

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

**COMPLAINT NUMBER: GA.71/135/276**

**BETWEEN**

**ADRIAN MUGISHAGWE SHUMBUSHO .....COMPLAINANT**

**AND**

**TANZANIA ELECTRIC SUPPLY COMPANY LIMITED .....RESPONDENT**

\_\_\_\_\_  
**ORDER**  
\_\_\_\_\_

*(Made by the Board of Directors of EWURA at its 148<sup>th</sup> Ordinary Meeting held  
at Dodoma on the 30<sup>th</sup> day of January 2020)*

**THIS COMPLAINT** is coming for final determination before the Board of Directors of EWURA on this 30<sup>th</sup> day of January 2020 for Orders that the Respondent be compelled to pay the Complainant the sum of TZS 91,000,000.00, being compensation for the damage to the Complainant's house following the fire alleged to have been caused by electrical fault at the Respondent's infrastructure.

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

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

(a) TZS 5,000,000.00 (Five million shillings) as general damages; and

(b) costs of this complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority  
(EWURA) at Dodoma this 30<sup>th</sup> day of January 2020.



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