

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

COMPLAINT NUMBER: GA.71/472/170

**DEVOTA J. BAMBA FOR AND ON BEHALF OF
WAKAZI WA KILIMAHEWA KIBAHA..... COMPLAINANT**

VERSUS

DAWASA..... RESPONDENT

AWARD

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors
of EWURA at its 87th Meeting held at Dar es Salaam on 8th December, 2018)*

1.0 Background Information

On 18th July 2018, Wakazi wa Kilimahewa, Mailimoja Area in Kibaha Municipality, represented by Devotha J. Bamba of P. O. Box 30285 Kibaha Municipality ("the Complainants") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Dar es Salaam Water and Sewerage Authority (DAWASA) ("the Respondent"). The Complainant is complaining against delayed water supply connections to about 200 residents of Kilimahewa Area by the Respondent for over four years. The Complainant states that on 18th July 2018 the Respondent told them that funds have been set aside for a project specifically for Kilimahewa area for the year 2018/19.

The Complainant applied to be connected water supply services at the Respondent's Kibaha Office and were then given customer contact number 47126. The Complainants made several follow up with the Respondent without success even after indicating their willingness to share the project costs with the Respondent. Finally, the Complainants filed a complaint with

the Authority demanding their right to access clean and safe water supply from the Respondent.

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 14th August, 2018, the Respondent wrote to the Authority admitting the Complainants' claims but clarified that, the Respondent has already prepared the project of water supply at Kilimahewa Area in the financial year 2018-2019. That the procurement process for the project is underway, so the Complainants will get water soon after the procurement process is completed. The Respondent apologizes for the inconvenience caused to the Complainant due to delayed supply of water service.

Mediation meetings involving both parties were conducted on 31st and 28th September, 2018 at Njuweni Hotel in Kibaha Municipality and parties agreed that the large water pipe will be installed at Kilimahewa Area and that the approval has been granted by the Respondent's Head Office.

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) in Dar es Salaam this 8th day of December, 2018.

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NZINYANGWA E. MCHANY
DIRECTOR GENERAL

