

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**(EWURA)**

**COMPLAINT NUMBER: EWURA/33/4/253**

**BETWEEN**

**WILSON ELIABU MINJA ..... COMPLAINANT**

**AND**

**DAR ES SALAAM WATER SUPPLY**

**AND SEWERAGE CORPORATION ..... RESPONDENT**

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**ORDER**

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**(Made by the Board of Directors of EWURA at its 111<sup>th</sup> Ordinary Meeting  
held at Dar es Salaam on the 4<sup>th</sup> October 2016)**

**THIS COMPLAINT** is coming for final determination before the Board of Directors of EWURA on 4<sup>th</sup> October 2016 for the Orders that the Respondent:

- (a) restore water supply services at his premises immediately without payment of the penalty of thirty thousand shillings (TZS 30,000.00);
- (b) issue to the Complainant printed monthly bills by postal services or hand delivery as there are times he might be outside the country and thus fails to get SMS bills;
- (c) give a one month period to the Complainant to enable him pay the outstanding bill; and
- (d) pay the Complainant a sum equal to five million shillings (TZS 5,000,000.00) as defamation and damages suffered as a result of denied water services taking into consideration his position in the society.

Following the mediation meeting held on 2<sup>nd</sup> June 2016, this matter is marked settled with the Orders that:

- (a) from now on and subject to the provision of the law, the Respondent shall issue the Complainant with water bills in two forms, namely, through an SMS and the hard copy; and
- (b) the Respondent pay the Complainant a sum equal to one million shillings (TZS 1,000,000.00) being compensation for inconveniences and damages suffered as a result of being denied water services.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 4<sup>th</sup> day of October 2016.



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**FELIX NGAMLGOSI**  
**DIRECTOR GENERAL**