Transportation & Infrastructure Planning Department – Infrastructure Planning Section

Technical consultancy related to infrastructure

Procedural steps TIPD-05		
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 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**