

WATER AND SANITATION SERVICES PESHAWAR

SCOPE OF DOCUMENT

The Standard Operating Procedure (SoP) here covers only two important operational activities in water supply domain of WSSP.

1. Registration of a new water supply connection

2. Water supply disconnection based on:

- a) Disconnection of unregistered 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**
- 2. Disconnection of Water Supply Connection**

WATER AND SANITATION SERVICES PESHAWAR

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 SoPs

The main purpose of SoPs is to ensure that the entire procedure for registration of new connection conforms with all regulations as well as Peshawar City requirements to ensure provision of clean safe drinking water to consumers under its jurisdiction throughout its distribution system.

1.2. Application of SoP

This procedure applies to all consumers residing in urban union councils that lie under the administrative jurisdiction of WSSP 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:**

Visiting WSSP Head or Zonal Office:

- The new consumer will need to write a request/application for a new registration of water supply connection.
- Duly mentioning type and size of connection.
- After the request/application, manager Customers Care will issue a Registration Form to the applicant.

Online Method:

- The 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 to register for new connection.
- After logging into SAFA PEKHAWAR APP customers can find **New Domestic Connection** on the left sidebar.
- A form will appear, where the customer can provide relevant information and upload the required documents

General Steps:

- The Customer Care Department has to contact the consumer within two working days of the date the customer service section after acknowledging application and arrange a site survey.
- At the site survey the WSSP water supply supervisor will discuss the job-specific details with a 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 cost incurring during formalization of connection including NOCs for road cut, shifting of utilities etc.
- The Manager Customer Services after verification and site survey recommends the new water supply connection to zonal manager for approval.
- Manager Water Supply Manager shall issue written direction to field water supply supervisor for provision of water supply connection within the time frame specified under Right to Services Act.
- All the precautions and safety measures must be taken during the new connection process to prevent damage to the distribution network.
- The connection pipe shall be capped with proper mechanical fittings to prevent leakage/contamination.
- The zonal manager will intimate manager billing pertaining to the newly added water connection to be included in the consumer data base and keep record in hard and soft.
- 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

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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

- 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 an unregistered/illegal connection in the field and will send report to manager Customer Services to issue notices for registration/legalization within 10 days.
- II. **Voluntary Request:** The consumer will submit an application to manager Customer Services 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 Services will send the details of disconnection to manager Water Supply.
- 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.
- Manager Billing and Collection will be informed by manger Customer Services for record updating.