

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**(EWURA)**

**COMPLAINT NUMBER GA.71/309/61**

**FUEL MASTER (T) LIMITED ..... COMPLAINANT**

**VERSUS**

**STAR OIL (T) LIMITED..... RESPONDENT**

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 145<sup>th</sup> Ordinary Meeting held at  
Dodoma on the 31<sup>st</sup> day of October, 2019)*

**THIS COMPLAINT** is coming for final determination by the Board of Directors of EWURA on the 31<sup>st</sup> day of October, 2019 where the Complainant is claiming for payment of TZS 75,680,000.00 as a refund for undelivered petroleum products, TZS 381,926,000.00 as loss resulting from undelivered petroleum products, general damages and cost of the complaint.

The Board having considered the oral testimonies and the evidence adduced at the hearing has reached the decision as set out below.

The Board **DOES HEREBY ORDERS** that the Respondent should:

- (a) either deliver 43,000 litres of petroleum products to the Complainant or pay TZS 75,680,000.00 to the Complainant as a refund for undelivered petroleum products;
- (b) pay the Complainant TZS 5,000,000.00 as general damages; and
- (c) pay the Complainant cost of this complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 31<sup>st</sup> day of October, 2019.

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