



WATER AND SANITATION SERVICES **PESHAWAR**

STANDARD OPERATING PROCEDURE

INTRODUCTION:

- Standard operating procedure is written set, step-by-step instructions that describe how to perform a routine activity. Employees should complete them in the exact same way every time so that the business can remain consistent.
- Standard operating procedure helps in maintaining quality and efficiency for departments and organization such as customer service etc.
- Standard operating procedure provides a standard working tool that can be used to document routine quality system management and technical activities.
- A standard operating procedure should never be difficult to read or vaguely worded. It should be brief, easy to understand and contain actions steps that are simple follow. A good standard operating procedure should clearly outline the steps and inform the employee of any safety and quality concerns.
- As a part of SOP, whenever new employees are hired, they must be given hands on training before assigning them any task. They should also be updated every year to ensure they stay relevant to the current needs of the organization.

BENEFITS OF SOP

- The development and use of SOPs minimize variation and promotes quality through consistent implementation of a process or procedure within the organization, even if there are temporary or permanent personnel changes.
- SOPs can indicate compliance with organizational and governmental requirements
- SOP minimizes opportunities for miscommunication and can address safety concerns. When historical data are being evaluated for current use, SOPs can also be valuable for reconstructing project activities when no other references are available.
- SOPs are frequently used as checklists when auditing procedures. Benefits of a valid SOP are reduced work effort, along with improved comparability, credibility, and legal coverage.



WATER AND SANITATION SERVICES PESHAWAR



SCOPE OF DOCUMENT

The SOPs in this document cover only the below two important operational activities in the Water Supply domain of WSSP.

1. Registration of New Water Supply Connection

2. Water Supply Disconnection based on:

- a) Disconnection of Illegal Water Supply Connection
- b) Disconnection of Legal Water Supply Connection
- c) Disconnection of water supply connection of a Defaulter

STANDARD OPERATING PROCEDURE (SOP)

1. Registration of New Water Supply Connection



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STANDARD OPERATING PROCEDURE REGISTRATION OF NEW WATER SUPPLY CONNECTION	
Dated : 20-11-2018	Doc No.:001/WS
Prepared By: Engr. Farman (Manager Water & Supply) in Coordination with MIS Department	Rev.:01
Checked By: Engr. Ali-Ur-Rehman General Manager (Operations), WSSP	Approved By.: Engr. Khanzeb Khan Chief Executive Officer, WSSP

1.1. Purpose of SOP

The main purpose of SOP is to ensure that entire procedure for registration of new connection conforms to all regulations as well as Peshawar City requirement's so that safe drinking water is ensured throughout its distribution system.

1.2. Application of SOP

This procedure applies to all Peshawar City consumers and anyone else who may conduct work on or that may impact the water supply distribution system.

1.3. **Responsibility** : **Manager Customer Service**

1.4. **Reporting To** : **Zonal Manager**

1.5. **Supportive Role** : **Operations Wing**

1.6 **PROCEDURE:**

Manual Method By Visiting WSSP Head / Zonal Office:

- New Consumer will need to write an application for the new registration by mentioning type and size of connection.
- Upon written request/application of the consumer, the Manager Customer Care issues the Registration Form to the applicant.

Online Method:

- New Customer can visit WSSP Website (www.wssp.gkp.pk)
- Under the Services menu click on New Connection Request. A form will appear where the customer can provide the relevant information and upload relevant documents.
- New Customer can also download SAFA PEKHAWAR APP from Google Play Store.
- After logging into SAFA PEKHAWAR APP customer can find New Domestic connection in the left sidebar.
- A form will appear where the customer can provide the relevant information and upload relevant documents

General Steps:

- The Customer Care Department has to contact the consumer within two working days of the date the customer service section acknowledge application to arrange a site survey.
- At the site survey the WSSP water supply supervisor will discuss the job-specific details with consumer and agree where the connection will take place.
- The filled registration form along with the requisite documents as per checklist shall be submitted to the Manager Customer Services, who after verification shall provide invoice for new connection fee to be deposited in the designated Banks.
- The consumer will bear the expenditure incurring during formalization of connection including NOCs for road cut, shifting of utilities e.t.c.
- The Manager Customer Services after verification and site survey recommends the new water supply connection to the Zonal Manager for approval.
- Written direction by Water Supply Manager to the Field water supply supervisor will be issued for the provision of water supply connection within the time specified by Right to Services.
- All the precautions and safety measures must be taken during new connection process to the main distribution network.
- The connection pipe should be capped off with proper mechanical fittings and clear from any contamination.
- The Zonal Manager will intimate the Manager Billing pertaining to the newly added water connection to be included in the consumer data base and keep record in hard and soft.
- The Manager Billing opens a new customer account, updates the data base with the new information within 30 working days ready for billing.

1.7 Checklist of Documents:

- I. CNIC of owner/tenant
- II. Proof of ownership
- III. NOC from owner in case of tenant
- IV. Agreement Deed
- V. Site Plan of the building
- VI. Exempted all above documents, in case of additional connection



STANDARD OPERATING PROCEDURE DISCONNECTION OF WATER SUPPLY CONNECTION	
Dated: 20-11-2018	Doc No:002/WS
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2.0 Disconnection of Water Supply Connection

Based on below Disconnection Scenarios:

- I. Disconnection of Illegal Water Supply Connection (for unauthorized connection)
- II. Disconnection of Legal Water Supply Connection (for voluntary request)
- III. Disconnection of Defaulter (for surcharges already imposed)

2.1 PURPOSE

This SOP describes the procedure for disconnection of water supply connection as per mentioned scenarios:

- 2.2 **Responsibility** : **Manager Customer Service**
2.3 **Reporting To** : **Zonal Manager**
2.4 **Supportive Role** : **Operations Wing**

2.5 PROCEDURE

- **IDENTIFICATION OF DISSCONNECTION SCENARIO:**
 - I. **Illegal Connection:** Water supply inspector will identify the illegal connection in the field and will send report to Manager Customer Service to issue notices for registration/legalization within 10 days.
 - II. **Voluntary Request:** The consumer will submit an application to Manager Customer Service for water supply disconnection with valid reason.
 - III. **Defaulter:** Manager Billing and Collection will identify the defaulter and send the detail to Manager Customer Service to issue notices for arrears in the current water rate bill.
- After identification process, the disconnection process will start.
- The Manager Customer Service will send the details of disconnection to the Manager water supply.
- The Manager water supply will issue order for the disconnection to the water supply supervisor i.e. field staff after approval from Zonal Manager.
- All the precautions and safety measures must be taken during disconnection process to the main distribution network.
- The disconnected pipe and main distribution network should be capped off with proper mechanical fittings and clear from any contamination.
- The Manager Billing and collection will be informed by Manger Customer service for records updating.