Transportation & Infrastructure Planning Department —Planning Implementation Section

Assess application for excavation permit (RO)

Procedural steps TIPD-01		
Processed by	**Process**	**Location**
Receptionist	Receive and verify application and supporting documents Enter all information within the system (incomplete application needs to be resubmitted)	Reception
Section Head	(Application goes to the Head of Planning Implementation section via predefined workflow of the system and Head of department is notified) Reviews the request and assigns relevant engineer to process the application	Planning Implementation Section
Relevant engineer	Studies the application and provides feedback	Planning Implementation Section
Section Head	Validates the feedback and forwards it to Reception staff	Planning Implementation Section
Receptionist	Hand overs recommendation to applicant and closes request in the system and updates the system as "completed"	Reception
Process duration		**1 Day**