

## **Document of Shanghai Water Authority**

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**Shanghai Water Authority**

### **Circular on Printing and Issuing Opinions on Further Optimizing Business Environment and Deepening Reform of Water Supply and Drainage Connections**

The departments concerned:

In order to speed up the optimization of business environment of water supply and drainage connections in Shanghai, and further improve the efficiency, reduce the cost and optimize service, after consulting with relevant departments, we've formulated these Opinions according to the requirements of the state and Shanghai Municipality for optimizing the business environment and deepening reforms of the administrative review and approval system, combined with the actual situation of Shanghai. We hereby print and issue these Opinions to you. Please implement them accordingly.

Shanghai Water Authority

March 20, 2018

# Opinions on Further Optimizing Business Environment and Deepening

## Reform of Water Supply and Drainage Connections

In order to speed up the optimization of business environment of water supply and drainage connections in Shanghai, and further improve the efficiency, reduce the cost and optimize service, after consulting with relevant departments, these Opinions are hereby formulated according to the requirements of the state and Shanghai Municipality for optimizing the business environment and deepening reforms of the administrative review and approval system, combined with the actual situations of Shanghai.

### I. Guiding Ideology

Thoroughly implement the spirit of the 19th National Congress of the Communist Party of China, constantly enhance the attractiveness, creativity and competitiveness of Shanghai in accordance with the requirements of the general secretary Xi Jinping, earnestly carry out *Implementation Measures of Shanghai Municipality for Furthermore Deepening Reform of Review and Approval of Social Investment Projects* ("Implementation Measures"), go all out to promote the reform work of water supply and drainage connections, and build best-ever business environment. By further reducing the time duration, costs and procedures, simplifying review and approval, strengthening coordination and defining responsibilities, 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.

### II. Object of Implementation

These Opinions are applicable to the water supply and drainage connections of social investment projects which apply for new installation and expansion services.

For the purpose of these Opinions, the scope of social investment projects is the same with that specified in the Implementation Measures.

### III. Work Objectives

While applying for final acceptance (or when the location of connections point is finally determined and no design or construction change would happen any longer), for the purpose of water supply and drainage connections project in Shanghai, the construction project owner shall submit parallel application and carry out parallel construction. The connections period shall be not more than 20 working days. The average connections period shall be not more than 10 working days.

Where a user applies for drinking water connections, the user connections

without external works shall be completed within 5 working days, while the user connections with external works and requiring road excavation shall be completed within 20 working days.

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.

For the purpose of these Opinions, specific industries 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.

#### IV. Main Tasks

(I) Through the process of optimization, efficiency and transparency shall be further improved.

1. Parallel operation and seamless connection: In accordance with the "merge mostly, streamline mostly, operate in different classifications" principle, the planning permission, afforestation permission, road excavation permission, road-take-over opinions and other aspects shall be processed parallelly and operated synchronously.

2. Processes shall be streamlined and the time limit shall be set. The review and approval materials shall be streamlined, the processes of various departments shall be optimized, and quick channels for water supply and drainage connections shall be established. The handling time of each process shall be greatly reduced, and the time limit shall be made public clearly.

(II) Through the improvement of the mechanism, the level of management and service shall be further improved.

1. Responsibility shall be made clear and coordination shall be strengthened. The responsibility unit and the coordination department of each process shall be clearly defined. Responsible units shall speed up their own work processes. For qualified external works, the approval procedures must be processed on time, and coordination departments shall supervise and coordinate in time.

2. To accept in one window and improve the efficiency. As the main body of user connection projects, water supply enterprises shall provide one-stop service for users, and conduct related procedures throughout the whole process to minimize the burden of users and construction project owners.

(III) Through reform and innovation, users' satisfaction and sense of fulfillment will be further improved.

1. Relevant review and approval departments and water supply and drainage departments shall get involved in advance, provide services actively, and disclose work flow and service specifications to facilitate users.

2. The establishment of transparent and efficient work mechanism, the optimized review and approval service and supervision during and after the event shall be supported through the measures of information and credit management.

#### V. Safeguard Measures

(I) Strengthening the leadership of the government. The Municipal Construction Commission and Shanghai Water Authority shall work together with the Municipal Traffic Commission, the Municipal Planning and Land Resources Bureau, the Municipal Greening Bureau, the Municipal Traffic Police Corps, the Municipal Road Bureau, the water supply enterprises and other departments and units to establish regular notification, regular work meetings, assessment and supervision mechanisms, and coordinate and promote all the work.

(II) Improving the relevant supporting policies. After optimization and adjustment of administrative review and approval procedures and work process, the relevant units shall, in accordance with the general requirements and time arrangement of these Opinions, timely formulate corresponding policies and documents, further clarify the management process limits of time, pre conditions for approval, update the corresponding guidelines, and prepare the model text of notification-commitment.

The suburban local governments are encouraged to further optimize administrative license concerning pipeline and road excavation and further shorten the time limit for processing water supply and drainage connections.

(III) Promoting the construction of information platform. Boost the construction of drinking water connection electronic parallel approval platform with the functions of online application, synchronous acceptance, parallel approval and completion of flow within specified time limit, optimize the online whole-process drainage license platform, disclose laws and regulations, guidelines and standards in a centralized way, realize electronic transfer and sharing of drawings and data in the whole process, implement the whole-process time monitoring and warning mechanism, and ensure the smooth implementation of the measures.

(IV) Strengthening the credit measures. Shift from emphasis on the pre-approval to emphasis on supervision during and after the event, promote the establishment of industrial credit system covering users, stockholders, water supply enterprises, and design, construction, supervision, review and approval entities. Any behaviors of breaking commitments or practicing fraud will be recorded in credit archives and incorporated into the municipal public credit platform. Through inter-departmental joint disciplinary punishment, the cost of the offenders' violation and dishonesty will be lifted.

#### VI. Date of Implementation

These Opinions shall be put into trial use as of March 20, 2018 and is valid until March 19, 2020.