

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

COMPLAINT NUMBER: EWURA/33/4/267

BETWEEN

HAMID ABDI MAKAWA COMPLAINANT

AND

**DAR ES SALAAM WATER SUPPLY
AND SEWERAGE CORPORATION..... RESPONDENT**

ORDER

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors
of EWURA at its 73rd Meeting held at Dar es Salaam on the 2nd day of March
2017)*

THIS COMPLAINT is coming for final determination before the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on 2nd March 2017 for the Orders that the Respondent:

- (a) restore water supply at the Complainant's premises immediately as there was no outstanding bill;
- (b) pay the Complainant the sum of TZS 400,000.00 for defamation and damage suffered; and
- (c) refund the Complainant costs incurred in obtaining water services from alternative sources. The amount of which will be determined after water has been restored to his premises.

Following the mediation meeting held on 25th October 2016 and 27th December 2016, this matter is marked settled with the Orders that:

- (a) the Respondent should pay the Complainant a sum of TZS 400,000.00 as compensation to cover costs of water services obtained from alternative sources, inconveniences and damage suffered as a result of being denied water services;
- (b) the agreed amount in (a) above (i.e. TZS 400,000. should be credited into the Complainant's account in two installments namely in December 2016 and January 2017; and
- (c) the Complainant should withdraw all his demands as contained in his complaint form.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 2nd day of March 2017.



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FELIX NGAMLAGOSI
DIRECTOR GENERAL