



# HAKI NA WAJIBU WA MTUMAJI WA HUDUMA ZA NISHATI NA MAJI

## HAKI YA MTUMAJI WA HUDUMA ZA NISHATI NA MAJI

### 5. Haki ya kusikiliza na kuwakilishwa

Mtumiaji wa huduma za maji na nishati ana haki kuwakilishwa kwenye vyombo vya kufanya maamuzi ikiwemo vyoombo vya kutunga, kusiimania sera ama kwa Mdhidi. Uwakilishaji huu uliengeme masuala yanayohusu huduma za maji na nishati. Kuwakilishwa yanayohusu huduma za maji na nishati. Kuwakilishwa huku kunaenda sambamba na kupatwa taarifa za maboresho yaliyojiri yenye manufaa kwa watumiaji.

### 6. Haki ya kufidiwa

Haki ya utatuzi mzuri wa mada, kufidiwa kutokana kupatwa bidhaa zenye dosari au huduma mbovu. Mtumiaji ana haki ya kupata utatuzi mzuri wa mada yake kama hasara imetokana na mtoa huduma. Madai yote ya fidia yazingatwa kanuni na taratibu zilizo.

### 7. Haki ya kuwa katika mazingira bora

Haki ya kuishi na kufanya kazi kwenye mazingira ambayo hayataishi au kuwa ya hatari na yanayoleta maisha ya utulivu na ustawi kwa wazazi wa vijayo. Mazingira hatari ni pamoja na uwepo wa nguzo za umeme ama nyaya zilizohama ama kukatiza juu ya paa, majitaka yanayotirika ovyo kwenye makazi nk.

### 8. Haki ya kuelimishwa

Mtumiaji ana haki ya kuelimishwa kuhusu huduma zitolewa ili kumpa maarifa na ujuzi wa kumwezesha kuchagua huduma stahiki. Hii inajumuisha elimu kuhusu sera, miongozo na kanuni mbalimbali zinazohusu sekta na huduma zinazodhibitiwa. Mkataba wa Huduma kwa Mteja, Elimu kuhusu utatuzi wa migogoro baina ya mtoa huduma na wateja wake. Sanjari na hilo, Mtumiaji ana haki ya kuelimishwa kuhusu viwango vya ubora, kanuni na taratibu za kitafita na kimataifa zinazohusu huduma anayotumia.

### 1. Haki ya kupata huduma ya msingi

Mtumiaji ana haki ya kupata huduma za msingi. Maji na nishati ni huduma za msingi katika ustawi wa maisha ya binadamu. Huduma hizi zinapaswa kuwa na bei nafuu na kwa kuzingatia bei zilizozidhinishwa na Mdhidi.

### 2. Haki ya usalama na faragha

Mtumiaji ana haki ya kuhudumiwa kwa faragha na kuhifadhiwa siri, kupata huduma salama, kulindwa kutokana na bidhaa, michakato au huduma ambazo ni hatari kwa aya au maisha.

### 3. Haki ya kupata taarifa

Mtumiaji anayo haki ya kupata taarifa sahihi na zinazotocheleza kuhusu huduma za nishati na maji zinazodhibitiwa ili kumwezesha kufanya maamuzi endelevu. Taarifa hizo zinaweza kuwa ni pamoja na kusitishwa kwa huduma kwa muda fulani kutokana na matengenezo, mabadiliko ya bei ya huduma nk.

### 4. Haki ya kuchagua

Mtumiaji ana haki ya kuchagua huduma kwa kuzingatia taarifa sahihi kuhusu huduma inayotolewa. Mathalani huduma ya bidhaa za petroli, mtumiaji ana haki ya kutafiti ni kituo gani kati ya vitu vitu vya viliyopo ambacho kinatoa huduma kwa bei nafuu na anayoweza kuimudu.



# CONSUMER RIGHTS AND OBLIGATIONS

## CONSUMER RIGHTS

### 1. Right to satisfaction of basic needs

Consumers are entitled to access essential goods and services. Water and energy services are essential to all human beings. Therefore consumers have the right to get these services at reasonable and acceptable prices as approved by EWURA.

### 2. Right to choose

Consumers of water and energy have right to choose services required by considering price and quality. This right also requires accessibility of correct and reliable information.

### 3. Right to information

Water and energy consumer has right to accurate and timely information to enable her/him make sound decisions. Service providers are also obliged to provide consumers with client service charters as one way to educating them the rights they are supposed to get from service providers.

### 4. Right to Safety and Privacy

Consumers of water and energy have a right to be protected against goods which are hazardous to life and property. The service provider has an obligation all the time to ensure safety and privacy to all services being rendered to consumers and that it doesn't threaten consumer safety.

### 5. Right to be Heard

The Consumer of water and energy has the right to be represented to all organs responsible for policy formulation and execution or to EWURA.

This representation should focus on matters related to water and energy. For the benefits of consumers, such a representation should go hand in hand with information dissemination to consumers with regard to such decisions reached during the meetings.

### 6. Right to redress

Consumers have right to get relief against unfair trade practices or exploitation. The consumer is supposed to return all non conforming goods and refuse unsatisfactory services, and to get cash refund or replacement provided by the service provider. It includes settlement of just claims, compensation for misrepresentation in terms of poor services.

### 7. Right to consumer education

Consumers of EWURA regulated goods and services have a right to have the knowledge and skills necessary to make informed, confident choices in the market, and being aware of the basic consumer rights and responsibilities.

Every service provider is required to provide sound conflict settlement mechanism geared towards settling misunderstandings between him and consumers. This should be enshrined in the customer service charter and make all copies of the same open to the consumers.

### 8. Right to Healthy Environment

Consumers have the right to live and work in an environment which is neither threatening nor dangerous, which permits a life of dignity and well being for present and future generations.



# CONSUMER RIGHTS AND OBLIGATIONS

## CONSUMER OBLIGATIONS

### 1. Timely Payment of Bills

Consumers have the duty to pay bills on time by adhering to available regulations and the set tariffs.

### 2. Information Delivery

It is a duty of the consumer to collaborate with service provider or the regulator whenever needs arise.

### 3. Information Seeking

It is a consumer duty to question on water and energy terms and conditions in order to have correct information on goods and services rendered.

### 4. Information Sharing

Consumers of water and energy have a duty to share information with service providers whenever he/she discovers any problem in the service provided.

### 5. Caring for Infrastructure

It is consumers' duty to ensure all infrastructures are well taken care of in order to have sustained services.

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## HAKI NA WAJIBU WA MTUMIAJI WA HUDUMA ZA NISHATI NA MAJI

## WAJIBU WA MTUMIAJI WA HUDUMA ZA NISHATI NA MAJI



### 1. Matumizi Halali ya Huduma

Ni wajibu wa mtumaji wa huduma za nishati na maji kuhakikisha kuwa anatumia huduma hizi kwa njia iliyohalali na anzagatia taratibu zote za kisheria na wajibu wakati wote ili kupata huduma zinazohusika.

### 2. Kulipa Anکارا kwa Wakati

Ni wajibu wa mtumaji wa huduma za nishati na maji kulipa anکارa yake kwa wakati kwa mujibu wa kanuni, taratibu na viwango vilivyowekwa na mtoa huduma na mndhibiti.

### 3. Kutoa Taarifa

Ni wajibu wa mtumaji wa huduma za nishati na maji kutoa taarifa ama ufafanuzi kwa watoa huduma pamoja na Mndhibiti pindi atakapotakiwa kufanya hivyo. Hii inajumuisha utaji taarifa kuhusu kasoro katika huduma anayopatiwa, taarifa kuhusu wizi na uhujumu miondombinu, ukosefu wa huduma, mivyo nk. Kutofanya hivyo ni kosa. Samamba na hilo, Mtumaji anao wajibu wa kutoa ushirikiano kwa mtoa huduma ama Mndhibiti pindi atakapotakiwa kufanya hivyo.

### 4. Kutafuta Taarifa

Ni wajibu wa mtumaji wa maji na nishati kutafuta taarifa sahihi kwa mamlaaka husika katika huduma anayopatiwa. Hii inajumuisha taarifa kuhusu sera, miongozo na kanuni mbalimbali zinazohusika na huduma.

### 5. Kutunza Miondombinu

Ni wajibu wa mtumaji wa huduma za nishati na maji kuhakikisha kuwa anatumia miondombinu ya huduma ili kuwa na huduma endelevu. Toota taarifa za wizi na uhujumu wa miondombinu.

### 6. Kudai Fidia

Mtumaji anao wajibu wa kudai fidia kutokana na hasara iliyosababishwa na mtoa huduma, kwa mfanano kuunguliwa vifaa ama nyumba kutokana na hitilafu ya umeme, kukatiwa huduma kimakosa, kulipishwa bili kubwa isiyoundana na matumizi halisi. Ili kupata fidia, ni lazima mtumaji awe na vielezo vinavyoonesha na kuthibitisha madai husika.

### 7. Kujilimisha

Mtumaji ana wajibu wa kuhakikisha kuwa anatumia taarifa kuhusu masuala yanayomhusu kwa mfanano bei ya huduma anayotumia, namna ya kusoma dira na kutunza rekodi, kuyatahamu makundi ya watumaji wa huduma, masuala ya kusalama nk.

### 8. Wajibu wa Kulamika

Ni wajibu wa mtumaji kulamika huduma mbovu ama isiyokithi viwango. Malamiko ni lazima yazingatie utaratibu wa kuwasilisha na kushughulikia malamiko uliowekwa na Mndhibiti.