

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY
(EWURA)

COMPLAINT NUMBER. SN.71/472/66

RASHID J. MSHANA FOR AND
ON BEHALF OF RESIDENTS OF NHC FLATS
UBUNGO.....COMPLAINANT

VERSUS

DAR ES SALAAM WATER AND
SEWERAGE AUTHORITY.....RESPONDENT

SETTLEMENT AWARD

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

1.0 **Background Information:**

On 25th January 2021, the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") received a complaint from Residents of Ubungo NHC Flats represented by Mr. Rashid J. Mshana of Ubungo NHC block one, Dar es Salaam Region ("the Complainant") against the Dar es Salaam Water and Sewerage Authority ("DAWASA") ("the Respondent"). The Complainant is complaining against the Respondent's act of imposing sewerage charges on a flat rate basis of TZS 18,800 per month to most of the residents of Ubungo NHC flats.

The Complainant claims that the Respondent has been charging them a flat rate for sewerage charges contrary to the approved Tariff Order which set

2.0 Decision

The parties have reached an agreement and, pursuant to Rule 14 (5) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 428 of 2020, the said agreement is registered as an award of the Authority. Each party shall bear its own costs.

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



A handwritten signature in black ink, appearing to read "KAPWETE LEAH JOHN", is positioned above a horizontal dotted line.

KAPWETE LEAH JOHN
SECRETARY TO THE BOARD

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

MALALAMIKO NAMBA. SN.71/472/66

KATI YA

RASHID J. MSHANA

KWA NIABA YA WAKAZI WA MAGHOROFA YA

NHC UBUNGO.....MLALAMIKAJI

DHIIDI YA

MAMLAKA YA MAJISAFI NA

MAJITAKA DAR ES SALAAM..... MLALAMIKIWA

TUZO YA MAKUBALIANO

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

1.0 Maelezo ya Awali

Mnamo tarehe 25 Januari 2021, Mamlaka ya Udhubiti wa Huduma za Nishati na Maji "EWURA" ("Mamlaka") ilipokea malalamiko kutoka kwa Bw. Rashid J. Mshana kwa niaba ya Wakazi wa Maghorofa ya Ubungo NHC, Dar es Salaam akiilalamikia Mamlaka ya Majisafi na Majitaka ("DAWASA") (Mlalamikiwa). Mlalamikaji analalamikia kitendo cha Mlalamikiwa kuwatoza gharama kubwa ya Majitaka ya kiasi cha shilingi 18,800 isiondendana na matumizi yao na gharama hizo zikifanana kwa wakazi wote bila kujali matumizi ya maji safi ya kila mmoja.

Mlalamikaji anaeleza kuwa alichukua jitihada za kupata ufafanuzi juu ya swala hili lakini Mlalamikiwa hakuonesha jitihada za kulipatia ufumbuzi

2.0 Makubaliano

Pande zote mbili zimefikia muafaka na kwa mujibu wa Kanuni ya 14 ' Kanuni 14 (5) ya Mamlaka ya Udhibiti wa Huduma za Nishati na Maji(Kanuni za kutatua Migogoro) Kanuni, Tangazo la Serikali. Namba 428 la 2020', makubaliano haya yameandikishwa kama Tuzo ya Mamlaka. Kila upande utabeba gharama zake katika shauri hili.

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




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KAPWETE LEAH JOHN
KATIBU WA BODI