

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

COMPLAINT NUMBER: EWURA/33/4/189

BETWEEN

MANENO KAVICHE KINANZAROCOMPLAINANT

VERSUS

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

ORDER

**(Made by the Board of Directors of EWURA at its 162nd Extra-Ordinary Meeting
held at Dar es Salaam on 18th October 2016)**

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 18th day of October 2016, for prayers that the Respondent be ordered to:

- (a) restore water supply services at the Complainant's residence and restaurant;
- (b) pay to the Complainant compensation for the disturbance and inconvenience suffered; and
- (c) pay the Complainant the costs of this complaint.

The Board **DO HEREBY ORDERS** the Respondent to:

- (a) restore water supply services at the Complainant's residence account No.2829140000011 and at his restaurant Account No. 90015885;
- (b) pay the Complainant the sum of two million shillings (TZS. 2,000,000.00) as compensation for the inconvenience, extra costs and disturbance suffered; and
- (c) pay the Complainant the costs of this complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 18th day of October, 2016.



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FELIX NGAMLAGOSI
DIRECTOR GENERAL