



# SOARING AGAIN IN REFORM

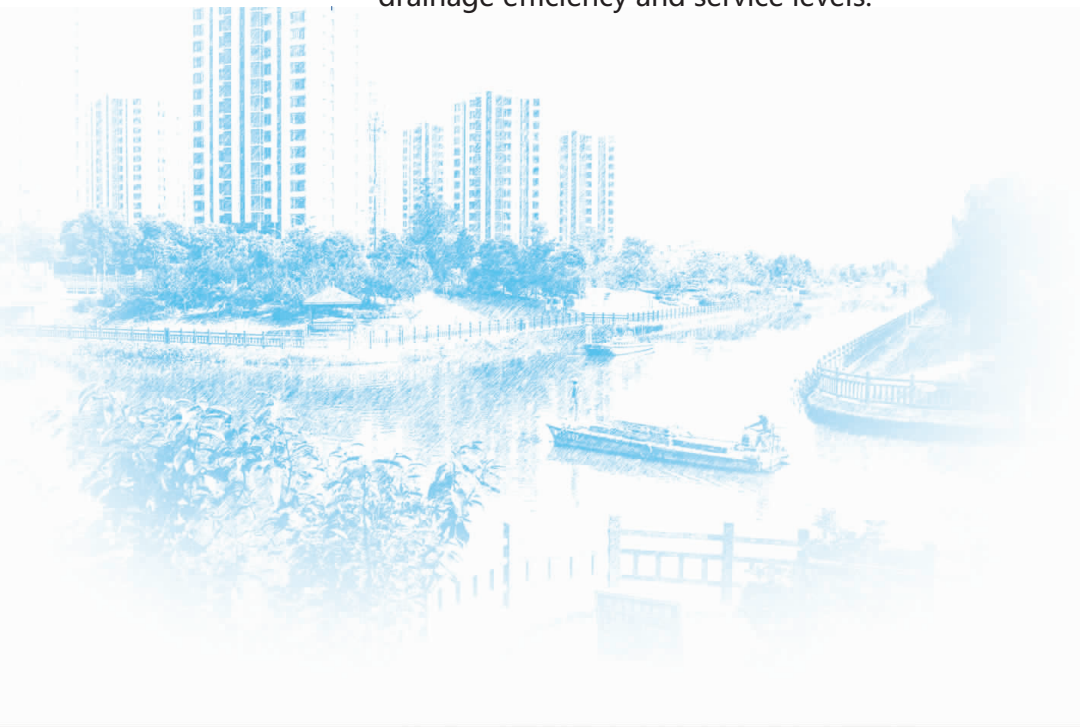
Shanghai Receive connection to water and sewage services Reform 2.0

SHANGHAI WATER AUTHORITY  
FEBRUARY 2019



## Significance

Starting from the point of improving user convenience and enlarging people's sense of gains, we have launched Water Supply and Drainage Access Reform Version 2.0 by further compressing time limits, optimizing procedures, and simplifying materials, to improve access to water supply and drainage efficiency and service levels.





## **Applicable objects**

**All construction projects and non-construction projects in the city applying for new installation and expansion of water supply and drainage connection.**

## One-stop Service Platform >>>>

Water supply application is processed in advance of the verification and issuance of construction permit.



Through the information sharing of the "Shanghai Construction Projects Joint Review and Sharing Platform", the application for water supply and drainage connection is pushed online after the construction permit is issued.

### Applicant

Consulting the water supply and drainage department through "the Joint Approval Platform of Shanghai Construction Projects"



the Joint Approval Platform of Shanghai Construction Projects



### Shanghai Water Authority

Proactively provide consulting services to users through "Shanghai Construction Projects Joint Review and Sharing Platform"

## Connection process A >>>>

### Projects without external pipelines

2 procedures within **4** working days

### Shanghai Water Authority

the site survey and scheme approval  
( within 2 working days )



Achieving water and drainage connection  
( within 2 working days )

## Connection process B >>>>

### Projects with external pipelines

2 procedures, the time limit for Shanghai Water Authority is **9** working days.



### Shanghai Water Authority

the site survey and scheme approval  
( within 4 working days )



Receive connection to water and sewage services  
( within 5 working days )



## Realize four "one" service >>>>



Relying on "One-stop Service Platform", covers all types of projects.

Reduce one procedure, from 3 to 2.

Just one piece of material: water supply and drainage connection application form.

One-stop service, the whole agent.



The Opinions on Further Optimizing the Business Environment to Deepen the Reform of Water Supply and Drainage Connection shall be implemented from February 1, 2019 and valid until January 31, 2024.

