

Sl.#	Stages	Category I – Existing Procedure SLAs			Category I – Revised Procedure SLA		
		15mm	20mm without improvement	20mm with improvement	15mm	20mm without improvement	20mm with improvement
1	Filing of application	NA	NA	NA	NA	NA	NA
2	Processing Fee payment	NA	NA	NA	NA	7	7
3	First level feasibility	15	15	15	6	6	6
4	Second level feasibility	10	10	10	5	3	3
5	Request for capturing documents	10	10	10	NA	NA	NA
6	Acknowledge ment generation				NA	NA	NA
7	Option to re-upload any missed documents	Not defined			5	5	5
8	Final Level feasibility	20	20	20	NA	05	05
9	Outward to Head office	NA	NA	NA	Not necessary as files are processed and forwarded online.		
10	Inward from Division office	NA	NA	NA	Not necessary as files are processed and forwarded online.		
11	Committee details capturing	NA	NA	NA	NA	NA	NA
12	Proceeding Generation	05	05	05	Within final level feasibility SLA only		
13	Connection charges payment	60	60	60	15	15	30
14	Process for improvement work order	NA	NA	60-90 days after payment	NA	NA	14 days after payment
15	Improvement work	NA	NA	60-90 days	NA	NA	30
16	Improvement work completion capturing	NA	NA	SLA not defined	NA	NA	03
17	GB Allotment	Auto Allotment – within 24 hours after payment received/improvement capturing			Auto Allotment – within 24 hours after payment received/improvement capturing		
18	CAN Generation	29	29	29	5	5	5

The following SLA are for Category II- MSB - Pipe size from 20mm to 25 mm

Sl.#	Stage	Category II – MSB – Existing procedure		Category II – MSB – Proposed procedure	
		Without improvement charges	With improvement charges	Without improvement charges	With improvement charges
1	Filing of application	NA	NA	NA	NA
2	Processing Fee payment	NA	NA	7	7
3	First level feasibility	15	15	6	6
4	Second level feasibility	10	10	3	3
5	Request for capturing documents	10	10	NA	NA
6	Acknowledge ment generation			NA	NA
7	Option to re-upload any missed documents	Not defined		5	5
8	Final Level feasibility	20	20	5	5
9	Outward to Head office	NA	NA	Not necessary as files are processed and forwarded online.	
10	Inward from Division office	NA	NA	Not necessary as files are processed and forwarded online.	
11	Committee details capturing	45	45	NA	NA
12	Proceeding Generation	15	15	Within final level feasibility SLA only	
13	Connection charges payment	60	60	30	45
14	Process for improvement work order	NA	60-90 days after payment	NA	14
15	Improvement work	NA	60-90 days	NA	30
16	Improvement work completion capturing	NA	SLA not defined	NA	03
17	GB Allotment	Auto Allotment – within 24 hours after payment received/improvement capturing		Auto Allotment – within 24 hours after payment received/improvement capturing	
18	GB Work Order by Manager	NA	NA	3	3
19	CAN Generation	29	29	5	5

The following SLA are for Category II- MSB - Pipe size from 40mm to 50 mm

Sl.#	Stage	Category II – MSB – Existing procedure		Category II – MSB – Proposed procedure	
		Without improvement charges	With improvement charges	Without improvement charges	With improvement charges
1	Filing of application	NA	NA	NA	NA
2	Processing Fee payment	NA	NA	7	7
3	First level feasibility	15	15	6	6
4	First level feasibility Approval by DGM	NA	NA	3	3
5	Second level feasibility by GM	10	10	3	3
6	Request for capturing documents	10	10	NA	NA
7	Acknowledgement generation			NA	NA
8	Option to re-upload any missed documents	Not defined		5	5
9	Final Level feasibility	20	20	5	5
10	Outward to Head office	NA	NA	Not necessary as files are processed and forwarded online.	
11	Inward from Division office	NA	NA	Not necessary as files are processed and forwarded online.	
12	Committee details capturing	45	45	NA	NA
13	Proceeding Generation	15	15	Within final level feasibility SLA only	
14	Connection charges payment	60	60	30	45
15	Process for improvement work order	NA	60-90 days after payment	NA	14
16	Improvement work	NA	60-90 days	NA	30
17	Improvement work completion capturing	NA	SLA not defined	NA	03
18	GB Allotment	Auto Allotment – within 24 hours after payment received/improvement capturing		Auto Allotment – within 24 hours after payment received/improvement capturing	
19	GB Work Order by Manager	NA	NA	3	3
20	CAN Generation	29	29	5	5

The following SLA are for Category II- MSB - Pipe size 75mm and above and Category III Bulk Connections

Sl.#	Stage	Category II – MSB – Existing procedure		Category II – MSB – Proposed procedure	
		Without improvement charges	With improvement charges	Without improvement charges	With improvement charges
1	Filing of application	NA	NA	NA	NA
2	Processing Fee payment	NA	NA	7	7
3	First level feasibility Recommended By Manager	15	15	6	6
4	First level feasibility Completed by DGM	NA	NA	3	3
5	Second level feasibility Recommended by GM	10	10	3	3
6	Second Level Feasibility Completed by CCM	NA	NA	3	3
7	Request for capturing documents	10	10	NA	NA
8	Acknowledgement generation			NA	NA
9	Option to re-upload any missed documents	Not defined		5	5
10	Outward to Head office	Not defined		Not necessary as files are processed and forwarded online.	
11	Inward from Division office	NA	NA	Not necessary as files are processed and forwarded online.	
12	Committee details capturing	45	45	7	7
13	Final Level feasibility by GM-SWC	20	20	3	3
14	Proceeding Generation	15	15	Within final level feasibility SLA only	
15	Connection charges payment	60	60	30	45
16	Process for improvement work order	NA	60-90 days after payment	NA	14
17	Improvement work	NA	60-90 days	NA	30
18	Improvement work completion capturing	NA	SLA not defined	NA	03

19	GB Allotment	Auto Allotment – within 24 hours after payment received/improvement capturing		Auto Allotment – within 24 hours after payment received/improvement capturing	
20	GB Work Order by Manager	NA	NA	3	3
21	CAN Generation	29	29	5	5

The following SLA are for Second Connection

Sl.#	Stage	Second Connections – 15mm dia connection only Existing Procedure	Second Connections – 15mm dia connection only Proposed Procedure
1	Filing of application	Not Defined	NA
2	Processing Fee payment		NA
3	First level feasibility		05
4	Second level feasibility		03
5	Option to re-upload any 03 days (This option is given by O&M GM before giving feasibility. These 3 days are exclusive of GM's SLA).missed documents		03
6	Request for capturing documents		NA
7	Acknowledgement generation		NA
8	Outward to Head office		Not necessary as files are processed and forwarded online.
9	Inward from Division office		Not necessary as files are processed and forwarded online.
10	Committee details capturing		07
11	Final Level feasibility		03
12	Proceeding Generation		Within final level feasibility SLA only
13	Connection charges payment		15
14	Process for improvement work order		NA
15	Improvement work		NA
16	Improvement work completion capturing		NA
17	GB Allotment		Auto Allotment – within 24 hours after payment received/improvement capturing
18	CAN Generation		5

Service Level Agreement (SLA) for releasing only sewerage connections

S.No	Stages	100mm	150mm and 200mm with out improvement	150mm and 200mm with improvement
1	Filling of Application	NA	NA	NA
2	Processing fee payment	NA	07	07
3	First Level Feasibility	06	06	06
4	Second Level Feasibility	05	03	03
5	Request for capturing documents	NA	NA	NA
6	Acknowledgement generation	NA	NA	NA
7	Option to Reupload any missed documents	05	05	05
8	Final Level Feasibility	NA	05	05
9	Outward to head office	NA	NA	NA
10	Inward from division office	NA	NA	NA
11	Committee details capturing	NA	NA	NA
12	Proceeding Generation	Within Final Level Feasibility SLA Only		
13	Connection Charges Payment	15	15	30
14	Process for improvement Workorder	NA	NA	14 days after payment
15	Improvement Work	NA	NA	30
16	Improvement work completion capturing	NA	NA	03
17	GB Allotment	NA	NA	NA
18	GB Work order by Manager	NA	NA	NA
19	CAN generation	05	05	05