

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**(EWURA)**

**COMPLAINT NUMBER: EWURA/33/4/243**

**BETWEEN**

**ASHA A. KHALID ..... COMPLAINANT**

**AND**

**DAR ES SALAAM WATER SUPPLY**

**AND SEWERAGE CORPORATION..... RESPONDENT**

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**ORDER**

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**(Made by the Board's Legal and Corporate Affairs Committee at its 72<sup>nd</sup> Meeting held at Dar es Salaam on the 21<sup>st</sup> November 2016)**

**THIS COMPLAINT** is coming for final determination before the Board's Legal and Corporate Affairs Committee on 21<sup>st</sup> November 2016 for the Orders that the Respondent:

- (a) change the Complainant's flow meter;
- (b) adjust the Complainant's account after considering the actual consumption according to meter readings and the amount paid by the Complainant;
- (c) reimburse the Complainant any extra amount paid; and
- (d) compensate the Complainant for the mental and psychological torture experienced due to the unjustifiable disconnection of water supply services.

Following the mediation meeting held on 11<sup>th</sup> July 2016 and 20<sup>th</sup> October 2016, this matter is marked settled with the Orders that:

- a) the Respondent should issue monthly bills using both SMS and hard copies to the Complainant;
- b) the Respondent should, at all times, comply with the requirements of its Client Service Charter; and
- c) the Complainant's demands with regards to the payment of compensation due to mental and psychological torture suffered are withdrawn.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 21<sup>st</sup> day of November 2016.



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**FELIX NGAMLGOSI**  
**DIRECTOR GENERAL**