

**ENERGY AND WATER UTILITIES REGULATORY AUTHORITY
QUALITY MANAGEMENT SYSTEM**

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The Energy and Water Utilities Regulatory Authority (EWURA) is a multi-sectoral regulatory Authority responsible for technical, safety, and economic regulation of the electricity sub-sector, petroleum and natural gas mid and downstream sub-sectors, and water sector under EWURA Act, Cap. 414, Electricity Act, Cap. 131, Petroleum Act, Cap. 392, and Water and Sanitation Act, Cap. 272.

The functions of EWURA include licensing, regulating rates and charges, monitoring the performance of regulated sectors, facilitating the resolution of consumer complaints and disputes in regulated services, and disseminating information about matters relevant to its functions.

To ensure that the provision of regulatory services meets the needs and expectations of the interested parties, EWURA has adopted ISO 9001:2015 Standard - Quality Management System. In performing regulatory functions, EWURA observes core values of impartiality, morality, professionalism, accountability, and transparency to ensure the quality, availability, and affordability of regulated services.

EWURA is committed to performing its functions in compliance with:

- (a) EWURA Act, Cap. 414 and Sectors legislation;
- (b) Other relevant legislation, Government policies and directives;
- (c) Internal policies and procedures;
- (d) Client Service Charter; and
- (e) Best practices in the regulation industry.

EWURA shall continue to improve the effectiveness of the Quality Management System through capacity building, conducting periodic performance evaluations, taking corrective actions on detected non-conformities, and providing resources for implementing the system. Quality objectives and targets shall be established and implemented in all functions and levels of the organization.

EWURA staff are aware of and understand the policy, and apply it in implementing day-to-day duties. The policy is available to interested parties and may be reviewed at least once in every three years.



Dr. James A. Mwainyekule

DIRECTOR GENERAL

January 2024