

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

**COMPLAINT NUMBER: GA.71/135/233**

**MABRUK KHALID HAFIDH.....COMPLAINANT**

**VERSUS**

**TANZANIA ELECTRIC SUPPLY COMPANY LIMITED..... RESPONDENT**

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**AWARD**

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*(Made by the Board of Directors of EWURA at its 133<sup>rd</sup> Ordinary meeting held at  
Dar es Salaam on 30<sup>th</sup> October, 2018)*

**1.0 Background Information**

On 7<sup>th</sup> August 2018, Mabruk Khalid Hafidh of Lilungu Mtwara ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") TANESCO Mtwara ("the Respondent").

The Complainant is complaining for delayed connection for electricity supply at his premises located at Lilungu Mtwara. The Complainant claims that on 26<sup>th</sup> March 2018 he paid the Respondent a total of TZS 696,669.64 being connection fee including the cost for two poles. The Complainant claims further that according to the Respondent's Customer Service Charter the Respondent is obliged to connect power within sixty working days. The Complainant alleges that after expiry of sixty working days the Respondent did not connect power and no explanation was given for the delay. The Complainant finally lodged a formal complaint with the Authority demanding an immediate connection of power supply and that

the Respondent should pay an interest for the delay as stipulated in the Customer service Charter.

Upon receipt of the complaint, the Authority ordered the Respondent to submit their defense to the complaint within twenty-one (21) days as required by the Energy and Water Utilities Regulatory Authority (Consumer Complaints Handling Procedures), Rules, GN Number 10/2013. On 7<sup>th</sup> September 2018, the Respondent submitted a defense giving reasons to the delay experience. The Respondent claims to have experienced shortages of connection equipment and particularly poles. The Respondent claims to have informed the Complainant including other customers on 17 August, 2018 via text messages and public notices placed at various Respondent offices at Mtwara, Tandahimba, Newala, Masasi and Nanyumbu.

Mediation meetings involving both parties were conducted on 3<sup>rd</sup> and 4<sup>th</sup> October, 2018 at VETA Mtwara. During mediation meeting it was reported that the Respondent has already connected power at the Complainant's premises since 7<sup>th</sup> September 2018. However, the Complainant still claimed interest charges owing to the delay pursuant to the Respondent's Client Service Charter. The matter was discussed and finally settled on the following terms:

- (a) that the Respondent shall pay the Complainant an interest amounting to TZS184,618 only, being 0.5% of the total cost of electricity connection fee paid by the Complainant;
- (b) that the above agreed amount shall be paid in terms of Electricity Units token, and;
- (c) that the Respondent shall execute the agreed terms stated in 'a & b' above within one month from the date of the agreement.

The agreed points were reduced into writing as required by Rule 13 (4) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 10/2013 and contained in the Settlement Form.

## 2.0 Decision

The parties have reached an agreement and, pursuant to Rule 13 (4) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 10 of 2013, the said agreement 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) at Dar es Salaam this 30<sup>th</sup> day of October, 2018.



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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**

