



Water for All: Conserve, Value, Enjoy

**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

The new e-services can be accessed via our QP portal. (<http://www.pub.gov.sg/customer/qportal/pages/default.aspx>)

### **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.



Water for All: Conserve, Value, Enjoy

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](mailto: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.

Type of Submission	Typical Response Time Current	Typical Response Time Revised
Major Project Submission	21 working days	14 working days

### **Clarification**

8. Should you have further queries on the above changes, please contact PUB at [pub\\_bpu@pub.gov.sg](mailto: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> to launch the QP Portal.
- 1.2 Click on the link below (Figure 1) to launch the Consultation Appointment Booking homepage.

Home > Customer Service > Qualified Persons Portal

**Qualified Persons Portal**

The Building Plan Unit (BPU) coordinate all responses to consultations and submissions from QPs /Industry professionals on sewerage, drainage and water matters.

All queries on submissions may be made through BPU hotline (6731 3512) or email (PUB\_BPU@pub.gov.sg). The hotline is operated Monday to Friday between 9am and 5pm (excluding public holidays).

The QP portal serves as a one-stop resource centre for QPs to locate information on water related submissions to PUB, bringing together all the relevant information for your easy reference.

You can find information related to the following on the QP portal.

- Process Flow
- New Forms
- Consultation
- Catchment Maps

**Service Standards**

PUB commits to provide a reply with clear directions within the stated time frame

Type of Submission	Service Standard*
Development Control	14 Working Days
Detailed Plan	14 Working Days
Development Control+ Detailed Plan (Minor Project)	14 Working Days

**PUB 24-hour Call Centre**  
**1800-2846600**  
(Local)  
**+65-62846600**  
(International)  
SMS: 70400  
Fax: +65-6725 8015  
Email: PUB\_One@pub.gov.sg

Figure 1: Qualified Persons Portal Homepage

### 1.3 Please read the instructions before proceeding to book an appointment slot (Figure 2).

## Consultation Appointment Booking

QPs can book appointments with relevant PUB officers to consult on drainage, sewerage and water supply matters. This e-service aims to reduce the long waiting times faced by QPs during walk-in consultations and to improve the quality of the consultations.

Things to note when booking an appointment:

1. State clearly the issues to be discussed
2. Attach the necessary documents (DIP/SIP/WSP, drawings of site plan, Basement/1<sup>st</sup> storey plan, sectional, elevation, etc.)
3. Appointments could be made from 3 working days up to 2 weeks 10 working days in advance. This is to allow sufficient time to study the project details before the consultation.
4. Up to 3 appointments may be reserved within the time period.
5. The appointment slots shown reflect all available meeting slots.
6. Upon submitting the request for consultation, a confirmation email will be sent to the Requestor's email. Please click on the link provided in the email to confirm the appointment within 30 minutes or the slot will be released for others users.
7. All appointments will be held at Environment Building, Level 2, Customer Service Centre. QPs may approach the Security Counter at West Wing entrance for directions.
8. Please arrive 10 minutes before the scheduled appointment slot with a copy of the email confirmation of the appointment for registration and keep the discussion within the appointed time. Arriving outside the appointment time may result in long waiting.
9. For the benefit of other users, please cancel or change confirmed appointments if you are unable to make it for the meeting.
10. **Please note that consultations are intended for clarifications on your submissions and shall not be taken as approvals for deviations from the Code of Practice. QPs are required to make a formal submission through Corenet to seek PUB's approval.**

Click [here](#) for user instructions.

Click [here to Request Consultation Appointment](#)

### Walk-in Consultation

QPs who wish to walk-in for consultations without appointment for issues such as Code of Practice requirements, catchment information and pre-consultation on major projects may continue to do so till February 2016. Priority will be given to QPs with an appointment.

Please call PUB Building Plan Unit hotline at 6731 3512 during office hours between 9am and 5pm for further assistance or email at [pub\\_bpu@pub.gov.sg](mailto:pub_bpu@pub.gov.sg).

- ▶ Households
- ▶ Industry & Commercial Operators
- ▶ Contractors & Developers
- ▶ Qualified Persons Portal
  - ▶ Process Flow
  - ▶ New Forms
  - ▶ Catchment Maps
  - ▶ Code of Practice, Guidelines for Drainage, Water and Used Water
  - ▶ Quick Submission Guides
  - ▶ Request for Service Plans
  - ▶ Submission Status Check
  - ▶ **Consultation Appointment Booking**
  - ▶ General Enquiries
- ▶ Whistleblowing Channel

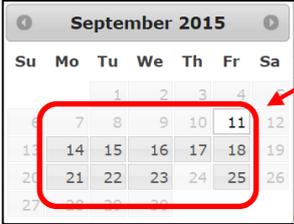
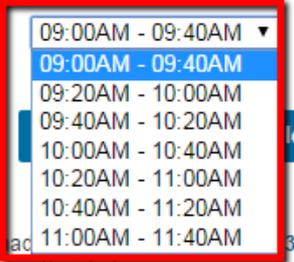
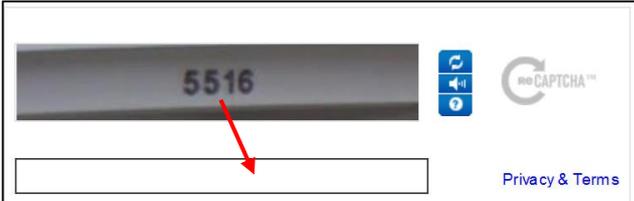
 **PUB 24-hour Call Centre**  
**1800-2846600**  
(Local)  
**+65-62846600**  
(International)  
SMS: 70400  
Fax: +65-6725 8015  
Email: [PUB\\_One@pub.gov.sg](mailto:PUB_One@pub.gov.sg)

Figure 2: Consultation Appointment Booking Homepage

## 2.0 TO MAKE AN APPOINTMENT

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

Field	Example(s)	
Type of Consultation*	<b>Pre-submission Consultation</b> – no project reference number or submission number <b>Consultation on Submission</b> – 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	

	
<p>Number of Time Slots*</p>	<p>One slot – 20mins Two slots – 40mins</p>
<p>Time of Consultation*</p>	<p>Any available timings</p> <p>Two Slots ▾</p> 
<p>ReCapcha*</p>	<p>Enter the matching digits in the box provided</p> 

Fields marked with \* are mandatory.

## New Appointment Booking

Please note walk-in consultation is available for general enquiries only.  
Fields marked with \* are mandatory.

Type of Consultation:\*

Nature of Consultation:\*

Description of Consultation:\*   
No. of characters left - 1000

Project Reference Number:

ES/CR Number:

Attachments:

Name of Requestor:\*

Name of Company:\*

Contact Number:\*

Email:\*

Confirm Email:\*

Name of Qualified Person:\*

Name of Company:\*

Company Number:\*

Company Email:\*

Confirm Email:\*

Date of Consultation:\*

Number of Time Slots:\*

Time of Consultation:\*

ReCapcha



[Privacy & Terms](#)

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.

Dear Alan,

Your consultation appointment is booked at PUB office located at 40 Scotts Road, ENV Building, Level 2 on 18/11/2015 from 09:40:00 to 10:00:00 .

Please check your e-mail to confirm appointment.

*Figure 4: Consultation Appointment Booking Successful Page*

Dear Alan

Your consultation appointment is booked at PUB office located at 40 Scotts Road, ENV Building, Level 2 on 18/11/2015 at 09:40:00 to 10:00:00.

Please click [here](#) to confirm your appointment booking.

If you wish to change or cancel the consultation, please visit [PUB QP Portal Consultation Booking page](#)

Your booking reference number:BR2015112113945789

Best Regards,

**Building Plan Unit . PUB . tel : 65313512**

 Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately. Visit our website at <http://www.pub.gov.sg>

*Figure 5: Email Notification to Requestor to Confirm Appointment*

### 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.



Dear Alan,

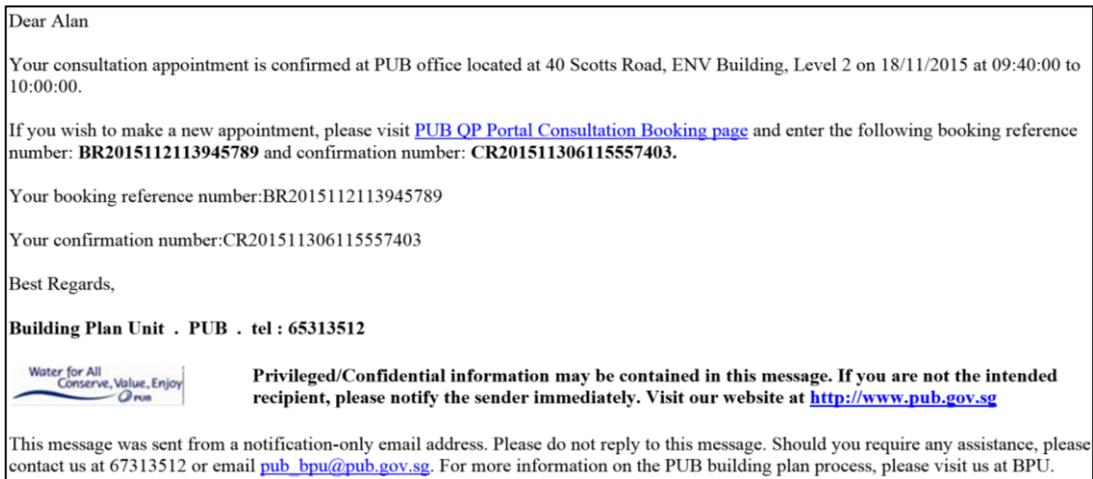
You have successfully confirmed or changed your appointment. Your new appointment details are: 18/11/2015 from 09:40:00 to 10:00:00 at PUB office located at 40 Scotts Road, ENV Building, Level 2.

If you wish to change or cancel the consultation, please visit PUB QP Portal [Consultation Booking page](#) and enter the following appointment reference number: **BR2015112113945789** and confirm number **CR201511306115557403**

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

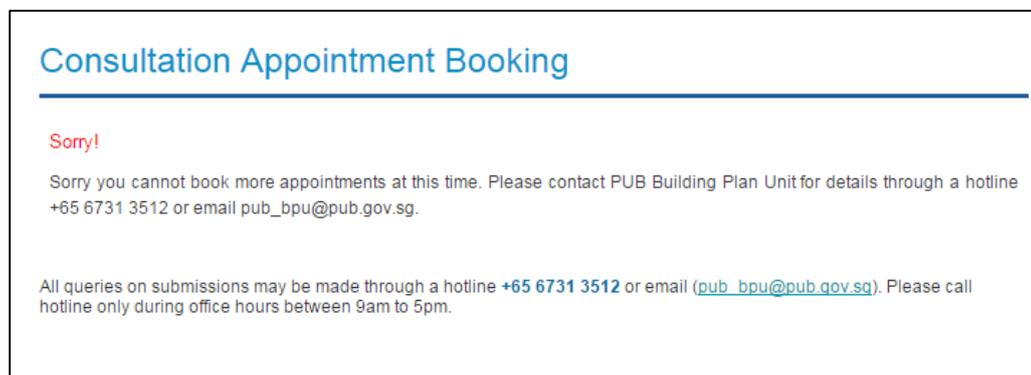
*Figure 6: Consultation Appointment Booking Confirmation Page*

- 3.2 System will send a confirmation email to requestor (Figure 7).



*Figure 7: Consultation Appointment Booking Confirmation Email*

- 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**.



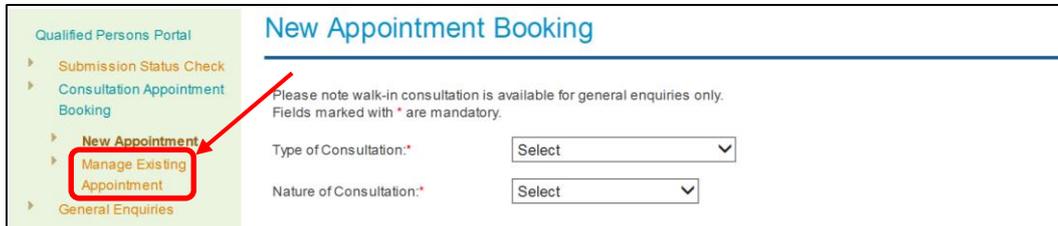
*Figure 8: Consultation Appointment Booking Unsuccessful Page*



*Figure 9: Consultation Appointment Booking Unsuccessful Email*

## 4.0 TO CHANGE AN EXISTING APPOINTMENT

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



Qualified Persons Portal

- Submission Status Check
- Consultation Appointment Booking
- Manage Existing Appointment**
- New Appointment
- General Enquiries

### New Appointment Booking

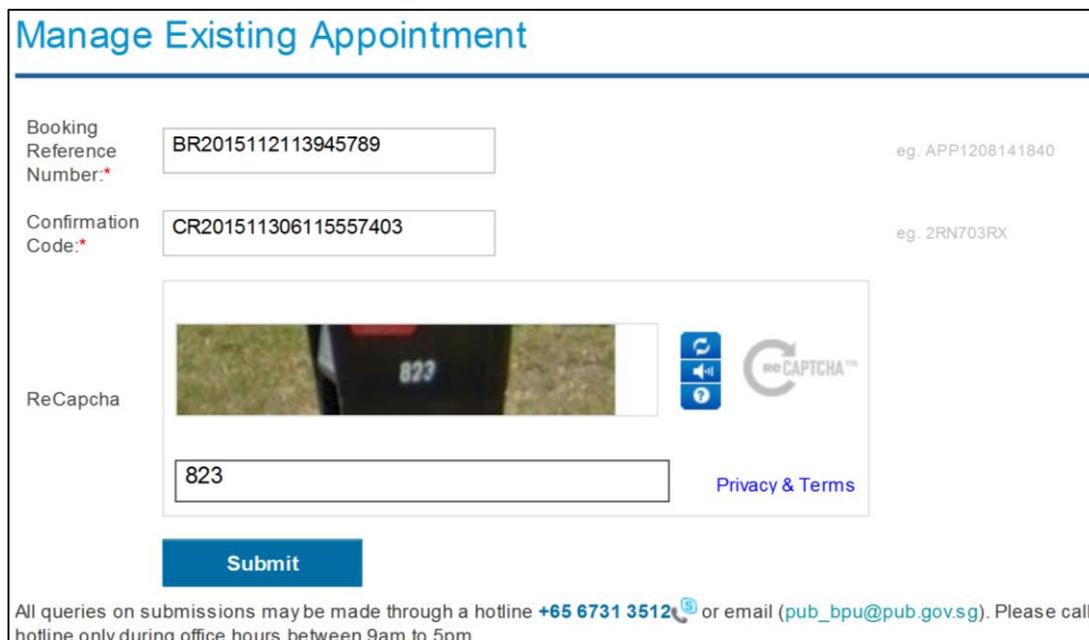
Please note walk-in consultation is available for general enquiries only.  
Fields marked with \* are mandatory.

Type of Consultation:\*

Nature of Consultation:\*

Figure 10: Consultation Appointment Booking Form

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).



### Manage Existing Appointment

Booking Reference Number:\*  eg. APP1208141840

Confirmation Code:\*  eg. 2RN703RX

ReCaptcha

[Privacy & Terms](#)

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

Figure 11: Validation of Existing Appointment

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

---

Name of Requestor:

Name of Company:

Contact Number:

Email:

Name of Qualified Person:

Name of Company:

Company Email:

---

Type of Consultation:

Nature Of Appointment:

Sewerage Catchment:

[View catchment maps](#)

---

Description of Consultation:

Project Reference Number:

ES/CR Number:

Existing Attachments:	File Name	Download
	C:\Users\mdrazis\Desktop\traffic log.log	<a href="#">Download</a>

---

Current Time of Consultation:

Current Date of Consultation:

Number of Time Slots:\*

New Date of Consultation:\*

New Time of Consultation:\*

[Submit](#) [Cancel Appointment](#)

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.

Dear Alan,

Your have successfully confirmed or changed your appointment. Your new appointment details are: 19/11/2015 from 11:20:00 to 11:40:00 at PUB office located at 40 Scotts Road, ENV Building, Level 2.

If you wish to change or cancel the consultation, please visit PUB QP Portal [Consultation Booking page](#) and enter the following appointment reference number: **BR2015112113945789** and confirm number **CR201511306115557403**

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

*Figure 13: Change of Appointment Confirmation Page*

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

Dear Alan

You have changed your consultation appointment at PUB office located at 40 Scotts Road, ENV Building, Level 2. The new appointment details are : 19/11/2015 from 11:20:00 to 11:40:00.

If you wish to change or cancel the consultation, please visit [PUB QP Portal Consultation Booking page](#) and enter the following appoinment reference number: **BR2015112113945789** and confirm number **CR201511306115557403**.

**Your booking reference number:BR2015112113945789**

**Your confirmation code:CR201511306115557403**

**Best Regards,**

**Building Plan Unit . PUB . tel : 65313512**



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately. Visit our website at <http://www.pub.gov.sg>

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 67313512 or email [pub\\_bpu@pub.gov.sg](mailto:pub_bpu@pub.gov.sg). For more information on the PUB building plan process, please visit us at BPU.

*Figure 14: Change of Appointment Confirmation Email*

## 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):

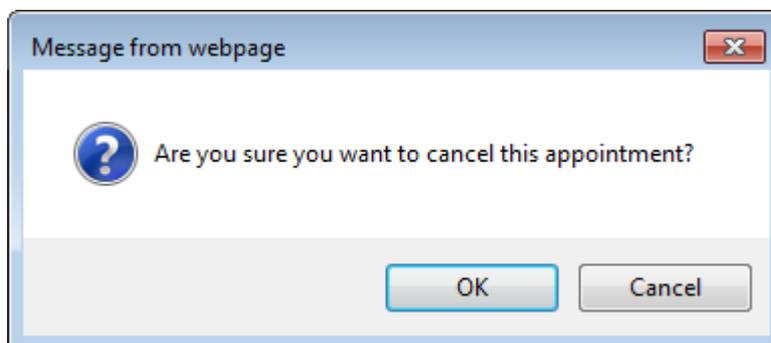


Figure 15: Confirmation Message for Cancel Appointment

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



Figure 16: Cancellation of Appointment Confirmation Page

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

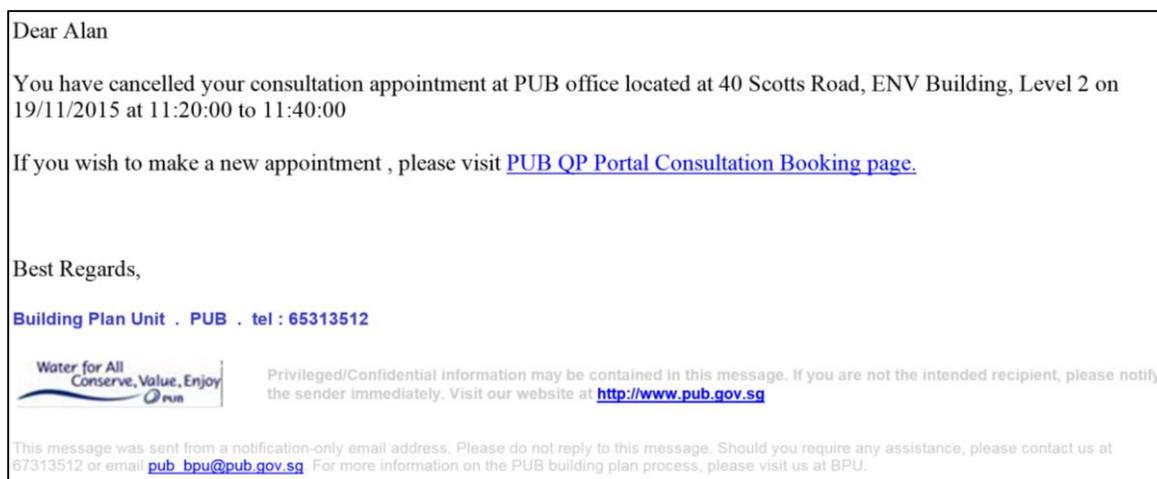


Figure 17: Confirmation Email for Cancel Appointment

## **Annex 2**

### **USER INSTRUCTIONS FOR SUBMISSION STATUS CHECK**



a. **LAUNCH THE SUBMISSION STATUS CHECK PAGE**

- b. Go to <http://www.pub.gov.sg/customer/QPPortal/Pages/default.aspx> to launch the QP Portal.
- c. Click on the link below (Figure 1) to launch the submission status check homepage.

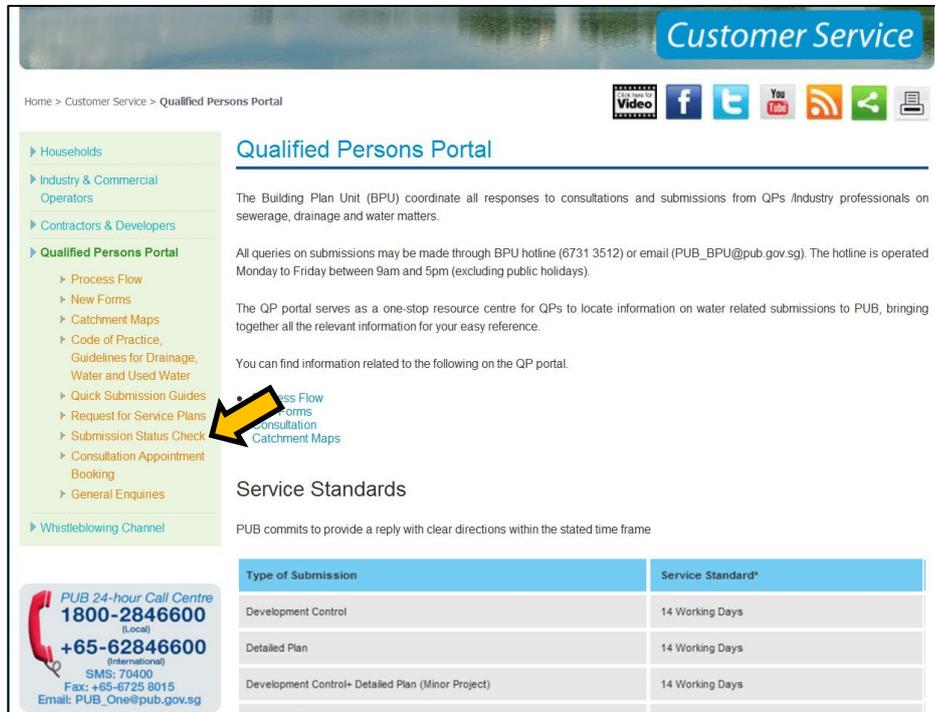


Figure 1: Qualified Persons Portal Homepage

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

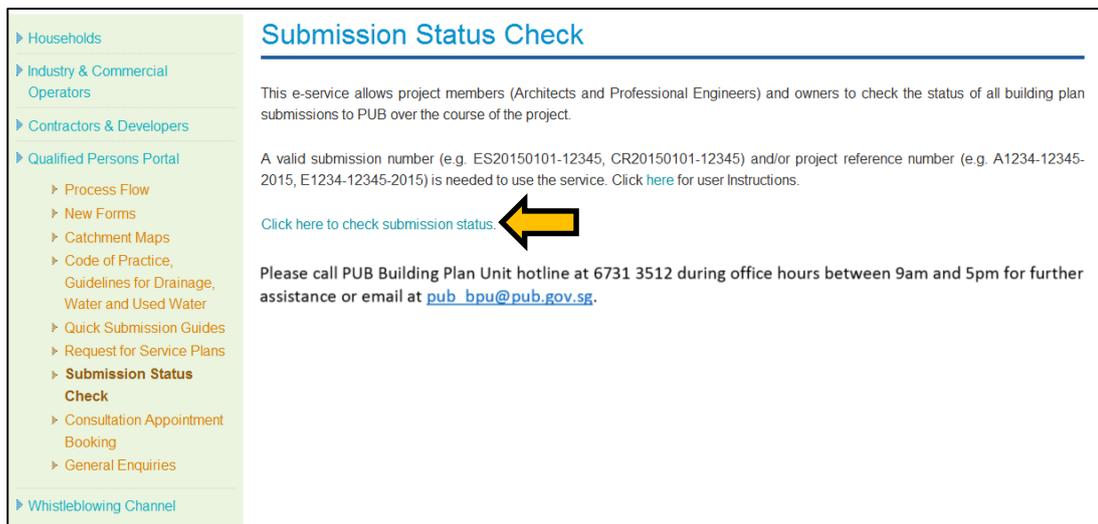


Figure 2: Submission Status Check Homepage

## 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

Submission Number:

Project Reference Number:

eg. ES20140101-12345,  
CR20140101-12345

eg. A1234-12345-2014,  
E1234-12345-2014

ReCapcha

[Privacy & Terms](#)

Submit

The Submission Status Check is an e-service that allow project members (QPs, PEs and owners) to check the status of Building plan submission sent to PUB for checking as well as obtain an overview of all submissions that need to be made over the course of the project.

*Figure 3: Submission Status Check Page*

Field	Example(s)
Submission Number	ES20150101-12345, CR20150101-12345
Project Reference Number	A1234-12345-2015, E1234-12345-2015
ReCapcha	Enter the matching digits in the box provided <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <div style="margin-top: 5px;"> <input style="width: 100%;" type="text"/> <a href="#" style="float: right; font-size: x-small; color: #0070C0;">Privacy &amp; Terms</a> </div> </div>

### 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).

#### Submission Status Check

Project Reference No: A1079-02052-2015  
ES Number: ES20151028-15943  
Submission Number: ES20151028-15943  
Project Title: PROPOSED COVERED LINKWAY ALONG BUKIT PANJANG RING ROAD (EASTBOUND) ON LOT NOS. 01354W (PT), 01520P (PT), 01521T (PT) & 00864K (PT) MK 14 (WALK2RIDE PROGRAMME) SEGAR LRT STATION  
Location Description: BUKIT PANJANG RING ROAD  
Submission Type: Development Control , Minor  
Submission Details:

Section	Status
SECTION A1: SANITARY M&E WORK (Used Water)	Processing
SECTION A2: SEWERAGE WORK\ RC TRENCH	Processing
SECTION B: DRAINAGE WORK	Processing
SECTION C: INFRASTRUCTURE WORK AFFECTING SEWER & DRAINAGE	Processing

Overall Status: Processing  
Submission Date: 28/10/2015  
Expected Date of Reply: 18/11/2015  
Date of Reply:  
Processing Officer:

Name	Phone	Email	Scope
Razis	+65 65714072	muhd_razis_rahim@pub.gov.sg	Sewerage Work
Lincoln Ang	+65 65714079	ANG_Wah_Chin@pub.gov.sg	Drainage Work

[Project Overview](#)

Figure 4: Submission Details Page

#### Submission Status Check

Project Reference No: A623-01312-2013  
ES Number: ES20140416-92752  
Project Description: PROPOSED ERECTION OF A 3-STOREY DETACHED DWELLING HOUSE WITH A BASEMENT, ATTIC AND LIFT ON LOT 03140T MK 22 AT 5 AROOZOO AVENUE (HOUGANG PLANNING AREA)  
Please select a submission to view details.

Submission No.	Status	Received Date	Replied Date
ES20140416-92752	Processing	16/04/2014	
CR20140416-17878	Processing	01/01/2014	

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

Figure 5: Submission Number with multiple submissions

Details of the fields shown in Figure 4 can be found in the table below.

<b>Field</b>	<b>Details</b>								
Project Reference Number	BCA Project Reference Number (e.g. A1234-12345-2010)								
ES Number	First Corenet submission of a particular submission type (e.g. ES20150101-12345)								
Submission Number	Subsequent Corenet submission of the same submission type (e.g. CR20150101-12345)								
Project Title	Title of project as issued by BCA								
Location Description	Project Site Location (e.g. MK01-12345A, 40 Scotts Road, Singapore 228231)								
Submission Type	Displays the type of submission made (e.g. Development Control, PUB CSC Clearance for Drainage/Sewerage)								
Submission Details – Section	Displays the sub-sections of a particular application (e.g. Section A: Sanitary/Sewerage Work, Section B: Drainage Work)								
Submission Details – Status	Displays the status of the sub-sections in a particular submission (e.g. Processing, Replied with Written Direction, Replied with No Objection)								
Overall Status	Displays the overall status of submission with multiple sub-sections: <table border="1" data-bbox="646 1198 1385 1400"> <thead> <tr> <th>Status of Any Sub-sections</th> <th>Overall Status</th> </tr> </thead> <tbody> <tr> <td>Processing</td> <td>Processing</td> </tr> <tr> <td>No Processing Replied with Written Direction</td> <td>Replied with Written Direction</td> </tr> <tr> <td>No Processing No Written Direction</td> <td>Replied with No Objection</td> </tr> </tbody> </table>	Status of Any Sub-sections	Overall Status	Processing	Processing	No Processing Replied with Written Direction	Replied with Written Direction	No Processing No Written Direction	Replied with No Objection
Status of Any Sub-sections	Overall Status								
Processing	Processing								
No Processing Replied with Written Direction	Replied with Written Direction								
No Processing No Written Direction	Replied with No Objection								
Submission Date	Date of submission made by QP via Corenet (DD/MM/YYYY)								
Expected Date of Reply	Expected date of reply by PUB officer based on the respective service standards indicated <a href="#">here</a> .								

3.4 Upon clicking the 'Project Overview' button, system displays the Project Overview Page with the matching Project Reference Number (Figure 6).

### Submission Status Check

---

Project Ref./BP No: A623-01312-2013

Project Description: PROPOSED ERECTION OF 15 UNITS OF ENVELOPE CONTROL TERRACE DWELLING HOUSES INCLUDING 9 INTERMEDIATE AND 6 CORNER UNITS ON LOT 03363X MK19 AT WAK HASSAN PLACE AND WAK HASSAN DRIVE

Location Description: Mukim 19 Lot03363X, WAK HASSAN DRIVE, Singapore 000000, WAK HASSAN PLACE, WAK HASSAN DRIVE

Development Control	Processing	▶
Pre-consultation /Waiver application form on Drainage matters	Processing	▶
Pre-consultation /Waiver application form on Sewerage matters	Force Closed	▶
Detailed Plan (Sanitary Work)	Replied with No Objections	▶
Detailed Plan (Sewerage Work, RC Trench)	Replied with No Objections	▶
Detailed Plan (Drainage)	Replied with No Objections	▶
Application for Work in Public Sewerage System Form B	Processing	▶
Notice for Carrying out Sewer Connection Work Form B1		▶
Application for Approval of Works Affecting Public Sewerage System	Processing	▶
End of Defects Liability Period Inspection for Public Sewers	Processing	▶
PUB TOP Clearance for Sewerage Work	No submissions made	▶
PUB TOP Clearance for Sanitary Work	No submissions made	▶
PUB TOP Clearance for RC Trench Completion	No submissions made	▶
PUB TOP Clearance for Infrastructure Works Affecting Sewer	No submissions made	▶
PUB C SC Clearance for Sanitary and Sewerage Works	No submissions made	▶
PUB C SC Clearance for Drainage	Processing	▶
Pre-Planning Consultation - Water	No submissions made	▶
Notification of Water Service Work By Professional Engineer	No submissions made	▶
Certificate of Satisfactory Completion of Water Service Work By Professional Engineer	No submissions made	▶

All queries on submissions may be made through a hotline [+65 6731 3512](tel:+6567313512) or email ([pub\\_bpou@pub.gov.sg](mailto:pub_bpou@pub.gov.sg)). Please call hotline only during office hours between 9am to 5pm.

Figure 6: Project Overview Page

<b>Field</b>	<b>Details</b>
Project Reference Number	BCA Project Reference Number (e.g. A1234-12345-2010)
Project Description	Title of project as issued by BCA
Location Description	Project Site Location (e.g. MK01-12345A, 40 Scotts Road, Singapore 228231)
Submission Status Check Stages (Figure 7)	Displays the status of different types of submissions made by QP for a particular project.

Development Control	<span style="color: green;">■</span> Replied with no objections	▶
Pre-consultation /Waiver application form on Drainage matters	<span style="color: grey;">■</span> No submission made	▶
Pre-consultation /Waiver application form on Sewerage matters	<span style="color: green;">■</span> Replied with no objections	▶
Detailed Plan (Sanitary Work)	<span style="color: green;">■</span> Replied with no objections	▶
Detailed Plan (Sewerage Work, RC Trench)	<span style="color: red;">■</span> Replied with written directions	▶
Detailed Plan (Drainage))	<span style="color: grey;">■</span> No submission made	▶
Application for Work in Public Sewerage System Form B	<span style="color: grey;">■</span> No submission made	▶
Notice for Carrying out Sewer Connection Work Form B1	<span style="color: grey;">■</span> No submission made	▶
Application for Approval of Works Affecting Public Sewerage System	<span style="color: grey;">■</span> No submission made	▶
End of Defects Liability Period Inspection for Public Sewers	<span style="color: grey;">■</span> No submission made	▶
PUB TOP Clearance for Sewerage Work	<span style="color: orange;">■</span> Processing	▶
PUB TOP Clearance for Sanitary Work	<span style="color: grey;">■</span> No submission made	▶
PUB TOP Clearance for RC Trench Completion	<span style="color: grey;">■</span> No submission made	▶
PUB TOP Clearance for Infrastructure Works Affecting Sewer	<span style="color: grey;">■</span> No submission made	▶
PUB CSC Clearance for Sanitary and Sewerage Works	<span style="color: grey;">■</span> No submission made	▶
PUB CSC Clearance for Drainage	<span style="color: grey;">■</span> No submission made	▶
Pre-Planning Consultation - Water	<span style="color: grey;">■</span> No submission made	▶
Notification of Water Service Work By Professional Engineer	<span style="color: grey;">■</span> No submission made	▶
Certificate of Satisfactory Completion of Water Service Work By Professional Engineer	<span style="color: grey;">■</span> No submission made	▶

Figure 7: Submission Status Check Stages

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.

End of Defects Liability Period Inspection for Public Sewers	<span style="color: grey;">■</span> No submission made	▶			
PUB TOP Clearance for Sewerage Work	<span style="color: orange;">■</span> Processing	▼			
ES No.	Submission No.	Submission Date	Expected Date of Reply	Date of Reply	Status
ES20150402-83327	<a href="#">ES20150402-83327</a>	09/04/2015	24/04/2015		Processing

Figure 8: Details of Submissions for a Particular Submission Stage

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

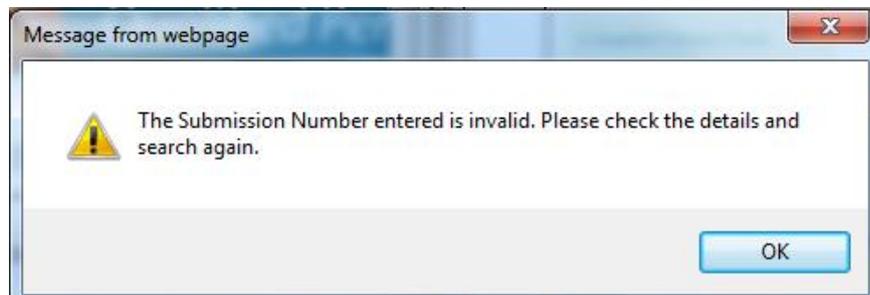
5.1 Please enter a matching Submission Number and Project Reference Number. Click Submit.

5.2 For Submission Number with exact match, system displays the Submission Details page (Figure 4).

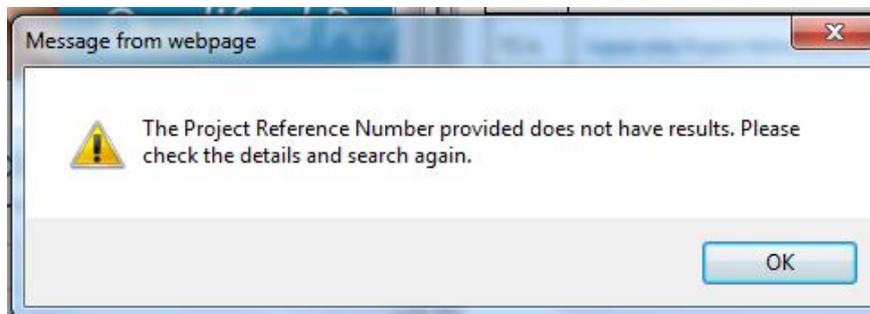
5.3 For Submission Number with CR, system displays list of submissions with the same Submission Number (Figure 5). Upon clicking the specific Submission Number, system displays Submission Details page (Figure 4).

#### 6.0 INVALID SUBMISSION NUMBER OR PROJECT REFERENCE NUMBER

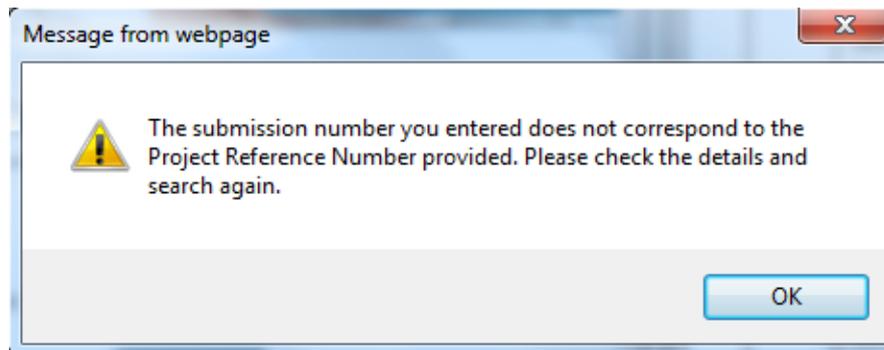
6.1 For invalid Submission Number or Project Reference Number, system displays the following messages (Figures 9 – 11):



*Figure 9: Invalid Submission Number*



*Figure 10: Invalid Project Reference Number*



*Figure 11: Submission and Project Reference Number do not match*