



Water for All: Conserve, Value, Enjoy



To make Singapore a great city to live, work and play in



Our ref : BCA BC 15.0.3

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See Distribution

Dear Sir/Madam

## WALK-IN CONSULTATION SERVICE

### Objective

This circular is to inform the industry on the current walk-in consultation services provided by BCA, LTA, MOM, NEA, PUB, URA and SCDF.

### Walk-in Consultation Service

2 Recently, we have received feedback that some industry practitioners are not aware of the availability of walk-in consultation for some agencies. There were also feedback to request for a written record of the decision made during walk-in consultation or a written reply if decision could not be made at time of consultation.

3 To increase the awareness of the availability of the walk-in consultation, we have attached at Annex A an information sheet pertaining to the walk-in consultation services of the various regulatory agencies.

### For Clarification

4 We would appreciate if it you could convey the contents of this circular to the members of your organization. For clarification, you may call the following:

- a. BCA : Ms Wai Hui Ling, Tel: 63257573
- b. LTA : Ms Michelle Nai Mui Ling, Tel: 6332 8416 (Roads)  
/ Mr Yeang Hoong Chin, Tel: 6332 8310 (Rails)
- c. NEA : Mr Joseph Foo, Tel: 67319681
- d. PUB : PUB ONE, Tel: 1800 – 284 6600
- e. URA : DCD Customer Service Hotline at Tel: 6223 4811
- f. SCDF : CPT Cheong Yew Dong, Tel: 68481408

Yours faithfully

CLEMENT TSENG HUI-YEN  
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CPT CHEONG YEW DONG  
CONSULTANT, FIRE SAFETY AND SHELTER DEPARTMENT  
for COMMISSIONER  
SINGAPORE CIVIL DEFENCE FORCE

## DETAILS OF WALK-IN CONSULTATION SERVICES

## Annex A

AGENCY	LOCATION	DAYS / TIMING OF SERVICE	FORMS	WRITTEN REPLY	TYPE OF SERVICES
BCA	5 Maxwell Road Tower Block MND Complex Singapore 069110 <ul style="list-style-type: none"> <li>▪ #05-00 (Issues relating to structural plan submission)</li> <li>▪ #07-00 (Issues relating to building plan submission)</li> </ul>	<b>Monday - Friday:</b> 8.30 am to 5.30 pm (Hotline : 63257159)	Forms are provided.	Written reply to questions raised would be provided during walk-in consultations or within three working days for complex issue.	<ul style="list-style-type: none"> <li>• Building Control matters such as requirements relating to structural plan, building plan, TOP/CSC or civil defence shelter requirements.</li> </ul>
LTA	251 North Bridge Road Singapore 179102	<u>Roads Clinic :</u> <b>Every Tuesday and Thursday:</b> 9.30am to 11.30am [Please contact Ms Michelle Nai Mui Ling, Tel: 6332 8416 (Roads) or Ms Nor Jannah, Tel : 6332 8240 (Roads)]  <u>Rails Consultations :</u> <b>Monday - Friday:</b> 8.30 am to 5.30 pm [Please contact Mr Yeang Hoong Chin, Tel: 6332 8310 (Rails)]	No forms are required.	Written reply will be provided for Roads matters within a timeframe for specific cases.	<ul style="list-style-type: none"> <li>• Roads related requirements for major and complex projects, to resolve conflicting technical issues and clarify LTA's requirements.</li> <li>• Rails related requirements pertaining to projects within the vicinity of the Rapid Transit Systems.</li> </ul>
NEA (CBPU)	NEA Customer Service Centre 2nd storey ENV Building.	<b>Monday - Friday:</b> 9am to 12nn (Hotline : 67319115)	Consultation Forms are provided.	NEA's Decision/Advice is recorded in the consultation form.	<ul style="list-style-type: none"> <li>• BP/TOP/CSC Matters               <ul style="list-style-type: none"> <li>- Sewerage / Sanitary Works</li> <li>- Environmental Health</li> <li>- Pollution Control</li> </ul> </li> <li>• Sewerage / Drainage Interpretation Plan Matters</li> <li>• Allocation of Industrial Premises Matters</li> <li>• Workers' Dormitory Matters</li> </ul>

AGENCY	LOCATION	DAYS / TIMING OF SERVICE	FORMS	WRITTEN REPLY	TYPE OF SERVICES
PUB	NEA Customer Service Centre at 2nd storey ENV Building.	<b>Monday - Friday:</b> 9am to 12nn (Hotline : 1800-2255 632)	Consultation Forms are provided.	PUB's advice is recorded in the consultation form.	<ul style="list-style-type: none"> <li>Sewerage / Drainage matters</li> </ul>
	<p>a) For Submissions by Licensed Water Service Plumbers - Western Singapore</p> <p>Location : 81/82 Toh Guan Road East, C3-01, Singapore 608576</p> <p>b)Submissions by Licensed Water Service Plumbers - Eastern Singapore</p> <p>Location : Blk 2, Level 2, 65 Woodleigh Park, Singapore 357875</p> <p>c)Submissions by Professional Engineers</p> <p>Location : 40 Scotts Road #10-01 Environment Building, Singapore 228231</p>	<p><b>Monday - Friday:</b> 9am to 12nn (Hotline: 1800-2846600)</p> <p>List of PUB officers and their contact number, e-mail address for consultation on water service works can be obtained from <a href="http://www.pub.gov.sg">www.pub.gov.sg</a></p>	Forms for Pre-Planning Consultation can be downloaded from <a href="http://www.pub.gov.sg">www.pub.gov.sg</a>	Written reply will be provided where required.	<ul style="list-style-type: none"> <li>Water Supply</li> </ul>
URA	<p>URA Centre:</p> <p>(a) Customer Service Office at Level 1</p> <p>(b) Development Facilitation Committee (DFC)</p>	<p>(a) For general consultation service, the customer counter office is open from Mon - Fri between 8.30am - 5pm (except during lunch hour between 1 - 2pm).</p> <p>(b) For DFC - forum is weekly, on every Friday morning, between 9am – 12nn.</p> <p>(Hotline : 6223 4811)</p>	<ul style="list-style-type: none"> <li>For counter service, forms are provided.</li> <li>For DFC, forms are provided.</li> </ul>	For DFC, written reply will be provided within 1 working day.	<ul style="list-style-type: none"> <li>Development Control matters such as requirements relating to obtaining the Provisional Permission and Written Permission</li> </ul>
SCDF	HQ SCDF, 91 Ubi Avenue 4, Singapore 408827	<b>Monday – Friday:</b> 8.30am to 6.00pm (5.30pm for Friday) (Hotline : 1800 286 5555)	Forms are provided.	Written reply will be provided within 3 working days.	<ul style="list-style-type: none"> <li>Fire Safety matters</li> </ul>

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