

**Notice of the Shanghai Water Authority on Issuing *the Opinions on Further Optimizing the Business Environment and Deepening the Reform of Water Supply and Drainage Connection***

To all relevant units:

In order to further optimize the city's business environment for water supply and drainage connection, to improve efficiency and service levels, and to reduce time limits, the relevant business and department agrees to formulate *the Opinions on Further Optimizing the Business Environment and Deepening the Reform of Water Supply and Drainage Connection*, which combined with the actual situation of the city, according to the national and municipal requirements for optimizing the business environment and deepening the reform of the administrative examination and approval system. The opinion is now printed and issued to you for implementation. The original "Notice of the Shanghai Water Authority on issuing *the Opinions on Further Optimizing the Business Environment and Deepening the Reform of Water Supply and Drainage Connection*" (Hushuiwu [2018] No. 287) was abolished automatically.

This is hereby notified.

Shanghai Water Authority  
2019.1.30

# **The Opinions on Further Optimizing the Business Environment and Deepening the Reform of Water Supply and Drainage Connection**

In order to further optimize the city's business environment for water supply and drainage connection, to improve efficiency and service levels, and to reduce time limits, the relevant business and department agrees to develop this following opinion combined with the actual situation of the city, according to the national and municipal requirements for optimizing the business environment and deepening the reform of the administrative examination and approval system.

## **1. Guidelines**

In-depth implementation of the spirit of the 19th National Congress of the Communist Party of China, in accordance with General Secretary Xi Jinping's request for the increasing attraction, creativity, and competitiveness of Shanghai, and conscientiously implementation of the "Notice of the General Office of the State Council on Launching the Pilot Reform of the Approval System for Engineering Construction Projects" ( Guobanfa [2018] No.33) and the "Implementation Plan for Shanghai's Pilot Reform of the Approval System for Engineering Construction Projects" (Hufugui[2018] No.14), documents require a comprehensive comparison of the requirements of "trying to create a new highland for business environment". We will go all out to promote the reform of water supply and drainage connection. Starting from the point of improving user convenience and enlarging people's sense of gains, through further compressing time limits, optimizing procedures, and simplifying approval, we strengthen coordination and implement responsibilities, and effectively improve the efficiency and service levels of water supply and drainage connection, which makes a powerful support for further building an international, legislative and facilitative business environment.

## **2. Implemented Objects**

This opinion is applicable for all construction projects and non-construction projects in the city applying for new installation and expansion of water supply and drainage connection.

## **3. Work Objectives**

It shall not exceed 9 working days for Municipal Water Bureau sense the users apply for water supply and drainage connection.

It shall not exceed 4 working days for projects without external pipelines construction(NCEP project for short) , which includes the site survey and scheme approval (within 2 working days) and achieving water supply and drainage connection (within 2 working days).

It shall not exceed 9 working days for projects with external pipelines construction(CEP project for short) , which includes the site survey and scheme approval (within 4 working days) and achieving water supply and drainage connection (within 5 working days).

## **4. Main Tasks**

(1). Optimizing the proechures and further compressing the processing time

According to the “Notice of the General Office of the State Council on Launching the Pilot Reform of the Approval System for Engineering Construction Projects” (Guobanfa [2018] No.33), water supply application is processed in advance of the verification and issuance of construction permit. In the construction phase of the project, the relevant water supply and drainage connection facilities will be constructed simultaneously, and then the water supply and drainage connection will be directly handled. Through the information sharing of “the Joint Approval Platform of Shanghai Construction Projects” (JA Platform for short), the application for water supply and drainage connection is pushed online after the construction permit is issued.

(2). Relying on the JA Platform and further raising the processing efficiency

Relying on the JA Platform, the parallel approval of planning permission, greening permission, road excavation permission, road-occupation permission and so on through online and time-limited implementation shall be comprehensively realized. Through further improving processing efficiency, simplifying approval materials, and optimizing processes of various departments, a green channel is established for the user's who apply for water supply and drainage connection, which greatly reduces the processing time.

(3). Perfecting the mechanism and further improving the service levels

The responsible units of each link should be clarified, and it should be ensured that the approval procedures are processed on time for qualified external projects. Encourage the Municipal Water Bureau to provide users with one-stop, full-process agency services without charging any service fees.

(4). innovating and further improving user satisfaction and enlarging people’s sense of gains

Relevant approval departments and the Municipal Water Bureau should intervene in advance, take the initiative to provide services, make the business processes known to the public, and standardize services, and provide convenience for users. With the means of information and credit management measures, a transparent and efficient working mechanism will be established to provide support for optimizing the approval services and controlling the supervision during and after the processes.

## 5. the Process of Water Supply and Drainage Connection

When going through the procedures of design plan and construction permit, the user can consult the Municipal Water Bureau on the connection plan through the JA Platform. The Municipal Water Bureau should also be informed of user information and actively provide relevant consulting services to users through the interconnection with the JA Platform.

(1). the Site Survey and Scheme Approval

For users with NCEP project, the Municipal Water Bureau should finish the site survey and scheme approval within 2 working days after confirming the application information of water supply and drainage connection from the JA Platform.

For users with CEP project, the Municipal Water Bureau should finish the site survey and scheme approval within 4 working days after confirming the application information of water supply and drainage connection from the JA Platform.

(2). Achieving Water Supply and Drainage Connection

For users with NCEP project, the Municipal Water Bureau should achieve water supply and drainage connection within 2 working days after receiving users’ application for water supply and drainage connection.

For users with CEP project, the Municipal Water Bureau should finish the external construction and achieve water supply and drainage connection within 5 working days since the construction is approved.

6. Safeguard Measures

(1). Strengthen government leadership. The Municipal Housing Construction Committee and the Municipal Water Bureau will work with relevant departments and units of the city to establish working mechanisms for regular notification, work meetings, assessment and supervision, and coordinate the promotion of various tasks.

(2). Improve relevant supporting policies. In accordance with the overall requirements and time schedule of this opinion, all relevant units shall formulate corresponding supporting policies and documents in time referring to the optimized administrative approval process and work links.

(3). Information sharing is transparent and open. Through the JA Platform, we will further realize the centralized disclosure of laws and regulations, service guidelines and standards, realize the electronic circulation sharing of drawings and data, realize the monitoring and early-warning mechanism for the whole approval process, and ensure the smooth implementation of various reform measures.

(4). Strengthen the support of credit means. From paying attention to pre-approval to paying more attention to the supervision during and after the processes, it is necessary to promote the establishment of the credit system in the industry which covers various subjects such as users, stakeholders, and water supply enterprises. The violation and untrustworthy cost of offenders should be increased through joint disciplinary action across departments.

7. Date of Enforcement

This opinion has been trialled since February 1, 2019 and is valid until January 31, 2024.