

Transportation & Infrastructure Planning Department – Transportation & Traffic Planning Section

Providing information on entry & exit of land

Procedural steps TIPD-11		
Processed by	Process	Location
Receptionist	Receives queries via phone, official memo or personal visit Enter all information within the system (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) Reviews the request and assigns relevant engineer to process the application	Transportation & Traffic Planning Section
Relevant Engineer	Reviews application, provides feedback and prepare memo for Head of department validation	Transportation & Traffic Planning Section
Director	Validates the information and forwards to Reception staff accordingly	Transportation & Traffic Planning Section
Receptionist	Handover's information to the applicant, closes the request in the system and updates the status as "completed"	Reception
	Process duration	1 week