

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

(EWURA)

COMPLAINT NUMBER EWURA/33/2/159

BETWEEN

FORTUNATUS B. MAGANGA.....COMPLAINANT

VERSUS

NEW MSIMBAZI KEROSINE LTD-

MBAGALA ZAKHEIM FILLING STATION.....RESPONDENT

ORDER

(Made by the Board of Directors of EWURA at its 147th Extra Ordinary Meeting held at Dar es Salaam on the 31st day of August 2015)

THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on 31st August 2015 for the following Orders:

- (a) that the Respondent issues an Electronic Fiscal Device Receipt (“EFD Receipt”) to the Complainant;
- (b) that the Respondent apologizes to the Complainant for the embarrassment caused due to the use of bad language by one of his salesperson;

- (c) that the Respondent pay the Complainant Tanzanian Shillings Four Million Shillings (TZS 4,000,000) being general damages suffered by the Complainant due to humiliation caused by the Respondent's salesperson; and
- (d) cost of the complaint.

Following the mediation meeting held on 7th October 2014, the matter is hereby marked settled as per the following Orders:

- (a) that the Respondent should pay the Complainant TZS one hundred 100,000.00 as the cost of this complaint; and
- (b) that save for the issue of costs, all other claims against the Respondent be dropped.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 31st day of August 2015.



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Felix Ngamlagosi
Director General