

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

**COMPLAINT NUMBER EWURA/33/1/331**

**BETWEEN**

**MR. JOE MPANGALA ..... 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 160<sup>th</sup> Extra Ordinary  
Meeting held at Dar es Salaam on this 29<sup>th</sup> day of July 2016)**

**THIS COMPLAINT** is coming for final determination before the Board of Directors of EWURA on this 29<sup>th</sup> day of July 2016 for Orders that the Respondent be ordered to pay the Complainant:

- (a) TZS 3,000,000.00 being compensation for loss suffered;
- (b) TZS 1,000,000.00 being damages for emotional distress;
- (c) costs of the complaint; and
- (d) any other reliefs as the Authority thinks fit to grant.

The Board **HEREBY ORDERS** that the Complaint be and is hereby dismissed and each party should bear its own costs.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority  
(EWURA) in Dar es Salaam this 29<sup>th</sup> day of July 2016.



**Eng. Mutaekulwa Mutegeki**  
**ACTING DIRECTOR GENERAL**