

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

COMPLAINT NUMBER: SN. 71/135/46

BETWEEN

MARIAM M. MMBAGACOMPLAINANT

AND

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

ORDER

*(Made by the Board of Directors of EWURA at its 143rd Meeting held at Dodoma on
the 23rd day of August, 2019)*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 23rd day of August 2019 for Orders that the Respondent should:

- (a) cancel the debt of TZS 2,645,071.26 imposed on the Complainant's account;
- (b) refund the Complainant the monies paid in respect of the disputed debt;
- (c) pay compensation for following up this matter as she currently resides outside Dar es Salaam City and has been using her personal mobile phone to make calls as part of the follow up; and

(d) pay general damages for the sufferings and inconveniences caused as a result of following up on the debt transfer.

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

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

- (a) cancel the disputed debt of TZS 2,645,071.26 impose the Complainant's account;
- (b) refund the Complainant the monies paid in respect of the disputed debt;
- (c) cease with immediate effect making any deductions from the Complainant's LUKU purchases;
- (d) pay the Complainant the sum of TZS 1,000,000.00 as general damages for deliberate disturbance, great inconveniences for a matter that was completely unjustified by acting unreasonably and without due regard for the Complainant's time and resources; and
- (e) pay the Complainant costs of the complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 23rd day of August, 2019



.....
NZINYANGWA E. MCHANY
DIRECTOR GENERAL

