

117. UTILITY REGULATORY AUTHORITY

- 117.1 The Utility Regulatory Authority (URA) was established in accordance with the URA Act 2004 as a body corporate and is responsible for the regulation of the electricity, water and wastewater sectors in Mauritius. URA's objects are to: ensure the sustainability and viability of utility services; protect the interests of both existing and future customers; promote efficiency in both operations and capital investments in respect of utility services; and promote competition to prevent unfair and anti-competitive practices in the utility services industry.
- 117.2 It is administered and managed by a Board. Furthermore, pursuant to Section 14 of the URA Act, the responsibility for the execution of the policy of the Board as well as the day-to-day management of the Authority rest upon a Director who is the chief executive officer.
- 117.3 The proposals of the URA, for this Report, primarily pertain to the establishment of several positions. Upon examination and having regard to the provisions of the URA Act as well as the operational needs, the Bureau is recommending the creation of relevant grades.

Director (New Grade)

Recommendation 1

- 117.4 **We recommend the creation of a grade of Director. Appointment thereto should be made by selection from among candidates who are registered as Professional Engineer with the Council of Registered Professional Engineers of Mauritius and possess a Master's Degree in Engineering or Law or Economics or Finance and reckon at least 15 years' experience at senior management level in the Utility Sector.**
- 117.5 Incumbent would, among others, be responsible for: the execution of the policy of the Board; carrying out the day-to-day management and administration of the Authority; ensuring compliance with the URA Act and all relevant legislations; developing the strategic direction for the phased development of the Authority; and establishing partnerships with regional and international utility regulatory bodies and associations.

Manager, Technical Regulation/Licensing (New Grade)

Recommendation 2

- 117.6 **We recommend the creation of a grade of Manager, Technical Regulation/Licensing. Appointment thereto should be made by selection from among candidates who are registered as Professional Engineer in the field of Electrical or Electronics or Mechanical or Mechatronics Engineering with the Council of Registered Professional Engineers of Mauritius and reckon at least five years' experience at management level.**

- 117.7 Incumbent would, among others, be required to: be responsible for conducting physical audit inspections of electrical installations and facilities in the country; design database of all undertakings in the electricity sub-sector; advise management on infrastructure development in the sub-sector and propose amendments to existing standards and regulations; implement license compliance monitoring, audits and enforcement in the utility services sectors; and ensure dissemination of information on regulations, guidelines and other rules for obtaining and holding licenses and permits.

Engineer/Senior Engineer (New Grade)

Recommendation 3

- 117.8 **We recommend the creation of a grade of Engineer/Senior Engineer. Appointment thereto should be made by selection from among candidates who are registered as Professional Engineer in the field of Electrical or Electronics or Mechanical or Mechatronics Engineering with the Council of Registered Professional Engineers of Mauritius and reckon at least two years' post-registration experience.**
- 117.9 Incumbent would, *inter alia*, be required to: carry out technical inspections of electricity facilities for new and existing undertakings; receive and assess performance and compliance reports from licenses; conduct analysis of infrastructure developments in the Utility Sector; contribute in the technical articles for inclusion in brochures and other publications; and maintain a database of all assets of undertakings comprising the regulated asset base in the Utility Sector.

Analyst/Senior Analyst (New Grade)

Recommendation 4

- 117.10 **We recommend the creation of a grade of Analyst/Senior Analyst. Appointment thereto should be made by selection from among candidates possessing a Degree in Economics or Accounting or Finance or an equivalent qualification and reckoning at least two years' post-qualification experience in the relevant field.**
- 117.11 Incumbent would, *inter alia*, be required to: carry out economic analysis of licence and tariff applications and proposed capital investments by licensee; provide input into tariff or revenue setting reviews; and assist in monitoring, assessment of key commercial and financial performance indicators of utility companies.

Accountant (New Grade)

Recommendation 5

- 117.12 **We recommend the creation of a grade of Accountant. Appointment thereto should be in line with the recommendation made in the Chapter on Observations and General Provisions of this Volume.**

- 117.13 Incumbent would be required, among others, to: be responsible for the general administration of finance and accounting of the URA; prepare revenue and expenditure, final accounts, Annual Budget Estimates and other annual/periodic reports, as may be required, in compliance with standing legislation and regulations; keep under continuous review the procedures/practices for budget and cost management control; and ensure that financial operations are carried out in accordance with the applicable legislation and regulations.

IT Analyst (New Grade)

Recommendation 6

- 117.14 We recommend the creation of a grade of IT Analyst. Appointment thereto and the duties to be performed should be in line with the recommendations made in the Chapter on Observations and General Provisions of this Volume.**

Compliance and Licensing Officer (New Grade)

Recommendation 7

- 117.15 We recommend the creation of a grade of Compliance and Licensing Officer. Appointment thereto should be made by selection from among candidates possessing a Degree in Law or an equivalent qualification and reckoning at least three years' experience in the legal field.**
- 117.16 Incumbent would, *inter alia*, be called upon to: receive and scrutinise license applications; coordinate processing of license applications with concerned departments within the URA; attend to gazetting and public notification of documents; maintain a register of all licenses and other applications and avail same to the public for inspection; tender legal advice to the Board and Management; interpret all relevant legal instruments and requirements governing the utility industry and liaise with the Attorney General's Office or any outsourced legal advisor; undertake periodic review of existing legislations; assist in the day-to-day legal and regulation matters; and attend Court/Tribunals.

Administrative Officer (New Grade)

Recommendation 8

- 117.17 We recommend the creation of a grade of Administrative Officer. Appointment thereto should be made by selection from among candidates possessing a Degree in Management and/or Administration or an equivalent qualification and reckoning at least three years' proven experience in the fields of administration and management.**
- 117.18 Incumbent would be required, among others, to: give general assistance and support in the day-to-day administration of the Authority; act as Secretary to Board meetings and any other Committee, as and when required; be responsible for the coordination of policies, procedures and programmes for recruitment, training conditions of service, discipline and reward structures; ensure compliance with

labour legislations; and be responsible for matters pertaining to tender, quotations and procurements as well as for office accommodation.

Consumer Affairs and Communication Officer (New Grade)

Recommendation 9

117.19 We recommend the creation of a grade of Consumer Affairs and Communication Officer. Appointment thereto should be made by selection from among candidates possessing a Diploma in Communication or Journalism or Public Relations or an equivalent qualification and reckoning at least two years' experience in the field of Communication and Public Relations/Consumer Affairs.

117.20 Incumbent would, *inter alia*, be called upon to: assist the Authority in the development and implementation of strategic communication plans; be responsible for preparing information briefs and issuing press releases in French and/or English; provide support in the optimal use of the Authority's website and other electronic media to project a positive image and facilitate stakeholder interaction; attend to consumer-related issues and collaborate with other departments; and create and maintain a positive corporate image while promoting the interests of stakeholders.

ICT Technician (New Grade)

Recommendation 10

117.21 We recommend the creation of a grade of ICT Technician. Appointment thereto should be made by selection from among candidates possessing a Diploma in Information Technology or Computer Science or Information Systems or an equivalent qualification and reckoning at least two years' post-qualification experience in the field of IT.

117.22 Incumbent would be required, among others, to: maintain, repair and administer the ICT equipment including all related peripherals; provide general technical guidance and support to end-users; devise appropriate systems of security in relation to hardware and software; troubleshoot network problems; and advise on the purchase of spare parts of ICT equipment and liaise with suppliers for repair or maintenance of ICT equipment.

Human Resource Officer/Senior Human Resource Officer (New Grade)

Recommendation 11

117.23 We recommend the creation of a grade of Human Resource Officer/Senior Human Resource Officer. Appointment thereto, the duties to be performed and movement beyond top salary should be in line with the recommendations made in the Chapter on Observations and General Provisions of this Volume.

Confidential Secretary (New Grade)**Recommendation 12**

117.24 We recommend the creation of a grade of Confidential Secretary. Appointment thereto should be in line with the recommendation made in the Chapter on Observations and General Provisions of this Volume.

117.25 Incumbent would, *inter alia*, be required to: arrange appointments and deal with enquiries; make telephone calls as well as incoming calls; perform general secretarial duties including the taking of notes, typing, classifications and retrieval of records and documents; perform word processing, telex/telefax duties, simple computer/data processing work and operate email services; keep track of important documents, papers and make them available expeditiously; prioritise work on a daily basis; and ensure that meetings are well organised.

Internal Audit Officer (New Grade)**Recommendation 13**

117.26 We recommend the creation of a grade of Internal Audit Officer. Appointment thereto should be in line with the recommendation made in the Chapter on Observations and General Provisions of this Volume.

117.27 Incumbent would be required, among others, to: carry out audit in finance, human resource, stores, transport and other operations of the Authority; assist in the preparation of audit programme; undertake the examination of annual statements and prepare audit reports; maintain adequate documentation and records of work performed; exercise general supervision over audit inspection; and report on internal audit findings and propose corrective measures.

Accounts Clerk (New Grade)**Recommendation 14**

117.28 We recommend the creation of a grade of Accounts Clerk. Appointment thereto should be in line with the recommendation made in the Chapter on Observations and General Provisions of this Volume.

117.29 Incumbent would be required, *inter alia*, to: ensure that all financial transactions of the URA are properly accounted for in accordance with basic principles of financial Management; maintain a proper system of accounting to guard against irregularity and fraud; prepare pay sheets, vouchers and cheques; update cash books, ledgers and registers; be in charge of the Register of Assets and ensure that it is regularly updated; and assist in the preparation and monitoring of estimates and Final Accounts/Statements.

Assistant Procurement and Supply Officer (New Grade)**Recommendation 15**

117.30 We recommend the creation of a grade of Assistant Procurement and Supply Officer. Appointment thereto and the duties should be in line with

the recommendations made in the Chapter on Observations and General Provisions of this Volume.

Clerk/Word Processing Operator (New Grade)

Recommendation 16

117.31 We recommend the creation of a grade of Clerk/Word Processing Operator. Appointment thereto should be made by selection from among candidates possessing the Cambridge School Certificate with credit in at least five subjects including English Language, French and Mathematics; the Cambridge Higher School Certificate or passes in at least two subjects obtained on one certificate at the General Certificate of Education “Advanced Level” or an equivalent qualification; and a Certificate in Typewriting at a speed of at least 25 words per minute and a Certificate in Word Processing or Data Processing.

117.32 Incumbent would be required, *inter alia*, to prepare, scrutinise and process documents, records and data entry; perform registry work and simple finance, human resources and stores duties; draft replies to simple correspondence; type and collate letters/documents; maintain files of correspondence, forms, reports and other materials; receive, sort and process mail and prepare materials for mailing; photocopy reports and other documents and operate telefax and email services; and perform simple research work in connection with official documents.

Receptionist/Telephone Operator (New Grade)

Recommendation 17

117.33 We recommend the creation of a grade of Receptionist/Telephone Operator. Appointment thereto should be made by selection from among candidates possessing a Cambridge School Certificate with credit in English Language and French obtained at one sitting or passes in at least five subjects with at least Grade C in English Language and French on one Certificate at the General Certificate of Education “Ordinary Level” or an equivalent qualification.

117.34 Incumbent would, among others, be required to: operate the reception counter of the Authority; maintain a register of all visitors; assist visitors by providing information to them to facilitate their contact with officers of the Authority; control access to the offices; take messages from outside callers and transmit same to officers concerned; and operate the telephone switchboard.

Driver/Office Auxiliary (New Grade)

Recommendation 18

117.35 We recommend the creation of a grade of Driver/Office Auxiliary. Appointment thereto should be made by selection from among candidates who show proof of having sat for Cambridge School Certificate or an

equivalent qualification and possessing a valid driving licence (manual gear) to drive cars, vans and minibuses.

- 117.36 Incumbent would be required, *inter alia*, to: drive the vehicles of the Authority for the conveyance of staff, officials, and other authorised persons, materials and equipment in connection with the activities of the organisation; carry out simple checks/maintenance tasks; report any defect observed and take vehicles to workshop for repair/servicing as instructed; attend to minor repairs; keep a log book and record issue of fuel, movements, tyres and battery changes; perform messengerial duties such as running errands, dispatch of correspondence and distribution of files and documents, photocopying of documents, press cuttings, circulars and other papers; and clean office premises.

117. UTILITY REGULATORY AUTHORITY SALARY SCHEDULE

URA 1	:	Rs 24245 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 Driver/Office Auxiliary (New Grade)
URA 2	:	Rs 23945 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 40110 Receptionist/Telephone Operator (New Grade)
URA 3	:	Rs 25745 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 45930 Clerk/Word Processing Operator (New Grade)
URA 4	:	Rs 29215 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 Accounts Clerk (New Grade) Assistant Procurement and Supply Officer (New Grade)
URA 5	:	Rs 29215 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 55950 Internal Audit Officer (New Grade)
URA 6	:	Rs 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 55950 Confidential Secretary (New Grade)
URA 7	:	Rs 31365 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 Human Resource Officer/Senior Human Resource Officer (New Grade)

117. UTILITY REGULATORY AUTHORITY (Contd)

URA 8 : Rs 31365 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 60600

Consumer Affairs and Communication Officer (New Grade)
ICT Technician (New Grade)

URA 9 : Rs 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750

Administrative Officer (New Grade)
Compliance and Licensing Officer (New Grade)

URA 10 : Rs 38215 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750

IT Analyst (New Grade)

URA 11 : Rs 41080 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750

Accountant (New Grade)

URA 12 : Rs 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750

Analyst/Senior Analyst (New Grade)

URA 13 : Rs 43990 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750

Engineer/Senior Engineer (New Grade)

URA 14 : Rs 82250 x 2250 - 86750 x 2500 - 94250 x 2750 - 102500 x 3750 - 110000 x 4000 - 114000

Manager, Technical Regulation/Licensing (New Grade)

URA 15 : Rs 154000

Director (New Grade)

