

**ONE FLOW CHART
HELPS YOU UNDERSTAND**

SHANGHAI MUNICIPALITY' S REFORMING MEASURES CONCERNING FURTHER OPTIMIZING BUSINESS ENVIRONMENT AND DEEPENING REFORM OF WATER SUPPLY AND DRAINAGE CONNECTIONS



**SHANGHAI WATER AUTHORITY
APRIL 2018**





By further reducing procedures and time duration and simplifying examination and approval, and improving the efficiency of water supply and drainage connections and service level, we will provide strong support for our city to further create a legally governed, internationalized and convenient business environment and improve users' satisfaction and sense of achievement.

Scope of Application

The water supply and drainage connection works of social investment projects in Shanghai





"5·20" Where a user applies for drinking water connections, the user connections without dedicated external pipeline shall be completed within 5 working days, while the user connections with dedicated external pipeline shall be completed within 20 working days.



Only through one step

Provide parallel services to users for water supply and drainage connections



"1·10" Where a user applies for drainage connections, the user which does not belong to specific industries shall complete connections within 1 working day, while the user which does belong to specific industries shall complete connections within 10 working days.

Drinking water connection services

Before reform



User connections without dedicated external pipeline works 31 working days

User connections with dedicated external pipeline works 50 working days

After reform

User connections without dedicated external pipeline works 5 working days

User connections with dedicated external pipeline works 20 working days

Features of reform

『All-round, Better』
『Rapid, Easy,』

Turn tandem into parallel, resulting in **rapid** connections
Go to the drinking water supply enterprise one time at most, making connections **easy**

Intelligent water service network, providing **all-round** information

Render services in advance, producing **better** services

Drainage connections services

Before reform

All industries
60 working days



After reform

Non-specific industries
1 working day
Specific industries
10 working days



Features of reform

Four Enhancements Four Reductions &

- Reduce licenses to be granted
- Reduce examination and approval
- Reduce application materials
- Reduce the time duration for connections
- Enhance services in advance
- Enhance online services
- Enhance integrated services
- Enhance supervision during and after the event

Remark

Drainage-related specific industries (connections and grant license)

Refer to industry, construction, catering, medical services, livestock breeding, slaughter, hotel services with sterilization and drainage, scientific research with chemical experiment drainage, repair of trains, rail traffic vehicles and automobiles, etc.



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