

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

**COMPLAINT NUMBER: GA.71/135/210**

**BETWEEN**

**SAIDA MUZAMIL KARAMAGI..... 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 131<sup>st</sup> Ordinary Meeting held in  
Dodoma on 30<sup>th</sup> August, 2018)*

**1.0 Background Information:**

On 30<sup>th</sup> April 2018, Ms. Saida Muzamil Karamagi of Mbweni Dar es salaam ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent") complaining

about failure by the Respondent to connect power supply services to the Complainant's premises.

The Complainant states that the Respondent has failed to connect power at the Complainant's premises within sixty working days as per the Respondent's own client service charter. The Complainant claims to have paid connection fee on 18<sup>th</sup> October 2017 but as of 27<sup>th</sup> April 2018 which is over 100 days neither power connection nor formal notification had been given contrary to the said client service charter.

The Complainant prays for immediate power connection of power within five days from the date of filing this complaint. The Complainant further prays to be compensated for each day the Respondent fails to connect power according to paragraph 3(d) of Client Service Charter, at the tune of TZS 200,000,000/= for inconveniences caused by power disconnection by the Respondent and the cost of following this complaint.

After 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 23<sup>rd</sup> November 2017, the Respondent submitted its defense and stated the following:

- (a) that the contents of the Complainants complaint are noted to the extent that the Complainant did apply for construction of an overhead single phase for the supply of power to her premises located in Mbweni,
- (b) that, the Respondent has not at any point deliberately refused to connect electricity to the Complainants premises and,
- (c) that, this complaint is overtaken by event as the Respondent already connected electricity to the Complainants premises for over two months now.
- (d) the Respondent prayed for dismissal of the complaint with costs

Mediation meetings involving both parties were conducted on 16<sup>th</sup> and 23<sup>rd</sup> July 2018 at EWURA Eastern Zone Office in Dar es Salaam where it was noted that the Respondent connected power at the Complainant premises two months before and that the Respondent used only two poles out of three poles paid for by the Complainant. The matter was therefore settled on the following terms:

- (i) The Complainant should waive her demands to be paid compensation for TZS 200,000,000.00, interest and disturbance; and
- (ii) Respondent should refund the Complainant the cost of one pole which is TZS 696,217.93 in equivalent of 1954.4 token units.

The agreed points were reduced in 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) in Dodoma this 30<sup>th</sup> day of August, 2018.

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**NZINYANGWA E. MCHANY**

**DIRECTOR GENERAL**