

HAKI NA WAJIBU WA MTUMIAJI WA HUDUMA ZA NISHATI NA MAJI

CONSUMER RIGHTS

1. Haki ya kupata huduma ya msingi

Mtumiaji ana haki ya kupata huduma za msingi. Nishati na Maji ni huduma za msingi katika ustawi wa maisha ya binadamu. Huduma hizi zinapaswa kuwa na bei ambazo wateja wanaweza kumudu kwa kuzingatia bei zilizoidhinishwa na Mdhbiti.

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 afya au maisha.

Mtoa huduma anapaswa kujiridhisha kila wakati kuwa huduma anayopeleka kwa mtumiaji ni salama, inazingatia viwango vya ubora na kwamba haihatarishi usalama wa mtumiaji

3. Haki ya kupata taarifa

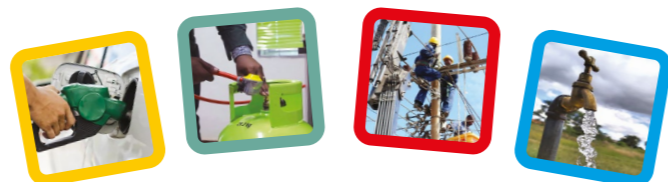
Mtumiaji anayo haki ya kupata taarifa sahihi na zinazotosheleza kuhusu huduma za nishati na maji zinazodhibitiwa ili kumwezesha kufanya maamuzi endelevu. Taarifa hizo zinaweza kuwa ni pamoja na kusitishwa kwa huduma kwa muda fulani kutokana na matengenezo, mabadiliko ya bei ya huduma nk.

4. Haki ya kuchagua

Mtumiaji ana haki ya kuchagua huduma kwa kuzingatia bei na ubora. Haki hii pia inategemea upatikanaji wa taarifa sahihi kuhusu huduma inayotolewa. Mathalani huduma ya bidhaa za petroli, mtumiaji ana haki ya kutafiti ni kituo gani kati ya vituo vingi vilivyopo ambacho kinatoa huduma kwa bei nafuu na anayoweza kuimudu.

5. Haki ya kusikilizwa na kuwakilishwa

Mtumiaji wa huduma za nishati na maji ana haki kuwakilishwa kwenye vyombo vya kufanya maamuzi



ikiwemo vyombo vya kutunga, kusimamia sera ama kwa Mdhbiti. Uwakilishwaji huu ulenge masuala yanayohusu huduma za nishati na maji. Kuwakilishwa huku kunaenda sambamba na kupatiwa taarifa za maboresho yenye manufaa kwa watumiaji.

6. Haki ya kufidiwa

Haki ya kufidiwa kutokana na kupatiwa bidhaa zenye dosari au huduma mbovu. Mtumiaji ana haki ya kupata utatuzi mzuri wa madai yake kama hasara imetokana na mtoa huduma. Madai yote ya fidia yazingatie kanuni na taratibu zilizopo

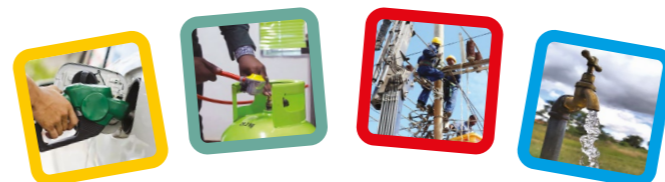
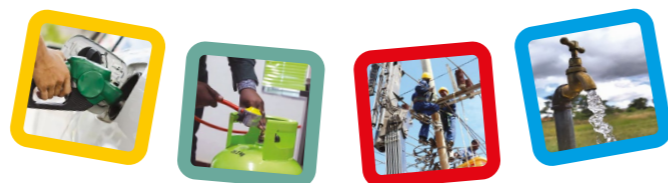
7. Haki ya kuwa katika mazingira bora

Haki ya kuishi na kufanya kazi kwenye mazingira ambayo hayatishi au kuwa ya hatari na yanayoleta maisha ya utulivu na ustawi kwa vizazi vya sasa na vijavyo. Mazingira hatarishi ni pamoja na uwepo wa nguzo za umeme ama nyaya zilizoinama ama kukatiza juu ya paa, majitaka yanayotiririka ovyo kwenye makazi nk.

8. Haki ya kuelimishwa

Mtumiaji ana haki ya kuelimishwa kuhusu huduma zitolewazo 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 kitaifa na kimataifa zinazohusu huduma anayotumia.



WAJIBU WA MTUMIAJI

1. Matumizi halali ya huduma

Ni wajibu wa mtumiaji wa huduma za nishati na maji kuhakikisha kuwa anatumia huduma hizi kwa njia iliyo halali na anazingatia taratibu zote za kisheria na wajibu wakati wote ili kupata huduma zinazohusika.

2. Kulipa ankara kwa wakati

Ni wajibu wa mtumiaji wa huduma za nishati na maji kulipa ankara yake kwa wakati kwa mujibu wa kanuni, taratibu na viwango vilivyowekwa na mtoa huduma na mdhibiti.

3. Kutoa taarifa

Ni wajibu wa mtumiaji wa huduma za nishati na maji kutoa taarifa ama ufafanuzi kwa watoa huduma pamoja na Mdhbiti pindi atakapotakiwa kufanya hivyo. Hii inajumuisha utaji taarifa kuhusu kasoro katika huduma anayopatiwa, taarifa kuhusu wizi na uhujumu miundombinu, ukosefu wa huduma, mivujo nk. Kutofanya hivyo ni kosa. Sambamba na hilo, Mtumiaji anao wajibu wa kutoa ushirikiano kwa mtoa huduma ama Mdhbiti pindi atakapotakiwa kufanya hivyo.

4. Kutafuta taarifa

Ni wajibu wa mtumiaji wa nishati na maji kutafuta taarifa sahihi kwa mamlaka husika katika huduma anayopatiwa. Hii inajumuisha taarifa 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, n.k.



5. Kutunza Miundombinu

Ni wajibu wa Mtumiaji wa huduma za nishati na maji kuhakikisha kuwa anatumia miundombinu ya huduma ili kuwa na huduma endelevu. Toa taarifa za wizi na uhujumu wa miundombinu.

6. Kudai fidia

Mtumiaji anao wajibu wa kudai fidia kutokana na hasara iliyosababishwa na mtoa huduma. Kwa mfano kuunguliwa vifaa ama nyumba kutokana na hitilafu ya umeme, kukatiwa huduma kimakosa, kulipishwa bili kubwa isiyoundana na matumizi halisi. Ili kupata fidia, ni lazima mtumiaji awe na vielelezo vinavyoonesha na kuthibitisha madai husika.

7. Kujielimisha

Mtumiaji ana wajibu wa kuhakikisha kuwa anatafuta taarifa kuhusu masuala yanayomhusu kwa mfano bei ya huduma anayotumia, namna ya kusoma dira na kutunza kumbukumbu zake, kuyafahamu makundi ya watumiaji wa huduma, masuala ya kiusalama nk.

8. Wajibu wa kulalamika

Ni wajibu wa mtumiaji kulalamikia huduma mbovu ama isiyokidhi viwango. Malalamiko ni lazima yazingatie utaratibu wa kuwasilisha na kushughulikia malalamiko uliowekwa na Mdhbiti.

Jinsi ya Kuwasiliana Nasi:

Jengo la PSSF Kamarage Ghorofa ya Kumi;
Mtaa wa Tambuka Reli; S.L.P. 772, Dodoma Tanzania,
Simu: 026 296 0096. Wavuti: www.ewuraccc.go.tz
Barua pepe: info@ewuraccc.go.tz
Tembelea mitandao yetu ya kijamii kupitia:

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ENERGY AND WATER CONSUMER RIGHTS AND OBLIGATIONS

CONSUMER RIGHTS

Consumer rights refer to the rights and protections that individuals have as consumers of goods and services. These rights are designed to ensure fair and ethical treatment in the marketplace. While specific consumer rights may vary by country, several fundamental rights are widely recognized. Here is a general list of consumer rights:

1. Right to Safety:

Consumers have the right to be protected against goods and services that are hazardous to health or life. Products should meet safety standards, and consumers should be informed about potential risks.

2. Right to Information:

Consumers have the right to receive accurate and complete information about products and services, including their prices, ingredients, and terms of use. This information enables consumers to make informed choices.

3. Right to Choose:

Consumers have the right to choose from a variety of products and services at competitive prices. Monopolies and unfair business practices that restrict choices are against this right.

4. Right to be Heard:

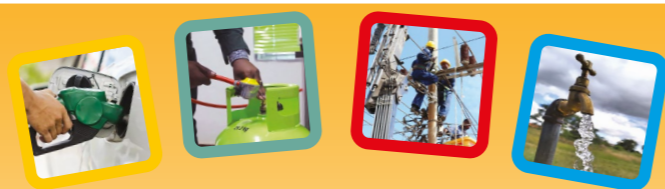
Consumers have the right to voice their opinions and complaints about products and services. Service providers should have mechanisms in place to listen to and address consumer concerns.

5. Right to Redress:

Consumers have the right to seek compensation or remedies for substandard goods and services. This may include refunds, replacements, or repairs.

6. Right to Consumer Education:

Consumers have the right to education about their rights and responsibilities. This helps them make informed decisions and be aware of their entitlements.



7. Right to a Healthy Environment:

Consumers have the right to live and work in an environment that does not pose a threat to their well-being. This includes protection against environmental hazards caused by sewage outflow, risky electric poles, etc.

8. Right to Privacy:

Consumers have the right to privacy regarding their personal information. Companies should handle consumer data responsibly and transparently.

9. Right to Fair Business Practices:

Consumers have the right to be treated fairly and honestly by the service providers. Deceptive advertising, fraud, and unfair trade practices are violations of this right.

10. Right to Access:

Consumers have the right to access essential goods and services such as water, electricity, fuel, and LPG.

CONSUMER OBLIGATIONS

1. Timely payment of bills

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

2. Information delivery

The consumer must collaborate with the service provider or the regulator whenever the need arises.

3. Information seeking

A consumer has to question energy and water terms and conditions to have correct information on goods and services rendered.

4. Information Sharing

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

5. Caring for Infrastructure

Consumers have to ensure all infrastructures are well taken care of to have sustained services.



ANUANI ZA OFISI:

Mkoa	Anuani
ARUSHA	SLP 1133, ARUSHA Jengo la NSSF- Mafao house, Ghorofa ya sita, Barabara ya old Moshi Simu: 0746478422
DODOMA	S.L.P 772, DODOMA Jengo la Tala, Barabara Ya Uhindini, Simu: 0758 829 409
GEITA	S.L.P 554, GEITA Jengo la Rafiki, Plot Na. 10J, Barabara ya Msalala Simu: 0746489023
ILALA	S.L.P 31959, ILALA Jengo la Utumishi, Karibu na ofisi za TAMISEMI, Barabara ya Kivukoni, Simu: 0742189445
IRINGA	S.L.P 425, IRINGA Jengo la NSSF, Akiba House, Ghorofa ya kwanza Mkabala na Planent 2000 Computers, Mtaa wa Akiba, Simu: 0742189472
KAGERA	S.L.P 1940, KAGERA Jengo la NSSF, Ghorofa ya pili, upande wa kushoto, Barabara ya Jamhuri, Mkabala na kanisa kuu la Katoliki, Simu: 0758 829 400
KIGOMA	S.L.P 616, KIGOMA Jengo la Lumumba plaza, ghorofa ya kwanza, upande wa kulia, Barabara ya Lumumba Simu: 0758829401
KILIMANJARO	S.L.P 6849, KILIMANJARO Jengo la YWCA, Chumba na. G08, Mkabala na benki ya Stanbic Barabara ya Boma Simu: 0758829402
MANYARA	S.L.P 691, BABATI - MANYARA Jengo la Halmashauri ya Mji, Gorofa ya pili chumba Na.18 Simu:0742189436
MARA	S.L.P 1360, MUSOMA - MARA Jengo la TTCL (Telephone House) Barabara ya Majita, Simu: 0758829403
MBEYA	S.L.P 1476, MBEYA Jengo la BIMA (NIC), Barabara ya Mbeya NBC Avenue Simu: 0758829404
MOROGORO	S.L.P 6538, MOROGORO Jengo la Posta Kuu, Ghorofa ya kwanza, Chumba na.3 20 Barabara ya zamani ya DSM 67100 MOROGORO Simu: 0758829405

MTWARA	S.L.P 23, MTWARA Jengo la NHC (Rahaleo complex) Ghorofa ya pili, Chumba na 105, Barabara ya Tandika Simu 0758829408
MWANZA	S.L.P 111, MWANZA Jengo la NCU/ Nyanza, Ghorofa ya chini, Barabara ya Kenyata, Mkabala na Benki ya CRDB Simu.0746273725
PWANI	S.L.P 30262, KIBAHA - PWANI Njuweni Hotel, Ghorofa ya kwanza, Chumba na.133. Simu: 0742189485
RUKWA	S.L.P 60, SUMBAWANGA Jengo la Bomani, Ghorofa ya chini Barabara ya Mahakama Simu: 0758 829 406
RUVUMA	S.L.P 957, RUVUMA Jengo la NSSF, Chumba namba 16 Barabara ya Sokoine Simu: 0746471279
SHINYANGA	S.L.P 1241, SHINYANGA Jengo la NSSF Mafao House, ghorofa ya pili Barabara ya Mwanza Simu:0742189482
SINGIDA	S.L.P 89, SINGIDA Jengo la NHC Singidani Complex, Ghorofa ya pili, Barabara ya Boma, Simu.0746490233
TABORA	S.L.P 779, TABORA Jengo la NSSF, Mkabala na kanisa katoliki jimbo kuu Simu: 0746478361
TANGA	S.L.P 5605, TANGA Jengo la Katibu Tawala Mkoa, Mtaa wa Mining namba 3, Eneo la Chumbageni Mkabala na kanisa katoliki la Mtakatifu Antony Simu: 0758 829 407

Contact us:

PSSSF Building - Kambarage Tower - 10th Floor;
Tambuka Reli Street; P.O. Box. 772, Dodoma Tanzania,
Tel.: 026 296 0096. Wbsite: www.ewuraccc.go.tz

Email: info@ewuraccc.go.tz
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