

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

COMPLAINT NUMBER: QP.71/474/06 (GA.71/472/134)

BETWEEN

**RAJABU IDD HOZA MTANGI ON
BEHALF OF HABILU MLAHAGWA.....COMPLAINANT**

VERSUS

**HANDENI TRUNK MAIN WATER SUPPLY AND
SANITATION AUTHORITY (HTM-WSSA).....RESPONDENT**

ORDER

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors of
EWURA at its 82nd meeting held in Dar es Salaam on 26th day of February, 2018)*


THIS COMPLAINT is coming for final determination before the Legal and Corporate Affairs Committee on 26th February, 2018 for Orders that the Respondent:

- (a) rectifies the amount of chlorine put in the water supplied;
- (b) complies with standard payment procedures; and
- (c) improves customer service delivery.

Following the mediation meeting involving both parties conducted on 1st and 2nd November 2017 at the office of the Ward Executive Officer in Kwamatuku, Handeni this matter is marked settled with the Orders that:

- (a) the Respondent should ensure that the chlorine level and quality of water supplied to its customers is of the acceptable standard; and
- (b) the Respondent should comply with the 30 days' notice given between bill delivery and payment as per Regulation 52 (1) of Water Supply Regulations, GN. 90 of 2013.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 26th day of February, 2018.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL