



# Ministry of Works Kingdom of Bahrain



## **Vision:**

A leading professional organization providing quality services

## **Mission:**

Provide public works services to enhance the quality of life

## **Our Directorates:**

1. Building Maintenance Directorate
2. Construction Projects Directorate
3. Strategic Projects Directorate
4. Roads, Planning & Design Directorate
5. Roads Projects & Maintenance Directorate
6. Sanitary Engineering Planning & Projects Directorate
7. Sanitary Engineering Operations & Maintenance Directorate
8. Materials Engineering Directorate
9. Cost Engineering Directorate
10. Information Technology Directorate
11. Human Resources Directorate
12. Financial Resources Directorate
13. Public Relations & Media Directorate

## **Core Business:**

The Ministry of Works is responsible for public works and infrastructure engineering covering three main sectors:

1. **Buildings:** Design, supervision of construction and maintenance of schools and public buildings.
2. **Roads:** Planning, design, supervision of construction and maintenance of roads, bridges, and traffic facilities.
3. **Sanitary & Drainage:** planning, design, supervision of construction and operations and maintenance of networks, treatment plants, pumping stations and TSE systems.

## **General Standards**

### **Sanitary Engineering Planning & Projects Directorate**

1. The Sanitary Sector services provided through (sewerage, drainage & treated sewage effluent (TSE) networks) are designed to be available 24-hours a day. However the Sanitary Sector may need to interrupt, postpone or limit one or more of these services to customers in the following circumstances:
  - If system is damaged, due to bursting, breakage, blockages or breakdown of any part of the system.
  - If it is necessary to inspect, maintain, repair or replace any part of the system or to carry out connection works.
  - In the event of a situation arising that entitles the Sanitary Sector to disconnect the service.
  - If an event occurs beyond the control of the business due to for example natural disasters and acts by others.
2. The Sanitary Sector will strive to provide 100 % correct and accurate information through our services points and the various electronic channels to the citizens ([www.works.gov.bh](http://www.works.gov.bh) , [www.bahrain.bh](http://www.bahrain.bh))
3. We ensure 95% uptime for the electronic channels of delivery (MOW Portal, e Government Portal) and 100% availability of our services at the customer's service centers during office hours.
4. Our offices at Salmabad, Block No. 704, Salmabad Ave, are open from Sunday to Wednesday (7:00 am – 02:15pm) and on Thursday from (7:00 am – 02:00pm)
5. House Connection Unit at Salmabad, Block No. 704, SalmabadAve, receives customers applications from Sunday to Wednesday (7:30 am – 01:00pm)
6. We will ensure safe and secure handling of all personal and social information of our customers.
7. We will ensure 100% complaint redressal through our redressal mechanisms.

# Cost Engineering Directorate

## Customers:

1. Contractors (Local / Foreign)
2. Consultants
3. Suppliers
4. Other Ministries or Governments Organizations
5. Private Organizations

DEFINED SERVICE LEVELS (CED)			
SERVICE NAME	CUSTOMER / STAKEHOLDER	CHANNEL OF DELIVERY	SERVICE LEVELS
Registration of Contractors	Contractors;	Service Points: <u>Prequalification Unit</u> at Third Floor, Cost Engineering Directorate, Works Building, Hoor, Manama.	<p>1) Application can be made during working hours, from Sunday to Thursday, 7.00am to 2.00pm</p> <p>2) Forms can be downloaded from MOW portal : <a href="http://www.works.gov.bh/default.asp?action=article&amp;id=324">www.works.gov.bh/default.asp?action=article&amp;id=324</a>;</p> <p>3) Forms are also available at <u>Prequalification Unit</u>.</p> <p>4) Applicant may check the status at Prequalification Unit during working hours, from Sunday to Thursday, 7.00am to 2.00pm</p> <p>5) Applicant will be notified if there is any missing information within 5 working days</p> <p>6) Applicant may obtain the result within two months from the date of submission.</p>

## DEFINED SERVICE LEVELS (CED)

SERVICE NAME	CUSTOMER / STAKEHOLDER	CHANNEL OF DELIVERY	SERVICE LEVELS
			7) Approved Contractor will be published on the website
List of Contractors	Consultants; Other Ministries or Government Organisation.	MOW portal : <a href="http://www.works.gov.bh">www.works.gov.bh</a>	1) information is available on MOW portal: <a href="http://www.works.gov.bh">www.works.gov.bh</a>
Issuance of Tender/Prequalification Documents	Contractors; Suppliers; Consultants	Service Points : <u>Tendering Unit at Third Floor, Cost Engineering Directorate, Works Building, Hooraa, Manama.</u>	1) The document can be purchased at <u>Tendering Unit</u> after submitting the requisite tender document fee., during working hour, from Sunday to Thursday, 7.00am to 2.00pm  2) The Tender/ Prequalification Notice can be viewed online from MOW Portal : <a href="http://www.works.gov.bh/default.asp?action=category&amp;id=17">www.works.gov.bh/ default.asp?action =category&amp;id=17</a>
Standard Specification	Contractors; Suppliers; Consultants; Private Organisation.	Service Points : <u>Tendering Unit</u>	1) The document can be purchased at <u>Tendering Unit</u> during working hours, from Sunday to Thursday, 7.00am to 2.00pm after submitting the requisite fee.

# Sanitary Engineering Planning & Projects Directorate

## Customer:

- All citizens and residents who apply for the services of the Sanitary Sector in the Kingdom of Bahrain.
- Other Ministries/Governmental organizations.
- Private Organizations.

## General Standards:

1. The Sanitary Sector services provided through (sewerage, drainage & treated sewage effluent (TSE) networks) are designed to be available 24-hours a day. However the Sanitary Sector may need to interrupt, postpone or limit one or more of these services to customers in the following circumstances:
    - If system is damaged, due to bursting, breakage, blockages or breakdown of any part of the system.
    - If it is necessary to inspect, maintain, repair or replace any part of the system or to carry out connection works.
    - In the event of a situation arising that entitles the Sanitary Sector to disconnect the service.
    - If an event occurs beyond the control of the business due to for example natural disasters and acts by others.
  2. The Sanitary Sector will strive to provide 100 % correct and accurate information through our services points and the various electronic channels to the citizens ([www.works.gov.bh](http://www.works.gov.bh) , [www.bahrain.bh](http://www.bahrain.bh))
  3. We ensure 95% uptime for the electronic channels of delivery (MOW Portal, e Government Portal) and 100% availability of our services at the customer's service centers during office hours.
  4. Our offices at Salmabad, Block No. 704, Salmabad Ave, are open from Sunday to Wednesday (7:00 am – 02:15pm) and on Thursday from (7:00 am – 02:00pm)
  5. House Connection Unit at Salmabad, Block No. 704, SalmabadAve, receives customers applications from Sunday to Wednesday (7:30 am – 01:00pm)
  6. We will ensure safe and secure handling of all personal and social information of our customers.
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7. We will ensure 100% complaint redressal through our redressal mechanisms.

DEFINED SERVICE LEVELS (SEPPD)			
SERVICE NAME	CUSTOMER / STAKEHOLDER	CHANNEL OF DELIVERY	SERVICE LEVELS
1. Building Permits Evaluation & Approval	<p><b>All</b></p> <ul style="list-style-type: none"> <li>• Citizens</li> <li>• Residents</li> <li>• Private Organizations Who are willing to carry out any construction activities in the Kingdom of Bahrain and applies for a building permit application.</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Electronic Channels of Delivery</u> National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a>, MOW Portal <a href="http://www.works.gov.bh">www.works.gov.bh</a> and Service Points</li> <li>• <u>Service Centre</u> House Connection Unit</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Availability of Service</u> Service is available online 24/7 days and at the service centre during the time period specified for receiving applications</li> <li>• <u>Availability of application form and Information &amp; documents Required</u> Can be download online 24/7 days or obtained from the service centre during the time period specified for receiving applications</li> <li>• <u>Completing the task</u> Needs 7 days unless it is prove to be of more complex</li> <li>• <u>Status</u> Can be availed by calling the service centre, Tel No. (17875424) during the time period specified for receiving applications</li> </ul>
2. Sewerage Service Connection	<p><b>All</b></p> <ul style="list-style-type: none"> <li>• Citizens</li> <li>• Resident</li> <li>• Other Ministries/Governmental Organizations.</li> <li>• Private Organizations. Who have a property in the Kingdom of Bahrain that produce or will produce sewage</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Electronic Channels of Delivery</u> National Portal <a href="http://www.bahrain.bh">www.bahrain.bh</a>, MOH Portal <a href="http://www.works.gov.bh">www.works.gov.bh</a> and Service Points</li> <li>• <u>Service Centre</u> House Connection Unit</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Information related to this service</u> Available in a user-friendly brochure for customers and it can be download online 24/7 days and from the service centre during the time period specified for receiving applications</li> <li>• <u>Availability of Service</u> Available online 24/7 days and at the service centre during the time period specified for receiving applications</li> </ul>

## DEFINED SERVICE LEVELS (SEPPD)

SERVICE NAME	CUSTOMER / STAKEHOLDER	CHANNEL OF DELIVERY	SERVICE LEVELS
			<ul style="list-style-type: none"> <li><u>Availability of application form and Information &amp; documents Required</u> Can be obtained online 24/7 days and from the service centre during the time period specified for receiving applications</li> <li><u>Completing the task</u> Needs 4 months if customer sticks to the conditions mentioned under the building permit unless the issue of difficulty proves more complex</li> <li><u>Status</u> Can be obtained by calling the service centre on Tel No. (17875424) during the time period specified for receiving applications</li> </ul>
3. Sewerage Service Disconnection	<p><b>All</b></p> <ul style="list-style-type: none"> <li>Citizens</li> <li>Resident</li> <li>Other Ministries/Governmental Organizations.</li> <li>Private Organizations. In the Kingdom of Bahrain who no longer requires the sewerage service connection or he is going to demolish a building that is all ready connected to sewerage network</li> </ul>	<ul style="list-style-type: none"> <li><u>Service Centre</u> House Connection Unit</li> </ul>	<ul style="list-style-type: none"> <li><u>Availability of Service</u> Available at the service centre during the time period specified for receiving applications</li> <li><u>Information &amp; documents Required</u> Can be obtained from the service centre during the time period specified for receiving applications</li> <li><u>Completing the task</u> Needs 7 days.</li> </ul>

DEFINED SERVICE LEVELS (SEPPD)			
SERVICE NAME	CUSTOMER / STAKEHOLDER	CHANNEL OF DELIVERY	SERVICE LEVELS
4. Diversion of an existing Sanitary Sector services for land acquisition	<b>All</b> <ul style="list-style-type: none"> <li>Citizens</li> <li>Resident</li> <li>Other Ministries/Governmental Organizations.</li> <li>Private Organizations. In the Kingdom of Bahrain who is willing to divert an existing Sanitary Sector services from a public land for the purpose of it's acquisition</li> </ul>	It has to be addressed in writing to, <b>Ministry of Works, Sanitary Engineering Planning &amp; Projects Directorate, P.O BOX No. 5, Manama, Kingdom of Bahrain.</b>	<ul style="list-style-type: none"> <li><b>Status</b> If the diversion is technically possible then the applicant will receive a written reply where the name and contact number of the employ handling the case is mentioned and status of the application can be availed from him during the office working hours</li> <li><b>Status</b> Varies from case to case</li> </ul>
5. Supplies information regarding existing and/or proposed sewerage and drainage infrastructure	<ul style="list-style-type: none"> <li>Other Ministries/Governmental Organizations.</li> <li>Private Organizations.</li> </ul>	It has to be addressed in writing to, <b>Ministry of Works, Sanitary Engineering Planning &amp; Projects Directorate, P.O BOX No. 5, Manama, Kingdom of Bahrain.</b>	<ul style="list-style-type: none"> <li><b>Accuracy of information</b> We will strive to provide 100% accurate information</li> <li><b>Completing the task</b> We will strive to provide the information in 10 days</li> </ul>
6. Receives and evaluates sewerage and drainage systems undertaken by others but for which the Sanitary Sector will eventually responsible	<ul style="list-style-type: none"> <li>Other Ministries/Governmental Organizations.</li> <li>Private Organizations.</li> </ul>	It has to be addressed in writing to, <b>Ministry of Works, Sanitary Engineering Planning &amp; Projects Directorate, P.O BOX No. 5, Manama, Kingdom of Bahrain.</b>	<ul style="list-style-type: none"> <li><b>Completing the task</b> We will strive to reply in a 30 days unless the case prove to be more complex</li> </ul>

## Customer Assistance Services

In the interests of improving customers service, the Sanitary Sector welcomes customers comments, inquiries and suggestions. Customers are encouraged to contact the Sanitary Sector for assistance on matters such as general and technical inquiries, service difficulties & faults and suggestions.

### 1. Customer Complaint & inquiries Handling

If customers have suggestion, inquiry, grievances or complaints that can be justified against service standards outlined in this Charter, then it has to be addressed in writing to

**Ministry of Works,  
Sanitary Engineering Planning & Projects Directorate,**



P.O BOX No. 5,  
Manama,  
Kingdom of Bahrain.

Where the Sanitary Sector will investigate and take all reasonable action to solve the problem or reply within 10 days of it being submitted unless the issue of difficulty proves more complex.

## **2. Entry on a Private Property**

In certain circumstances, representatives of the Sanitary Sector may need to enter a customers property to carry out investigations, work for the Sanitary Sector existing services diversion or shifting from private properties or to demolish an existing septic tank for the purpose of connecting applicants building to sewerage network.

In these cases the Sanitary Sector will inform the occupier, if present, of the works to be undertaken and the anticipated duration needed to finish the work and also inform the owner when the work is completed.

## **3. Customer Redress and Compensation**

If activities of the Sanitary Sector cause damage or disruption to an owner property or business, then the Sanitary Sector will deal with the complaint in a fair and business-like manner and restore the owner property under the Sanitary Sector expenses to the condition that existed prior to the event or activity taking place and in case this is not possible then the Sanitary Sector will compensate the property or business owner with the suitable compensation.

# Roads, Planning & Design Directorate

## DEFINED SERVICE LEVELS (RPDD)

SEC.	SERVICE NAME	CUSTOMER / STAKEHOLDER	CHANNEL OF DELIVERY	SERVICE LEVELS
1	Information about new traffic signals	Citizens, Road users	MoW Portal <a href="http://www.mow.gov.bh">www.mow.gov.bh</a> , Local news papers and media	100% information availability on Ministry's web site. The information will be available on the website <b>1 day before announcement of new traffic signals in the newspaper.</b>
	Rectifying faults in traffic signals	Citizens, Road users	service point, emergency telephone for public use, through traffic police	<b>Faults will be attended to within one hour after receiving the report. This time may be less depending on the traffic condition.</b>
	Applying for traffic diversions	Contractors, consultants	MoW main building, Ground floor	100% information availability to apply for traffic diversions This information will be available at MoW main building, Ground Floor on Sun, Tue, Thursday from 7.30-9.00 am and from 12.30- 1.30 pm. The ministry will approve the scheme 1-4 depending on the size and complexity of project. Communication will be by phone, email and fax.
2	Provision of road levels for citizens	Citizens	MoW main building, first floor.	100% of all road level requests is delivered.
	Provision of road levels for Utilities	Utilities	Official letters/Planning Permissions	Approximately 60% of all road level requests is delivered.

## DEFINED SERVICE LEVELS (RPDD)

SEC.	SERVICE NAME	CUSTOMER / STAKEHOLDER	CHANNEL OF DELIVERY	SERVICE LEVELS
3	Provide Consultancies relating to Traffic Impact Assessment studies	Developers, Investors, Traffic Consultants, MOMAA	On desk, MoW main building, Second Floor, Chief Office	<p>Traffic Impact Assessment (TIA) Studies have to be carried out in a prescribed format, as per the TIA Guidelines.</p> <p>Developers/Investors/ Consultants need to contact Urban Planning &amp; Development Affairs Department, Ministry of Municipalities for more guidance in this regard.</p> <p>Once the projects are accepted for TIA Studies by Ministry of Municipalities, we Provide all information as required, and extend continuous support during &amp; after TIA studies to enable successful supplementation</p> <p>Office of Chief, Traffic Planning &amp; Studies, Roads Planning &amp; Design Directorate, Ministry of Works need to be contacted</p>
	Provide Consultancies for appropriate locations for commercial and educational activities	Developers, Investors, Ministry of Education, Ministry of Labor, Municipality, GDT.	On desk, MoW main building, Second Floor, Chief Office	<p>100% inputs for ensuring safe and efficient access, traffic and parking management.</p> <p>Office of Chief, Traffic Planning &amp; Studies, Roads Planning &amp; Design Directorate, Ministry of Works need to be contacted</p> <p>Within two weeks of receipt of such requests, response will be made available.</p>

## DEFINED SERVICE LEVELS (RPDD)

SEC.	SERVICE NAME	CUSTOMER / STAKEHOLDER	CHANNEL OF DELIVERY	SERVICE LEVELS
	Provide information on traffic counts	Companies, GDT, Traffic Consultants	On desk, MoW main building, Second Floor, Chief Office	<p>All the information available upon request for all major roads and intersections. (Peak Hours, All daytrends of traffic for previous years)</p> <p>Office of Chief, Traffic Planning &amp; Studies, Roads Planning &amp; Design Directorate, Ministry of Works need to be contacted with details of purpose, location and duration of count data.</p> <p>Within one week of receipt of such requests, response will be made with available details.</p>
	Provide Consultancies for corner application and Master Plans through Central Planning Office in MOW.	Citizens, MOMAA	On desk, MoW main building, Second Floor, Chief Office	<p>Corner Applications will be accepted only through Central Planning Office (CPO), Ministry of Works.</p> <p>Citizens should, therefore, liaise with CPO in this regard</p>

# Building Maintenance Directorate

DEFINED SERVICES LEVELS (BMD)				
Sec	SERVICE NAME	CUSTOMER STAKE HOLDER	CHANNEL OF DELIVERY	SERVICE LEVEL
1-	Carrying out Maintenance & General Repairs to all Government Properties registered in Building Maintenance Directorate properties list	Ministries,  Government  Organizations &  Authorities	Building  Maintenance  Directorate at  Ministry of Works	<b>1- <u>Information about the services:</u></b> The information of this service can be seen through Ministry web site & e-gate round the clock (24X7days).
				<b>2- <u>Accuracy of information:</u></b> <ul style="list-style-type: none"> <li>The information is 100% accurate and updated periodically.</li> </ul>
				<b>3- <u>Maintenance Work Request Form:</u></b> <ul style="list-style-type: none"> <li>Available from Ministry website round the clock (24h x 7 days).</li> <li>The form can be filled from Building Maintenance Directorate e-service round the clock (24hX7 days).</li> <li>The form is available from Building Maintenance Directorate at Muharraq during official hours except weekend &amp; official holidays.</li> </ul>
				<b>4- <u>Enquiries about the services:</u></b> <ul style="list-style-type: none"> <li>Telephone 17349000.</li> </ul>
				<b>5- <u>Trouble Calls :</u></b>

## DEFINED SERVICES LEVELS (BMD)

Sec	SERVICE NAME	CUSTOMER STAKE HOLDER	CHANNEL OF DELIVERY	SERVICE LEVEL
				<ul style="list-style-type: none"> <li>• Incuse of Emergency please call on the following Telephone number:                             <ul style="list-style-type: none"> <li><b>a)</b> During official hours (except weekends and official holidays) 17349006/7/8/9.</li> <li><b>b)</b> After official hours on 39692260 or 39081292.</li> </ul> </li> </ul>
				<p><b>6- <u>Follow up:</u></b></p> <ul style="list-style-type: none"> <li>• The request can be follow up on Telephone number 17349007/8/9</li> </ul>
<b>2-</b>	Technical Advisory	Ministries, Government Organizations and Authorities	Building Maintenance Directorate at Ministry of Works	<ul style="list-style-type: none"> <li>• Structural Report.</li> <li>• Technical Report.</li> <li>• Survey Condition of Buildings.</li> </ul>

## Defined service levels (SEOM)

Service Name	Customer/Stake holder	Channel of Delivery	Service Levels
1. Reports related to Sanitary Affairs	<ul style="list-style-type: none"> <li>✓ Citizens</li> <li>✓ Governmental Organizations</li> <li>✓ Commercial Institutions</li> <li>✓ Committees for Public Benefit</li> <li>✓ Contractors</li> <li>✓ Consultants</li> </ul>	<p>E-government portal:  <a href="http://www.bahrain.bh">www.bahrain.bh</a>                      MOW portal:  <a href="http://www.works.gov.bh">www.works.gov.bh</a>                      Service points                      Control and Report Centre in Salmabad                      Hotline:                      80001810</p>	<p>1. To report anything concerning sanitary affairs, please call sanitary emergency services at the control and Report Centre; offering 24/7 service, or fill in the electronic application available on MOW's website.                      2. Through e-government portal; 24/7.</p> <p><b>Status:</b>                      All reports receive attention within the same day, and the person who issues the report is always informed of the procedure taken on the matter.</p>
2. Network Protection	<ul style="list-style-type: none"> <li>✓ Consulting offices</li> <li>✓ Contractors</li> <li>✓ Governmental Organizations</li> </ul>	<p>Sanitary Affairs Complex Administration Offices in Salmabad Networks Protection Unit-Operation Division                      17875555</p> <p>In the case of an emergency,                      Control &amp; Reports Centre                      Hotline: :  <a href="tel:80001810">80001810</a></p>	<p><b>Availability of service &amp; form:</b>                      The form is available at the offices responsible for provision of service during business hours; from 7am till 2pm.</p> <p><b>Information Accuracy:</b>                      100% information availability in the offices responsible for providing the service.</p> <p><b>Contacts:</b>                      Civil Engineering Technician (Network Protection Unit)                      Capital Governorate: 17875565/17875503                      Muharraq: 17875510                      Northern Governorate: 17875513                      Central Governorate: 17875515                      Southern Governorate: 17875512</p> <p><b>Status:</b>                      Review of license for pumping water into sewage network is done in the presence of agents/representatives and through the completion of the form related to this specific service by the concerned technicians. This is done during business hours; from 7am till 2pm.</p>

## Defined service levels (SEOM)

Service Name	Customer/Stake holder	Channel of Delivery	Service Levels
			<ul style="list-style-type: none"> <li>To follow up, call the contact numbers specified for the service or visit the service offices during business hours.</li> <li>It takes 48 hours for the service application to be completed, based on the regulations and specifications practiced in Sanitary Engineering Sector.</li> </ul>
3. Applications for information and technical consultancies	<ol style="list-style-type: none"> <li>Universities and Institutes</li> <li>Research Offices</li> <li>Governmental Organizations</li> <li>consultants</li> </ol>	Sanitary Affairs Complex Office of the Director (Salmabad) Telephone: <b>17875407/17875400</b> Fax: <b>17875516</b>	<p><b><u>Information:</u></b>            This service is available to the concerned parties through a formal letter addressed to the Sanitary Operation &amp; Maintenance Director from the applicant, in which he should specify the kind of information needed. Such information is provided during business hours.</p> <ul style="list-style-type: none"> <li>Application can be followed up by calling the Director's office at the numbers mentioned.</li> <li>Application takes from 3 to 7 days, maximum, to be completed.</li> </ul>
4. Field work or Maintenance licenses. Entry to work sites	<ol style="list-style-type: none"> <li>Consulting offices</li> <li>Contractors</li> <li>Governmental Organizations</li> </ol>	Sanitary Affairs Complex Administration Offices in Salmabad Operation and Maintenance Division Telephone: <b>1787555</b> Tubli Sewage Treatment Plant offices Telephone: <b>17788444</b>	<p><b><u>Availability of form:</u></b>            The form is available at the offices responsible for provision of service during business hours, except on official holidays.</p> <p><b><u>Information:</u></b>            Information on this service is available in our offices during business hours; except on official holidays.</p> <p>For more information, call the numbers mentioned here.</p> <ul style="list-style-type: none"> <li>❖ It takes 48 hours for the service application to be completed, based on the regulations and specifications practiced in Sanitary Engineering Sector.</li> </ul>



## Defined service levels (SEOM)

Service Name	Customer/Stake holder	Channel of Delivery	Service Levels
5. licenses for emptying sewage water tankers	<ul style="list-style-type: none"> <li>4. Citizens</li> <li>5. Contractors</li> <li>6. Governmental Organizations</li> </ul>	<p>Tubli Sewage Treatment Plant Telephone: 17788444/17788407 Fax: 17785829</p>	<p><b><u>Availability of form:</u></b> The form is available at the offices responsible for provision of service during business hours, except on official holidays.</p> <p><b><u>Information:</u></b> Information on this service is available in our offices during business hours; except on official holidays.</p> <p><b><u>Duration:</u></b> <b>Houses:</b> on the same day; according to the regulations applied at the Sanitary Engineering Sector. <b>Industrial Establishments:</b> From 1 to 3 days, according to the regulations applied at the Sanitary Engineering Sector.</p> <p>For more information, call the numbers mentioned here.</p>
6. Licenses for entry to closed areas	<ul style="list-style-type: none"> <li>✓ Consulting offices</li> <li>✓ Contractors</li> <li>✓ Governmental Organizations</li> <li>✓ Visitors from universities &amp; schools</li> </ul>	<p>Sanitary Affairs Complex Administration Offices in Salmabad Operation and Maintenance Division Telephone: 1787555</p> <p>Tubli Sewage Treatment Plant Offices Telephone: 17788444</p> <p>Triplex Treatment Unit Telephone: 17788488</p>	<p><b><u>Availability of form:</u></b> The form is available at the offices responsible for provision of service during business hours, except on official holidays.</p> <p><b><u>Information:</u></b> Information on this service is available in our offices during business hours; except on official holidays.</p> <p>For more information, call the numbers mentioned here.</p> <ul style="list-style-type: none"> <li>❖ Application takes from 3 to 7 days to be completed; provided all occupational safety regulations are fulfilled.</li> </ul>

## Defined service levels (SEOM)

Service Name	Customer/Stakeholder	Channel of Delivery	Service Levels
7. licenses for insulation (Electricity)	<ol style="list-style-type: none"> <li>1. Contractors</li> <li>2. Governmental Organizations</li> <li>3. Consulting offices</li> </ol>	Tubli Sewage Treatment Plant Offices Telephone: 17788444 Maintenance Offices (Budaiya) Telephone: 17690855	<p><b><u>Availability of form:</u></b>                      The form is available at the offices responsible for provision of service during business hours, except on official holidays.</p> <p><b><u>Information:</u></b>                      Information on this service is available in our offices during business hours; except on official holidays.</p> <p>For more information, call:                      Electrical Technician- Tubli Treatment Plant: Telephone: 17755405                      Senior electrical Technician (Budaiya)- Telephone: 17690855</p> <ul style="list-style-type: none"> <li>❖ To follow up, call the contact numbers specified for the service or visit the service offices during business hours.</li> <li>❖ It takes 48 hours for the service application to be completed, based on the regulations and specifications practiced in Sanitary Engineering Sector.</li> </ul>

### Services provided by SEOM:

#### 1. Evaluation and certification of construction licenses:

Real estate owners play a very important role in making sure that blackouts/outages in sanitary services do not occur, taking into consideration the fact that facilities belonging to the Sanitary Engineering Sector should be reached appropriately without causing them any possible defect, such as that coming from construction works. Therefore, it is essential to get construction license from the Sanitary Engineering Sector before embarking on any construction project.

#### 2. Connection to sewage network:

In case a sewage network is located close to where the customer/stakeholder's building is located; with the possibility of a connection, the sanitary sector is responsible for providing such service to the customer if requested, following the issue of a construction license based on the regulations stated in the law of article

no. 33 year 2006, regarding sanitary services and surface waters. The law in reference was published in the official newsletter No. 2749, dated 26 July 2006.

In case a sewage network is located in the vicinity of a building capable of providing the service, with the possibility of a connection to the network, the owner of the property/real estate should apply for connection to the sewage network. This rule has been established serve the purpose of protecting public health and environment.

### **3. Sanitary services outage:**

Should the real estate owner ceases to need sanitary service or intends to demolish a building/property connected to a sewage network; he is entitled to request that the service is no longer provided to him. The application is subject to approval provided that it does not cause any environmental or health complications or problems. The Sanitary Engineering Sector is also entitled to cut the service to customers/stakeholders in the cases mentioned in the law of article no. 33, year 2006 regarding sanitary services and surface waters. The law in reference was published in the official newsletter No. 2749, dated 26 July 2006.

### **4. Diversion/change of sanitary services existing in public properties; for the purpose of taking possession of the property:**

If the customer/stakeholder wishes to divert or change the sanitary services that exist in a public property for the purpose of possessing it, the sector should have no objection to that; provided this is technically applicable. However, it should be known to the customer/stakeholder that such request undergo the following regulations:

- The owner should be responsible for the cost of diversion
- Implementation is carried out based on the directorate's designs and specifications and also under their direct supervision, through one of its contracting companies.

### **5. Supplying the sector's customers/stakeholders with information on the current or future infrastructure related to the Sanitary Engineering Sector.**

### **6. Evaluation of suggestions related to sewage or rainwater networks implemented by other parties such as ministries, governmental or private organizations; whose responsibility eventually falls on the Sanitary Engineering Sector.**