

Procedural Guidelines for General Service Notifications (GSN)

First Edition - 2025

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His Royal Highness Prince Salman Bin Hamad Al Khalifa
Crown Prince and Prime Minister of Bahrain



His Majesty King Hamad Bin Isa Al Khalifa
King of Bahrain

Procedures for General Service Notifications (GSN)

1

An Overview of Procedures for General Service Notifications (GSN)



An Overview of General Service Notifications (GSN)

It is an approval issued for the "GSN" service under the Tasareeh portal by the relevant governmental service authorities for requests related to water, electricity, and sanitary connections for homes and buildings, as well as requests for secondary general service works within the infrastructure network. The following criteria must apply to the request:

1. The length of the excavation work should not exceed 50 meters.
2. The work should be confined to one side of the sidewalk.
3. Mechanical excavation tools should not be used.

Works Requiring a General Service Notifications (GSN)



Water House Service
Connection



Electricity House Service
Connection



Sanitary House Service
Connection



Telecommunication House Service
Connection

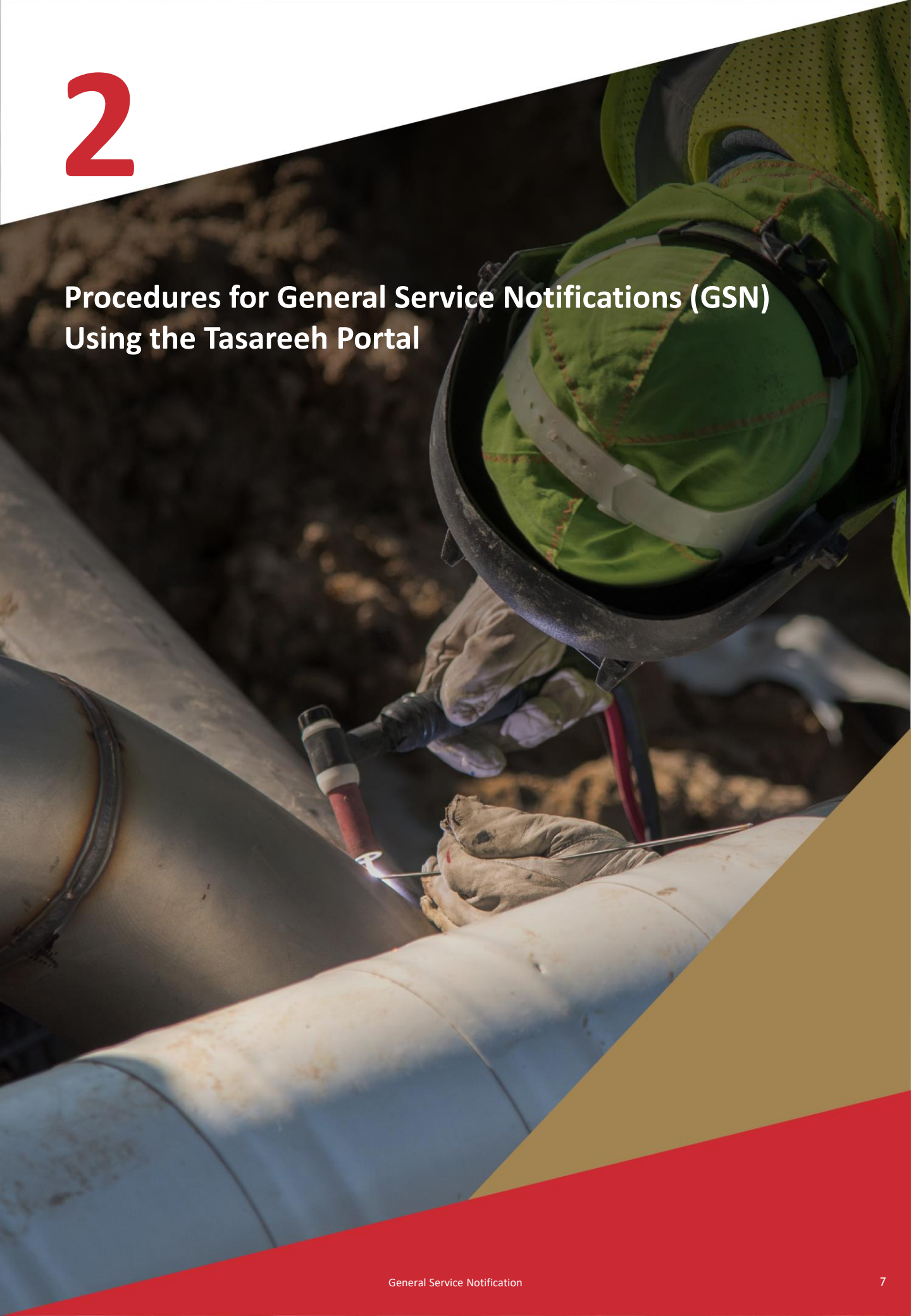


Minor Maintenance Service for
Infrastructure Networks and
Roads

(Includes sidewalk modification, speed bump
adjustments and road excavation repairs)

2

Procedures for General Service Notifications (GSN) Using the Tasareeh Portal



Entities included in the Tasareeh Portal and Authorized to Issue Permits for General Service Notifications (GSN)*

- 1

Roads Projects and Maintenance Directorate (RPMD)
- 2

Sanitary Engineering Planning & Projects Directorate (SEPPD)
- 3

Electricity Distribution Directorate (EDD)
- 4

Water Distribution Directorate (WDD)
- 5

Telecommunications Regulatory Authority (TRA)

Notes:

*Except for private entities, the entities listed in the table above are permitted to submit and respond to requests

General Service Notification

Documents for Submitting a Request for General Service Notifications (GSN) by Authorized Entities Using the Tasareeh Portal



Plans and drawings of the work site and project in AutoCAD/MicroStation format



Definition of the project scope and nature



A copy of the drawings in PDF format



Any additional supporting documentation for the project and the involved entities

Procedures for Submitting General Service Notifications (GSN) by Authorized Entities Using the Tasareeh Portal

1. The applicant submits a General Service Notifications (GSN) request through the Tasareeh portal.
2. The applicant uploads the required information into the system.
3. The system automatically forwards the requests to relevant entities for evaluation and resolution.
4. The system determines the relevant sub-authorities (such as the Bahrain Authority for Culture and Antiquities) based on the project's location and its overlap with the archaeological zones.
5. The service authorities review the request and provide feedback on the system by selecting one of the following responses:
 - Approved GSN
 - Approved with conditions, requiring coordination with the service authority: In this case, the applicant and the appointed contractor must coordinate with the service authority before starting the work.
 - Resubmitting the request as a Wayleave Application: If the service authorities reject the request due to the nature and location of the work not meeting GSN standards, the applicant will need to resubmit the application as a Wayleave Application.
 - Automatic approval: If no response is received from the service authority within 72 hours, the system will automatically approve the request.

Municipality and Traffic Approvals

- General Service Notifications (GSN) are not forwarded to municipalities or the General Directorate of Traffic.

3

Second Clearance



Second Clearance

It is a clearance that the contractor appointed by the service entity, developer, or applicant in the private sector must obtain from the relevant service entities before starting the implementation of the project on-site, for the purpose of:

1. Identifying the contractor's details and registering contact methods in case of damages during implementation.
2. Ensuring that the license does not conflict with the service entities' ongoing design projects, which may undergo changes during the design process.
3. Clarifying the start and end time of the project.
4. Verifying the on-site ground services against the spatial data held by the service entity.
5. Ensuring that the contractor complies with the conditions stated in the license and adheres to them.
6. Verifying the accuracy of the contractor's identification of the work area in comparison to the area specified in the license.
7. Supervising the contractor's work to ensure the protection of the network from damage.

Required Documents for the Second Clearance



Clarification of the project’s
start and end dates and
times*



Details of the responsible engineer in
the government entity providing the
license



A letter of undertaking to cover
the costs of damages to the
electricity and water network**



An authorization letter from the
issuing authority is required for the
contractor

Notes:

*Including the name of the appointed contractor for the GSN work.

**Electricity distribution lines, electricity transmission lines, water distribution lines, water transmission lines, street lighting lines.

Entities Required for the Second Clearance

1

Roads Projects and Maintenance
Directorate (RPMD)

2

Sanitary Engineering Operations
& Maintenance Directorate
(SEOMD)

3

Damage Prevention Section
(DPS)

4

Telecommunications Regulatory
Authority (TRA)

5

Bahrain Authority for Culture and
Antiquities (BACA)

Procedures for Application Submission

Second Clearance for General Service Notifications (GSN)

- The applicant is responsible for sending the second clearance to all relevant departments via email, except for the Roads Projects & Maintenance Directorate and the Damage Prevention Section at the Electricity and Water Authority, where the submission is done manually.
- The approval duration is one day for standard requests and 2-3 days for requests that involve conflicts.

Second Clearance

Roads Projects and Maintenance Directorate (RPMD) - Ministry of Works

Required Documents for the Second Clearance (RPMD)



A copy of the general service notifications (GSN) issued by the Tasareeh portal, with the approval of all service entities



Site plans and work zone

Procedures

1. The contractor appointed by the service entity fills out the second clearance form and submits the request to the Road Projects and Maintenance Directorate, along with the required documents.
2. The engineer responsible for damage prevention and control unit within the Roads Projects & Maintenance Directorate provides the inspection form to the contractor, requesting its completion and submission to the unit for review.
3. The contractor fills out the form, includes the necessary documents, and deposits it in the correspondence box assigned to the damage prevention and control unit.
4. The engineer of the damage prevention and control unit audits the received documents and, after ensuring the accuracy of the information, signs the general service request permit for infrastructure networks.
5. The engineer returns the approved request to the correspondence box for the contractor to collect the following day.

Second Clearance

Damage Prevention Section (DPS) – Electricity and Water Authority

Required Documents for Second Clearance (DPS)



A letter of undertaking to cover damage costs to the Electricity and Water Authority network



A statement confirming the government entity's responsibility for covering the costs of repairing any damage to Electricity and Water Authority services



Contact details of the responsible engineer from the submitting government entity



Contractor information



The timeline of the project, including its start and completion dates



An authorization letter for the contractor

Second Clearance

Damage Prevention Section (DPS) – Electricity and Water Authority

Procedures

1. The contractor assigned by the government entity must visit the Damage Prevention Section building.
2. The contractor places the required documents in the correspondence rack according to the project's location (a designated rack for each governorate).
3. The governorate engineer reviews the correspondence rack and retrieves the submitted requests.
4. The engineer reviews the applications and ensures they meet the required criteria.
5. Depending on the license type, the engineer either approves it or grants conditional approval, which requires multiple site visits before and during the work phases. The engineer also includes the contact details of the technician responsible for coordinating site visits.
6. The application and supporting documents are then placed back in the correspondence rack.
7. The contractor receives the documents the next day and examines the Damage Prevention Sections' response, including the conditions for the second approval of the license.

Second Clearance

Sanitary Engineering Operations and Maintenance Directorate (SEOMD) – Ministry of Works

Required Documents for Second Clearance (SEOMD)



The original copy of the license, including all service authority approvals



An authorization letter for the contractor



Detailed drawings with a clear scale

Procedures

1. The designated contractor submits the second clearance request to the Network Control and Protection Unit at the Sanitary Engineering Operations and Maintenance Directorate, addressed to the specified employee mentioned in the Sanitary Engineering Planning & Projects Directorate's license comments.
2. The engineer records the contractor's information and reviews the request.
3. Coordination is made for a site visit if required.
4. The license copy is signed and handed over to the contractor.

Second Clearance

Telecommunications Regulatory Authority (TRA)

Required Documents for Second Clearance (TRA)



The original copy of the license, including all service authority approvals



Worksite location maps

Procedures

1. Before commencing work on-site, the appointed contractor visits the BNET office and submits the second clearance request along with the required documents.
2. BNET receives contractors for second clearance daily from 7:00 AM to 8:00 AM.
3. The relevant engineer reviews the application and supporting documents, ensuring the Telecommunications Regulatory Authority's feedback is addressed on the license.
4. The engineer signs the license and provides it to the contractor.

Second Clearance

Bahrain Authority for Culture and Antiquities (BACA)

Required Documents for the Second Clearance Request – BACA



The original general service request permit for infrastructure networks is fully approved by all relevant service authorities

Cases Requiring Approval

- Permits near archaeological sites eligible for excavation.
- Permits near historical buildings whose foundations may be affected by excavation works.

Procedures

1. In the event the Bahrain Authority for Culture and Antiquities engineer holds the second clearance request before work begins, the designated contractor must either send the request via email to the responsible engineer or attend the National Heritage Directorate in person.
2. The engineer inspects the request to verify that all required approvals from relevant entities are in place and reviews the prior comments made by the department regarding the permit.
3. The engineer authorizes the permits and coordinates with the contractor to establish the work commencement date.
4. On-site work is conducted under the oversight of the National Heritage Directorate to ensure the protection of archaeological sites and buildings.



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