

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

**COMPLAINT NUMBER: EWURA/33/1/325**

**MUSSA RAPHAEL RUKIGWA .....COMPLAINANT**

**VERSUS**

**TANZANIA ELECTRIC SUPPLY**

**COMPANY LIMITED..... RESPONDENT**

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 168<sup>th</sup> Extra Ordinary Meeting  
held at Dar es Salaam on the 10<sup>th</sup> day of March 2017)*

**THIS COMPLAINT** is coming for final determination by the Board of Directors of EWURA on the 10<sup>th</sup> day of March, 2017 for Orders that the Respondent:

- (a) pays TZS 20,500,000.00, to the Complainant being compensation for the value of shop items damaged by the electrical fire and TZS. 3,999,000.00 as value of the electrical appliances which were present in the shop;
- (b) be ordered to pay to the Complainant costs of the complaint; and
- (c) any other remedy the Authority may deem fit to grant.

The Board **HEREBY ORDERS** the Respondent:



- (a) to pay the Complainant the sum of TZS. 10,000,000.00, being general damages for the loss of shop items and electrical appliances due to electrical fire caused by the former; and
- (b) pays the costs of the complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 10<sup>th</sup> day of March, 2017.



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**FELIX NGAMLAGOSI**  
**DIRECTOR GENERAL**

