

We are committed in providing quality, efficient and intact services in order to fulfill the needs of client as follow:-

### 1. Grant Of licence

- Ground Water Abstraction Licence – 28 working days
- Surface Water Abstraction Licence – 14 working days
- Diversion of Water Licence for Generating Electricity – 35 working days

### 2. Grant of Written Approval

- Resource Alteration Activity (Jetty Activity) – 45 working days
- Resource Alteration Activity (Other Than Jetty Activity) – 21 working days

### 3. Payment of Voucher – 7 working days

### 4. Feedback on Receipt of Public Complaint – 2 working days