

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

COMPLAINT NUMBER: PN. 71/309/07

BETWEEN

JOANITHA OWOKUSHUBIRA LWANKOMEZI COMPLAINANT

VERSUS

IBRA GENERAL ENTERPRISES..... RESPONDENT

ORDER

*(Made by the Board of Directors of EWURA at its 128th Ordinary Meeting held at
Dar es Salaam on the 22nd day of May, 2018)*

THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on 22nd May, 2018 for Orders that the Respondent should:

- a) refund costs incurred in repairing the Complainant's vehicle;
- b) pay the Complainant costs of following up this matter; and
- c) any other costs to be determined by the Authority.

Following the mediation meetings involving both parties conducted on 20th April 2018 and concluded on 27th April 2018 at the EWURA office in Dodoma this matter is marked settled when the parties agreed to accept the laboratory test results.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 22nd day of May, 2018.

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NZINYANGWA E. MCHANY
DIRECTOR GENERAL