

## ZURA's milestones

# Efficiency, innovation and impact

• **Major contribution to government revenues**

• **Modern systems, accountability, achievements, and a forward-looking vision**

By Business Insider Reporter

The Zanzibar Utilities Regulatory Authority (ZURA) is a government institution mandated to oversee, regulate and ensure the quality, safety, efficiency, and accessibility of essential services in energy (electricity, petroleum, and gas) and clean water.

During the 2023/2024 financial year, ZURA recorded significant operational and financial growth, reflecting the Zanzibar Revolutionary Government's (SMZ) commitment to strengthening public service institutions.

### Government revenue contribution

In the 2023/2024 financial year, ZURA contributed TZS 8.4 billion to the government's central fund a 40% increase compared to Sh. 6.0 billion in 2022/2023. This substantial rise highlights improved revenue generation and prudent resource management.

### Successes in the petroleum sector

ZURA had planned to import 232,162,687 litres of fuel in 2023/2024. However, by June 2024, 244,484,807 litres had been brought in, representing 102.67% performance. This resulted in collections of Sh. 24.09 billion, surpassing the projected Sh. 23.46 billion. These figures demonstrate the regulator's efficiency in managing the fuel import and distribution chain across the islands.

### Natural gas management

The authority achieved major progress in gas oversight, with 10,583,026 kilograms of gas imported in 2023/2024, a 34.93% increase from 7,843,542 kilograms in 2022/2023. This growth has encouraged the adoption of cleaner and environmentally friendly energy sources.

### Strengthening Digital Systems

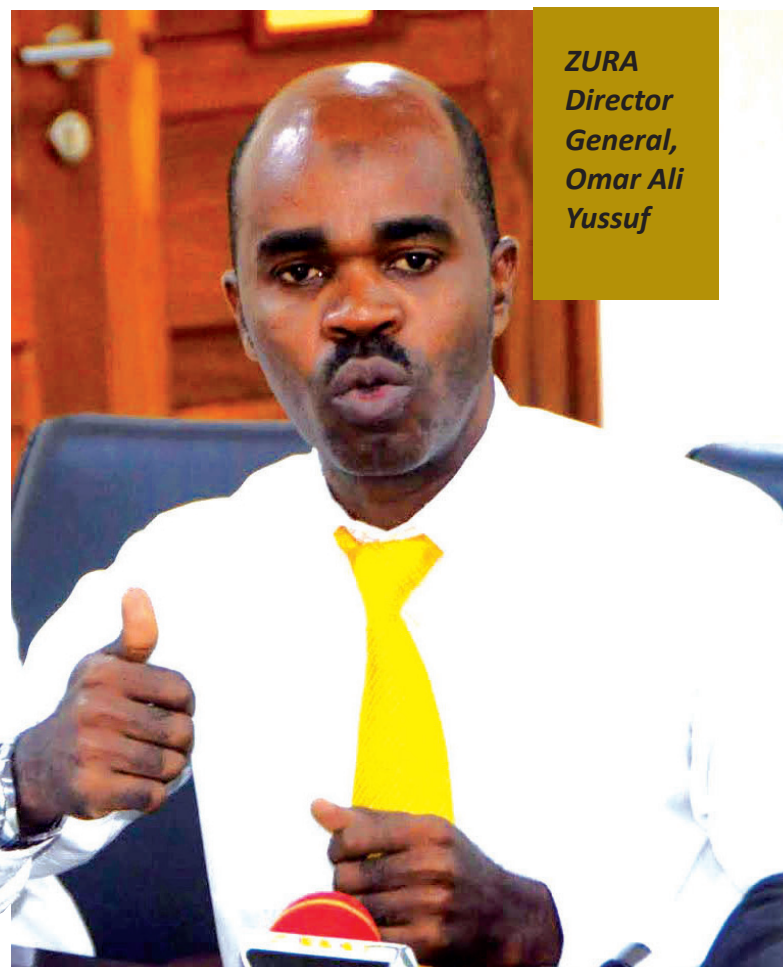
To enhance transparency and accountability, ZURA has introduced and deployed five key digital systems:

1. ZURA Integrated Regulatory System (ZIRS); for sector regulation management
2. Enterprise Regulatory Management System (ERMS); for financial oversight
3. Complaints Management System (CMS); to handle public complaints efficiently
4. eProcurement; for electronic procurement of goods and services
5. eOffice; for digital document management and official communications

These systems have improved efficiency, increased transparency, and reduced opportunities for corruption.

### Introduction of regulatory tools

ZURA has developed and implemented over ten key regulations for the energy and water sectors, including;



ZURA  
Director  
General,  
Omar Ali  
Yussuf

- (a) Water and electricity quality standards
- (b) Electricity supply and connection regulations
- (c) Guidelines for managing renewable energy contracts
- (d) Gas regulations
- (e) Fuel depot and station regulations
- (f) Fuel importation guidelines

These regulations serve as vital tools to ensure service quality, safety, and fairness for both providers and consumers.

### Looking ahead

ZURA continues to prove itself as a pillar of Zanzibar's development by ensuring reliable regulation of energy and water services.

In the 2024/2025 financial year, the authority aims to:

- Expand the use of ICT systems
- Increase oversight of the renewable energy sector
- Raise public awareness about energy use rights and responsibilities
- Improve the management of fuel and gas using real-time data

With this roadmap, ZURA remains a model institution committed to delivering safe, sustainable, and high-quality services essential to Zanzibar's socio-economic development.

The President of Zanzibar and Chairman of the Revolutionary Council, H.E. Dr. Hussein Ali Mwinyi, receives a gift from the Director General of the Zanzibar Utilities Regulatory Authority (ZURA), Mr. Omar Ali Yussuf, during the opening of the 49th Dar es Salaam International Trade Fair (Sabasaba).



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