Date: 30 Nov 2015

Owners, Developers, Architects, Engineers, Contractors and Builders

Dear Sir/ Madam

Introduction of New E-Services and Improved Service Standard

New E-Services

As shared during the briefings conducted in Mar 2015, PUB will be rolling out the following e-services on **30 November 2015**.

I. Submission Status Check
II. Online Consultation Booking


Submission Status Check

2. This e-service allows users to check the status of their submissions using either the submission reference number or the project reference number. Contact details of the processing officers and expected reply date will also be available. User instructions for the e-service can be found in the Annex 1.

3. To complement the e-service on submission status check, PUB will also send out email notifications to QPs to acknowledge receipt of submission and to notify them of the issuance of clearance or written directions for their submission.

Online Consultation Booking

4. This e-services allows QPs to book an appointment for consultations with PUB in advance. This is to reduce the long waiting times and improve the quality of consultations. Slots can be booked from 3 working days to 2 weeks. To facilitate the consultation process, QPs are advised to provide relevant project information (e.g. technical drawings, photos and write-up) when making the appointment so as to allow sufficient time to study the project details before the meeting.
5. Please note that there will be a transition period where walk-in consultations are still available until end Feb 2016. Priority will be given to QPs with an appointment. QPs are encouraged to make an appointment using the appointment booking. After the transition period, consultations by appointment would replace walk-ins. User instructions for the e-service can be found in the Annex 2.

6. QPs can also send in submission related enquires to pub_bpu@pub.gov.sg or through general enquiries webpage.

**Improved Service Standard**

7. We have reviewed our published response time for major projects from 21 working days to **14 working days**. The new service standard will apply to submissions submitted from **30 Nov 2015 onwards**. Please refer to the table for our service standards.

<table>
<thead>
<tr>
<th>Type of Submission</th>
<th>Typical Response Time Current</th>
<th>Typical Response Time Revised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major Project Submission</td>
<td>21 working days</td>
<td>14 working days</td>
</tr>
</tbody>
</table>

**Clarification**

8. 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
Annex 1

USER INSTRUCTIONS FOR CONSULTATION APPOINTMENT BOOKING
1.0 LAUNCH THE CONSULTATION APPOINTMENT BOOKING FORM

1.1 Go to [http://www.pub.gov.sg/customer/QPPortal/Pages/default.aspx](http://www.pub.gov.sg/customer/QPPortal/Pages/default.aspx) to launch the QP Portal.

1.2 Click on the link below (Figure 1) to launch the Consultation Appointment Booking homepage.

![Figure 1: Qualified Persons Portal Homepage](image-url)
1.3 Please read the instructions before proceeding to book an appointment slot (Figure 2).
2.0 TO MAKE AN APPOINTMENT

2.1 Fill in the consultation appointment booking form (Figure 3) with the following information:

<table>
<thead>
<tr>
<th>Field</th>
<th>Example(s)</th>
</tr>
</thead>
</table>
| Type of Consultation*                      | **Pre-submission Consultation** – no project reference number or submission number  
                                          | **Consultation on Submission** – with project reference number and submission number |
| Nature of Consultation*                    | Sanitary and Sewerage / Drainage / Water                     |
| Sewerage Catchment (Nature of Consultation is Sanitary and Sewerage) | Bedok  
                                          | Jurong  
                                          | Kim Chuan  
                                          | Kranji  
                                          | Seletar  
                                          | Ulu Pandan |
| Drainage Catchment (Nature of Consultation is Drainage) | Jurong  
                                          | Kranji  
                                          | Pandan  
                                          | Woodlands  
                                          | Kallang  
                                          | Bukit Timah  
                                          | City & Stamford  
                                          | Geylang  
                                          | Punggol  
                                          | Changi |
| Description of Consultation*              | Sewer setback, minimum platform level, flood protection, etc.  
                                          | (max. 1000 characters)                                       |
| Project Reference Number                  | A1234-12345-2015 / E1234-12345-2015                           |
| ES/CR Number                              | ES20150101-12345 / CR20150101-12345                           |
| Attachments                               | 10MB maximum size limit                                      |
| Name of Requestor*                        | John Tan                                                     |
| Name of Company*                          | ABC XYZ                                                     |
| Contact Number*                           | 61234567, 91234567 (numerical values only)                   |
| Email*                                    | johntan@abcxyz.com                                          |
| Confirm Email*                            | johntan@abcxyz.com (Emails MUST match)                      |
| Name of Qualified Person*                 | Jane Ng                                                      |
| Name of Company*                          | ABC123                                                      |
| Company Contact Number*                   | 61234567, 91234567 (numerical values only)                   |
| Company Email*                            | janeng@abc123.com                                           |
| Confirm Email*                            | janeng@abc123.com (Emails MUST match)                       |
| Date of Consultation*                     | Available slots are 3 working days from date of booking + 10 working days |
| Number of Time Slots* | One slot – 20mins  
|                       | Two slots – 40mins |
| Time of Consultation* | Any available timings |

**ReCapcha***  
Enter the matching digits in the box provided

**Fields marked with * are mandatory.**
Figure 3: Consultation Appointment Booking Form
2.2 Click **Clear**. The details keyed in the consultation appointment booking form are cleared.

2.3 Click **Submit**. System shows the following notification (Figure 4) and sends an email to requestor (Figure 5) that consist of a link to confirm Appointment.

![Figure 4: Consultation Appointment Booking Successful Page](image)

3.0 **TO CONFIRM AN APPOINTMENT**

3.1 Click **Here** (Figure 5) to confirm your appointment booking. System will display the following message (Figure 6) to indicate successful booking of the new appointment.

![Figure 5: Email Notification to Requestor to Confirm Appointment](image)

![Figure 6: Consultation Appointment Booking Confirmation Page](image)

3.2 System will send a confirmation email to requestor (Figure 7).
3.3 PUB officer assigned for the appointment will also be notified. He may contact the requestor/QP for clarifications, request for additional materials and change the date of appointment to allow more time to study the consultation.

3.4 On the day of appointment, the requestor/QP shall go to Level 2 of Environment Building with a copy of the confirmation.

3.5 Please note that the maximum allowable booking at any given time is 3 sessions (1 session each for Sewerage/Drainage/Water). Otherwise, system will show the following notification (Figure 8) and send an email to requestor (Figure 9) upon clicking Submit.
4.0 TO CHANGE AN EXISTING APPOINTMENT

4.1 To check or update on existing appointments, click **Manage Existing Appointment** (Figure 10).

![Figure 10: Consultation Appointment Booking Form](image1)

4.2 Requestor shall fill in the Booking Reference Number and Confirmation Code issued earlier (Figure 6 & 7) to access details of existing appointment (Figure 11).

![Figure 11: Validation of Existing Appointment](image2)
4.3 Upon clicking **Submit**, system displays the details of the appointment (Figure 12). Please note that only the following fields are editable:

4.3.1 Number of Time Slots

4.3.2 New Date of Consultation

4.3.3 New Time of Consultation

![Consultation Appointment Result](image)

*Figure 12: Details of Existing Appointment*
4.4 Upon clicking **Submit**, system displays the following message upon successful submission of the appointment with the necessary details changed and updated (Figure 13). Assigned PUB officer will also be notified.

![Figure 13: Change of Appointment Confirmation Page](image)

4.5 System will send a confirmation email to requestor (Figure 14).

![Figure 14: Change of Appointment Confirmation Email](image)
5.0 TO CANCEL AN EXISTING APPOINTMENT

5.1 Click **Cancel Appointment** to cancel any existing appointment (Figure 12).

5.2 Upon clicking **Cancel Appointment**, system displays the following pop up message (Figure 15):

```
Message from webpage

Are you sure you want to cancel this appointment?

OK  Cancel
```

*Figure 15: Confirmation Message for Cancel Appointment*

5.3 Upon clicking **Submit**, system displays the following message upon successful cancellation of appointment (Figure 16). Assigned PUB officer will also be notified.

```
Dear Alan,

You have successfully cancelled the appointment at PUB office located at 40 Scotts Road, ENV Building, Level 2 on 19/11/2015 at 11:20:00 to 11:40:00.

If you wish to book a new consultation appointment, please visit PUB QP Portal Consultation Booking page. Please check your e-mail for appointment cancellation.

All queries on submissions may be made through a hotline +65 6731 3512 or email (pub_bpu@pub.gov.sg). Please call hotline only during office hours between 9am to 5pm.

Best Regards,

```

*Figure 16: Cancellation of Appointment Confirmation Page*

5.4 A confirmation email is sent to requestor on the cancellation of appointment (Figure 17).

```
Dear Alan

You have cancelled your consultation appointment at PUB office located at 40 Scotts Road, ENV Building, Level 2 on 19/11/2015 at 11:20:00 to 11:40:00.

If you wish to make a new appointment, please visit PUB QP Portal Consultation Booking page.

Building Plan Unit, PUB, tel: 65313512

This message was sent from a notification-only email address. Please do not reply to this message. Should you require any assistance, please contact us at pub_bpu@pub.gov.sg. For more information on the PUB building plan process, please visit us at http://www.pub.gov.sg.
```

*Figure 17: Confirmation Email for Cancel Appointment*
Annex 2

USER INSTRUCTIONS FOR SUBMISSION STATUS CHECK
a. **LAUNCH THE SUBMISSION STATUS CHECK PAGE**


c. Click on the link below (Figure 1) to launch the submission status check homepage.

![Figure 1: Qualified Persons Portal Homepage](image1.png)

d. Please read the instructions before proceeding to check the status of submissions (Figure 2).

![Figure 2: Submission Status Check Homepage](image2.png)
2.0 CHECK THE STATUS OF SUBMISSIONS

2.1 Users can input the relevant Submission Number and/or Project Reference Number to check the status of the submissions (Figure 3).

![Submission Status Check Page](image)

**Figure 3: Submission Status Check Page**

<table>
<thead>
<tr>
<th>Field</th>
<th>Example(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission Number</td>
<td>ES20150101-12345, CR20150101-12345</td>
</tr>
<tr>
<td>Project Reference Number</td>
<td>A1234-12345-2015, E1234-12345-2015</td>
</tr>
<tr>
<td>ReCapcha</td>
<td>Enter the matching digits in the box provided</td>
</tr>
</tbody>
</table>
3.0 INPUT SUBMISSION NUMBER ONLY

3.1 Please enter a valid Submission Number. Click Submit.
3.2 For Submission Number with exact match, system displays Submission Details page (Figure 4).
3.3 For Submission Number with CR, system displays list of submissions with the same Submission Number (Figure 5). Upon clicking the specific Submission Number, system displays Submission Details page (Figure 4).

Figure 4: Submission Details Page

Figure 5: Submission Number with multiple submissions
Details of the fields shown in Figure 4 can be found in the table below.

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Reference Number</td>
<td>BCA Project Reference Number (e.g. A1234-12345-2010)</td>
</tr>
<tr>
<td>ES Number</td>
<td>First Corenet submission of a particular submission type (e.g. ES20150101-12345)</td>
</tr>
<tr>
<td>Submission Number</td>
<td>Subsequent Corenet submission of the same submission type (e.g. CR20150101-12345)</td>
</tr>
<tr>
<td>Project Title</td>
<td>Title of project as issued by BCA</td>
</tr>
<tr>
<td>Location Description</td>
<td>Project Site Location (e.g. MK01-12345A, 40 Scotts Road, Singapore 228231)</td>
</tr>
<tr>
<td>Submission Type</td>
<td>Displays the type of submission made (e.g. Development Control, PUB CSC Clearance for Drainage/Sewerage)</td>
</tr>
<tr>
<td>Submission Details – Section</td>
<td>Displays the sub-sections of a particular application (e.g. Section A: Sanitary/Sewerage Work, Section B: Drainage Work)</td>
</tr>
<tr>
<td>Submission Details – Status</td>
<td>Displays the status of the sub-sections in a particular submission (e.g. Processing, Replied with Written Direction, Replied with No Objection)</td>
</tr>
<tr>
<td>Overall Status</td>
<td>Displays the overall status of submission with multiple sub-sections:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Processing</td>
</tr>
<tr>
<td></td>
<td>No Processing</td>
</tr>
<tr>
<td></td>
<td>No Processing</td>
</tr>
<tr>
<td>Submission Date</td>
<td>Date of submission made by QP via Corenet (DD/MM/YYYY)</td>
</tr>
<tr>
<td>Expected Date of Reply</td>
<td>Expected date of reply by PUB officer based on the respective service standards indicated here.</td>
</tr>
</tbody>
</table>
3.4 Upon clicking the ‘Project Overview’ button, the system displays the Project Overview Page with the matching Project Reference Number (Figure 6).

![Figure 6: Project Overview Page](image)

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Reference Number</td>
<td>BCA Project Reference Number (e.g. A1234-12345-2010)</td>
</tr>
<tr>
<td>Project Description</td>
<td>Title of project as issued by BCA</td>
</tr>
<tr>
<td>Location Description</td>
<td>Project Site Location (e.g. MK01-12345A, 40 Scotts Road, Singapore 228231)</td>
</tr>
<tr>
<td>Submission Status Check Stages (Figure 7)</td>
<td>Displays the status of different types of submissions made by QP for a particular project.</td>
</tr>
</tbody>
</table>
3.5 Click on a relevant submission stage. System will display all the submissions made by QP for that particular stage (Figure 8). Click on a specific Submission Number.

3.6 Upon clicking on the specific Submission Number, system displays Submission Details page (Figure 4).
4.0 INPUT PROJECT REFERENCE NUMBER ONLY

4.1 Please enter a valid Project Reference Number. Click Submit.
4.2 Upon clicking Submit, system displays the Project Overview Page (Figure 6) for the stated Project Reference Number.

5.0 INPUT BOTH SUBMISSION NUMBER AND PROJECT REFERENCE NUMBER

5.1 Please enter a matching Submission Number and Project Reference Number. Click Submit.
5.2 For Submission Number with exact match, system displays the Submission Details page (Figure 4).
5.3 For Submission Number with CR, system displays list of submissions with the same Submission Number (Figure 5). Upon clicking the specific Submission Number, system displays Submission Details page (Figure 4).

6.0 INVALID SUBMISSION NUMBER OR PROJECT REFERENCE NUMBER

6.1 For invalid Submission Number or Project Reference Number, system displays the following messages (Figures 9 – 11):

![Figure 9: Invalid Submission Number](image)

![Figure 10: Invalid Project Reference Number](image)
The submission number you entered does not correspond to the Project Reference Number provided. Please check the details and search again.

Figure 11: Submission and Project Reference Number do not match