



Electricity Generation Company (Malawi) Ltd



# ACCESS TO INFORMATION MANUAL



# egenco

Electricity Generation Company (Malawi) Ltd





# **ACCESS TO INFORMATION MANUAL**

**DECEMBER 2023**

# Table of Contents

<b>VISION.....</b>	<b>5</b>
<b>MISSION.....</b>	<b>5</b>
<b>MOTTO.....</b>	<b>5</b>
<b>INTRODUCTION.....</b>	<b>6</b>
<b>OPERATING PRINCIPLES (STEP II C).....</b>	<b>7</b>
<b>ACCESS TO INFORMATION ACT OF 2017.....</b>	<b>7</b>
<b>OBJECTIVE OF THE INFORMATION MANUAL.....</b>	<b>7</b>
<b>MANDATE.....</b>	<b>7</b>
<b>ORGANISATION STRUCTURE.....</b>	<b>8</b>
• Chief Executive Officers' (CEO) Office.....	10
• Operations.....	10
• Planning and Development Division.....	10
• Finance Division.....	10
• Human Resources Development Division.....	11
• Corporate Services Division.....	11
<b>INFORMATION FOR DISCLOSURE.....</b>	<b>12</b>
• Act & Regulations:.....	12
• Guidelines & Policies:.....	13
• Work Forms:.....	13
• Reports:.....	13
• Contracts and Memoranda of Understanding (MOU).....	13
• Names and Contacts of Information Officers:.....	13
<b>INFORMATION MANAGEMENT.....</b>	<b>15</b>
<b>TIMEFRAME.....</b>	<b>16</b>
<b>Complaints handling and feedback.....</b>	<b>19</b>
<b>Appendix.....</b>	<b>20</b>

# •VISION •MISSION •MOTTO



## **VISION**

To create a better tomorrow  
for Malawi through leadership  
in power generation.



## **MISSION**

To generate reliable and diversified  
power for generations by leveraging  
our diversity and innovative spirit  
through inspired staff driven by  
excellence.



## **MOTTO**

Generating power for generations

# INTRODUCTION

Electricity Generation Company (Malawi) Limited (EGENCO) is a public company mandated to generate electricity in Malawi. It was incorporated on 9th September 2016 under the Companies Act (Cap 46:03) and started its operations on 1st January 2017.

EGENCO is implementing programmes and activities to comply with requirements of the Access to Information Act of 2017 (ATIA). Among other things, EGENCO appointed an Information Officer and established various platforms for proactively sharing information with the public.

This Information Manual seeks to provide a platform for easy access of EGENCO information by the public. The manual highlights information that Information Seekers may request from the company.

It further provides processes and procedures for accessing and disseminating information as per the requirements of ATIA.





## **OPERATING PRINCIPLES (STEP II C)**

- a. Safety, health and quality conscious
- b. Teamwork
- c. Equal opportunity
- d. Professionalism
- e. Integrity
- f. Innovation
- g. Customer and stakeholder-centeredness

## **ACCESS TO INFORMATION ACT OF 2017**

The Access to Information Act of 2017 was promulgated to establish an enabling framework that facilitates the exercise of citizens' entitlement to access information maintained by public entities in Malawi. The Act prescribes the requisite processes and procedures for seeking information and also addresses ancillary matters related thereto.

In accordance with Section 16 of the Act, public bodies are mandated to formulate and implement information manuals to facilitate information access. It is in line with this obligation that EGENCO has developed this manual for the benefit of the public, and to provide a means for them to get accessible information from the institution according to the Act.

## **OBJECTIVE OF THE INFORMATION MANUAL**

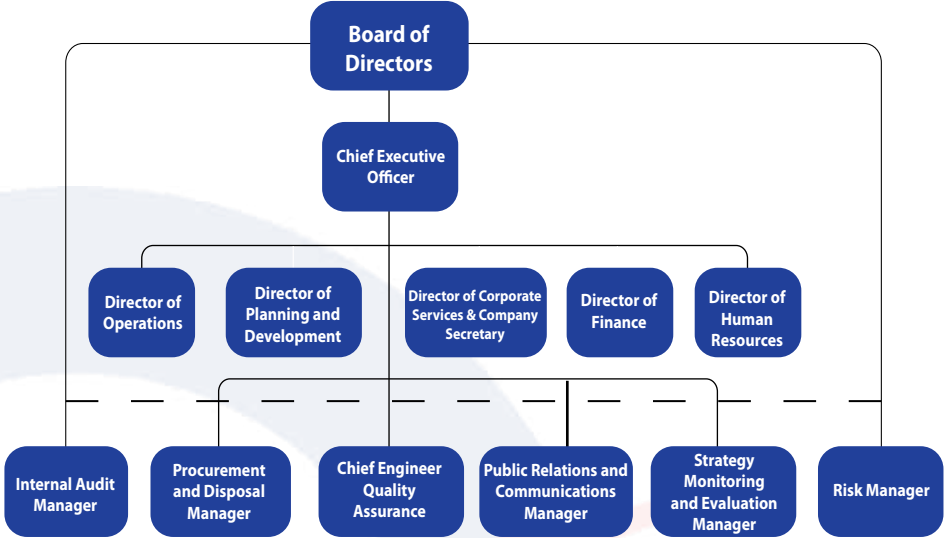
To provide a platform for easy access of EGENCO information by the public in line with provisions of the Access to Information Act of 2017.

## **OUR MANDATE**

EGENCO is mandated to generate and sell electricity. Presently, EGENCO operates four hydro Power Stations namely: Nkula (135.1MW), Tedzani (121.1MW), Kapichira (129.6MW), and Wovwe (4.35MW) all adding up to 390.15MW. The Company also operates thermal diesel power plants across the country in Mzuzu (Luwinga 6MW), Lilongwe (Kanengo 20MW, Lilongwe A 5.4MW) and Blantyre (Mapanga 20MW) with an overall of 51.4MW. EGENCO also operates a hybrid off-grid power system comprising 1.824MW thermal diesel power plants and 1.3MW solar photovoltaic power plants at Likoma and Chizumulu Islands. EGENCO has a total installed generation capacity of 441.55MW connected to the national grid and 3.124MW distributed generation.

# OUR ORGANISATION STRUCTURE

EGENCO has the following structure that guides its mandate and operations;







# Chief Executive Officers' (CEO) Office



Eng. Dr. Maxon Chitawo  
**ACTING CHIEF EXECUTIVE OFFICER**

The main role of office of the CEO is to provide leadership direction towards the organisation's pursuit of its long term Strategic goals and objectives. The CEO's Office comprises of six departments namely: Public Relations and Communications, Risk Management, Procurement and Disposal, Monitoring and Evaluation, Quality Assurance and Safety, and Internal Audit Departments.

## Operations

Operations Division's mandate is to operate and maintain power generation facilities. The Division is composed of seven (7) departments as follows: Nkula Hydropower Station, Tedzani Hydropower Station, Kapichira Hydropower Station, Wovwe Hydropower Station, Peaking Plants & Technical Services, Environmental Management, Generation Control & Power Trading (GC&PT).

## Planning and Development Division

Planning and Development Division is responsible for the whole process of identifying business opportunities and implementing capital projects including project planning, detailed configuration management, procurement processing and implementation through contracts, and project management up to commissioning.

The Division comprises the following departments; Business Development, Projects Planning and Projects Development.

## Finance Division

The Finance Division provides financial stewardship. The division plays the role of a business partner in decision making at strategic, tactical and operational level. Finance division also ensures that the Power Purchase Agreement the Company signed with the Single Buyer is fully implemented in line with the terms. The division has three departments namely; Revenue and Expenditure, Projects and Management Accounting, and Stores.




## **Human Resources Development Division**

The Human Resource Division is tasked with the responsibility of managing human resource. It champions the company's values and goals, whilst ensuring optimal utilization and motivation of all members of staff. The division has the following departments Human Resources Operations, Training and Development, Gender and Social Inclusion.

## **Corporate Services Division**

The Directorate of Corporate Services offers corporate support services to the organisation's pursuit of achieving its long term Strategic Business Plans. The Division comprises three Departments namely; Legal and Regulatory Compliance, Administration, and Information and Communication Technology.



# INFORMATION FOR DISCLOSURE

This section provides categories of information that the public can access from EGENCO in accordance with the ATIA

## **ACT & REGULATIONS:**

- 10.1.1. Electricity (Amendment) Act 2016;
- 10.1.2. Energy Regulation Act
- 10.1.3. Public Private Partnership Act
- 10.1.4. Public Finance Management Act.
- 10.1.5. Public Audit Act.
- 10.1.6. Public Procurement and Disposal of Public Assets Act.
- 10.1.7. Water Resources Act
- 10.1.8. Grid Code
- 10.1.9. Market Rules
- 10.1.10. Occupation Health and Safety Act
- 10.1.11. Taxation Act
- 10.1.12. Rural Electrification Act
- 10.1.13. Energy Regulations By-laws
- 10.1.14. Land Act
- 10.1.15. Employment (Amendment) Act, 2021 (Act No. 17 of 2021)
- 10.1.16. Companies Act, 2013 (Act No. 15 of 2013)
- 10.1.17. Electronic Transactions and Cyber Security Act, 2017
- 10.1.18. Financial Crimes Act, 2017
- 10.1.19. Taxation (Amendment) Act, 2021 (Act No. 4 of 2021)
- 10.1.20. Insurance Act, 2014
- 10.1.21. Labour Relations Act, 1996 (Act No. 16 of 1996)
- 10.1.22. Pension Act, 2014
- 10.1.23. Insurance Act, 2018
- 10.1.24. Access to Information, 2017 (Act No. 13 of 2017)
- 10.1.25. Value Added Tax Act, 2005 (Act No. 7 of 2005)
- 10.1.26. Environmental Management Act, 2017 (Act N



## **GUIDELINES & POLICIES:**

- 10.2.1. Communications Policy
- 10.2.2. Fraud and Corruption Prevention Policy
- 10.2.3. Strategic Plan
- 10.2.4. Disciplinary Policy
- 10.2.5. Recruitment and Selection
- 10.2.6. Promotion Policy
- 10.2.7. Training Policy
- 10.2.8. HIV & AIDS Workplace Policy
- 10.2.9. Gender & Social Inclusion and Anti Sexual Harassment Policy
- 10.2.10. Funeral, Welfare Policy
- 10.2.11. Creativity and Innovation Policy
- 10.2.12. ICT Policy
- 10.2.13. Retrenchment Policy
- 10.2.14. Leave Administration Policy
- 10.2.15. Operation and Maintenance Manuals
- 10.2.16. Emergency Handling Procedures
- 10.2.17. Safety Manual
- 10.2.18. Vehicle Hiring Procedures
- 10.2.19. Enterprise Risk Management Policy Framework
- 10.2.20. Business Continuity Management System
- 10.2.21. Risk Appetite Statement
- 10.2.22. Procurement and Disposal Policy
- 10.2.23. Office and Equipment Policy
- 10.2.24. Work Forms

## **WORK FORMS:**

- 10.3.1. Electrical Permit to Work
- 10.3.2. Electrical Limitation of Access
- 10.3.3. Mechanical Permit to Work
- 10.3.4. Sanction for Test
- 10.3.5. Work at Heights Permit to Work
- 10.3.6. Excavation Works Permit to Work
- 10.3.7. Hot Works Permit
- 10.3.8. ATIA Form 1: Request for Access to Information
- 10.3.9. ATIA Form 5: Request for Internal Review of a Decision

## **REPORTS:**

- 10.4.1. Annual Report
- 10.4.2. Annual Access to Information Implementation Report
- 10.4.3. Audited Financial Statements

## **CONTRACTS AND MEMORANDA OF UNDERSTANDING (MOU)**

- 10.5.1. Non consultancy services
- 10.5.2. Works Contracts
- 10.5.3. Consultancies
- 10.5.4. Supply of goods
- 10.5.5. Commercial Contracts/Agreements

## **NAMES AND CONTACTS OF INFORMATION OFFICERS:**

Moses Gwaza Cell: +265 995 66 22 36,  
Email: [egenco@egenco.mw](mailto:egenco@egenco.mw); [info@egenco.mw](mailto:info@egenco.mw)

# INFORMATION MANAGEMENT



[www.egenco.mw](http://www.egenco.mw)





## **INFORMATION MANAGEMENT**

EGENCO has various platforms for managing and proactively providing information to its stakeholders and the public. Recognizing the critical role of technology, the Company is digitizing all its information to facilitate easy access. EGENCO has an active website and various social media platforms (Facebook, X, YouTube, Linked-in) where information is made available to the public.

The company has a Communications Policy that encourages active provision of information to stakeholders in a manner that is clear, accurate and timely. Such information is communicated in an ethical manner and in accordance with the relevant applicable laws, regulations and best practice for information management.


Physical documents are also available at various work stations and are accessible upon request through the Information Officer as per the provisions of the Access to Information ACT.



## **TIMEFRAME**

**EGENCO shall acknowledge receipt of the request for information in writing within five (5) working days.**

- EGENCO shall communicate a decision to grant or refuse access to information to an Information Seeker within 15 working days from the date that the request for information was received.
- Where further details are required for identification or location of the required information, EGENCO shall inform the Information Seeker within Seven (7) days after receipt of the request to provide the details.
- Once access to information is granted, the Information Seeker will access such information within thirty (30) days after receipt of the request for information.
- Where third party information is sought, EGENCO shall seek written consent from the third party within Ten (10) working days from the date of receipt of the request.
- For information request(s) that relates to damaged, untraceable, or non-existent information, EGENCO shall notify the Information Seeker within Five (5) days of the establishing the non-availability of the information.

- 
- In the event that the Information Seeker is dissatisfied with the decision on the information request, S/he may appeal to the Information Officer against the decision.
  - The information officer shall within Five (5) working days after receipt of the request for internal review, submit to the CEO the request for internal review, the information that is the subject of the review and the reasons for the decision made.
  - The CEO shall inform in writing the aggrieved Information Seeker of the submission of the appeal documents within Five (5) working days from the date of receipt of application for internal review.
  - EGENCO shall conduct the internal review process within 21 days from the date the Information Seeker presented the request for review.

A young Black man wearing a white hard hat with a blue 'C' logo and a red high-visibility work shirt with reflective silver stripes is smiling at the camera. He is sitting at a desk in a server room, with his hands on a laptop keyboard. In the background, there are rows of server racks with blue and green cables hanging from them. The text 'COMPLAINTS HANDLING AND FEEDBACK' is overlaid in red on the right side of the image.

## **COMPLAINTS HANDLING AND FEEDBACK**

## COMPLAINTS HANDLING AND FEEDBACK

To submit complaints and feedback regarding requests for information, the public may contact **EGENCO** on the following contacts;



The Chief Executive Officer,  
Electricity Generation  
Company (Malawi) Limited



P O Box 1567  
Blantyre, Malawi.



Telephone: +265 1 836 000,



Email: [egenco@egenco.mw](mailto:egenco@egenco.mw);



website: [www.egenco.mw](http://www.egenco.mw)

Alternatively, members of the general public may visit EGENCO Head Office located at No.7 Victoria Avenue, Chayamba Building Blantyre, Malawi.

EGENCO maintains an active website and social media platforms where the public may submit complaints, feedback and requests for information electronically.

Members of the general public may also contact relevant offices such as the Malawi Human Rights Commission (MHRC), the Office of the Ombudsman, the Anti-Corruption Bureau, Malawi Energy Regulatory Authority (MERA) and others as the case may be.

# APPENDIX

## SECOND SCHEDULE (reg. 11)

### FORM 1

#### REQUEST FOR ACCESS TO INFORMATION

#### PART A \_\_PARTICULARS OF INFORMATION HOLDER

Name of the institution/ information holder.....

Address of the institution/ information holder.....

Location (District/Town/City/TA/Village.....

#### PART B \_\_PARTICULARS OF INFORMATION SEEKER

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal address.....

Physical address.....

Telephone number.....

Email address.....

#### PART C \_\_PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE

(To be completed if request is being made on behalf of another person) Particulars of person on whose behalf the request is made (Please attach any documentation that indicates that you are authorized to act for the other person)

Name: .....

Address: .....

.....

Identity Number:.....



## **PART D\_\_PARTICULARS OF INFORMATION BEING SOUGHT**

Provide details about the nature of information being sought and justification. Include relevant details that can help in retrieving the information, such as source, author, date of publication, etc.

.....

.....

.....

Explain the purpose for which you seek this information and why it is important that the information should be provided to you.

.....

.....

.....

## **PART E\_\_FORMAT OF INFORMATION BEING REQUESTED**

State the format in which you want to access the information, e.g. print, electronic etc.

1. Normal print version (.....)
2. Braille print version (.....)
3. Other (state other preferred format).....

Signed at.....this.....day of.....20.....

Signature of the information seeker.....

**FORM 2 (regs. 13)**  
**RESPONSE TO REQUEST FOR INFORMATION GRANT OF ACCESS /PARTIAL**  
**DISCLOSURE / REFUSAL**  
**PARTICULARS OF INSTITUTION/INFORMATION HOLDER**

Name of institution/information holder:.....

Address:.....

Phone Number:.....

Email:.....

Date:.....

**PARTICULARS OF INFORMATION SEEKER**

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal address.....

Physical address.....

Telephone number.....

Email address.....

**RESPONSE**

Reference is made to your request for information concerning.....

which was made on .....The request is granted/partially  
granted/refused.

**REASONS**

.....  
.....  
.....



Attachments:.....

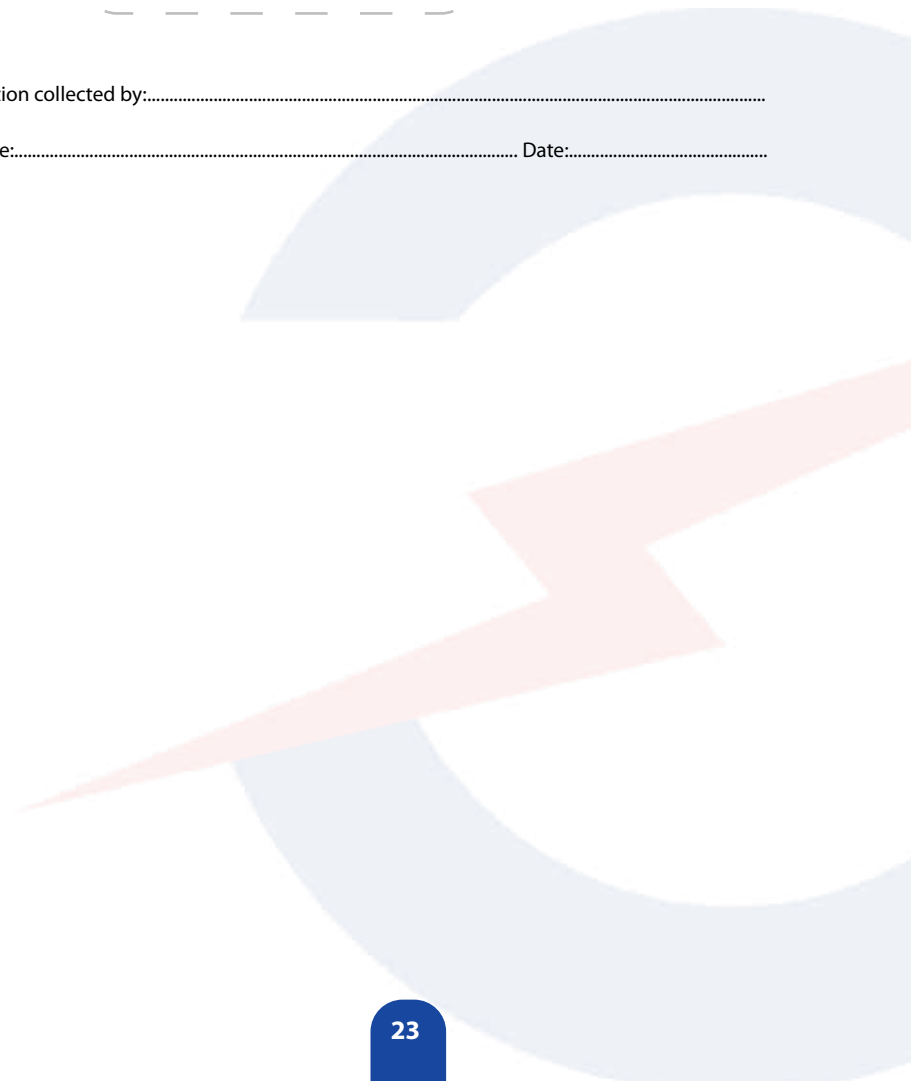
Name of Information Officer:.....

Signature:.....



Information collected by:.....

Signature:..... Date:.....



**FORM 3 (reg. 15)**

**DISCLOSURE OF INFORMATION TO A THIRD PARTY**

**PART A \_ PARTICULARS OF THE THIRD PARTY (NAME AND ADDRESS)**

.....  
.....  
We are in receipt of a request for information from the person whose particulars are contained below.

The person has requested for the following information

.....  
.....

***Section 20 of the Access to Information Act requires that where the requested information might be confidential or affect business interests of a third party, the third party must be notified of the request. You are therefore requested to indicate, within ten (10) working days from the date of this notice, if you have any objection to the disclosure of the requested information. Should you have any reservations to this disclosure, please provide your justification.***

Below are the details of the person who has requested for the information.

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal address.....

Physical address.....

Telephone number.....

Email address.....

Kindly take note that failure to respond to this notice within the prescribed period will result in disclosure of the requested information to the information seeker.

Name: ..... Signed:.....

INFORMATION OFFICER: ..... Date: .....

**FORM 4 (reg. 20)**

**TRANSFER OF REQUEST FOR INFORMATION TO ANOTHER  
INFORMATION HOLDER**

**PART A\_\_PARTICULARS OF INFORMATION HOLDER**

Name of the institution/information holder.....

Address of institution/information holder.....

Location (District/Town/City/TA/Village.....

**PART B\_\_PARTICULARS OF INFORMATION SEEKER**

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal address.....

Physical address.....

Telephone number.....

Email address.....

**PART C**

Further to the information request you submitted on .....we wish to direct

you to..... who will provide you with information

on..... Signed Name: .....

Signed: INFORMATION OFFICER.....Date: .....

**FORM 5 (reg. 23)**

**REQUEST FOR INTERNAL REVIEW OF A DECISION**

**PART A PARTICULARS OF INSTITUTION/INFORMATION HOLDER  
WHOSE DECISION IS SUBJECT OF THIS REQUEST**

Name of institution/information holder.....

Address of institution/information holder.....

Location (District/Town/City/).....

Email Address.....

Telephone.....

**PART B PARTICULARS OF THE INFORMATION SEEKER**

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal address.....

Physical address.....

Telephone number.....

Email address.....

**PART C PARTICULARS OF PERSON ON WHOSE BEHALF  
THE REQUEST IS MADE**

(To be completed if a request is submitted on behalf of another person) Particulars of person on whose behalf the request is made

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal address.....

Physical address.....

Telephone number.....

Email address.....



Reason(s) for representing the information seeker

.....

.....

.....

## **PART D\_\_SUMMARY OF REQUEST**

(Provide a summary of your request for information and why the information should be provided to you. Give reasons why you disagree with the decision of the information officer)

.....

.....

.....

## **PART E\_\_TYPE OF ASSISTANCE REQUESTED**

(Describe the type of assistance that you are looking for from the Head of the Institution to whom the request for information was addressed)

.....

.....

.....

Signed at.....this.....day of .....20.....

Signature of the information seeker.....

## **Attach copies of the following documents if available\_\_**

1. The request for information Form
2. The information officer's response to the request for access to information

**FORM 6 (reg. 25)**

**REQUEST FOR EXTERNAL REVIEW OF DECISION OF INFORMATION  
HOLDER**

**PART A \_\_ PARTICULARS OF THE INSTITUTION WHOSE DECISION IS  
SUBJECT OF THIS REQUEST**

Name of the institution.....

Address of the institution.....

Location (District/Town/City/TA/Village.....

Email Address.....

Telephone.....

**14th January, 2021 17**

**PART B \_\_ PARTICULARS OF THE COMPLAINANT**

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal address.....

Physical address.....

Telephone number.....

Email address.....

**PART C \_\_ PARTICULARS OF PERSON ON WHOSE BEHALF THE  
REQUEST IS MADE**

(To be completed when a complaint is submitted on behalf of another person)

Full Name:.....

Date of birth..... Sex.....

National ID Number .....

Postal address.....

Physical address.....

Telephone number.....

Email address.....

Capacity in which the request is made: .....

## **PART D\_\_EXHAUSTION OF INTERNAL REVIEW MECHANISM**

(Please state the steps taken to resolve the matter with the information holder and the final decision made by the information holder)

.....

.....

.....

## **PART E\_\_NATURE OF THE COMPLAINT (PLEASE CIRCLE OR TICK WHICHEVER IS APPLICABLE)**

The complaint relates to\_\_

1. Refusal of access to information by the information holder
2. Unreasonable fees payable
3. Failure to comply with set time limits by the information holder
4. Any other matter relating to a request for information (Please specify)

.....

.....

## **PART F\_\_SUMMARY OF REQUEST**

(Provide a summary of your complaint and describe the action or events that prompted you to complain. Please indicate, where possible, name of the file or document and dates relevant to the complaint including date when the information was requested and date when the response was received)

.....

.....

## **PART G\_\_TYPE OF ASSISTANCE REQUESTED**

(Describe the type of assistance sought from the Commission)

.....

.....

.....


Signed at.....this.....day of..... year.....

Signature of complainant.....

An aerial photograph of a hydropower station nestled in a lush, hilly landscape. The main building has a bright green roof and is situated next to a river. A smaller building with a similar green roof is in the foreground. In the background, a bridge spans the river, and a tall communication tower is visible on a distant hill. The word "KAPI" is overlaid in large white letters on the right side of the image.

# KAPI

# CHIRA

An aerial photograph of a large, cylindrical concrete water tower in the foreground, partially filled with dark water. The tower is situated in a dry, hilly landscape with sparse, brownish-green vegetation. In the background, a rocky riverbed with some standing water is visible, surrounded by more trees and shrubs. The sky is a pale blue with some light clouds. The word "CHIRA" is overlaid in large, white, bold, sans-serif capital letters on the left side of the image.





# CONTACTS

Electricity Generation Company (Malawi) Limited  
No.7 Victoria Avenue  
Chayamba Building

P O Box 1567, Blantyre,  
Malawi.

Tel +265 1 836 000  
Fax +265 1 827 082

Email [egenco@egenco.mw](mailto:egenco@egenco.mw)

Website [www.egenco.mw](http://www.egenco.mw)

Facebook [www.facebook.com/EGENCOMW/](https://www.facebook.com/EGENCOMW/)

Twitter [@EgencoMW](https://twitter.com/EgencoMW)

<https://www.linkedin.com/company/electricity-generation-company-malawi-ltd-egenco>

**Layout and Printing by Hartfield Investments**

**P.O. Box 30718**

**Chichiri, Blantyre 3**

**Cell: 0999 931 700**