

Emiri Resolution No. 45 of 2009 Organising the Qatar General Electricity and Water Corporation (Kahramaa) 45 / 2009

Number of Articles: 43

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We, Tamim Bin Hamad Al-Thani, Deputy Emir of the State of Qatar;
Having perused the [Constitution](#);
[Emiri Resolution No. 32 of 2009](#) on the organisational structure of the Ministry of Energy and Industry; and
The proposal of the Council of Ministers;
Hereby resolve the following:

Articles

Article 1

In implementing the provisions of this Resolution, the following words shall have the meanings assigned thereto, unless the context requires otherwise:

1. "Corporation" means the Qatar General Electricity and Water Corporation (Kahramaa);
2. "Minister" means the Minister of Energy and Industry;
3. "President" means the President of the Corporation.

Article 2

The Qatar General Electricity and Water Corporation (hereinafter "the Corporation") shall have a legal personality and a budget attached to the budget of the Ministry of Energy and Industry.

Article 3

The Corporation shall follow the Minister of Energy and Industry and its headquarters shall be located in Doha City.

Article 4

The Corporation shall aim at achieving the highest performance rates to save and distribute electric power and drinking water to ensure that the country's needs are met permanently and regularly. In order to achieve these aims, the Corporation shall exercise the following competencies in coordination with the concerned bodies:

1. Acquiring, establishing, operating and maintaining facilities and networks for the delivery and distribution of electricity and water.

2. Producing, delivering, distributing and selling electricity and water to consumers.
3. Conducting works for providing electricity and water to consumers.
4. Setting necessary plans and programmes for developing affiliate plants, facilities and networks.
5. Developing rules for regulating electrical and water connections to buildings and facilities, monitoring the implementation thereof and granting the necessary licences.
6. Proposing the standards and specifications of electrical and water resources and equipment.
7. Providing consultancy services in its fields of activity.
8. Establishing companies, alone or with others, or owning or contributing to established companies, whether inside or outside the State, that conduct works which are within the competencies of the Corporation, after obtaining the approval of the Council of Ministers.
9. Contracting with companies or agencies that conduct similar works or that may assist it in achieving its objectives or participate with it in any way, whether inside or outside the State.

Article 5

The Minister shall be responsible for the overall performance of the Corporation and he shall have the power and authority necessary to manage its affairs and achieve its objectives, in particular the following:

1. Supervising the performance of the Corporation.
2. Proposing the estimated annual budget of the Corporation.
3. Submitting the annual report on the Corporation's achievements and work programmes to the Council of Ministers at the end of each fiscal year.
4. Discussing issues and reports on the Corporation's activity before the Shura Council.

Article 6

The Corporation shall have a President and Vice-President appointed by an Emiri resolution. The President may delegate certain competencies to the Vice-President, who shall take the President's place in his absence or when his office is vacant.

Article 7

1. The President shall conduct all technical, financial and administrative affairs under the supervision of the Minister and within the framework of the general policy of the Corporation, in accordance with prescribed regulations and rules and within the limits of the annual budget. The President shall, in particular:
 1. Develop the Corporation's general policy and supervise its implementation.
 2. Adopt the Corporation's short-term plans and project programmes and monitor their implementation.
 3. Supervise the Corporation's proper functioning.
 4. Adopt the fees and charges for services provided by the Corporation.
 5. Propose legislation relating to the Corporation's work.
 6. Prepare the annual report on the Corporation's programmes and achievements, and submit a report thereon to the Minister at the end of each fiscal year.
1. The President's actions stated in subparagraphs (a), (b) and (d) shall not take effect unless first adopted by the Council of Ministers upon the submission of the Minister.

[Article 8 \(Amended By Cabinet Decision 42/2011\)](#)

The Corporation shall be comprised of administrative units illustrated in the organisational chart accompanying this Resolution. These units are as follows:

First: The administrative units affiliated to the Minister:

1. The Internal Auditing Unit

Second: The administrative units affiliated to the President:

1. President's Office
2. Department of the Public Relations and Communication
3. Department of Legal Affairs
4. Department of Planning and Institutional Development
5. Electricity Networks Affairs:
 1. Department of Electricity Networks Planning
 2. Department of Electricity Delivery
 3. Department of Electricity Distribution
 4. Department of Electricity Control
6. Water Networks Affairs:
 1. Department of Water Networks Planning
 2. Department of Field Services
 3. Department of Delivery and Distribution of Water Networks
 4. Department of Water Control
 5. Department of Water Laboratory
7. Technical Affairs:
 - Department of Electricity Projects
 - Department of Water Projects
 - Department of Supplies
1. Department of Customer Services
2. Department of Health, Safety and Environment
3. Common Services Affairs:
 1. Department of Human Resources
 2. Department of Financial Affairs
 3. Department of Information Systems
 4. Department of General Services

Third: International Cooperation Unit

Fourth: Follow-Up Unit

Fifth: Department of Conservation and Energy Efficiency

Sixth: Department of Quality and Continual Improvement

Seventh: Section of Electricity and Water Production, Technical Affairs

Eighth: Section of Renewable Energy Technologies, Technical Affairs

[Article 9 \(Amended By Cabinet Decision 42/2011\)](#)

Article 9 (amended by 42/2011)

The Internal Auditing Unit shall be specialised in the following:

1. Drafting the annual auditing plan of the administrative units in the Corporation and submitting it to the Minister for adoption, and preparing reports on the auditing results.
2. Monitoring the commitment to the laws, regulations and decisions relating to the Corporation's activity.
3. Deleted.
4. Monitoring cash receipts, cash vouchers, journal vouchers and others financial documents after their exchange.
5. Deleted.
6. Reviewing the financial instructions and proposing the necessary amendments and monitoring the implementation thereof.
7. Monitoring the procedures of appointment, vacations, promotion and other matters relating to personnel affairs, and verifying the commitment to the organising laws, regulations and decisions.
8. Ensuring the safety of the Corporation's funds, covenants, furniture, tools, buildings and other assets owned or supervised by it.
9. Participating in taking the inventories of stores and other covenants.

[Article 10 \(Amended By Cabinet Decision 42/2011\)](#)

The Department of Public Relations and Communication shall be specialised in the following:

1. Issuing media releases and programmes that aim at defining the role, activities and competencies of the Corporation, in coordination with the concerned administrative units.
2. Monitoring material published in newspapers and the media about the Corporation and preparing responses where necessary.
3. Receiving client requests and complaints, referring them to the competent bodies and responding to their queries.
4. Arranging travel, hospitality and accommodation for the Corporation's guests and visiting delegates, in coordination with the Department of Financial Affairs.
5. Organising cultural, social and sporting activities for the staff of the Corporation and supervising parties held or attended by the Corporation.
6. Organising conferences, seminars and exhibitions held by the Corporation and preparing the necessary budget for them, in coordination with the

Article 11

The Department of Legal Affairs shall be specialised in the following:

1. Researching, studying and following up legal issues related to the Corporation's activities, in coordination with the concerned administrative units.
2. Preparing the drafts of the Corporation's legislative tools and expressing opinions on draft laws referred to it.
3. Expressing legal opinions on issues referred to it.
4. Preparing drafts of contracts, agreements and memoranda of understanding on the Corporation's competencies, in coordination with the concerned administrative units.
5. Investigating alleged violations attributed to the Corporation's staff, preparing the necessary notes on the results of the investigation together with legal opinions and recommendations, presenting them to the competent authority and following up the implementation of the decisions taken on them.
6. Following up disputes and issues to which the Corporation is a party, in coordination with the competent bodies.

Article 12

The Department of Planning and Institutional Improvement shall be specialised in the following:

1. Reviewing and evaluating the performance of the Corporation's administrative units and developing proposals to raise its overall efficiency.
2. Providing support to the Corporation's administrative units for projects to improve the quality of the general services and to coordinate its initiatives, plans and projects in this field.
3. Conducting opinion polls and periodic surveys to determine the beneficiaries' satisfaction with the services provided by the Corporation and their opinions and suggestions thereon.
4. Proposing policies, plans and programmes for the development of services in the Corporation's administrative units.
5. Proposing plans for the development of systems and work methods and simplification of procedures, and studying sustainable models for their development in accordance with generally accepted scientific bases.
6. Studying problems in and impediments to the Corporation's work, determining the reasons for them and suggesting appropriate solutions.
7. Contributing to the preparation of various regulatory guides to the work procedures in the Corporation.
8. Identifying the necessary indicators and developing proposals to raise the Corporation's overall efficiency, and proposing the amendment and update of the Corporation's administrative organisation in the light of the results of performance evaluation studies conducted by the administrative units and of the level of services provided to the public.
9. Proposing the Corporation's general strategies and plans to meet the demand for electricity and water and monitoring the purchase thereof from producers, in coordination with the competent bodies.
10. Coordinating on agreements to which the Corporation has acceded for the exchange of local and international electric and water power to ensure the optimal exploitation of the contracted amounts.
11. Analysing business opportunities and negotiating agreements which help to develop the Corporation's financial resources and proposing the fees for services in the light of the Corporation's anticipated future revenues.
12. Contributing to local and international projects technical and strategic cooperation.

Article 13

The Electricity Network Affairs shall be comprised of the following administrative units:

1. Department of Electricity Networks Planning
2. Department of Electricity Delivery
3. Department of Electricity Distribution
4. Department of Electricity Control

Article 14

The Department of Electricity Networks Planning shall be specialised in the following:

1. Setting the future development plans for electricity networks, in coordination with the competent bodies in the State.
2. Preparing the necessary studies for planning, designing, strengthening and developing the electricity networks according to the latest geographical information, in coordination with the concerned bodies in the State.
3. Preparing the initial studies for the issuance of permits for networks buildings, setting the appropriate plans to meet the demand for electrical power, and preparing the necessary projects for the Corporation.
4. Setting the development of technical standards for network components and following up their implementation, and planning and preparing the annual budget of the basic materials needed for the electrical network, in coordination with the competent administrative units in the Corporation.
5. Managing the geographical information system of the electrical network and the databases associated with it.

Article 15

The Department of Electricity Delivery shall be specialised in the operation and maintenance of electricity delivery networks, in particular the following:

1. Setting regular maintenance plans and programmes for the electricity delivery networks.
2. Strengthening and developing electricity delivery networks according to the State's needs.
3. Working on restoring electrical power in cases of sudden failure, in cooperation with the competent administrative units in the Corporation.
4. Ensuring the safe load flow of electricity between power production plants and customers.
5. Implementing, checking and operating new main delivery projects, in coordination with the competent administrative units in the Corporation.

Article 16

The Department of Electricity Distribution shall be specialised in the distribution of electrical power, in particular the following:

1. Operating and maintaining electrical power distribution networks in order to ensure the continuous flow of power.
2. Implementing projects for connecting and strengthening high and low voltage at the State level.
3. Strengthening and developing the distribution networks according to the State's needs.
4. Working on restoring electrical power in cases of sudden failure, in cooperation with the competent administrative units in the Corporation.
5. Setting regular maintenance plans and programmes for electrical power distribution networks.

Article 17

The Department of Electricity Control shall be specialised in conducting all necessary works for the operation, control, protection and safety of the networks of electricity delivery and distribution, in particular the following:

1. Designing and operating monitoring systems, conducting monitoring and control tasks on the production networks, distributing electricity continuously, and responding to emergency cases to achieve the continuous flow of electricity.
2. Operating and maintaining remote monitoring and control systems and centres.
3. Implementing construction, operation and maintenance programmes, as well as connection and disconnection works in normal and emergency conditions, in coordination with the competent administrative units in the Corporation.
4. Planning the optimal economic operation of the networks and buying power from power plants for the short term, and preparing programmes for loading the production units through local and regional networks.

[Article 18 \(Amended By Cabinet Decision 42/2011\)](#)

The Water Networks Affairs shall be comprised of the following administrative units:

1. Department of Water Networks Planning
2. Department of Field Services
3. Department of Delivery and Distribution of Water Networks

4. Section of Water Control
5. Section of Water Laboratory

Article 19

The Department of Water Networks Planning shall be specialised in the planning and management of drinking water networks, in particular the following:

1. Planning and designing pumping stations, water reservoirs and networks for the delivery and distribution of drinking water.
2. Strengthening and developing water pumping stations and delivery and distribution networks according to the State's needs.
3. Determining the extent of the demand for water and setting the future plans to ensure the continuity of the water supply to customers.
4. Specifying water standards, specifications and geographical information systems.

Article 20

The Department of Field Services shall be specialised in the following:

1. Implementing connections of secondary feeders to supply customers.
2. Supervising tanks stations to serve areas unreachable by water networks.
3. Reducing water loss and using the latest equipment to detect leakage.
4. Installing and monitoring water meters and conducting periodic maintenance.

[Article 21 \(Amended By Cabinet Decision 42/2011\)](#)

The Department of Delivery and Distribution of Water Networks shall be specialised in delivering and distributing water safely and effectively to all customers, in particular the following:

1. Operating and maintaining pumping stations, water reservoirs and towers, and fields of drinking wells.
2. Operating and maintaining delivery and distribution networks and customers' connections.
3. Receiving customer complaints in the event of a sudden cut in the water supply, in coordination with the competent departments in the Corporation.
4. Testing pumping stations, water reservoirs and towers, and delivery and distribution networks.

Article 22

The Section of Water Control shall be specialised in ensuring the distribution of water, in particular the following:

1. Monitoring and coordinating with water production plants regarding the State's water needs.
 2. Controlling pumping stations and water reservoirs and monitoring distribution networks to ensure a continuous water supply to all customers in the State.
 3. Maintaining the strategic water reserve.
 4. Supervising the implementation of the water emergency plan.
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Article 23

The Section of Water Laboratory shall be specialised in ensuring water quality, in particular the following:

1. Analysing water to ensure its suitability for human use and complying with local and international specifications and standards.
2. Periodically collecting water samples from production plants, pumping stations, water reservoirs and distribution networks, in accordance with adopted programmes and plans and local and international standards.
3. Receiving, following up and investigating customer complaints on water quality and preparing reports thereon.

Article 24

The Technical Affairs shall be comprised of the following administrative units:

1. Department of Electricity Projects.
2. Department of Water Projects.
3. Department of Supplies.
4. Section of Technical Services.

Article 25

The Department of Electricity Projects shall be specialised in the following:

1. Determining electrical projects and conducting economic feasibility studies thereon.
2. Making preliminary designs for projects, specifying quantities, issuing contractual documents and selling them to bidders.
3. Assessing and qualifying construction companies and manufacturers of materials and equipment necessary for projects.
4. Supervising the implementation of electrical projects and ensuring compliance with health procedures and safety systems.
5. Developing and updating a database for electricity projects.

[Article 26 \(Amended By Cabinet Decision 42/2011\)](#)

The Department of Water Projects shall be specialised in the following:

1. Determining water projects and conducting economic feasibility studies thereon them.
2. Making preliminary designs for projects, specifying quantities, and issuing contractual documents and selling them to bidders.
3. Assessing and qualifying construction companies and manufacturers of materials and equipment necessary for projects.
4. Supervising the implementation of water projects and ensuring compliance with health procedures and safety systems.
5. Developing and updating a database for water projects.
6. Implementing construction projects of buildings and facilities for the Corporation, and projects of restoration, rehabilitation and maintenance thereof.

[Article 27 \(Amended By Cabinet Decision 42/2011\)](#)

The Department of Supplies shall be specialised in providing the necessary machinery, equipment, appliances and operating requirements, in particular the following:

1. Determining equipment, machinery, supplies and operating requirements, in coordination with the competent departments.
2. Setting technical specifications and standards for equipment, machinery, supplies and operating requirements.
3. Deleted.
4. Receiving equipment and supplies that conform to the prescribed specifications.

5. Providing stores with scientific information for the operation, maintenance and classification of equipment, machinery and supplies.
6. Purchasing and bidding according to the applicable rules and regulations in the State.

[Article 28](#) Cancelled ([Repealed By Cabinet Decision 42/2011](#))

[Article 29](#) ([Amended By Cabinet Decision 42/2011](#))

The Department of Customer Services shall be specialised in the following:

1. Ensuring the continuity of the national electricity and water supply.
2. Ensuring the proper and profitable use of resources.
3. Improving performance and taking all measures related to dealing with customers and responding to their complaints and communications.
4. Identifying future needs of customer service and conducting studies and surveys to ensure its development.
5. Ensuring the application of high-quality customer service through monitoring services and activities related to customers.
6. Coordinating with various administrative units to improve the services provided by the Corporation.
7. Deleted.
8. Implementing and monitoring the application of procedures related to electricity and water supply.
9. Qualifying supply contractors, issuing their licences, and detecting the internal wiring systems of buildings and establishments.
10. Issuing licences for electricity and water supply to buildings and establishments in coordination with the competent bodies in the State.

Article 30

The Department of Health, Safety and Environment shall be specialised in the following:

1. Setting Corporation policy and developing standards and specifications for health, safety, fire fighting, water quality and the environment.
2. Developing and implementing comprehensive programmes in the field of occupational safety and health, public safety, water quality, hazardous waste, environmental health and fire safety, and developing preventive programmes to determine and reduce risks.
3. Applying standards and specifications published by local governmental bodies on health, safety, water quality and the environment through the development and implementation of audits, examinations and monitoring programmes.
4. Monitoring substances and elements that affect water quality during its storage and delivery in coordination with the concerned administrative units and the relevant bodies, providing technical support and monitoring, and contributing to the development of a water laboratory.
5. Issuing licences for the Corporation's importation and use of chemical substances, and setting the controls for the disposal thereof in coordination with the competent bodies.
6. Monitoring the application of occupational safety and health rules and reducing the risks to the Corporation's electricity and water facilities, staff and contractors.
7. Maintaining and developing emergency plans for health, safety, fire fighting, water quality and the environment in coordination with the competent administrative units.
8. Issuing environmental licences for the Corporation's projects in coordination with the competent bodies in the State.

[Article 31](#) ([Amended By Cabinet Decision 42/2011](#))

The Common Services Affairs shall be comprised of the following administrative units:

1. Department of Human Resources.
2. Department of Financial Affairs.
3. Department of Information Systems.
4. Department of General Services.

[Article 32 \(Amended By Cabinet Decision 42/2011\)](#)

<p>The Department of Human Resources shall be specialised in the following:</p> <ol style="list-style-type: none">1. Implementing the laws, regulations and rules relating to personnel affairs.2. Determining the needs of the Corporation's functions and employees, in coordination with the various administrative units.3. Preparing draft descriptions, classifications and arrangements of the Corporation's functions and following up the implementation and development thereof.4. Preparing a budget allocation draft of the First Chapter in coordination with the Department of Financial Affairs.5. Implementing procedures for staff performance evaluations.6. Implementing procedures for staff transfer, delegation and secondment.7. Studying staff leave entitlement in accordance with the law.8. Preparing studies of the functional structure of the Corporation and providing the necessary proposals for the development of the administrative organisation.9. Identifying and implementing the Corporation's staff training needs in coordination with the various administrative units, and assessing the benefits thereof.10. Developing and updating the Corporation's staff affairs database.11. Implementing the necessary procedures for the allocation of government housing and furniture allowances for the Corporation's staff, in coordination with the competent bodies.12. Implementing all procedures relating to visas and residence permits for the Corporation's non-Qatari staff.
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[Article 33 \(Amended By Cabinet Decision 42/2011\)](#)

<p>The Department of Financial Affairs shall be specialised in the following:</p> <ol style="list-style-type: none">1. Implementing the financial and administrative laws, rules and regulations related to the Corporation's work.2. Preparing the Corporation's draft annual budget and final account in coordination with the concerned administrative units.3. Deleted.4. Supervising the implementation of appropriations and auditing the income and expense accounts.5. Deleted6. Deleted.7. Preparing vouchers and all other financial transactions.8. Deleted.9. Collecting fees for services provided by the Corporation.10. Deleted.
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Article 34

<p>The Department of Information Systems shall be specialised in the following:</p> <ol style="list-style-type: none">1. Preparing plans and policies for the use of computers in the Corporation's activities and following up the implementation thereof.2. Programming, saving, retrieving and developing the information systems and data necessary for the Corporation's activities.3. Providing and maintaining the hardware, software and electronic networks necessary for the Corporation's automated systems work in coordination with the concerned administrative units.4. Designing, operating and managing the Corporation's information databases.5. Providing technical support to electronic networks users in the Corporation and training them on the use of systems, programmes, computers and accessories.6. Creating, following up, and updating the Corporation's website on the Internet.
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[Article 35 \(Amended By Cabinet Decision 42/2011\)](#)

<p>The Department of General Services shall be specialised in the following:</p>
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1. Providing and maintaining means of transport, machinery and equipment, providing fuel and ensuring their optimal and proper use.
2. Providing necessary vehicles and spare parts, in coordination with the competent units.
3. Providing, allocating and maintaining the Corporation's administrative buildings.
4. Providing office services and furniture to the Corporation's buildings.
5. Ensuring safety and security in the Corporation's buildings, establishments and facilities.
6. Implementing security and safety systems in the Corporation's establishments, workshops, buildings and facilities.
7. Providing comprehensive safety services for the protection of the Corporation's property.
8. Supervising hygiene works in the Corporation's buildings.
9. Receiving, classifying and recording incoming and outgoing mail.
10. Organising the Corporation's archive and saving documents according to the latest methods.
11. Supervising workers and cleaners and deploying them to the Corporation's regulatory divisions.

Article 36

The President shall represent the Corporation before the courts and in its relations with others

Article 37

The financial resources of the Corporation shall be derived from:

1. Financial appropriations allocated by the State.
2. Other resources approved by the Council of Ministers upon the proposal of the Minister.

Article 38

1. The Minister of Economy and Finance may appoint one or more auditors who shall have the right to access the Corporation's books, records and documents at any time, to request any data deemed necessary for the proper performance of their duties, and to check the Corporation's assets and liabilities.
1. Where the auditor is unable to exercise these rights, he shall submit a report to the Minister of Economy and Finance.

Article 39

The Minister may at any time request the Corporation to submit reports or information on its technical, financial and administrative condition or on any aspect relating to its activities.

Article 40

The President shall issue a decision to determine the competencies of his Office.

Article 41

1.

The Council of Ministers, upon a proposal of the Minister, may assign the competencies of the administrative units, and may decide to amend the organisation of the administrative units which comprise the Corporation in any manner it deems appropriate.
1.

The divisions of the administrative units which comprise the Corporation may be created, merged or cancelled according to the public's best interests, and the competencies thereof may be assigned or amended by a decision of the Minister upon the proposal of the President. The Minister's decision shall take effect after being adopted by the Council of Ministers.

Article 42

The Minister shall, upon the proposal of the President, issue the necessary decisions and regulations to implement the provisions of this Resolution.

Article 43

All competent authorities, each within their jurisdiction, shall enforce this Resolution from the date of its publication in the *Official Gazette*.