

Procedure for Sanctioning New water supply connection

1. Citizen can apply New water connection through the website of department dwss.punjab.gov.in. after filling the details name, village etc. and there is provision to upload POI (Proof of Identity) and POA (Proof of Address) documents.
2. The application is submitted after verification of mobile number of the citizen through OTP. Application number is also sent to the citizen after successful submission through SMS.
3. The concerned Sub Divisional Engineer (SDE) receives the application along with supporting documents online.
4. SDE then assigns the case to concerned JE for checking the feasibility of the connection request.
5. Concerned JE then submit the feasibility report to SDE office. If the connection is feasible, SDE updates the information in the system and connections number is generated from the system. If not, the connection request is rejected. In all the cases, citizen is informed through SMS on registered mobile number.
6. The above process will be completed within 7 days from the date of receipt of the application of new water supply connection.
7. Citizen can also check the status of the application by visiting DWSS's website.