Date: 21 Apr 2015

Owners, Developers, Architects, Engineers, Contractors and Builders

Dear Sir/ Madam

Introduction of New E-Service to request for PUB services plan (SIP/DIP/WSP)

Background

1. Currently, the public make request for sewerage information and drainage interpretation plans (SIP/DIP) from NEA and water services plans (WSP) from PUB respectively. SIP/DIP request are made through yellow pages at $40 per mapsheet and WSP are made in written requests to PUB.

New E-Service

2. As part of the effort to improve service to the industry, PUB will be introducing a new E-Service to make request for all three types of services plans instead of having to approach 2 different agencies for the information. This new e-service would replace the existing channels for requesting PUB services plans.

3. The new e-services will be available from the following link on the PUB website from 30 Apr 2015 onwards.

   http://www.pub.gov.sg/customer/QPPortal/Pages/ServicePlans.aspx

4. The fee for using the new e-service would be $14 per mapsheet per type of plan requested. Details are in the attached annex.

Clarification

5. Should you have further queries on the above changes, please contact PUB at pub_bpu@pub.gov.sg or PUB’s hotline 67313512.

Thank you.

Goh Pin Cheh
Head (Building Plan Unit)
PUB
Details on New E-Service

User Instructions: Request for Service Plans

1. Click on the link below to launch the online request for service plans.

Request for Services Plans

1. Before proceeding with the design of a proposed development, QP must apply to PUB for the relevant sewage, drainage and water information:
   - Sewerage Information Plan (SIP) indicates the location and alignment of public sewers or pumping mains in the vicinity of the development. Details of the existing sewer connections at the development may not be shown on the SIP. QP should ascertain/verify details of the existing sewer connection on site.
   - Drainage Interpretation Plan (DIP) indicates drainage reserves or land reserved for future drainage schemes. The DIP may not show details of the common drain at the development. QP should ascertain/verify details of the common drains on site and the Minimum Platform Level (MPL) for effective surface water drainage.
   - Water Service Plans (WSP) indicates the approximate position of the water mains and raw water mains in the vicinity of the development. Smaller sub mains and connection pipes (<100 mm) to customers' premises/properties may not be included. QP is to determine and indicate the exact alignments and depths of the water mains, sub mains and connections, on site by means of trial holes before commencement of any work. The position and alignment of the water mains shall be indicated on the survey plan, and shown at site to allow easy identification of the water mains in future after completion.

2. QP must provide the following for infrastructure plans application to be approved: the location of the development site (details such as Mukim No, Lot No. and address); A site plan showing the location of site if it is reclaimed land or has recently been subdivided/amalgamated; and an outline of the proposed development.

3. QP need not apply for infrastructure plans for additions and alterations to existing developments which do not involve an increase in the existing building coverage area.

4. QP can apply for infrastructure plans online by clicking on the button at the bottom, subjected to the terms and conditions. Click here for the user instructions. Please call PUB Building Plan Unit hotline 0731 3512 if you need any clarification/assistance or email [pub_bou@pub.gov.sg]. Please call hotline only during office hours between 9am to 5pm. Applications for SIP/DIP will be processed within 7 working days and emailed to the email address provided.

5. Upon receipt of infrastructure plans, QP shall conduct site surveys to verify the alignments and invert levels of the public sewers/pumping mains/sewer connections and drainage reserves/common drains/water mains.

Figure 1: Request for Services Plans Homepage
2. Fill in the request form with the relevant (i) Lot Information, (ii) Plan Type and (iii) Requestor Details.

Figure 2: Request Form
(i) **Lot Information**

Fill in the relevant fields for Lot Information. The details are as follows:

- **Lot Type**: Dropdown list (‘MK’ and ‘TS’)
- **MK or TS No.**: 2-digit numeric value (i.e. ‘01’, ‘24’, ‘69’)
- **Lot No.**: Alphanumeric value, 5 digits followed by 1 letter (i.e. ‘03808K’, ‘00583C’)

![Figure 3: Lot Information](image)

(ii) **Plan Type**

Select the type of service plan required. The number of plan(s) selected will determine the total price to be paid.

![Figure 4: Type of Services Plan](image)

![Figure 5: Total Price Summary](image)
(iii) **Requestor Details**

Fill in the relevant fields for Requestor Details. The details are as follows:

- **Requestor Name**: Alphanumeric value
- **Requestor Contact No.**: Numeric value
- **Requestor Email Address**: Email (xxx@xxx.xxx)
- **Re-Enter Email Address**: Email (xxx@xxx.xxx)
- **Company Name**: Alphanumeric value
- **Project Title**: Alphanumeric value (max 500 characters)

![Requestor Details](image)

**Figure 6: Requestor’s Details**

3. Click on the “**Terms and Condition**” which is highlighted in blue. A pop-up window of the Terms and Condition will be displayed. Select the “**I hereby agree to the Terms and Condition**” checkbox after reading the Terms and Condition.

4. Click on “**Click Here to Proceed to Payment**” button. You will be prompted to fill in the relevant information in the compulsory fields should there be any invalid values. Otherwise, you will be redirected to ENETS page for payment.
5. On ENETS portal, the amount payable will be reflected. Enter the following credit card information to complete the purchase process.

- Name on Card
- Card Number
- CVV Number
- Expiry Date (Month and Year)

Check the terms and conditions checkbox and click “Submit”. To cancel the payment and go back to the request page, click “Cancel”.

Figure 7: ENETS Payment Gateway
6. Upon the completion of the successful payment process, ENETS will show the following details in a pop-up window (popup must be allowed for the website enets.sg):

In addition, you will be redirected back to the request page where the following information will be displayed:

- Reference No.
- Order Details (total price)
- Requestor Details
- NETS Reference Details
Click “Print Receipt” button to print out this page.
Click “Purchase More Service Plans” button to purchase another service plan.

7. In the event where there is an issue in completing the payment (as determined by ENETS), you will be redirected to the following “Request Unsuccessful” page.
Click “HERE” to return back to the landing page and to purchase new Service Plans.

8. If you click “Cancel” in step no. 5, you will be redirected back to the following “Payment Cancelled” page.

![Payment Cancelled](image)

**Figure 11: Notification for Cancelled Payment**

9. Upon successful payment, the requested service plan(s) will be sent to the email address provided within 7 working days from date of application.

10. The estimated file size is 2MB per plan. Please ensure that you have sufficient space in your email to receive the plan(s).

11. If you do not receive the plan(s) within 7 working days, please contact PUB Building Plan Unit at pub_bpu@pub.gov.sg or 6731 3512.