

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

**COMPLAINT NUMBER. GA.71/135/329**

**KENNEDY CLAVERY.....COMPLAINANT**

**VERSUS**

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

---

**SETTLEMENT AWARD**

---

*(Made by the EWURA Board of Directors through its Circular Resolution No.5  
of 10<sup>th</sup> May, 2021)*

**1.0 Background Information**

On 1<sup>st</sup> March 2021, the Energy and Water Utilities Regulatory Authority (“EWURA”) (“the Authority”) received a complaint from Mr. Kennedy Clavery of Kyamzinga-Kagondo, Bukoba Municipal, Kagera Region (“the Complainant”) against the Tanzania Electric Supply Company Limited (“TANESCO”) (“the Respondent”) complaining against the Respondent’s alleged construction of an electricity service line across the Complainant’s plot located at Kyamzinga Street, Kazongo Ward in Bukoba Municipality.

The Complainant claims that he has been visiting the Respondent’s offices to request for the shifting of the electricity service line that passes over his plot several times without success. Consequently, the Complainant filed this complaint praying for Orders that the Respondent be compelled to shift the said electricity line passing over his plot at the Respondent’s own costs.

**GIVEN UNDER THE SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 10<sup>th</sup> day of May, 2021.



.....  
**KAPWETE LEAH JOHN**  
**SECRETARY TO THE BOARD**

**MAMLAKA YA UDHIBITI WA HUDUMA ZA NISHATI NA MAJI  
(EWURA)**

**MALALAMIKO NAMBA. GA.71/135/329**

**KENNEDY CLAVERY.....MLALAMIKAJI**

**SHIRIKA LA UMEME NCHINI (TANESCO).....MLALAMIKIWA**

---

**TUZO YA MAKUBALIANO**

---

*(Imetolewa na Bodi ya Wakurugenzi wa EWURA kupitia waraka wake namba 5  
wa tarehe 10 Mei, 2021)*

**1.0 Maelezo ya Awali**

Mnamo tarehe 1 Machi 2021, Mamlaka ya Udhubiti wa Huduma za Nishati na Maji "EWURA" ("Mamlaka") ilipokea malalamiko kutoka kwa Bw. Kennedy Clavery wa mtaa ya Kyamzinga, Kata ya Kagondo, Bukoba Mjini, Mkoa wa Kagera dhidi ya Shirika la Umeme Tanzania ("TANESCO") (Mlalamikiwa). Mlalamikaji analalamikia kitendo cha Mlalamikiwa kusimika nguzo ya umeme na kupitisha nyaya za umeme kwenye kiwanja chake kilichopo mtaa wa Kyamzinga, Kata ya Kagondo katika Manispaa ya Bukoba.

Mlalamikaji ameeleza kwamba kwa kipindi kirefu sasa Mlalamikiwa ameweka miundo mbinu yake kwenye kiwanja cha Mlalamikaji na kumfanya ashindwe kuendeleza kiwanja chake. Mlalamikaji ameendelea kueleza kwamba kwa muda mrefu amekua akimtaka Mlalamikiwa kuondoa miundo mbinu hiyo bila mafanikio. Mlalamikaji alileta malalamiko yake EWURA na

Handling Procedure) Rules, GN. No 428 of 2020', makubaliano haya yameandikishwa kama Tuzo ya Mamlaka. Kila pande itabeba gharama zake katika shauri hili.

**IMETOLEWA KWA LAKIRI** ya Mamlaka ya Udhhibiti wa Huduma za Nishati na Maji-EWURA Dodoma tarehe 10 Mei, 2021.



.....  
**KAPWETE LEAH JOHN**  
**KATIBU WA BODI**