

Transportation & Infrastructure Planning Department –Planning Implementation Section

Application to provide services (water & Electricity) pathways

Procedural steps TIPD-02		
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, prepare demarcation form, define pathway and coordinate with relevant service entities	Planning Implementation Section
Relevant engineer	Receive feedback from service entities and validates it from Head of Section	Planning Implementation Section
Department Director	Validates the feedback and forwards the application to Land & Survey Department for demarcation	Transportation & Infrastructure Planning Department
Relevant engineer	Engineer closes the request in the system and updates the status as “completed”	Planning Implementation Section
	Process duration	1 Day