

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

COMPLAINT NUMBER: PN. 71/309/06

MATHEW M. GWAWU..... COMPLAINANT

VERSUS

CAMEL OIL TANZANIA LIMITED..... RESPONDENT

AWARD

*(Made by the Board of Directors of EWURA at its 127th Ordinary Meeting
held in Dodoma on the 30th day of April 2018)*

1.0 Background Information

On 9th March 2018 Mr. Mathew M. Gwawu of Miyuji Kibaoni Area in Dodoma Municipality ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against Camel Oil Tanzania Limited, Chuo cha Mipango ("the Respondent"). The Complainant alleges that on 7th and 8th March 2018 he purchased fuel from the Respondent which damaged his car. The Complainant states that he sent the car to the garage where it was checked and he was informed that the damage to his car was due to adulterated fuel. The Complainant further states that he has been the Respondent's regular customer for a long time, and whenever he fuels his car and / or motor bike he experiences problem. The Complainant prays to the Authority to inspect the Respondent's fuel stock immediately and be ordered to refund him the costs he has incurred in repairing the car and further compensate him for the sufferings and inconvenience caused.

Upon receipt of the complaint, the Authority ordered the Respondent to submit its defense to the complaint within twenty-one [21] days as required by the EWURA (Consumer Complaints Handling Procedures) Rules, GN 10/2013. On the 22nd day of March, 2018, the Respondent wrote to the Authority and admitted that copies of sales receipts attached to the complaint form are from their petrol station situated at Chuo cha Mipango Dodoma. The Respondent claims that, the average sales per day at the station are about 3,500 liters and they have never received any complaint from any customer with regard to the quality of their fuel. The Respondent narrated purchases made by the Complainant as indicated below and states further that the amount of fuel purchased in each transaction is very little which can cause the fuel pump to suck dirty and water from the fuel tank.

S/N	DATE	COST IN TSHS	AMOUNT OF FUEL IN LTS
1	07/03/2018	10,000	4.38
2	08/03/2018	10,000	4.38
3	08/03/2018	3,000	1.31
4	08/03/2018	5,000	2.19

On 13 March, 2018 inspectors from the Authority collected fuel samples from the Respondent station for testing and the laboratory test result showed that the product conform to the Tanzania Bureau of Standards (TBS) specifications. Mediation meeting involving both parties was conducted on 10th April 2018 at EWURA Dodoma Offices in Dodoma Municipality and the matter was settled on the terms that both parties accept the laboratory result.

The agreed terms 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.

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



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL