

## Process Flow

Department: Urban Affairs Department

Reform: Water Connection for the Municipal Area

Task (T)	Task Name	Performing Designation	Allowed Actions: (only one at a time) Document(s): Enclosure/Annexure/Certificates Forward to Task: Conditional Business Rules
T0	Application submission	Applicant	<ul style="list-style-type: none"> <li>Application submitted by an applicant with attached Enclosures</li> <li>Applicant receives an acknowledgement number</li> <li>Forwards to T1</li> </ul>
T 1	Initial Verification by Dealing Assistant	Dealing Assistant	<ul style="list-style-type: none"> <li>Scrutinizes/reviews the application and enclosures</li> <li>Forwards with remarks to applicant for uploading proper enclosures T1A</li> <li>Otherwise Forwards with remarks to Inspector for field inspection -T2</li> <li>Documents: <b>Intermediate output (Application Form)</b></li> </ul>
T1A	upload proper enclosures	Applicant	<ul style="list-style-type: none"> <li>Forwards to T1</li> </ul>
T2	Upload Inspection Report	Inspector	<ul style="list-style-type: none"> <li>Uploads inspection report and Forwards with remarks to T3</li> <li>Document: Inspection Report</li> </ul>
T3	Verification by CEO	CEO	<ul style="list-style-type: none"> <li>Forwards to Inspector seeking clarifications - T4</li> <li>OR</li> <li>Forwards to DA for getting clarifications from Applicant - T5</li> <li>OR</li> <li>Approves and forwards to DA for generating Bill - T6</li> </ul>
T4	Clarifications by Inspector	Inspector	<ul style="list-style-type: none"> <li>Inputs clarification (text field)</li> <li>Uploads document <b>(optional)</b></li> <li>Returns back to CEO -T3</li> </ul>
T5	Clarifications from Applicant	DA	<ul style="list-style-type: none"> <li>If Received from T3 Forwards to applicant seeking more clarifications - T5A</li> <li>If Received from T5A Forwards to T3</li> </ul>
T5A	Provide Clarifications	Applicant	<ul style="list-style-type: none"> <li>Inputs clarifications</li> <li>Uploads document</li> <li>Forwards back to DA - T5</li> </ul>
T6	Generate Bill	DA	<ul style="list-style-type: none"> <li>Calculates the fees to be paid by applicant and forwards to applicant for online payment of fees - T7</li> </ul>
T7	Payment of Fees	Applicant	<ul style="list-style-type: none"> <li>Pays fees online</li> </ul>
T8	Verification of Payment	DA	<ul style="list-style-type: none"> <li>Verifies fees paid and forwards to CEO - T9</li> </ul>
T9	Issue Work Order	CEO	<ul style="list-style-type: none"> <li>Issues Work Order and forwards to T10</li> <li><b>Work order to be visible to applicant</b></li> </ul>
T10	Completion Report	Water Works Dept	<ul style="list-style-type: none"> <li>Uploads completion report and forwards to DA</li> </ul>
T11	Connection Completion Status	DA	<ul style="list-style-type: none"> <li>Closes file</li> </ul>