

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

COMPLAINT NUMBER: GA. 71/135/194

BETWEEN

MICHAEL MAUSA MAKOI.....COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY CO. LTD..... RESPONDENT

ORDER

*(Made by the Board of Directors of EWURA at its 133rd Ordinary Meeting held at
Dar es Salaam on the 30th day of October, 2018)*

THIS COMPLAINT is coming for final determination by the Board of Directors on the 30th day of October, 2018 for an order that the Respondent should pay to the Complainant the sum of TZS 40,000,000.00 as special and general damages for the loss suffered by the Complainant as a result of the Respondent's negligence in handling a technical breakdown which resulted in suspension of electricity supply services to the Complainant's milling machine for four months;

The Board having considered the oral testimonies, the law and the evidence adduced at the hearing has reached the decision as set out below.

The **Board HEREBY ORDERS** that:

- (a) the Complaint is hereby allowed;

- (b) the Respondent should pay to the Complainant the sum of TZS 1,450,000.00 as special damages suffered by the latter;
- (c) the Respondent should pay the Complainant the sum of TZS 2,000,000.00 as general damages for the disturbance, embarrassment and psychological torture suffered by the Complainant; and
- (d) the Respondent should pay the Complainant the costs of the complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 30th day of October, 2018.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL