

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**COMPLAINT NUMBER EWURA/33/1/213**

**BETWEEN**

**DEO MUTTA ..... COMPLAINANT**

**VERSUS**

**TANESCO..... RESPONDENT**

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**AWARD**

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**(Made by the Board of Directors of EWURA at its 84<sup>th</sup> Ordinary Meeting held at Dar es Salaam on the 8<sup>th</sup> April 2014)**

**1.0 Background Information**

On 30<sup>th</sup> May 2013, Mr. Deo Mutta ("the Complainant") lodged a complaint at EWURA against Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent") for the payment of TZS 20,000.00 made to the Respondent through Tigo-pesa without receiving power token and the paid amount was not remitted to the sender. The Complainant claims that on 16<sup>th</sup> April 2013, TZS 5,000.00 was paid to the Respondent through a Tigo-Pesa vendor on his LUKU account number 01341657938. The Complainant received a notification that the amount paid is not sufficient to make the transaction. The Complainant made another transaction of TZS 5,000/- through Tigo-Pesa to the same account and received a similar notification.

The Complainant made a third attempt and paid the Respondent TZS 10,000/- through Tigo-Pesa and received a similar notification. The Complainant insisted that in all the three transactions made no power

token was received. The Complainant claims to have made several attempts to follow up with Tigo just to be told that the amount paid was transferred to the Respondent and thus he should follow up with the Respondent. The Complainant claims further that he made several visits to the Respondent's Dodoma office without success and decided to file a complaint with EWURA.

Following receipt of the complaint, the Authority summoned the Respondent to submit a defense to the complaint within twenty one [21] days as required by the EWURA (Consumer Complaints Handling Procedures) Rules, GN 10/2013. The Respondent did not respond and further efforts were made through telephone contact and the Respondent showed interest in meeting with the Complainant to resolve the matter.

A Mediation meeting scheduled on 20<sup>th</sup> and 21<sup>st</sup> February 2014 was held and parties agreed on the following:

- (a) that the Complainant should file a complaint on this matter with the relevant authority, in this case the Tanzania Communication Regulatory Authority (TCRA); and
- (b) that the matter is closed and each party is satisfied.

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, we, under the provisions of Rule 13 (4) of the EWURA (Complaints Handling Procedure) Rules, GN. No 10/2013, hereby register as the Award of the Authority the agreement contained in the Settlement Form attached hereto.

Each party shall bear its own costs in pursuing this matter.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 8<sup>th</sup> day of April 2014.



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**Felix Ngamlagosi**  
**Director General**