased!" said Mr. Masebu.

Mr. Masebu said this had indeed embarrassed him and the institution, because he had successfully led EWURA to be a corruption free zone.

He has steered well the Authority to achieve major milestones in economic as well as technical regulation in sensitive and controversial areas like fuel. The better fuel quality, the moderate price that Tanzania economy enjoys today and the fairness in market competition is a result of the three major steps that were introduced; Fuel price template, Fuel Marking program and the Bulk Procurement System.

Despite strong opposition by stakeholders on Bulk Procurement System and Fuel Marking, Tanzania is now reaping immense economic benefits as a result of these projects, and surprisingly, the same stakeholders are now positive on the projects.

establishment of the Fair Competition Commission (FCC) and the Fair Competition Tribunal (FCT).

For the past 17 years, he has held Senior Management positions at national and international levels, including the Regional Manager for the Nairobi-based African Housing Fund; Director General of the National Housing Corporation and at the Ardhi Institute (now Ardhi University), where he rose through the ranks to become Senior Lecturer and Vice Principal by 1991.

As the Director General for EWURA, Mr. Masebu, was the chair of various regional associations such as the African Forum for Utility Regulators (AFUR), East Africa Power Pool (EAPP), Independent Regulatory Board (IRB) and Energy Regulators Association of East Africa (EREA).

He also participated as a member of executive committees of other regional associations such as Regional Electricity Regulators of Southern Africa (RERA), the Eastern and Southern Water and Sanitation Regulators Association (ESAWAS) and African Refiners Association (ARA).

EWURA grants cost reflective tariff to TANESCO

By Wilfred Mwakalosi

The Energy and Water Utilities Regulatory Authority (EWURA) has issued new electricity tariffs to Tanzania Electricity Supply Company (TANESCO).

The approved tariffs which imply an average increase of 39.19% compared to the current tariffs, shall remain in force until 31st December 2016 unless results of a Cost of Service Study that will be undertaken in 2015 will recommend new tariffs.

The new tariffs are in force effective this January. They are in response to TANESCO's multi-year tariff application filed in October 2013. It had applied for a system wide tariff adjustments over three years from 1st October, 2013. The proposed tariff increases were 67.87% effective from 1st October 2013, 12.74% effective from 1st January 2014 and 9.17% effective from 1st January 2015.

Further, the power utility had asked for approval of two indexation clauses designed to adjust tariffs periodically. These are for changes in fuel costs and macro-economic factors which are outside of TANESCO control to ensure that it remains financially viable.

According to TANESCO, the proposed tariff adjustments will enable it to finance its operational costs and capital investment program (CIP) thereby constituting cost reflective tariff; demonstrate its bankability to donors offering concessionary loans and grants; increase capacity needed to meet system peak demand; and adequately fund repairs and maintenance of its infrastructure in order to ensure consistent and stable supply of electricity.

TANESCO has also been directed by the regulator to strictly follow the least cost merit order dispatch and submit to the Authority, on a monthly basis, reports showing the actual generation and generation plan as proposed.

Further, the state power utility is also required to ensure that the procured projects are in line with the demand and capacity requirement as approved in the Power



The proposed tariff adjustments will enable TANESCO to finance its operational costs.

System Master Plan; all new power projects are procured competitively in line with the Electricity Act, the Public Private Partnership Act, 2010 and the Public Procurement Act, 2004 and Rules and Regulations.

EWURA says it had followed all legal aspects in ensuring that adequate public involvement is attained by conducting public inquiry. In this regard, on 6th December 2013, EWURA conducted an Exit Meeting, where key stakeholders, including the Ministry of Energy and Minerals (MEM); TANESCO; Zanzibar Electricity Corporation (ZECO); Confederation of Tanzania Industries (CTI); Consumer Consultative Council (CCC); Government Consultative Council (GCC); Association of Cement Manufacturers; and Aluminium Africa Limited (ALAF) attended the meeting.

All comments, clarifications and suggestions conducted during the exit meeting were incorporated in the determination of the tariff decision.

A comparison of electricity tariffs in East Africa reveals that Tanzania's new tariffs (energy charge), particularly for commercial and industrial customers are lower than tariffs in the other countries.

A new Cost of Service Study for electricity sought

By Staff Writer

The Energy and Water Utilities Regulatory Authority says it will institute another Cost of Service Study (COSS) to establish costs involved in generation, transmission and distribution of electricity services in Tanzania.

Following massive gas discoveries in the southern part of the country, it is expected that electricity generation will heavily rely on gas, now that hydro sources—once a major contributor of power—is being heavily affected by weather changes.

Generation of gas-fired electricity is expected to start beyond 2015. “But just before that, we will have already acquired reliable information needed to establish the cost of using gas to generate electricity,” said Director of Regulatory Economics, Mr. Felix Ngamlagosi.

He said by the time the pipeline construction is completed, an adequate and practical knowledge would have been

obtained to re-evaluate issues such as costs involved in construction of the plant, processing, pipelines and the final price at end users.

The first COSS was undertaken in 2012 by a consultant, AF-MERCADOS EMI from Spain. Three years would have been elapsed by the time gas arrives and there would be a likelihood that the actual situation would differ from the study findings.

The consultant was engaged in order to determine a cost reflective tariff for Tanzania Electric Supply Company (TANESCO).

As a result of COSS by the Spanish consultant, the tariffs recommended under Rate Setting Methodology (RSM) for the electricity sector in Tanzania Mainland and the COSS for TANESCO, have been a milestone towards the path to multi-year cost reflective tariffs for the electricity sector in Tanzania.



Natural gas infrastructure at Tanzania Cigarette Company Limited in Dar es Salaam. A Cost of Service Study (COSS) to establish costs involved in generation of electricity from gas after completion of a bigger gas pipeline will be instituted.

“The principles established on the new methodology are the basis for determining the cost of providing electricity services by TANESCO,” says Director of Regulatory Economics, Mr. Felix Ngamlagosi.

Adequate tariffs backed by prudent expenditure and cost management are what underpin the financial sustainability of the whole electricity sector.

Retail tariffs are to be calculated to recover all the allowed costs in the system, while the revenues obtained from the application of retail tariffs to end-users are to cover the costs of generation, transmission distribution and supply.

In other words, according to Mr. Ngamlagosi, the average retail tariff will add up the tariff for power generation, transmission and distribution.

Peer Review Report: EWURA has excellent regulatory governance in Africa

By Titus Kaguho

THE Energy and Water Utilities Regulatory Authority (EWURA) has been ranked as a leading regulatory institution with excellent regulatory governance arrangement, according to the Peer Review Report recently released by the Eastern and Southern Water and Sanitation (ESAWAS) Regulators Association.

The Peer Review of the water sector regulatory system in Tanzania was undertaken between 14th and 19th July 2013 under the auspices of the Eastern and Southern Africa Water Sanitation (ESAWAS) Regulators Association which comprises agencies that are responsible for water sector regulation in their respective countries.

The agencies include Conselho de Regulacao de Aguas (ACRA)-Mozambique, Energy and Water Utilities Regulatory Authority (EWURA)- Tanzania, Lesotho Electricity and Water Authority (LEWA), Lesotho, National Water Supply and Sanitation Council (NWASCO), Zambia, Rwanda Utilities Regulatory Agency (RURA), Rwanda and Water Services Regulatory Board (WASREB), Kenya.

The Director General for EWURA, Mr. Haruna Masebu said in an interview that the peer review was conducted by independent consultants that involved Chief Executive Officers from five member regulatory institutions as part of capacity building exercise.

Mr. Masebu added that the regulatory performance was assessed based on three concepts; regulatory governance, regulatory substance and regulatory impact.

“The ESAWAS Regulators Association report concludes by providing that EWURA has excellent regulatory governance arrangement and in much respect a continental leader,” said Mr. Masebu, adding that the Final Peer Review Report was adopted by members of ESAWAS Regulators Association at the Annual General Meeting that took place in Maseru, Lesotho on 1st November 2013. This was the first peer review to be undertaken by ESAWAS. Last year, EWURA was rated the best regulatory institution in Africa by the African Forum for Utility Regulators (AFUR), for having two distinguished features from the rest of five African countries regulators in energy sector.

The features mentioned as the unique manner in which the reporting lines to the government have been separated between policy and administrative matters; and the establishment of Government Consultative Council (GCC), which aims to streamline EWURA's Interactions with the government on regulatory issues.

This was revealed by the Report of Peer Review on Electricity that was conducted by Regional Electricity Regulators Association (RERA) in 2010, in six countries of Tanzania, Kenya, Uganda, Zambia, Namibia and Ghana.

OBITUARY

Eng. Mathew Mbwapo: 23 /12/1958 - 30/8/2013



Eng. Mathew Mbwapo who was an employee of the Energy and Water Utilities Regulatory Authority (EWURA), died at Aga Khan Hospital in Dar es Salaam on the 30th August, 2013 after a long illness. Eng. Mbwapo was a Technical Manager – Electricity directorate since 2007. He was a holder of MSc. in Electrical Engineering from Russia, Master of Business Administration from The Netherlands and a Postgraduate Diploma in Electrical Power Distribution System from the University of Trondheim, Norway. During his work life at EWURA, Eng. Mbwapo was a member of Technical Committee of Tanzania Bureau of Standards (TBS) for Electricity Standards. He was also a member and secretary to the Technical Committee of Regional Electricity Regulators Association of SADC. Before joining EWURA, Eng. Mbwapo worked with the Ministry of Energy and Minerals as a Senior Electrical Engineer from 1988 to 2006. Throughout his life, Eng. Mbwapo possessed a loving, joyful personality and was known to all his colleagues as a compassionate, hard-working and outgoing person. He will be remembered for his immense contribution in the Regulation of Electricity Industry in Tanzania and the region at large. He is survived by his wife Neema Mathew Mbwapo. May the Almighty God rest his soul in eternal peace. AMEN.

Records management for maximum effectiveness

By Richards LT Mhaha

IT goes without saying that institutions, whether commercial or non-commercial, exist in order to realise their vision and mission as well as their objectives. Institutions are just like living creatures, in a sense that they live and grow. In so doing, they evolve from simple to complex and generate abundant information.

In order for these institutions, especially regulatory ones, to meet their visions, missions, objectives and goals, they must organise and orderly put records of their information. Institutional memory is an essential attribute in ensuring that institution's human resource is well informed, as well as institution's external stakeholders.

Institutions need not only to create and mobilize financial resources, hire well educated, experienced, and widely exposed (3Es) human resource, but also need to find and create new, as well as strengthen their command of the existing markets with regard to its goods and services.

For an institution to adequately achieve these, its human resource should possess general and specialised knowledge, information and technical know-how as well as inventive skills which are pre-requisite to social, scientific, legal, economic, political and technological (SLEPT) innovation to satisfy needs of its informed clients.

Inspired by zeal to get goals achieved, institutions create Record and Information Centres, Registries, and or Communications and Public Relations Units which are the subject of recorded information that makes the institution forge ahead. Institutions that realise the potential of records and information resources, do vividly and strategically place their Registries, Records Centres and Communications and Public Relations Units into their Organisation Charts, usually as independent units under the office of the Chief Executive Officer, to signify their strategic roles into the institution.

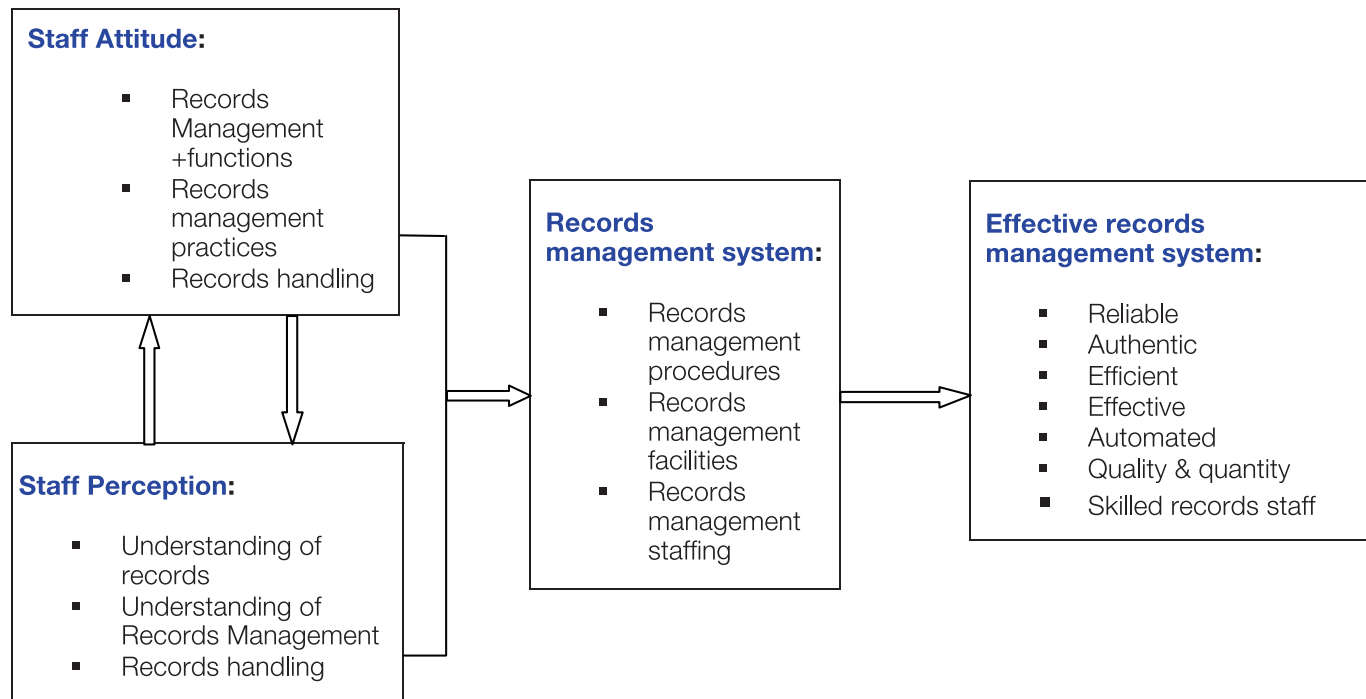
Good and well kept records build positive corporate image of institutions! Successful organisations and people have been so because of being well and timely informed by well kept and managed information, usually located in registries, documentation and information centres and accessible as off-line and online information sources. Google, Scribed and Wikipedia for example, are globally accredited online information sources which are well managed.

The value of any record in business depends upon the accuracy and speed with which it can become accessed and put into use. The records must not only be maintained systematically but also preserved and handled with due care so as to prevent its loss, leakage and its mutilation. Effectiveness of records management rests on a successful tripartite partnership in an organisation as follows:

- ❖ The Registry staff, including the reception and Previewing Officer;
- ❖ Secretaries and attendants, responsible for records circulation; and
- ❖ The Action Officers.

Each of the three parties has a very important role to play in ensuring the security of the records in his/her hands while in use. The conceptual framework of records management diagram below, gives one an insight of self appraisal as to what s/he is as far as records management is concerned. The conceptual framework above illustrates the close relationship between staff attitudes and their perceptions towards records management system. It is also conceptualized that attitudes of staff towards records management functions, records management practices and records handling are resultants of their perceptual understanding of records, records management as well as how they handle records in a particular organisation. It is further conceptualized that these relationships influence records management system.

The Conceptual Framework of Records Management Diagram



It is therefore prudent that the organisation's records management system, that is influenced by both staff attitudes and perceptions determine the effectiveness of records management system and hence the quality of the organisation. The pride of an institution largely depends not only on the stock of the records it has, but rather its currency, accuracy, its reliability and its timely availability when needed for use. Good and well managed records makes a good institution that realizes its vision and mission in a smooth manner. What are your attitudes and perceptions that contribute to this attainment?

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Petroleum retailers' margins adjusted

By Wilfred Mwakalosi

Retailer's margins in petroleum sub-sector have been adjusted upward, following recommendations by a consultant who was hired by EWURA to review margins of both wholesalers and retailers in the sub-sector.

The adjustments, which totalled Tsh.92 per litre were subsequently introduced into the price formula and applied from December 4, 2013.

For quite sometime, petroleum wholesalers as well as retailers had been complaining to EWURA on the 'meagre' margins and had also been pushing for revisions.

However, a report by the consultant released in November 2013 concluded that wholesalers are being adequately compensated in their investments. Unlike the wholesalers, the retailers segment, through discussions with the consultant, felt "the retail business segment has been loss

making. It is anticipated that the independent dealers have remained in the business by reducing their costs to the bare minimum and therefore reduce the quality of service to consumers."

Costs involved in retailers' margin segment included operating cost per litre, stock holding costs per litre, depreciation and return on investment.

About 2.6 million cubic meters of fuel was expected to be consumed by the end of year 2013. As of May 2013, there were 1074 petrol stations operating in the country, most of them located in big towns.

Dar es Salaam, for instance, has 147 petrol stations, while Arusha has 86 and Mwanza 82. The country has about 904,000 cubic meters of storage capacity, with much of facilities concentrated in Dar es Salaam.



A petrol station in Dar es Salaam. EWURA has adjusted dealers' margin effective November 2013.

Consumer guide on complaint and dispute resolution

By Mariam Mmbaga

Why should you complain?

To get results when you have a problem with the purchased goods or service, nothing will happen unless you complain and demand action.

Consumers have the right to know what they will receive before they pay for any product or services, obtain what they have paid for, and complain to the utility when they are not satisfied. If the utility refuses to assist, start putting your communications in writing.

Who can lodge a complaint at EWURA?

EWURA handle complaints from consumer of regulated goods and services against utility and not vice versa. A complaint may be based on supply, possible supply or purported supply of the goods or services. EWURA complainant form can be obtained from EWURA offices or downloaded from EWURA web site: www.ewura.go.tz

General concepts for complaining

- ❖ Know your rights.
- ❖ Complain on time.
- ❖ Keep your documents and notes about your complaint.
- ❖ Write out three or four sentences that describe your complaint clearly and briefly.
- ❖ First Contact the utility.
- ❖ Be clear about what you want.
- ❖ Be persistent.
- ❖ Prepare yourself to contact EWURA if the matter is not resolved by utility.

Before you complain ask yourself if your complaint is legitimate. Why are you dissatisfied? What went wrong? Is it a question of losing money because goods or services you received were not what was promised, or was there even outright fraud? Or, did a representative of the company treat you rudely?

Taking the time to consider whether you have a valid and timely complaint will save you time and effort. But, check to see if there is a deadline for making your complaint.

Think about your options and rights. Consider the facts of the case and what you want to happen. Write down:

- ❖ a brief description of your complaint;
- ❖ what your rights are;
- ❖ why you feel the utility should do something for you; and
- ❖ what you want the utility to do to resolve the problem.

Review all printed information you have about the case, such as:

- ❖ all letters between you and the utility; and
- ❖ any other papers you received from the utility, including agreements, instructions, receipts and billing statements.
- ❖ If you signed a contract, read it carefully and ask the utility for explanations of anything you don't understand.

Consider whether a compromise would be acceptable. It may be easier to resolve the complaint if you agree to a settlement that falls short of a full refund.

How to complain

Take your complaint directly to the utility before you take any other action. Often, the problem can be resolved quickly by doing so. Ask politely if you could be transferred to someone with the authority to help resolve your complaint.

Complain as soon as possible. The sooner you complain, the better your chances are for a satisfactory settlement. In some cases, especially billing disputes, the utility may not be legally liable if you fail to complain within a reasonable time after you first discover the problem or receive the bill. That is why it is important to read all bills and statements as soon as you get them.

Clearly present your problem to the utility. Failure to communicate effectively often makes it difficult to resolve complaints. Have all relevant information at hand when make a contact, including your account number or other facts to help the utility identify the transaction, your receipt, billing statement and a clear and brief explanation of what is wrong and what you want the utility to do. Sometimes problems can be resolved with one call, email or visit. You may learn that the utility is resolving the matter without an argument.

Be persistent. When you realize that your attempts to contact the utility are being ignored, or the utility refuses to help you, start putting your communications in writing. Sometimes utility ignore complaints until they see them in writing. Even if you called, visited or email, it's a good idea to print out a copy of the message and send it through the mail. Always send your complaint letters with an extra copy to be certified that the utility received your communication.

Complaint emails and letters are important because they:

- ❖ create a written record of your complaint with the utility;
- ❖ preserve your rights under law;
- ❖ help the business understand your side of the story;
- ❖ lay the groundwork for a future legal case or defence; and
- ❖ let the company know you are serious about the matter..

Complaint emails or letters should not be long—a long letter can be a drawback as representatives may not have the time to read every word and may even choose to ignore your letter. Explain your problem in few words not more than 250. Include your name, address and phone numbers, and account or invoice number, if any. Keep a copy of all communications you send and receive. If the first contact does not bring a response, send another. Simply send the same email or letter, with a new sentence stating, “This is my second attempt to contact you about this matter.”

Contact EWURA

The Authority has a “Unit” with the responsibility to receive and follow up on complaints lodged. To be effective on protecting Consumer rights the Authority has been reviewing some procedures with regard to complaint

when necessary. Recently the Authority has established Consumer Complaints (Settlement Procedure) Rules, GN. No. 10 of 2013.

What is the procedure for handling complaints?

Upon receipt of a complaint from a consumer of regulated goods or services EWURA dispatch all the details submitted by a complainant to the respondent. The respondent is instructed to present to the Authority a defence to the complaint within twenty one days from the date of receipt. A copy of the defence which may be counterclaim or claim for set-off should be served to the complainant as well.

If a respondent fails to present a defence within the stipulated period, it will be implied that he has waived his right to be heard and the “Division of the Authority” will proceed with the hearing ex-parte. However the respondent may be allowed to participate in the proceedings if he has sufficient cause for failure to make such a defence.

In the event that respondent submits a defence within stipulated time, the “Unit” organize a mediation meeting for the purpose of resolving the matter amicably. If no amicable settlement reached between the parties the matter is referred to the “Division of the Authority” for hearing. The division will present its findings and recommendations to the Board of Directors for action. The Board will make a ruling on the complaint which will be carried out by the division. The Order of the Board with respect to the complaint has similar power as that of the High Court of Tanzania.

Can a party appeal against the decision made?

Yes. Where a party is not satisfied with an award by the Board, that party has the right to appeal to the Fair Competition Tribunal, (FCT) The Tribunal may either dismiss the appeal in whole or part or set aside the award in whole or part and refer outstanding matters to EWURA for re-determination with or without directions as to the matters to be taken into account in the re-determination. The Fair Competition Tribunal may make such orders as to the payment of any party's costs of the appeal as it deems appropriate and any party aggrieved by the decision of the Tribunal has the right to appeal to the Court of Appeal.

ugumu katika kutafuta suluhu ya tatizo. Chukua nyaraka zote muhimu unapowasilisha malalamiko yako, ikiwa ni pamoja na namba yako ya huduma, risiti, ankara na maelezo matupi juu ya malalamiko yako na unachotaka mtoa huduma afanye kurekebisha tatizo lako. Tatizo linaweza likarekebisha kwa kupiga simu mara moja, au kwa kutuma barua pepe au kwa kutika ofisini kwa kumtoa huduma. Unaweza ukashangaa kwamba mtoa huduma anataua tatizo lako bila ubishi.

Usikate tamaa. Unapogundua kwamba juhudi zako za kuwasiliana na mtoa huduma hazizai matunda, au mtoa huduma hato uushirikiano, anza kuweka mawasiliano yako kwa maandishi. Wakati mwingine mtoa huduma hudharau malalamiko mpaka yawasilishwe kwa maandishi. Hata kama ulipiga simu, au ulienda au ulituma barua pepe, ni vizuri ukapeleka nakala ya mawasiliano yaliyokwishaanyika awali kwa njia ya barua. Mara zote wasilisha barua za malalamiko na nakala ya ziada kudhuhirisha kwamba mtoa huduma kapokea barua yako. Barua na barua pepe ni muhimu kwa sababu:

- ❖ zinatengeneza ushahidi wa maandishi juu ya malalamiko yako kwa mtoa huduma;
- ❖ zinaindika haki yako kisheria;
- ❖ zinasaidia wadau kuelewa historia ya malalamiko yako; zinatengeneza msingi wa shauri au utetezi iwapo litasikilizwa kisheria; na
- ❖ zinamfanya mtoa huduma ajue kwamba una dhambiira ya kulalamika.

Barua au barua pepe za malalamiko zisiwe ndefu sana—barua ndefu inaweza kuwa kikwazo kwani mlalamikiwa anaweza asiwe na nafasi ya kusoma kila neno na anaweza kutoisoma kabisa barua yako. Eleza tatizo lako kwa maneno machache yasisidi 250. Andika jina lako, anuani yako, namba za simu zako na namba yako ya mteja au namba ya ankara kama ipo. Tunza nakala ya kila mawasiliano unayopeleka au kupokea. Iwapo barua au barua pepe ya kwanza haitajibiwa, tuma nyingine. Tuma barua au barua pepe ile ya kwanza ukiongeza maneno haya, "Hii ni mara yangu ya pili kujaribu kuwasiliana juu ya malalamiko yangu."

Wasiliana na EWURA

Kanuni hizi zimeelezwa kwa kina katika toleo lililotangulia, toleo namba 009 la mwezi Septemba 2013.

Utaratibu wa kushughulikia malalamiko

EWURA inapokea malalamiko ya mtumiaji wa huduma huyawasilisha kwa mlalamikiwa ya kielelezo vyote. Mlalamikiwa anatakiwa kuwasilisha majibu dhidi ya hoja zilizotolewa na Mlalamikaji pamoja na vielelezo vyote muhimu vya kusaidia katika utetezi wake ndani ya siku ishirini na moja (21) tokea tarehe ya kupokelewa kwa waraka wa EWURA, na mlalamikaji anapewa nakala ya majibu yako.

Iwapo mlalamikiwa atashidwa kuwasilisha utetezi wake ndani ya muda, atakosa haki ya kusikilizwa, na EWURA itaendelea kufanya uamuzi katika shauri hili kwa kuzingatia hoja za upande mmoja. Hata hivyo mlalamikiwa anaweza kuruhusiwa kuhudhuria kusikilizwa kwa shauri iwapo atoa sababu za msingi zilizomsababisha kushidwa kuleta utetezi.

Mlalamikiwa atakapowasilisha utetezi wake ndani ya muda, 'Kitenge' cha malalamiko kitaitisha kikao cha kuzikutanisha pande zote kwa lengo la kutafuta muafaka wa shauri husika. Iwapo muafaka hautafikiwa shauri litapeleka kwenye Kamati ya Mamlaka ambapo litasikilizwa. Kamati ya Mamlaka itawasilisha matokeo na mapendekezo yake kwa Bodi ya Wakurugenzi kwa hatua zaidi. Bodi itatoa hukumu ambayo itatekelezwa na Kamati ya Mamlaka. Hukumu inayotolewa na Bodi ina nguvu ya kisheria sawa na ile ya Mahakama Kuu ya Tanzania.

Je mhusika anaweza kukata rufaa juu ya maamuzi yatakayotolewa?

Ndiyo. Iwapo itatokea kutoridhishwa na uamuzi wa Bodi, mhusika ana haki ya kukata rufaa Baraza la Ushindani au mhusika kwa lugha ya Kiingereza "Fair Competition Tribunal" na kwa kitupi "FCT" Baraza la Ushindani hupokea, husikiliza na huanua kesi za rufaa zinazotokana na maamuzi ya mamlaka. Katika kutekeleza majukumu yake, Baraza la Ushindani linaweza kuthibitisha, kugeuza au kubadilisha uamuzi wa Mamlaka, kurejesha shauri kwenye Mamlaka pamoja na maelekezo litakayoona yanafaa kutolewa, kuamuru Mamlaka kundesha shauri upya au kutoa amri yoyote muhimu kufuatia uamuzi yake. Itakapotokea kwamba hautaridhishwa na maamuzi ya baraza, "FCT" bado una haki ya kukata rufaa katika Mahakama ya Rufaa.

Namna ya kuwasilisha malalamiko

Na Mariam Mmbaga

Kwa nini kuna malalamiko?

Unapounua bidhaa au kupata huduma ambayo haihidhishi hakuna itakalofanyika bila kumfikishia ujumbe mhusika na kumtaka arekebisha tatizo lililojitokeza.

Mlaji ana haki ya kujua atapata bidhaa au huduma gani kabla ya kuilipia, apate kile alicholipia na iwapo hajaridhika awasilishe malalamiko kwa aliyempa huduma, kama aliyetoa huduma akitataa kutoa ushirikiano aanze kuwasiliana nae kwa maandishi.

Ni nani anayepaswa kuwasilisha malalamiko EWURA?

EWURA inashughulikia malalamiko kutoka kwa walaji wa bidhaa na huduma zinazodhibitiwa dhidi ya watoa huduma na si kinyume chake. Malalamiko yanaweza kuwa juu ya bidhaa yenye au huduma iliyoitolewa au namna na jinsi ya kupata hiyo bidhaa au huduma. Fomu ya malalamiko inapatikana katika ofisi za EWURA, pia unaweza kuzitoka kutoka katika mtandao wa EWURA: www.ewura.go.tz

Yampasayo Malalamikaji

- ❖ Fahamu haki zako.
- ❖ Toa malalamiko yako mapema.
- ❖ Hifadhi nyaraka zako na barua zako kuhusiana na malalamiko yako.
- ❖ Andika kwa muhtasari eleza malalamiko yako kwa ufupi na ufasaha.
- ❖ Wasiliana na unayemlalimikia kabla ya kwenda kokote.
- ❖ Kuwa wazi ni kitu gani unataka.
- ❖ Kuwa imara Usiyumbwe.
- ❖ Jandae kuwasilisha malalamiko yako EWURA iwapo unayemlalimikia atashidwa kuyatataua.

Kabla ya kuwasilisha malalamiko jilize kiundani iwapo unapaswa kulalamika. Kwa nini hujaridhika? Jambo gani halikufanywa? Je ni suala la kupoteza fedha kwa sababu bidhaa au huduma uliyopewa sio ile uliyohidiwa, au ni wizi wa moja kwa moja? Au mwakilishi wa mtoa huduma amekuunuja heshima?

Jinsi ya kuwasilisha malalamiko

Fikiria iwapo suluhu inakubalika kumaliza suala lako. Ni rahisi kuyamaliza malalamiko kama unakubali kupokea fidia ndogo kuliko gharama kamili.

- ❖ Fikiria iwapo suluhu inakubalika kumaliza suala lako. Ni rahisi kuyamaliza malalamiko kama unakubali kupokea fidia ndogo kuliko gharama kamili.
- ❖ Pita tena vielelezo vyote ulivyonavyo juu suala lako, vielelezo hivyo ni pamoja na:
 - ❖ barua zote kati yako na mtoa huduma; na
 - ❖ nyaraka zozote ulizopokea kutoka kwa mtoa huduma, ikiwemo mikataba, maelekezo, stakabadhi na ankara.
 - ❖ kama uliwahi kuingia mkataba wowote, usome kwa makini na iwapo kuna kipengele ambacho hukielewi omba maelezo kutoka kwa mtoa huduma.

- ❖ Pita tena vielelezo vyote ulivyonavyo juu suala lako, vielelezo hivyo ni pamoja na:
 - ❖ barua zote kati yako na mtoa huduma; na
 - ❖ nyaraka zozote ulizopokea kutoka kwa mtoa huduma, ikiwemo mikataba, maelekezo, stakabadhi na ankara.
 - ❖ kama uliwahi kuingia mkataba wowote, usome kwa makini na iwapo kuna kipengele ambacho hukielewi omba maelezo kutoka kwa mtoa huduma.

Chukua muda kutafakari iwapo kuna haja ya kulalamika na iwapo wakati ni muafaka ili usipoteze muda na nguvu kazi bila sababu za msingi. Uliiza iwapo kuna muda wa mwisho wa kuwasilisha malalamiko yako.

Wasilisha malalamiko yako moja kwa moja kwa mtoa huduma kabla ya kuchukua hatua nyingine yeyote. Mara nyingi, tatizo linaweza kutatuliwa haraka kwa kufanya hivyo. Uliiza bila jazba iwapo unaweza kumwona mtu mwenye mamlaka ili aweze kusaidia kuilimaliza tatizo lako. Wasilisha malalamiko yako mapema iwezekanavyo, unapolalamika mapema kuna uwezekano mkubwa wa kupata suluhu ya tatizo lako. Kuna makosa kama ya ankara, mtoa huduma hawezi kuwajibika iwapo hutawasilisha malalamiko yako mapema unapogundua au unapopata ankara yako. Ndio maana ni muhimu kuzisoma ankara zako mara tu unapozipokea.

Wasilisha malalamiko yako kwa mtoa huduma kwa ufasaha. Kushindwa kuwasiliana kwa ufasaha kunaleta

Faida ya wafanyabiashara wareja wa mafuta ya petroli yarekebisha

Na Wilfred Mwakalosi

Wigo wa faida ya wauzaji petroli wareja imekebisha kwa kuongezwa, kufuatia mapendekezo ya mshauri mwelekezi, Ernst & Young, ambaye alikodiwa na EWURA kufanya uchambuzi wa wigo wa faida ya biashara kwa wauzaji wa jumla na wareja.

Marekebisha hayo, ambayo sasa yanafanya kiwango kuwa Tsh. 92 kwa lita, hatimaye yaliingizwa kwenye kanuni ya bei na yameanza kutumika kuanzia Desemba 4, 2013.

Kwa muda mrefu sasa, wauzaji mafuta wa jumla na waja wareja wamekuwa wakililalamikia EWURA kuwa na wigo wa faida 'kiduchu' na wamekuwa wakionmba uangaliwe upya. Hata hivyo, taarifa ya Mshauri mwelekezi iliyoitolewa mwezi Novemba 2013 inahitimisha kwa kueleza kuwa wauzaji wa jumla wa mafuta wanatidiwa kwa kiwango cha kutosha gharama zao za uwekezaji. Tofauti na wauzaji wa jumla, eneo la wauzaji wareja, kupitia majadiliano yaliyofanywa na mshauri mwelekezi, wanajihiisi "kama

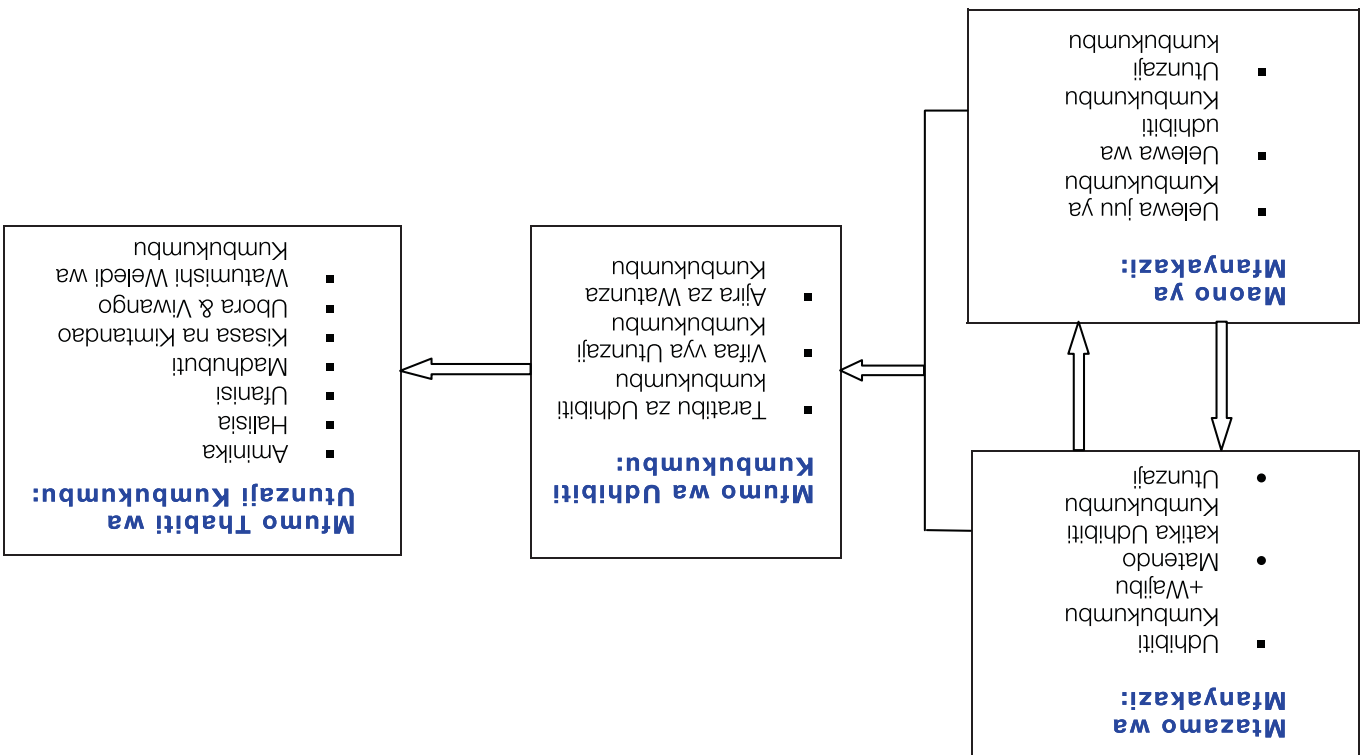
biashara yareja ina hasara. Inaonekana kwamba wauzaji hawa wamekuwa wakibakia kwenye biashara kwa kujitahidi kujibana sana kwa kupunguza hadi kiwango cha chini kabisa gharama zao za uendeshaaji wa biashara, jambo ambalo linafanya huduma itolewe kwa ubora dhafu," inasema taarifa hiyo. Gharama zilizomo kwenye wigo wa wauzaji wareja ni pamoja na gharama za uendeshaaji kwa kila lita, gharama za kuhitadhi kwa lita, kushuka kwa thamani ya sarafu na urejeshaji wa mitaji kwenye uwekezaji. Karibu mita za ujazo milioni 2.6 za mafuta zinatarajiwa kutumika itikapo mwishoni mwa 2013.

Hadi Mei 2013, kulikuwa na vituo vya mafuta 1,074 vinavyofanya kazi nchini, lakini vingi vikiwa kwenye miji mikubwa. Dar es Salaam, kwa mfano, ina vituo vya mafuta 147, wakati Arusha ikiwa na vituo 86 na Mwanza 82. Tanzania ina miundombinu ya kuweza kuhitadhi mafuta mita za ujazo 904,000, na kwa kiasi kikubwa miundombinu hiyo iko Dar es Salaam.



Kituo cha mafuta Dar es Salaam. EWURA imerekebisha wigo wa faida kwa wauzaji wareja wa mafuta ya jamii ya petroli kuanzia Novemba 2013.

Jedwali la Dhana na Mtazamo katika Utunzaji Kumbukumbu



Kila mmoja wa washirika hawa watatu anao wajibu muhimu wa kuhakikisha kuwa usalama wa taarifa unazingatiwa kwa kipindi chote anapokuwa anazifanyia kazi. Jedwali hapa chini linaonyesha dhana ya mfuomo na tathmini uliyo katika utunzaji wa kumbukumbu.

Jedwali hapo juu, linaonyesha dhana ya mfuomo na uhusiano uliopo baina ya matazamo na maono ya wafanyakazi katika uelewa wao juu ya taratibu za utunzaji kumbukumbu. Aidha inadhaniwa kuwa mtazamo wa wafanyakazi kuhusiana na kazi za udhibiti na jinsi ya kutunza kumbukumbu, ni matokeo ya uelewa wao kuhusu maono, udhibiti na uhitadhi wa kumbukumbu katika taasisi husika. Vilevile, inadhaniwa kuwa mahusiano hayo huathiri mfuomo wa utunzaji kumbukumbu.

Hivyo ni busara kwa mfuomo wa utunzaji kumbukumbu wa taasisi, ambao unaathiriwa na mtazamo na maono ya wafanyakazi, uwanishhe umadhubuti wa mfuomo wa uhitadhi kumbukumbu na hivyo kuleta ufanisi na ubora wa taasisi.

Kwa ujumla, fahari ya taasisi, asasi au shirika haitegemei tu wingi wa taarifa na kumbukumbu ilizo nazo, bali pia thamani ya taarifa hizo, usahihi wake, uwezo wa kutumiwa kama rejea na wepesi wa upatikinaji wake kwa ajili ya matumizi, kuhitadhiwa na kutumika vizuri hujenga taasisi au asasi bora inayoweza kutimiza dira, dhamira na malengo yake bila matatizo. Je, mtazamo na maono yako yakoje katika kuchangia kufikiwa kwa azma hii?

Utunzaji Kumbukumbu kwa matokeo bora

By Richards LT Mahara

Ni ukweli usiopingika kuwa taasisi, ziwe za kibiashara au si dira, dhamira na malengo yake. Taasisi zinafanana na binaadamu kwani huishi na kuku. Katika kufanya hivyo, hubadilika kutoka taasisi ndogo zenye mifumo mypepsi hadi kuwa taasisi kubwa zenye mifumo na shughuli nyingi na hivyo kuzalisha taarifa lukuki.

Ili taasisi kama za Udhidiiti ziweze kutimiza kikamilifu dira, dhamira na malengo yake, hazina budi kujenga mifumo mzuri wa utunzaji taarifa na kumbukumbu. Kumbukumbu sahihi za taasisi huchangia katika kuwezesha rasilimali watu katika taasisi husika kuwa na taarifa sahihi kuhusu shughuli zake. Aidha, huwasaidia wadau wa asasi husika kuweza kujifunza na kuwa na taarifa sahihi kuhusiana na asasi hiyo.

Taasisi huhitaji siyo tu fedha, kuajiri watanyakazi wenye elimu stahiki na wenye uzoefu na upao wa kitafa na kimataifa bali pia hufanikwa kutafuta na kujenga masoko mapya na kuyaimarisha yale yaliyopo ili kuwezesha bidhaa na huduma zake kukubalika na kununuliwa na wateja wengi zaidi na hivyo kujimmarisha katika soko.

Ili taasisi ziweze kutimiza majukumu yake kikamilifu, rasilimali watu yake inatakiwa kuwa na ujuzi wa kawaida na kitaaluma, taarifa na ufahamu wa kifundi na pia ujuzi wa kiubunifu ambavyo ni sifa muhimu kijamii, kisayansi, kisheria kiuchumi, kisiasa na ugonduzi wa kiteknolojia ili kukidhi matakwa ya wateja wa asasi husika.

Katika kuhakikisha kuwa malengo yake yanatimiza, taasisi huanzia vitengo vya kumbukumbu na taarifa, masijala, parmoja na vitengo vya mawasiliano na mahusiano ya umma ambavyo kwa ujumla wake ni wadau muhimu kwa utunzaji taarifa na mawasiliano na umma wa ndani na nje

ya taasisi. Taasisi zinazotambua umuhimu wa vitengo vya taarifa na kumbukumbu, huzionyesha bayana masijala na vitengo vya kumbukumbu katika muundo wa taasisi (organisation chart). Aghalabu, huweka kama vitengo huru chini ya ofisi ya Mwendaji Mkuu ili kudhihirisha unyeti wa majukumu yake katika taasisi.

Taarifa zinazotunza na kusimamiwa vema hujenga taswira chanya kwa taasisi husika! Taarifa zimebainisha kuwa taasisi na watu waliotafanikiwa wameweza kuwa hivyo kutokana na kupata, kutumia vema na kwa wakati taarifa mbalimbali za kifursa kutoka katika vitengo vya taarifa vinavyotunza vema.

Taarifa za kiasasi huweka katika vitengo vya kumbukumbu na kuhitadhi taarifa zake kwa njia ya kielektroniki ambapo zinaweza kupatikana katika tovuti, au kama kumbukumbu halisi. Kwa mfano; Mitandao ya Google, Scribd na Wikipedia ni miongoni mwa vitengo huru vya taarifa ambavyo vimejiengesa heshima na kuaminika na jamii mbalimbali ulimwenguni kutokana na kusimamiwa na kuongozwa vizuri.

Thamani ya taarifa au kumbukumbu yoyote katika bishara au huduma, inategemea usahihi wake na urahisi wa kupatikana na kutumika kwake. Taarifa na kumbukumbu zinatakiwa siyo tu kurekodiwa na kuhitadhiwa, bali pia kutumika vizuri na kwa uangalifu mkubwa ili kuepuka uharibifu, upotevu, na kutoangukia katika mikono isiyo salama. Uthabiti wa uhifadhi bora wa kumbukumbu unategemea mahusiano mazuri ya dhana ya utatu katika ushirikiano wa wadau katika asasi kama ifuatavyo:

- ❖ Watumishi wa Masijala, ikijumisha Mwendaji wa Idara ya Mapokezi na Mwendaji Mkuu;
- ❖ Makatibu Muhasi na Wahudumu wanaotembeza majalada; na
- ❖ Maafisa wanaofanyia kazi majalada husika.

Ripoti ya kujitathmini: EWURA yatajwa kuwa bora katika udhibiti barani Afrika

Na Titus Kaguo

Mamlaka ya Udhibiti wa Huduma za Nishati na Maji (EWURA) imetajwa kuwa taasisi yenye mpangilio wenye kuzingatia utawala bora kuiko taasisi nyingine za udhibiti, na inataa kuwa mfano wa kugwa katika bara la Afrika.

Hayo yamo kwenye ripoti iliyotolewa mwezi Novemba ya kujitathmini, zoezi ambalo lilitanywa na Chama cha Taasisi za Udhibiti wa Maji na Usafi wa Mazingira cha Mashariki na Kusini mwa Afrika (Eastern and Southern Water and Sanitation Regulators Association—ESAWAS)

Zoezi la kujitathmini katika udhibiti wa mfumo wa tasnia ya maji Tanzania lilitanywa kati ya tarehe 14 na 19 Julai 2013 na chama cha ESAWAS, ambacho kinajumisha wadhiti wa nchi mbalimbali barani Afrika.

Taasisi hizo za Udhibiti ni pamoja na Baraza la Udhibiti wa maji Msumbiji (ACRA), Mamlaka ya Umeme na Maji Lesotho (LEWA), Baraza la Ugavi wa Maji na Usafi wa Mazingira Zambia (NWASCO), Wakala wa Udhibiti wa Huduma Rwanda (RURA), na Bodi ya Udhibiti wa Maji Kenya (WASREB). Mkurugenzi Mkuu wa EWURA, Bw. Haruna Masebu amesema uchunguzi huo wa kujitathmini ulitanywa na washauri huru ambao walihusisha Maoisa Watendaji waku kutoka kwenye taasisi tano za udhibiti, kama sehemu ya zoezi la kujenga uwezo.

Bw. Masebu amesema utendaji huo wa kudhibiti ulitanywa tathmini katika dhana tatu za utawala wa kudhibiti, tija ya kudhibiti na matokeo ya udhibiti.

"Ripoti hiyo ya ESAWAS inahitimisha kwa kueleza kuwa EWURA ina Utawala Bora wa Kudhibiti wa kiwango cha juu kabisa na inataa kugwa na nchi nyingine barani Afrika," alisema Bw. Masebu na kuongeza: Ripoti ya mwisho ya kujitathmini ilipitishwa na wajumbe wa ESAWAS kwenye mkutano mkuu wao uliofanyika Maseru, Lesotho Novemba mosi, 2013.

Sifa zilizotajwa kama ni za kipekee ni namna ambavyo EWURA inawajibika serikalini, ambapo kuna upande wa sera na upande wa masuala ya kiuongozi; na kuwepo kwa Baraza la Ushauri la Serkali, ambalo linalenga kuweka utaratibu wa mawasiliano baina ya serikali na EWURA kuhusu masuala ya kudhibiti.

Tathmini hiyo kwenye nishati ilitanywa katika nchi sita za Tanzania, Kenya, Uganda, Zambia, Namibia na Ghana.

OBITUARY

Eng. Mathew Mbwambo: 23/12/1958 - 30/8/2013



Eng. Mathew Mbwambo who was an employee of the Energy and Water Utilities Regulatory Authority (EWURA), died at Aga Khan Hospital in Dar es Salaam on the 30th August, 2013 after a long illness. Eng. Mbwambo was a Technical Manager – Electricity directorate since 2007. He was a holder of MSc. in Electrical Engineering from Russia, Master of Business Administration from The Netherlands and a Postgraduate Diploma in Electrical Power Distribution System from the University of Trondheim, Norway. During his work life at EWURA, Eng. Mbwambo was a member of Technical Committee of Bureau of Standards (TBS) for Electricity Standards. He was also a member and secretary to the Technical Committee of Regional Electricity Regulators Association of SADC. Before joining EWURA, Eng. Mbwambo worked with the Ministry of Energy and Minerals as a Senior Electrical Engineer from 1988 to 2006. Throughout his life, Eng. Mbwambo possessed a loving, joyful personality and was known to all his colleagues as a compassionate, hard-working and outgoing person. He will be remembered for his immense contribution in the Regulation of Electricity Industry in Tanzania and the region at large. He is survived by his wife Neema Mathew Mbwambo. May the Almighty God rest his soul in eternal peace. AMEN.

Utatiti mpya wa gharama za umeme unahitajika

Na Mwandishi wetu

Mamlaka ya Udhiditi wa Huduma za Nishati na Maji (EWURA) itaanzisha mchakato mpya wa utatiti mwingine wa gharama za Uzalishtaji (Cost of Service Study, COSS) ili kufahamu gharama zilizoko kwenye uzalishtaji na usambazaji wa umeme Tanzania.

Alisema ujenzi wa bomba la gesi utakapokamilika, kutakuwa na ufahamu wa kutosha na mtazamo halisi utakaosaidia katika uchambuzi wa masuala kadhaa zikiwemo gharama halisi za ujenzi wa bomba, uchakataji na usafirishaji na usambazaji wa gesi, na hatimaye bei ya mwisho.

Kufuatia ugrunduzi mkubwa wa gesi maeneo ya kusini mwa nchi, inategemewa kwamba uzalishtaji wa umeme utategemea kwa kiwango kikubwa gesi hiyo, kwa wakati huu ambapo vyazo vya umeme wa kuzalishtwa kwa maji— ambavyo wakati fulani villichangia kwa sehemu kubwa kuzalishtwa umeme—vimeathirwa sana na mabadiliko ya

Ingawa viwango hivyo vilibainishwa katika utatiti wa kwanza uliofanywa na mshauri mwelekezi, AF-MERCADOS EMI wa Hispania, mwaka 2012, itakuwa imepita miaka mitatu hapo gesi itakapowasili na kutakuwa na uwezekano mkubwa wa mabadiliko ya gharama halisi zikilinganishwa na zile za kwenye utatiti.

Mshauri mwelekezi alipewa kazi ya kutatiti na kushauri gharama halisi za Shirika la Ugavi wa Umeme Tanzania (TANESCO).

Matokeo ya utatiti huo yamekuwa hatua kubwa muhimu katika sekta ya umeme Tanzania Bara katika utaratibu wa upangaji gharama kwa zaidi ya mwaka mmoja. "Kanuni zilizobuniwa kwenye njia mpya ya kukokotoa

gharama hizo ni msingi wa kubainisha gharama halisi za uzalishtaji umeme kwa Tanesco," alisema Mkurugenzi wa Udhiditi wa Kiuchumi EWURA, Bw. Felix Ngamliagosi.

Kutokuwa na bei za umeme za kutosha zikiambatana na matumizi sahihi ya mapato na udhibiti gharama za uendeshaji ndiyo matatizo makubwa yanayokwamisha uwezo wa kitedha katika sekta ya umeme, na inabidi bei za reja ziveze kufidia gharama zote za upatikanaji umeme; na mapato yake yatumike kufidia gharama za uzalishtaji, usafirishaji na usambazaji.

Kwa mujibu wa Bw. Ngamliagosi, gharama za kawaida za bei ya reja zitaongezewa gharama za uzalishtaji, usafirishaji na usambazaji umeme.

Miundombinu ya gesi asilia kwenye kiwanda cha sigara Dar es Salaam. EWURA itafanya utatiti mpya wa gharama halisi za kuzalishtwa umeme wa gesi baada ya kukamilika kwa ujenzi wa bomba kubwa la gesi.



EWURA yaidhinisha viwango vipya vya umeme

Na Mwandishi wetu

Mamlaka ya Udhiditi wa Huduma za Nishati na Maji (EWURA) imetoa viwango vipya vya gharama za umeme kwa Shirika la Umeme Tanzania (TANESCO), jambo ambalo linalingana kulingana hilo lilijendeshe kwa ufanisi. Viwango hivyo vitakavyoanza kutumika Januari 2014, ni ongezeko la wastani wa asilimia 39.19 vikilinganishwa na vya awali, na vitatumika hadi Desemba 31, 2016.

TANESCO ilionba kurekebisha bei ya umeme kwa kipindi cha miaka mitatu kuanzia Oktoba mosi, 2013, na kwamba bei zirekebishwe kwa kiwango cha asilimia 67.87 kuanzia tarehe Oktoba mosi, 2013, asilimia 12.74 kuanzia tarehe Januari mosi, 2014 na asilimia 9.17 kuanzia tarehe Januari mosi, 2015.

Maambi mengine yalikuwa kuidhinishwa kwa kanuni ya kurekebisha bei ya umeme kulingana na mabadiliko ya bei za mafuta na vishiria vya uchungu vinavyoathiri bei za vitaa ambazo hazivezi kudhibitiwa na TANESCO, ili kusaidia kuboresha mapato na kufanya shirika kuwa endevu. Kwa mujibu wa TANESCO, kupitishwa kwa maombi haya kutaliwezesha Shirika kupata fedha za kulipia gharama za uendesaji kwenye miundo mbinu.

Bei mpya pia zitaitanya shirika liweze kukopesheka na hivyo kuwaondolea wasiwasi wahisani ambao wanatoa ruzuku na mikopo natuu, kuliwezesha Shirika kukabiliana na ongezeko la mahitaji ya umeme kwenye gridi ya Taifa na kuongeza uwezo wa kufanya matengenezo ya mara kwa mara ya miundo mbinu iliyoopo ili kuwezesha upatikanaji huduma za umeme za uhakika kwa wateja.

Viwango vipya vitaivezesha TANESCO kugharamia shughuli zake na kuwekeza kwenye miundombinu ya umeme.

yote mipya lazima ipatikane kwa njia ya ushindani kwa kutuata Sheria ya Umeme, Sheria ya Maununuzi ya 2004 na Kanuni husika. Katika mchakato wa mabadiliko haya ya bei, Mdhiditi alifuata taratibu zote za kisheria kwa kufanya mikutano ya taftishi.

Tarehe 6 Desemba 2013, EWURA iliiitisha mkutano wa mwisho wa wadau wakiwemo wawakilishi kutoka Wizara ya Nishati na Madiini, TANESCO, Shirika la Umeme la Baraza la Ushauri la Watumiaji wa Huduma zinazodhibitiwa Baraza la Ushauri la Ushauri la Serikali (GCC), na EWURA (CCC) na Baraza la Ushauri la Serikali (GCC), ALAF. EWURA iliwasilisha muonekano wa bei na namna zilizokokotolewa na maoni yaliyotolewa yamezingatiwa katika kutoa maamuzi ya mwisho.

Maoni yote, ufanunuzi na mapendekezo yaliyokusanywa kwenye mkutano wa mwisho yalizingatiwa kwenye uamuzi wa kupanga bei mpya za umeme. Katika kulinganisha bei ya umeme ya Tanzania na bei za umeme katika nchi za Afrika Mashariki, bei mpya ya nishati, hasa kwa matumizi ya kawaida na ya viwandani ipo chini kuliko nchi nyingine za Afrika Mashariki.



"Naturahi kuwa ninapoondoka EWURA leo, ninaacha taasisi hii ikiwa thabiti na yenye watumishi wenye ujuzi na weledi wa hali ya juu...EWURA sasa imekuwa taasisi ya kuigwa Afrika Mashariki, Kati na Kusini, ambako nchi hizi zimekuja Tanzania kujifunza namna EWURA inavyofanya kazi."

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wa mgomo wa sekta ya matuta. Akiwa EWURA, Utumishi wa umma wa Bw. Masebu unatambuliwa kwa mafanikio makuabwa. Mafanikio mengi yanahusishwa moja kwa moja na moyo wake wa kuthubutu, msada na uongozi wake usioyumba ambao unatambuliwa kwa kufuata sheria, kanuni na taratibu za sekta anazooongoza.

Bw. Masebu anasema mtazamo huu kwa kwele ulimfadhaisha sana yeye binafsi na taasisi nzima, kwa sababu ameingoza kwa mafanikio hadi kufikia kuwa uwanda usio wa rushwa.

Mwaka 2010, Bw. Masebu alichaguliwa kuwa mtendaji Mkuu bora akiwa Mtendaji mahiri kati wakuu 18 kutoka taasisi mbali mbali Tanzania.

Alikuwa mwanzilishi wa mamlaka za udhibiti Tanzania toka mwaka 2001, alipojiunga na Tume ya Rais ya Kurekebisha Mashirika ya Umma (PSRC) kama Mratibu wa Udhibiti.

Kutokana na hilo, aliongoza uanzishaji wa mamlaka za udhibiti wa sekta za miundombinu na huduma, kama vile Mamlaka ya Udhibiti wa Mawasiliano Tanzania (TCRA); Mamlaka ya Udhibiti wa Usafiri wa Anga (TCAA); Mamlaka

bei ambao uchumi wa Tanzania unafuraha leo, pamoja na ushindani wa haki katika soko ni matokeo ya mifumo wa vinasaba ambayo ilipingwa sana na wadau; uwekaji wa vinasaba kwenye matuta, kanuni ya bei ya bidhaa za petroli na mifumo wa uagizaji matuta kwa pamoja.

Licha ya kupingwa sana kwa mifumo hii, Tanzania sasa inanufaika sana kiuchumi kutokana na mifumo hiyo, na cha kushangaza, baadhi ya wadau sasa wanastitia mifumo hii ilihali waliipinga hapo awali.

Bw. Masebu anasema wakati mgumu atakaoukumbuka siku zote ni Agosti 2011, serikali ilipotangaza viwango vipya vya tozo za kwenye matuta kwa lengo la kupunguza bei ya matuta.

"Baada ya bei kushuka, wafanyabiashara wa matuta waliilalimika na kufanya matuta kukosekana sokoni. Kwa kuwa wakati huo bei zilikuwa zinatangazwa kila baada ya majuma mawili, juma lililofuata bei ilipanda. Cha kushangaza, watu wengi waitushutumu kuwa tumekubaliana na msukumo wa wauza matuta kuongeza bei" alisema.

Akiwa mkurugenzi mkuu wa EWURA, Bw. Masebu alikuwa mwenyekiti wa jumuiya mbalimbali za kikanda kama vile Jukwaa la Wadhibiti wa Afrika na Jumuiya ya Wadhibiti wa Nishati Afrika Mashariki (EFRA).

Pia alishiriki kama mjumbe wa kamati kuu za jumuiya nyingine za kikanda kama Wadhibiti wa Ume wa Kanda ya Kusini mwa Afrika (FERA), Wadhibiti wa Maji na Usafi wa Mazingira Mashariki na Kusini mwa Afrika (ESAWAS) na Jumuiya ya Wasatishaji Matuta wa Afrika (ARA).

Mkurugenzi mkuu mwanzilishi! amaliza muda wake



Rais Jakaya Kikwete akimsikiliza kwa makini Mkurugenzi Mkuu wa EWURA Bw. Haruna Masebu, alipomtembelea Ikulu Dar es Salaam, Desemba 2013.

Na Wilfred Mwakalosi

Mkurugenzi Mkuu wa kwanza wa Mamlaka ya Udhiditi wa Huduma za Nishati na Maji (EWURA), Bw. Haruna Masebu amemaliza muda wake wa utumishi kwenye Mamlaka hiyo. Bw. Masebu ametumikia EWURA kwa mkataba wa miaka minne kwa vipindi viwili kama inavyotakiwa na sheria, muda ambao ameutumia vizuri kwa kuweka msingi imara wa udhibiti, ambao leo unaonekana kuibeba EWURA pasipo kutereka.

Kwa mara ya kwanza aliteuliwa kuwa Mkurugenzi Mkuu wa EWURA na mjumbe wa bodi ya EWURA Januari 2006. Alihusika na maandalizi ya mfuomo wa udhibiti, kazi ambayo imeftanya EWURA kuwa moja ya Wadhiditi bora kabisa barani Afrika, huku nchi nyingi zikifanya ziara za mafunzo EWURA kujifunza mambo mbalimbali. Kuondoka kwake kunaashiria kumalizika kwa zama ambazo Bw. Masebu aliongoza EWURA tokea kuanzishwa kwake; akiiongoza taasisi kupita kwenye nyakati ngumu kama vile wakati

lingine la EWURA.

Mpendwa msomaji, napenda kuchukua fursa hii kukukaribisha kwenye jarida lenye uwazi. Matokeo yake, watumiaji wa huduma za nishati na huduma za maji wamenufaika kwa ongezeko la ubora wa huduma, ambao unalingana na thamani ya fedha wanaototwza kama gharama.

Ninaondoka nikitumaini kwamba EWURA itaendelea kufanya jitihada kubwa za kujenga taifa letu juu ya msingi wa udhibiti bora, ambapo imejipatia umaarufu tangu kuanzishwa wake.

Ninaamini kuwa taasisi hii ina nguvu, ni thabiti na yenye uwezo wa kuendelea na kazi yake, ikiwa na wafanyakazi wenye ujuzi, weledi na uzoefu wa kutosha.

Ni matumaini yangu kwamba mwaka 2014, EWURA itaendelea kuzingatia haja ya kuimarisha uelwa wa umma katika sekta zote, huku ikiendelea mageuzi na uwekezaji.

Napenda kuishukuru Serikali ya Tanzania, EWURA Bodi ya Wakurugenzi, Baraza la Ushauri la Serikali, Baraza la Ushauri la Watumiaji, watoa huduma, na umma kwa ujumla, kwa msada na ushirikiano wao katika shughuli za kila siku.

Napenda pia kuishukuru menejimenti na wafanyakazi wa EWURA kwa bidii yao wakati wa kutekeleza majukumu yao.

Tafadhali ungana nami katika kusoma makala zipatakanazo katika toleo hili la jarida la EWURA.

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Tafadhali ungana nami katika kusoma makala zipatakanazo katika toleo hili la Jarida la EWURA.

Tangu uanzishaji wake, EWURA imefanya maamuzi magumu yaliyowagusa wadau wote. Hata hivyo, EWURA imeendelea kufurahia ushirikiano mkubwa kutoka kwa wadau mbalimbali kama vile Serikali na taasisi zake, mashirika ya maendeleo, vawekezaji, watumiaji huduma na umma kwa ujumla kutokana na michakato

Hiii! inatokana si tu na umadhubuti katika utekelezaji wa maono yake ya kufuata viwango vya kimataifa vinavyohusiana na utawala wa sheria, maadili na taaluma, lakini pia kutokana na kutanya maamuzi yenye kuzingatia uwazi na ushirikishwaji wa wadun.

lingine la EWURA.

Mpendwa msomaji, napenda kuchukua fursa hii kukukaribisha kwenye jarida lingine la EWURA.

Nikiwakaama Mkurugenzi Mkuu mwanzilishi na ninayemaliza muda wangu katika Mamlaka hii, ni fahari na heshima kubwa kukukaribisha mpendwa msomaji katika jarida hili hasa hii ikiwa ni mara ya mwisho kwangu kufanya hivyo kama Mkurugenzi Mkuu wa Mamlaka hii.

Nimeiongoza EWURA kwa vipindi viwili vya mlaka minne minne. Ninaona fahari kubwa kwamba ili cha ya changamoto mbalimbali ambazo EWURA imepita tangu kuanzishwa kwake, EWURA kwa sasa ni mtano wa kuingwa kwa taasisi za udhibiti ambapo imekuwa moja ya taasisi bora za udhibiti katika Afrika.

Hili inatokana si tu na umadhubuti katika utekelezaji wa maono yake ya kufuata viwango vya kimataifa vinavyohusiana na utawala wa sheria, maadili na taaluma, lakini pia kutokana na kufanya maamuzi yenye kuzingatia uwazi na ushirikishwaji wa wadau.

wa waduu.

Bw. Haruna Masebu



Wataka wa Mhavi

Karibu katika toleo la 10 la Jarida ulipendalo la EWURA.

Toleo hili lina kujua wakati wadau na wafanyakazi wa EWURA kwa ujumla wakijiandaa kusherehekea mwaka mpya 2014. Ninapenda kuchukua fursa hii kuwataka kila la heri kwa mwaka 2014, uwe mwaka wenye mafanikio na baraka tele!

Toleo hili la 10 ni mwendezo wa machapisho mengi ya matoleo yaliyopita ambayo pamoja na malengo mengine, hulenga kutekeleza wajibu wa Mamlaka wa kuelimisha umma juu ya haki na wajibu wa mtumiaji na watoaji wa huduma.

EWURA kama Mdhiti ana wajibu wa kuhakikisha kuwa wadau wote wanaelimishwa kwa kupitia njia mbalimbali ili wapate uelewa mkubwa wa sekta zinazodhibitiwa.

Kwa hivyo, Jarida la EWURA limekuwa ni nyenzo murua ya kuwatikia Watanzania na hivyo kuwatia watumiaji na watoa huduma wajue haki na wajibu wao kwa sekta nne ambazo Mamlaka inazidhibiti.

Jarida la EWURA, lililo ratiki kwa wasomaji wa lugha zote kiingereza na Kiswahili, limeongeza mshikamano wa kiurafiki kati ya Mamlaka na wadau wa sekta nne zinazodhibitiwa za Petrol, Gesi Asilia, Umembe na Maji Safi na Maji Taka.

Katika toleo hili, tutasoma habari nyingi, lakini pengine itakayowasimua wengi ni ile ya kumalizika kwa muda wa utumishi kwa EWURA, kwa Mkurugenzi Mkuu wa kwanza, Bw. Haruna Masebu ambaye anamaliza muda wake Desemba 31, 2013.

Karibu uturahie toleo hili.



Bw. Titus Kaguo

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Rais Jakaya Mriisho kikwete akiwa kwenye picha ya pamoja ikulu Dar es Salaam na Waziri wa Nishati na Madini Prof. Sospeter Muhongo, (wa pili kulia), na Naibu Katibu Mkuu wizaru ya Nishati na Madini, Mhandisi Ngosi Mwishwa, baada ya kikao kilichojadili masuala ya nishati. Wengine kutoka kushoto ni Mhandisi Felchesmi Miramba, Mkurugenzi Mkuu wa TANESCO, na Mkurugenzi Mkuu wa EwURA Bw. Haruna Masebu. Nyuma (kushoto) ni Mkurugenzi wa Umeme EwURA, Mhandisi Anastas Mbawala, Katibu wa Waziri wa Nishati na Madini, Bw. Yahaya Samamba, Mkurugenzi wa Uchumi EwURA, Bw. Felix Ngamliagosi, na Meneja wa Mawasiliano na Uhusiano EwURA, Bw. Titus Kaguo. Hii ilikuwa Desemba 2013.



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MHARIRI MSAIDIZI

Bw. Titus Kaguo

MHARIRI

Bw. Haruna Masebu

MWENYEKITI

BODI YA UHARIRI

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Waziri wa Mchiri Raimi ya Raimi Prof. Mark Mawadha (kushoto), Meneja wa Mawasiliano na Uchumi EwURA, Bw. Felix Ngamliagosi, na Meneja wa Mawasiliano na Uchumi EwURA, Bw. Titus Kaguo. Hii ilikuwa Desemba 2013.

Jarida lililopita:



Mkurugenzi mkuu mwanzilishi EWURA astaafu

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