

17 March 2006

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Dear Sirs

**IMPLEMENTATION OF A ONE-STOP ONLINE APPLICATION SYSTEM  
“LTA.PROMPT” FOR PERMISSION TO CARRY OUT WORKS  
AFFECTING PUBLIC STREETS/AREAS**

Over the years, professional engineers have been submitting applications manually to respective land-managing agency such as LTA, JTC, HDB, PUB, SLA, URA or NParks for permission to carry out works in areas managed by these agencies. This process is both cumbersome and time-consuming. In the submission process, applicants may face with the following problems:

- a) Lack of clarity in relation to which agency to approach;
- b) Grey area between agency jurisdiction; and
- c) Long lead time due to sequential application process.

We are pleased to inform you that together with land-managing agencies, LTA is developing an online one-stop portal – “LTA.PROMPT”, for the submission of applications works on public streets/areas. This portal will enable applicants to submit their applications electronically and simultaneously to the relevant land agencies. In this portal, guidelines of the different land-managing agencies will also be posted online to enable applicants to make an informed decision on which agencies to submit their application. Agencies have also committed to reply to applicants within 14 working days. Applicants will also be able to view the status of their applications online.

In addition, applicants can also check online whether there are any other parties working in the vicinity of their proposed works. This will help them to co-ordinate and plan their works in advance with the relevant parties to eliminate abortive reinstatement works.

With the implementation of this online portal, applicants need to have an internet account and register online as a member. They will be able to obtain an email account in the system so that they can be notified of their application status through this account. For payments, applicants need to apply for a FlexiPay account that is introduced on the Public Service Infrastructure (PSi). More information on FlexiPay is available at the PSi FlexiPay website at <http://www.ecitizen.gov.sg/flexipay/index.htm>. As it will take around 21 working days to set up a FlexiPay account, we would advise professional engineers to apply for this FlexiPay account early. They will then be able to use the online application portal to submit their applications immediately when it is launched.

In conjunction with the launch of the online portal, a seminar will be held, tentatively in June 2006. We will provide more details of this seminar and information on the use of LTA.PROMPT in due course.

We would appreciate it if you could disseminate the contents of this circular to members of your organizations.

If you need any clarification, please do not hesitate to contact Mr Wee Thiam Huat at 63962008.

Yours faithfully



Yap Boon Leong  
Deputy Director  
Road Management Division

conqueror

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Copy to participating land-managing agencies of LTA.PROMPT :

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45 Maxwell Road  
The URA Centre  
Singapore 069118  
Att: Ms Chua Chor Hoon (Head, Physical Planning West)

Public Utilities Board  
111 Somerset Road #13-05  
Singapore 238164  
Att: Maj (NS) Lawrence Tan (Director, Human Resources Department)

Housing and Development Board  
HDB Hub  
480 Lorong 6 Toa Payoh  
Singapore 310480  
Att: Mr Lim Loy Chin (Head, Mapping and Land Records Unit)

National Parks Board  
150 Beach Road #18-01/08  
Gateway West  
Singapore 189720  
Att: Mr Phua Kin Keng (Deputy Director, Parks Division)

JTC Corporation  
The JTC Summit  
8 Jurong Town Hall Road  
Singapore 609434  
Att: Mr Wong Siu Tee (Deputy Director, Product Planning)

Singapore Land Authority  
8 Shenton Way #26-01  
Temasek Tower  
Singapore 068811  
Att: Mr Clarence Ti (Director, Land Business & Management)