**Information required for regulatory compliances/BPR**

**Details required for G2C Services**

**Department Name:** Department of Local Government **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **S. No.** | **Required information** |  **Brief description of required information**  | **Details of information provided by department** |
| **1** | **Nomenclature of service**  |  Exact Name of service | **(Apply/Download/ Pay Bills) New Water & Sewerage Connection Online** |
| **2** | **Purpose of Service /Certificate** |  | **Online Application,Billing & Payment of Water Sewerage Connections** |
| **3** | **Act under which service is being provided**  | Copy of Act to be provided. Major sections /clause of Act to be highlighted  | **No.****S.O. 103/P.A.3/II/S.201/66** |
| **4** | **Guidelines / Rules of services to be required**  | Copy of latest guidelines /rules to be provided. Major sections /clause of Act to be highlighted | **Enclosed** |
| **5** | **Application form**  | Latest copy of application format to be provided along with details description of fields of application form. Mention mandatory and non-mandatory fields |  **Enclosed** |
| **6** | **List of Documents**  | List of documents those are acceptable to avail the service, like Proof Identity /Proof of Address/ Proof of Birth etc. And other service specific documents. | **Ownership proof, ID Proof , Applicant Photograph , Self Declaration ,** **Electricity bill , Building Plan** |
| **7** | **Service Flow**  | Detailed Service flow diagram.list of actors and their roles and responsibility in processing service. |  **Enclosed** |
| **8** | **Approving Authority** | Designation of Approving Authority?Is there any provision under act to change the approving authority? If yes then provide relevant guidelines and rules. | **Executiove Officer / Sub Divisional Officer/ Executive -Engineer/ Municipal Engineer** |
| **9** | **Output**  | Copy of output certificate/ Approved format of output. Mandatory details to be captured on the final output | **Enclosed** |
| **10** | **Validity of the certificate** | Validity details of certificates i.e. certificate is valid for current financial year or 2-3 years or for lifetime? Provide copy of relevant rules and clauses of act. | **Lifetime** **(Copy of Act Enclosed)** |
| **11** | **Government fees** | Government fees of service along with Major minor head details | **Road Cutting Charges (Rs.)****Connection Fee (Rs.)****Security deposit (Rs.)****Form Fee/Convenience fee (Rs.)****Meter Test Fee****Others (Rs.)** |
| **12** | **Timeline to process the service** | No of days required to process and complete the service. Is service is notified under Punjab Transparency and Accountability Act /RTS ? | **9 days** |
| **13** | **List of organizations / departments where certificate is acceptable** | List of organization where certificates is acceptable and its significance | **Department of Local Government and Revenue Department** |
| **14** | **Eligibility Criteria**  | Detailed eligibility criteria to apply the services. Can another person than beneficiary apply for the service on behalf beneficiary? If yes then provide the list of persons/relation who are eligible to avail the service on the behalf of beneficiary and under which conditions it is allowed. | **Owner/ Beneficiary of Owner**  |
| **15** | **Report** | Format of reports required in the approving authority login  | **Required Reports in Approving Authority Login :**1. New Applications Pendency Report (Enclosed)
 |
| **16.** | **Any other details/ Suggestions** |  |  |