

**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 electricity sub-sector, petroleum and natural gas mid and downstream sub-sectors, and water sector pursuant to EWURA Act, Cap. 414 and respective sector legislation.

The functions of EWURA include licensing, regulating rates and charges, and monitoring the performance of regulated sectors in relation to levels of investment, availability, quantity and standard of services, cost of services and efficiency of production and distribution of services. EWURA is also mandated to facilitate the resolution of consumer complaints and disputes related to regulated sectors and to disseminate information about matters relevant to its function.

In order to ensure that delivery of regulatory services meet stakeholders' expectations, EWURA has adopted ISO 9001:2015 Standard, Quality Management System, and made it part and parcel of its operations. In the course of performing its duties, EWURA exercises transparency, effectiveness and efficiency in a manner that ensures quality, availability and affordability of regulated services.

EWURA is committed to comply with-

- (a) EWURA Act, Cap. 414 and regulated sectors legislation;
- (b) other applicable laws, relevant Government policies, directives, regulations and rules;
- (c) EWURA Client Service Charter; and
- (d) ISO 9001:2015 Standard requirements.

and will continue to apply best practices in regulation industry.

EWURA shall continue to improve the effectiveness of Quality Management System through staff capacity development, conducting self-assessment, taking corrective actions and provision of necessary resources. Quality objectives and programs for continual improvement shall be established and implemented in all key functions and levels.

All staff members have access to, understand and apply this policy in their day to day activities. The policy is available to interested parties and may be reviewed at least once every two years.



Nzinyangwa E. Mchany  
**DIRECTOR GENERAL**

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