

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

**COMPLAINT NUMBER: NP.71/309/08**

**BETWEEN**

**BOAZ C. NDETTO..... COMPLAINANT**

**AND**

**TOTAL NYERERE ROAD PETROL STATION..... RESPONDENT**

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 146<sup>th</sup> Ordinary Meeting held at  
Dodoma on the 26<sup>th</sup> day of November 2019)*

**THIS COMPLAINT** is coming for final determination by the Board of Directors of EWURA on the 26<sup>th</sup> day November 2019, where the Complainant prays for Orders against the Respondent to compel them to pay the cost the former has incurred in repairing his vehicle which was filled with diesel instead of petrol products due to the negligence of the Respondent's staff.

The parties having reached a settlement on the matter, the Board **DOES HEREBY ORDERS** and declares that the Respondent should pay the Complainant TZS 200,000.00 being the costs the Complainant has incurred in repairing his car. Each party should bear its own cost of the complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority  
(EWURA) at Dodoma this 26<sup>th</sup> day of November, 2019.



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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**