

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**COMPLAINT NUMBER EWURA/33/1/78**

**BETWEEN**

**DONALD KISANGIRO ..... COMPLAINANT**

**VERSUS**

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

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**AWARD**

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**(Made by the Board of Directors of EWURA at its 52<sup>nd</sup> Ordinary Meeting held at Dar es Salaam on the 14<sup>th</sup> September 2011)**

**1.0 Background Information**

On 9<sup>th</sup> November 2010, EWURA received a letter from Mr. Donald Kisangiro ("the Complainant") complaining against Tanzania Electric Supply Company Limited (TANESCO) ("the Respondent") on disconnection of power done by the Respondent at his premises located at Magomeni Quarters, Dar es Salaam. The Complainant claims that the Respondent did so in the course of carrying out instructions from Kinondoni Municipal Director. The Complainant further claims that the Respondent disconnection of power based on instructions from Kinondoni Municipal Director is a breach of contract as the power supply was done on individual basis and not through the Municipal Director.

On 11<sup>th</sup> November 2010 EWURA wrote to the Respondent requesting a report to be submitted by 26<sup>th</sup> November 2010 on how it has dealt with the matter. On 7<sup>th</sup> December 2010 the Respondent wrote to EWURA claiming that power was disconnected from the Complainant rented house following instruction from the owner of Magomeni Quarters, which is Kinondoni

Municipal Council. The Respondent further revealed that the Complainant is not their client and therefore claims that there was a breach of contract are unfounded. The Complaint Unit of EWURA wrote to the parties inviting them to a mediation meeting on 1<sup>st</sup> June 2011.

During the mediation session held on 1<sup>st</sup> June 2011, the parties settled the matter and agreed that the Complainant should refer the complaint and associated claims to Kinondoni Municipal Council for redress.

The point of agreement was reduced into writing as required by Rule 5 (6) of the EWURA (Complaints Handling Procedure) Rules, GN. No 30/2008 and contained in the attached Settlement Form.

2.0 **Decision**


The parties have reached an agreement and, we, under the provisions of Rule 5 (6) of the EWURA (Complaints Handling Procedure) Rules, GN. No 30/2008, 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 14<sup>th</sup> day of September 2011.

  
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**Simon F. Sayore**  
**(Chairman)**

  
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**Haruna Masebu**  
**(Director General)**