

**Date: 3 March 2016**

**Owners, Developers, Architects, Engineers, Contractors and Builders**

Dear Sir/ Madam

**Upgrades to Self-Service Portal for the Purchase of PUB Service Plans**

PUB has upgraded our e-service to request for PUB service plans (namely DIP, SIP and WSP). The upgraded service will be available from **5 Mar 2016** and can be accessed via our QP portal at the following link. Singpass login will be required. (<http://www.pub.gov.sg/customer/qpportal/pages/default.aspx>)

**Enhanced features**

- **Improved search options** – Users can search using Lot number, Road name, Address, or Postal code instead of land lots only.
- **Multiple Lots** - Users can purchase multiple land lots in 1 transaction instead making requests 1 lot at a time.
- **Map Preview**- Users can preview the requested lots before confirming their purchase
- **Faster processing time** – Users would typically receive their requested maps by the next day instead of 7 working days.

User instructions for the enhanced system can be found in the Annex.

2 Please note that there will be a planned maintenance and upgrading for the PUB service plans website from **4 Mar 2016 0800hrs to 4 Mar 2016 2359hrs**. During this time, the service will be unavailable. We appreciate your understanding and our apologies for any inconvenience caused.

3 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 – USER INSTRUCTIONS

### User Guide: 5 Simple Steps to Purchase PUB Service Plans

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

**Request for Services Plans**

1. Before proceeding with the design of a proposed development, QP must apply to PUB for the relevant sewerage, 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 effectual surface water drainage.
  - Water Service Plan (WSP) indicates the approximate position of the water mains and raw water mains in the vicinity of the development. Smaller submains 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 watermains, submains and connections, on site by means of trial holes before commencement of any work. The position and alignment of the watermains shall be indicated on the survey plan, and shown at site to allow easy identification of the watermains in future after completion.
2. QP shall provide the following information when requesting for service plans:
  - Lot Information of project site (Mukim No. and Lot No.)
  - Plan Type (service plan for drainage/sewerage/water)
  - Requestor Details
3. QP shall refer to [OneMap](#) (Services → LandQuery) to:
  - Ensure validity of Mukim-Lot No. provided in the request
  - Obtain the relevant Mukim-Lot No. corresponding to the project
4. 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.
5. 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 (6731 3512) if you need any clarification/assistance or email ([pub\\_bpunit@pub.gov.sg](mailto:pub_bpunit@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.
6. 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.
7. For DC submission to NEA, QP shall use the Receipt No. BPU-XXXXXXX as Reference No. and the date QP received SIP/DIP from PUB officer as the Date of SIP/DIP.

[Click here to proceed with request for services plans.](#)

Figure 1: Request for Service Plans Homepage

Login using SingPass (Figure 2).

**SingPass** Singapore Personal Access

Singapore Government  
Integrity · Service · Excellence

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Password

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Last updated on 05 July 2015

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Figure 2: SingPass Login Page

1. Select Lot(s)
2. Choose Plan Type(s)
3. Preview
4. View Shopping Cart
5. Make Payment

### **Step 1: Select Lots(s)**

- MK/TS-Lot No.
- Road Name
- Postal Code
- Address

The screenshot shows the 'Infrastructure Maps Self Service' portal. At the top, there is a 'Singpass' field with '00000000R' and a 'Logout' link. The main heading is 'Infrastructure Maps Self Service'. Below this, it states 'Remaining map sheet allocation: 19'. There are four search fields with 'Search' buttons: 'MK/TS-Lot No.' (example: MK22-08435A), 'Road Name' (example: Orchard Road), 'Postal Code' (example: 547809), and 'Address' (example: 40 Scotts Road). A map of Singapore is displayed below the search fields. At the bottom, there is a 'Submit' button and a 'Remove' button. A footer contains contact information: 'All queries on submissions may be made through a hotline +65 6731 3612 or email (pub\_serv@trn.gov.sg). Please call hotline only during office hours between 9am to 5pm.' and 'Copyright 2016 PUB'.

*Figure 3: Self Service Portal Main Page*

Please refer to examples in the search box for each search parameter (e.g. Orchard Road). The selected lot/road/postal code/address will be shown in green (Figure 4a, 4b).

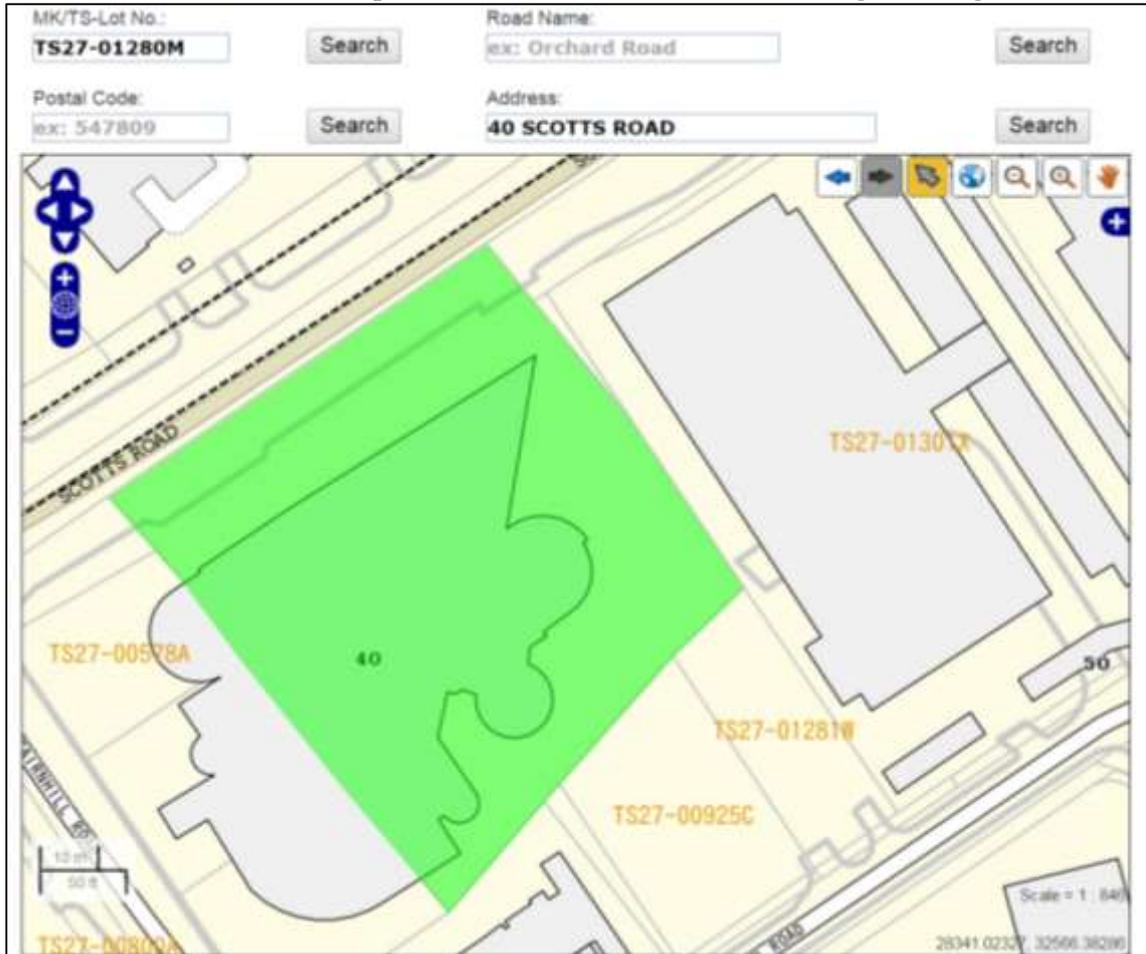
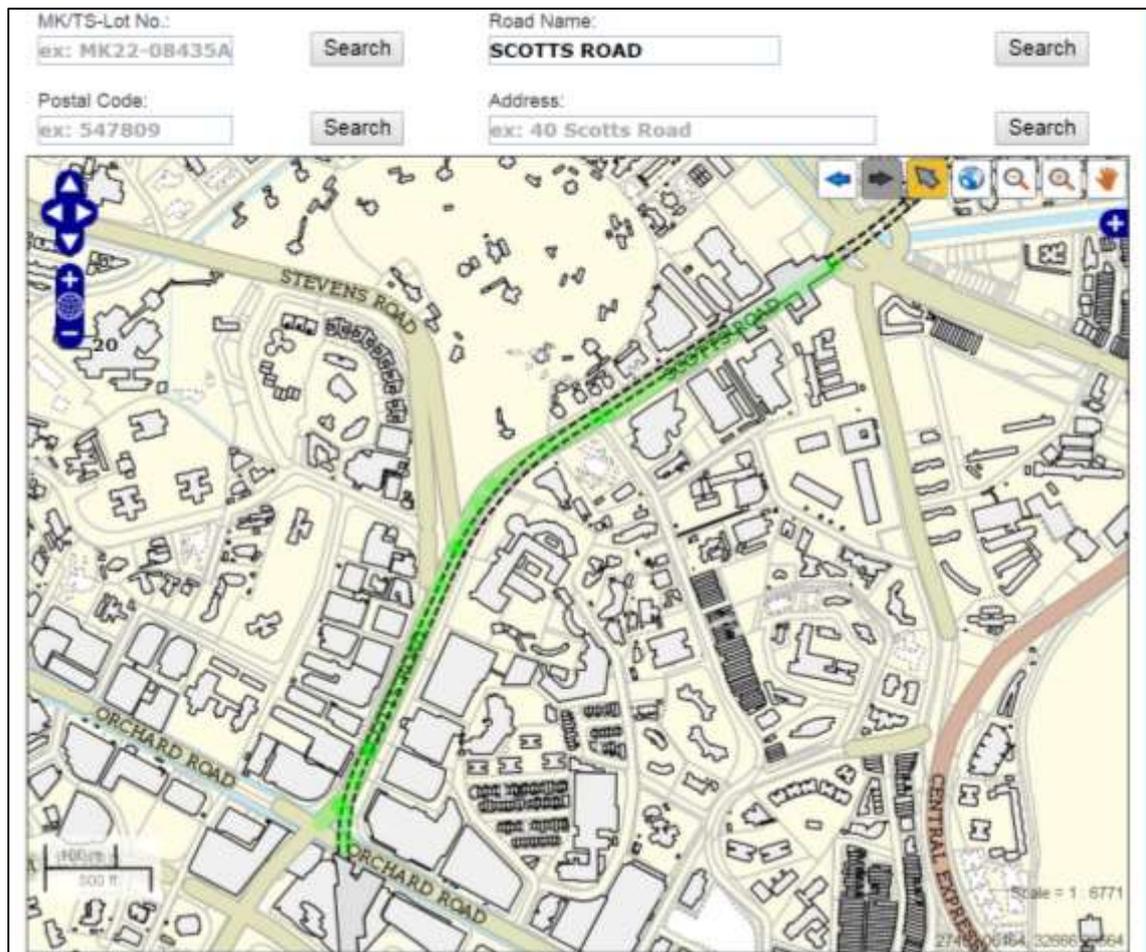


Figure 4a: Selected lot



*Figure 4b: Selected Road Name*

To purchase a single lot:

- (i) Click on the desired lot
- (ii) Click “Add to cart” (Figure 5)
- (iii) Selected lot in green will change to purple (Figure 6)
- (iv) Click Submit

To remove a selected lot:

- (v) Click on the selected lot in purple
- (vi) Click “Remove from cart” (Figure 7)

To purchase multiple lots, repeat steps (ii) and (iii) before clicking Submit.

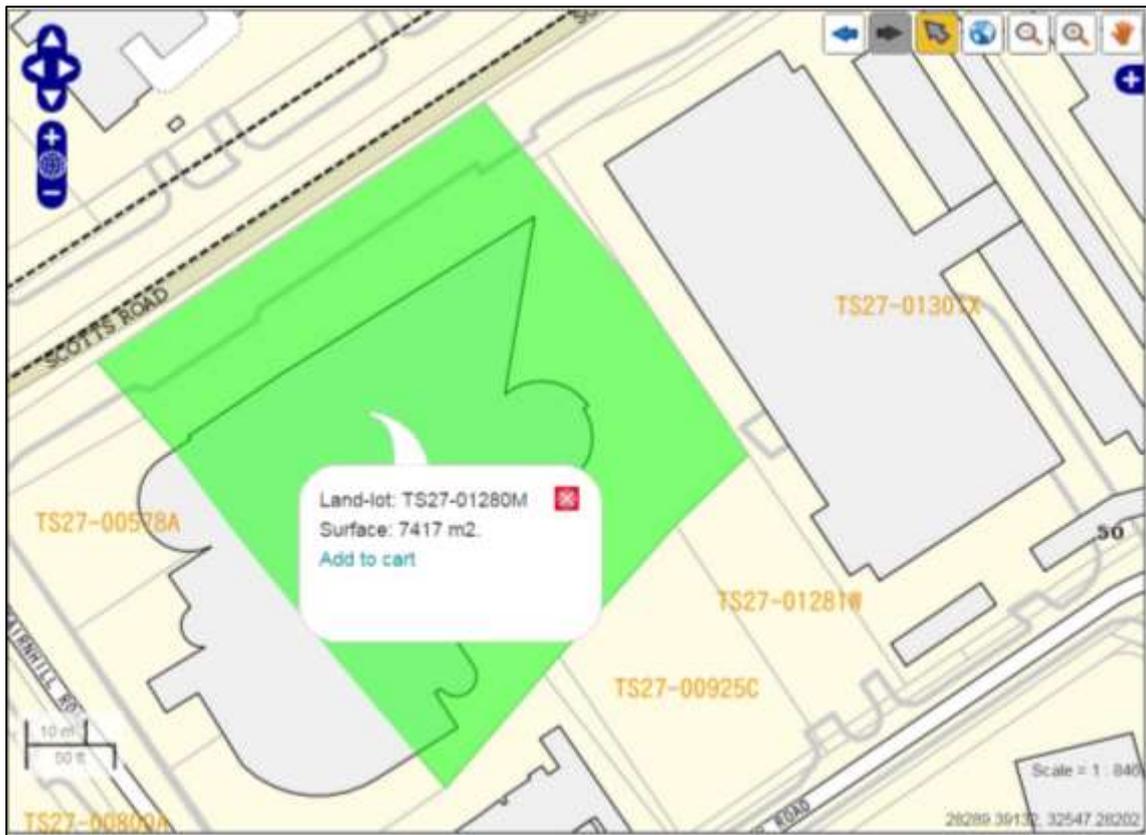


Figure 5: Select and Add to cart



Figure 6: Lot to be purchased

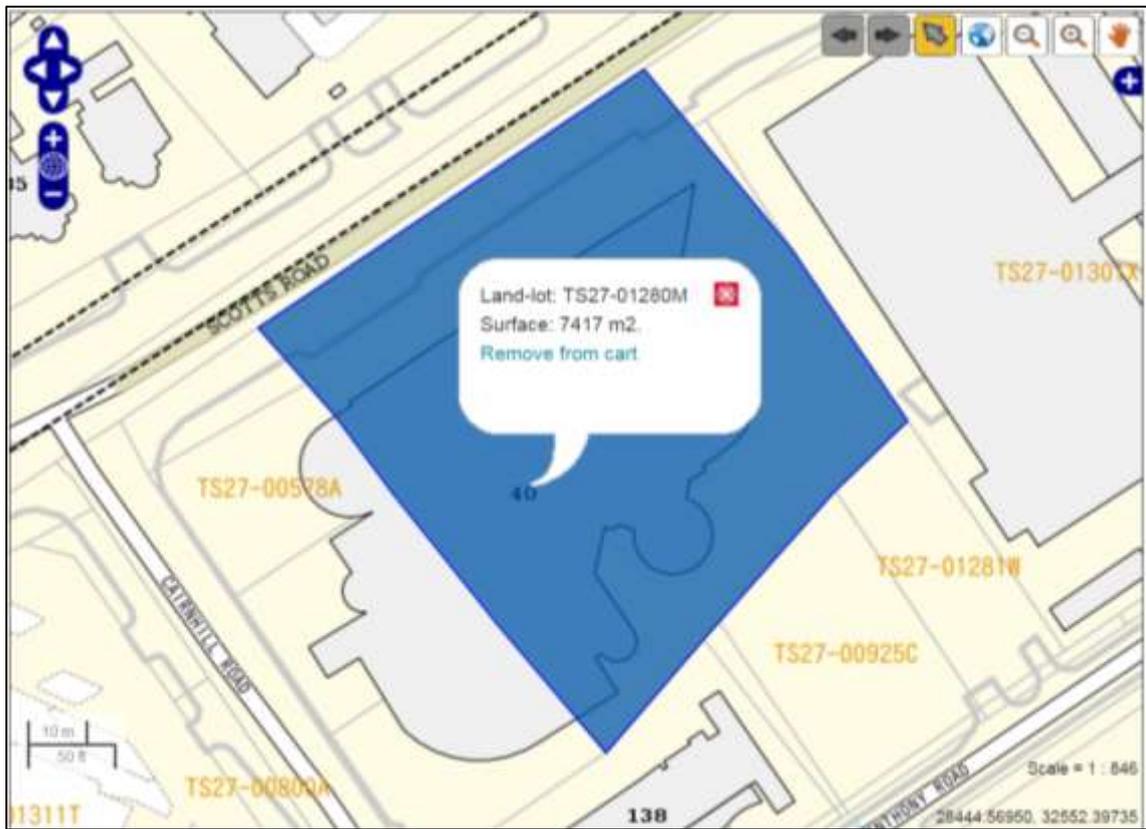


Figure 7: Lot to be removed

## **Step 2: Choose Plan Type(s)**

### **Plan Type (Figure 8)**

Drainage Interpretation Plan (DIP)

Sewerage Information Plan (SIP)

Water Service Plans (WSP)

### **Purpose**

Development

Protection of Services

Construction Work

Road Opening Work

Property Purchase / Land Transaction

Others (Please Specify)

The screenshot shows a web form titled "Request Details". At the top left, it says "Remaining map sheet allocation: 0". At the top right, there is a blue link that says "Request for caplimit". Below this is a section titled "List of Lots Requested" with a table containing one row: "TS27-01280M" in a text box and a "Remove" button. Below the table is a section titled "Choose Plan Type\*" with a red error message: "Please choose at least one type of plan". There are three checked checkboxes: "Drainage Interpretation Plan:", "Sewerage Information Plan:", and "Water Service Plan:". Each checkbox has a "Purpose:" label and a dropdown menu. The "Drainage Interpretation Plan" dropdown is set to "Road Opening Work". The "Sewerage Information Plan" dropdown is set to "Construction Work". The "Water Service Plan" dropdown is set to "Construction Work".

*Figure 8: Choose Plan Type and Purpose*

Provide the details of Qualified Person and Owner/Developer (Figure 9).

- (i) Name of Qualified Person
- (ii) Registration Number of Qualified Person
- (iii) Name of Qualified Person's Company
- (iv) Name of Owner / Developer
- (v) Name of Owner / Developer Company
- (vi) Contact Number of Owner / Developer

Click Preview (Figure 9).

Additional Information(e.g. Project title)

PROPOSED NEW ERECTION OF A 2-STOREY SEMI-DETACHED DWELLING HOUSE WITH AN ATTIC AND ROOF TERRACE ON LOT 01280M TS27 AT 40 SCOTTS ROAD SINGAPORE 228231

No. of characters left - 4851

Name of Qualified Person	<input type="text" value="John Tan"/>
Registration Number of Qualified Person	<input type="text" value="1234"/>
Name of Qualified Person's Company	<input type="text" value="ABC Architects"/>
Name of Owner/ Developer	<input type="text" value="Peter Lee"/>
Name of Owner/ Developer Company	<input type="text" value="XYZ Engineering"/>
Contact Number of Owner/ Developer	<input type="text" value="91234567"/>



Figure 9: QP and Owner/Developer Details

**Step 3: Preview**

Verify the land lots, plan types and total mapsheet to be purchased. Click “Remove” to remove a plan type from cart (Figure 10).

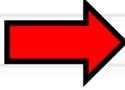
**Preview**

The map sheet(s) may be grouped to optimise the number of map sheets.

Land lot selected: 1

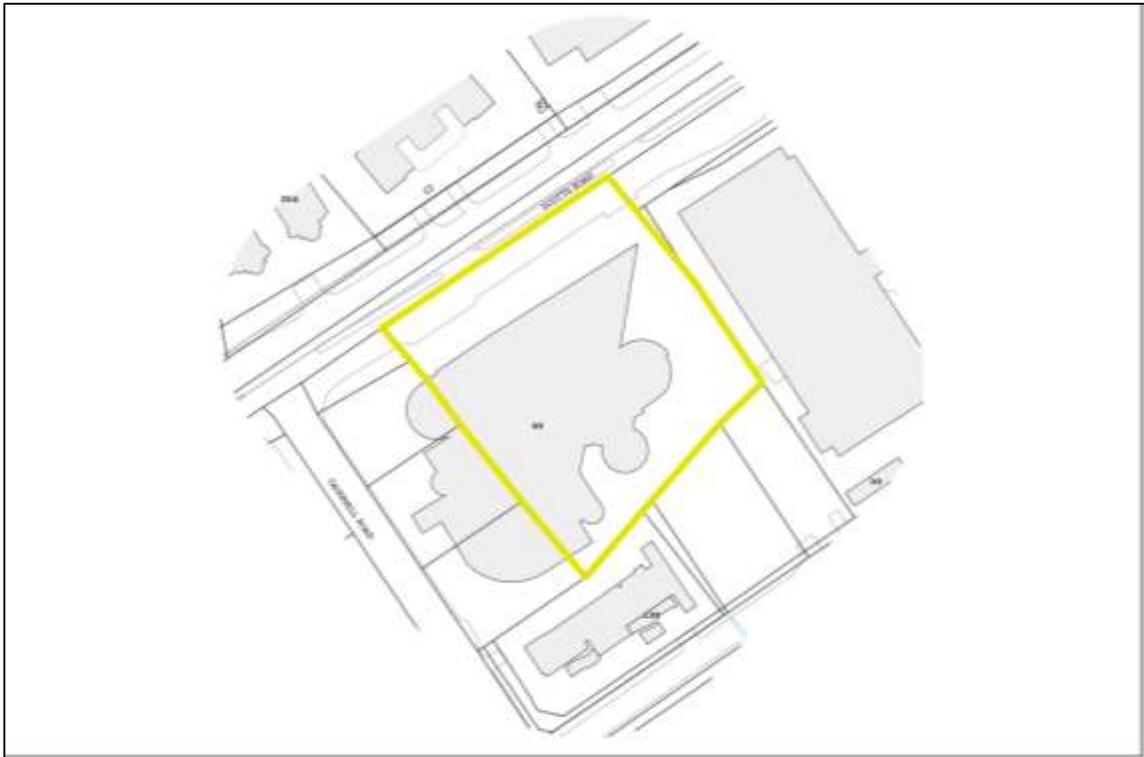
Total mapsheet: 3

Lot Key	Plan Type	No. of Mapsheet	Added to Cart
TS27-01280M	sip	1	Remove
TS27-01280M	dip	1	Remove
TS27-01280M	wsp	1	Remove

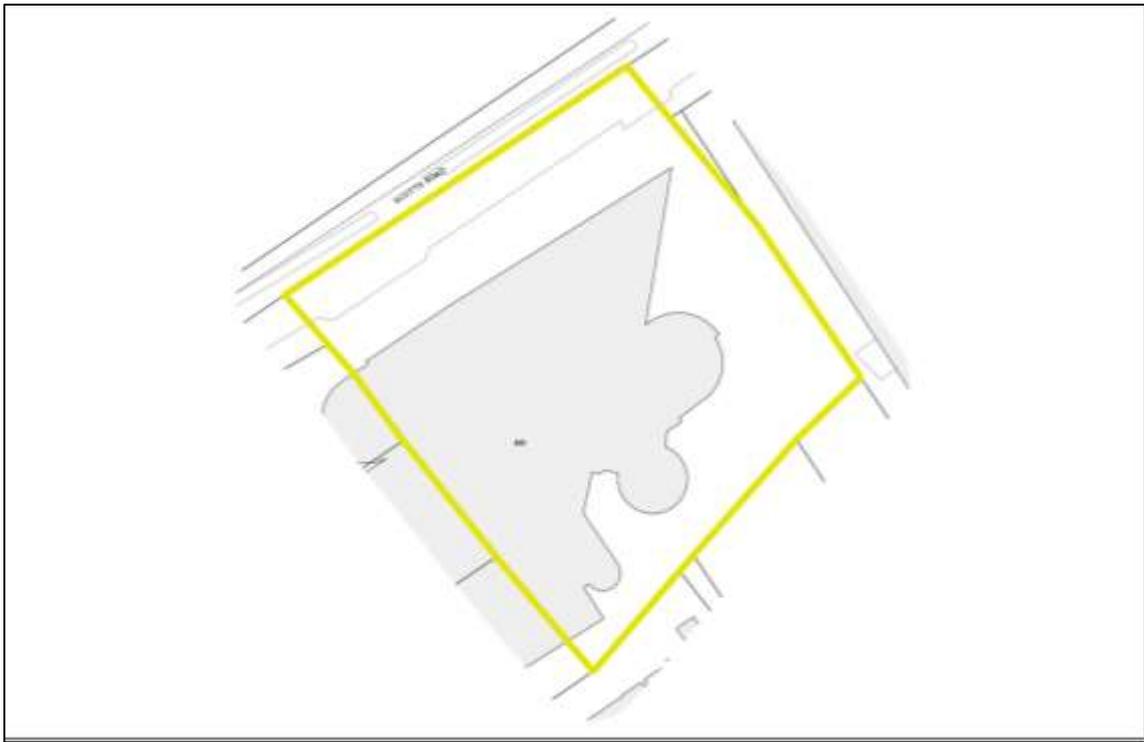


*Figure 10: Preview the lot selected and total mapsheet*

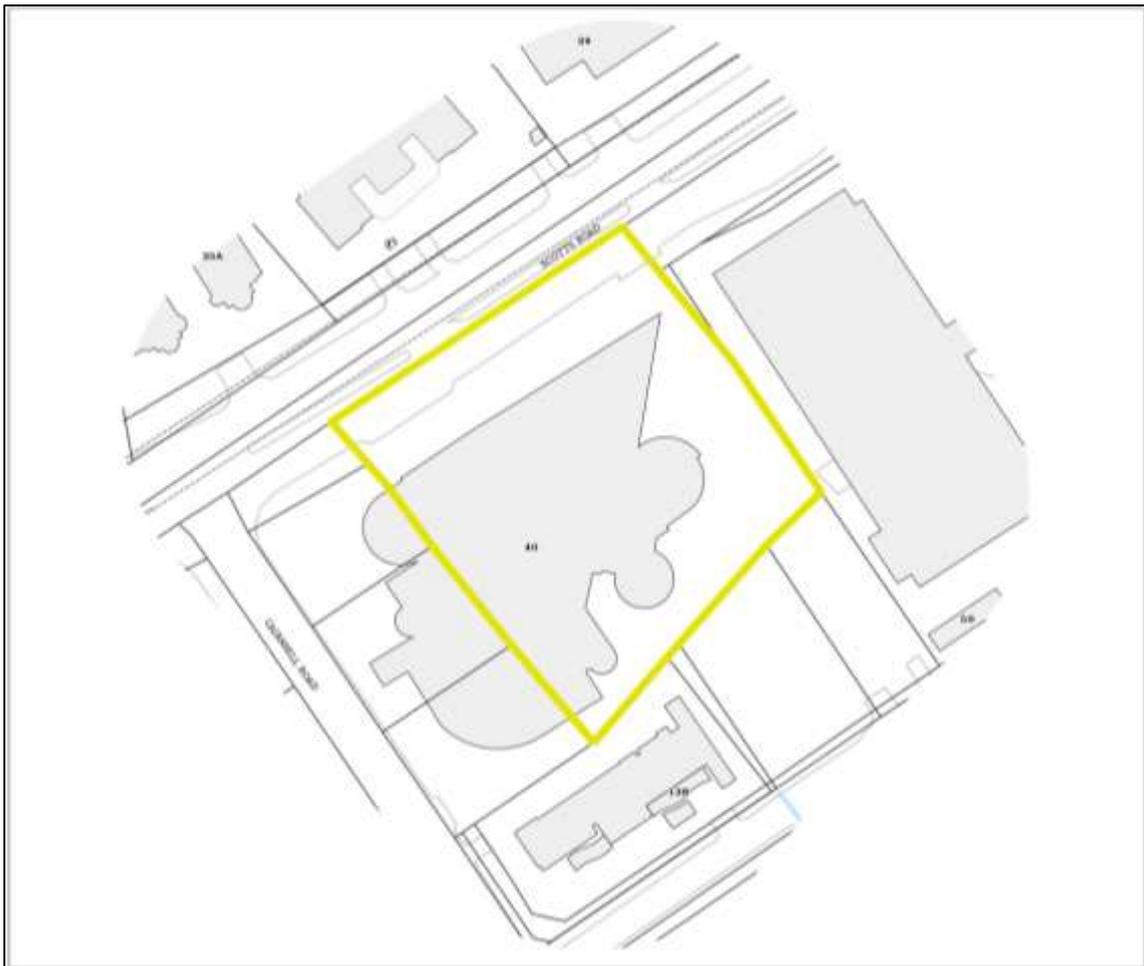
Preview of service plans to be purchased will be shown (Figure 11a, 11b, 11c).



*Figure 11a: SIP Preview*

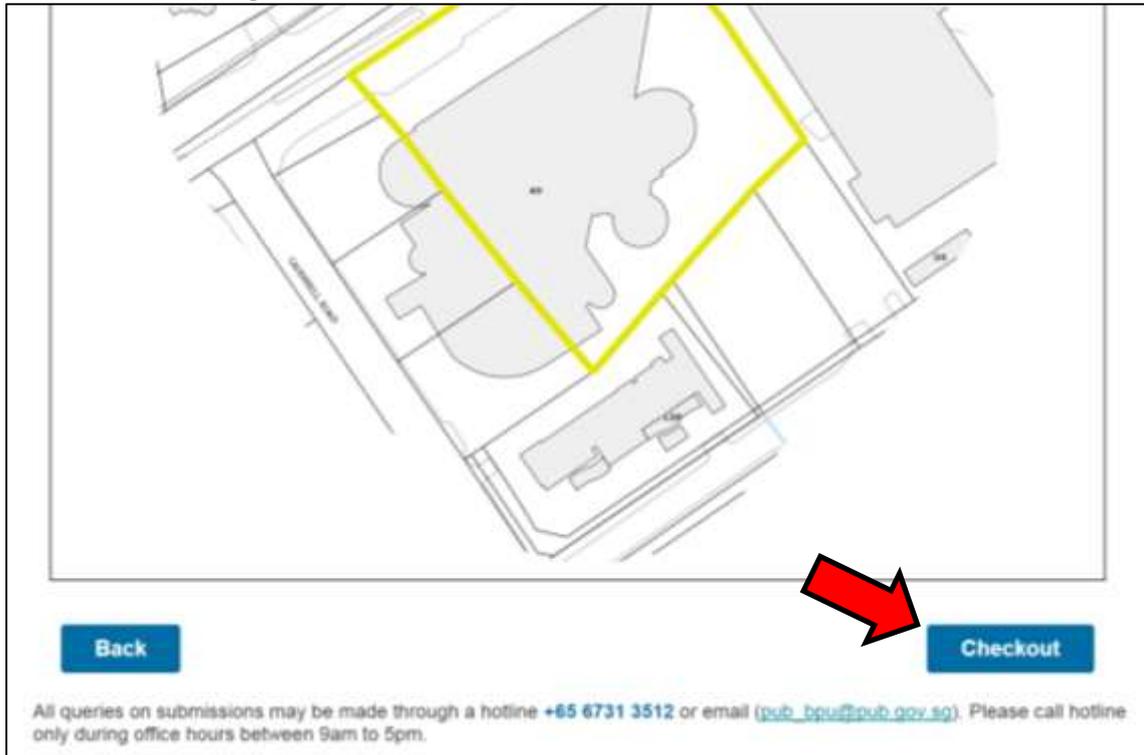


*Figure 11b: DIP Preview*



*Figure 11c: WSP Preview*

Click Checkout (Figure 12).



*Figure 12: Checkout*

#### Step 4: View Shopping Cart

Shopping Cart				
TS27-01280M				
Plan Type	No. of Mapsheet	\$ Unit Price	\$ Sub Total (Incl GST)	
SIP	1	\$14.00	\$14.00	Remove
DIP	1	\$14.00	\$14.00	Remove
WSP	1	\$14.00	\$14.00	Remove
Group Total	3		\$42.00	

Order Summary				
Plan Type	No. of Mapsheet	Unit Price	Sub Total (Incl GST)	
SIP	1		\$14.00	\$14.00
DIP	1		\$14.00	\$14.00
WSP	1		\$14.00	\$14.00
Order Total (Incl GST)	3			\$42.00
GST(7%)				\$2.75

Figure 13: Order Summary

### **Step 5: Make Payment**

Fill in requestor details (Figure 14). The following fields are compulsory:

- Name of Requestor
- Contact Number of Requestor
- Email
- Confirm Email

Check the **Terms and Condition** checkbox and click “Confirm Purchase”.

**Requestor Details**

Name of Requestor\*

Name of Requestor's Company

Contact Number of Requestor\*

Email\*

Confirm Email\*

Fields with \* are mandatory.  I here by agree to the [Terms and Condition](#)

*Figure 14: Requestor Details*

User will be redirected to eNETS payment page for payment (Figure 15).

On eNETS payment page, the amount payable will be reflected. Enter the following credit card information to complete the purchase process.

- Name on Card
- Card Number
- CVV/CVC2 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”.

## credit/debit card payment

If you are using a pop-up blocker, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks may not be displayed, or your transaction request may not be completed.

1. www.enets.sg

Fast, Secure & Hassle-free transactions



### TRANSACTION INFORMATION



Merchant Name	TEST: Public Utilities Board
Merchant Reference Code	823b3582-86d8-4f47-b182-556e1148a8eb
NETS Reference Code	20180127174700530
Amount	SGD 42.00

**Important Notice: Please note down the transaction information in this section just in case you need to raise any query on this transaction.**

### CREDIT/DEBIT CARD INFORMATION



Name on Card   
 Card Number

Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.

CVV / CVC2  [\[What is CVV/CVV2/CID\]](#)

Expiry Date Month   (eg: 2018)

- I have read, understood and accepted the following:
- The return & refund policy for the purchase of relevant products / services.
  - The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in [NETS' Data Protection Policy](#).

**Important:**

Please do not use your BACK or RELOAD/REFRESH browser functions or CLOSE your browser while using this service.

Figure 15: eNETS Payment Page

Upon the completion of the successful payment process, ENETS will show following details in a pop-up window (popup must be allowed for the website enets.sg) (Figure 16):



Figure 16: eNETS Payment Receipt

In addition, you will be redirected back to the request page where the following information will be displayed (Figure 17):

- Receipt No.
- Order Details (total price)
- Requestor Details
- NETS Reference Details

Click “Print Receipt” button to print out this page.

Click “Purchase More Service Plan” button to purchase another service plan.

To retrieve selected lots to re-attempt purchase, click on “Infrastructure Maps Self Service” (Figure 17).

Singpass : G0000000R Logout

## Request Success – Receipt No.: BPU-0000601

**Payment Successful.**

The estimated file size is 2MB per plan, please ensure that you have sufficient space in your email. If you do not receive the plan within 7 working days, please contact BPU at [pub\\_bpu@pub.gov.sg](mailto:pub_bpu@pub.gov.sg) or 67313512.

### Tax Receipt

GST Reg No.: MB-8100014-4

Requestor Name	Razis
Requestor Contact No	12345678
Requestor Email Address	muhd_razis_rihim@pub.gov.sg
Company Name	
Merchant Reference Code	91f8e0c5-22e7-4184-a24d-d1f1b61fbabc
NETS Reference Code	20160204170257927
Date & Time	20160204 17:02:57.000
Auth Code	016504

PUBLIC UTILITIES BOARD  
40 Scotts Road #27-01 Environment Building Singapore 228231 Republic of Singapore  
Tel: 62258888 Fax: 67313020 Website [www.pub.gov.sg](http://www.pub.gov.sg)

Land Lot	Plan Type	No. of Mapsheet	Unit Price	Sub Total (Incl GST)
TS27-01280M	slp	1	\$14.00	\$14.00
TS27-01280M	dp	1	\$14.00	\$14.00
TS27-01280M	wsp	1	\$14.00	\$14.00
Order Total (Incl GST)				\$42.00
GST 7.00%				\$2.75

[Print Receipt](#)
[Purchase More Service Plan](#)

*Figure 17: Notification for Successful Payment*

Upon successful payment, an acknowledgement email with the order receipt (Figure 18) will be sent to the requestor email address.

## Sample Outputs



**PUB**

Water for All: Conserve, Value, Enjoy

<b>Sold To:</b>		<b>Tax Receipt:</b>	
Name:	Razis	GST Reg No.:	MB-8100014-4
NRIC/FIN:	G0000000R	Receipt No.:	BPU-0000601
Telephone:	12345678	Receipt Date:	04/02/2016
Email:	muhd_razis_rahim@pub.gov.sg	Transaction Time:	17:02:58
		Payment By:	CC
		Approval Code:	016504

S/N	Description	Unit Price SGD	Qty	Amount SGD
1	Drainage Infrastructure Plan TS27-01280M	\$14.00	1	\$14.00
	<b>Sub Total</b>			<b>\$14.00</b>
2	Sewerage Information Plan TS27-01280M	\$14.00	1	\$14.00
	<b>Sub Total</b>			<b>\$14.00</b>
3	Water Service Plan TS27-01280M	\$14.00	1	\$14.00
	<b>Sub Total</b>			<b>\$14.00</b>
		Total (Inclusive of GST)		<b>\$42.00</b>
		Total GST		<b>\$2.75</b>

This is a computer generated receipt which bears no signature.

Figure 18: Sample Receipt

The service plans (Figure 19a, 19b, 19c) and the accompanying letter will be sent to the requestor email address within 24 hours of successful payment.

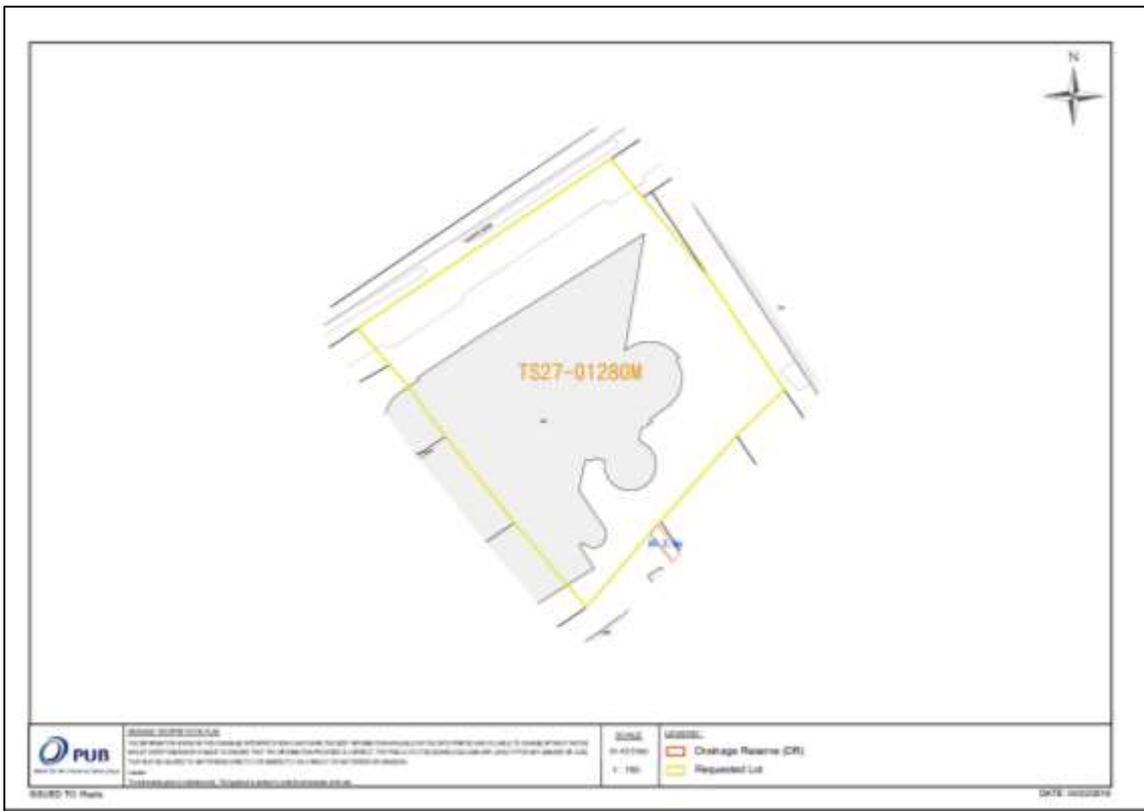


Figure 19a: Sample DIP

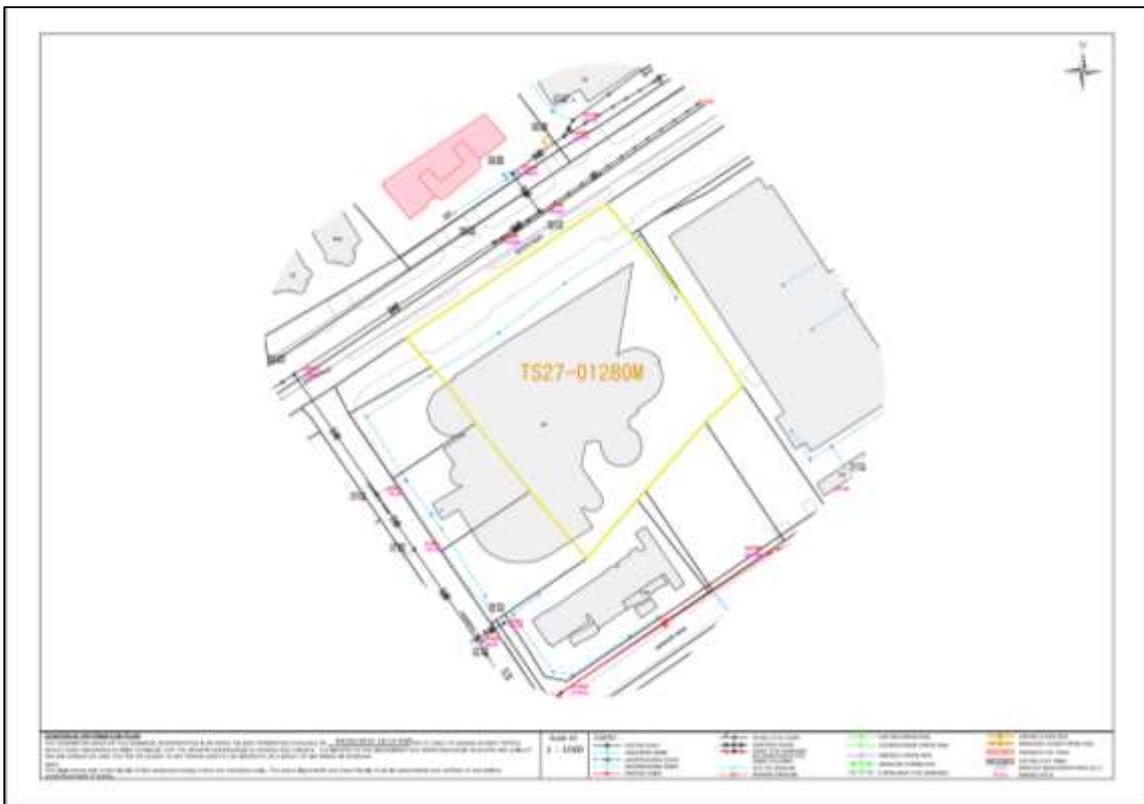


Figure 19b: Sample SIP



Figure 19c: Sample WSP

The content of letter will vary depending on the following site conditions:

- Drainage reserve vs no drainage reserve (Figure 20a, 20b)
- Sewer vs no sewer (Figure 21a, 21b)

**PUB**  
Water for All: Conserve, Value, Enjoy

Request No. : DIP20160125-264  
Date: 25/01/2016

Dear Sir/Mdm

**APPLICATION FOR DRAINAGE INTERPRETATION PLANS (DIP)  
ON LOT 17655P MK18**

**This Drainage Interpretation Plan (DIP) is issued to Max Wong**

- 1 The subject site and its adjacent lot is **affected by drainage reserve(s)**. DIP showing the indicative alignment of the drainage reserve(s) is attached. There is no drain which is receiving runoff from the neighbouring lots.
- 2 The Minimum Platform Level for development on the subject site shall not be lower than the highest level shown in the table below:

Figure 20a: Lot affected by Drainage Reserve

- 1 The subject site is **not affected by drainage reserve(s)** or drain which is receiving runoff from the neighbouring lots.
- 2 The Minimum Platform Level for development on the subject site shall not be lower than the highest level shown in the table below:

Figure 20a: Lot not affected by Drainage Reserve



*Figure 21a: Lot with sewer*



*Figure 21b: Lot with no sewer*

The estimated file size is 2MB per mapsheet. Requests with multiple map sheets may be larger. Please ensure there is sufficient space in requestor email to receive the plans.

If plans are not received after 3 days, please contact Building Plan Unit at [PUB\\_BPU@pub.gov.sg](mailto:PUB_BPU@pub.gov.sg) or 6731 3512. Please call hotline only during office hours between 9am and 5pm.