# Transportation & Infrastructure Planning Department – Infrastructure Planning  Section

## Application for connect and remove services

| Procedural steps TIPD-07 | | |
|---|---|---|
| **Processed by** | **Process** | **Location** |
| Receptionist | Receives queries via phone, official memo or personal visit<br>Enter all information within the system<br>(incomplete application needs to be resubmitted) | Reception |
| Section Head | (Application goes to the Head of  Infrastructure Planning Section via predefined workflow of the system to process the request and Head of Department is notified)<br>Reviews the request and assigns relevant staff  to process the application | Infrastructure Planning Section |
| Relevant staff | Studies the application, provide input and request information from Asghal or relevant service entities for feedback if required | Infrastructure Planning Section |
| Section Head | Validates the reply and Reception staff is informed accordingly | Infrastructure Planning Section |
| Receptionist | Submits feedback to the applicant, closes the request in the system and updates the status as "completed" | Reception |
| | **Process duration** | **3 Days** |