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Building Plan and Management Group

15 November 2017

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Dear Sir/Madam

- (A) IMPLEMENTATION OF THE ONLINE PERMIT TO OPERATE SYSTEM (OPTO)**
- (B) REMOVAL OF SERVICE COUNTER FOR SUBMISSION OF PERMIT TO OPERATE (PTO) APPLICATIONS (RENEWAL AND NEW APPLICATIONS)**
- (C) DISPLAY OF PERMIT TO OPERATE (PTO) IN LIFTS**

### **Objective**

This circular is to:

- A. inform the industry on the implementation of the Online Permit to Operate System (OPTO);
- B. inform the industry on the termination of manual PTO submissions at BCA service counter; and
- C. remind the industry on the requirement to display Permit to Operate (PTO) in lifts.

### **(A) Implementation of the Online Permit to Operate System (OPTO)**

2. Currently, applications for PTO for lifts and escalators are done through two separate online systems. As a continuing effort to provide better service to the industry, BCA has rolled out the Online PTO System (OPTO). With the OPTO, owners, Lift and Escalator Service Contractors (LESCs) and Authorised Examiners (AEs) only need to log in to OPTO (<https://eservices.bca.gov.sg/onlinepto/>) to view the status of their applications for the PTOs for lifts and escalators. Please refer to Annex A for explanations of the key features of OPTO.

3. With immediate effect, all applications for PTO for new lifts/escalators can be done through the new OPTO. Nonetheless, for the uncompleted applications for PTOs which are already registered in the current e-Lift system, owners may complete the applications in the e-Lift system. After the applications are approved, the lift details will be automatically ported over to the new OPTO. BCA will continue to maintain the operation of the current e-Lift system in the meantime between 15 November 2017 and 31 December 2017.

4. The OPTO user manual is available for download at the following web link below.

<https://eservices.bca.gov.sg/onlinepto/UserGuide.pdf>

5. If the industry face any difficulties in using OPTO, you can reach the BCA's team in-charge of PTO directly at [bca\\_pto@bca.gov.sg](mailto:bca_pto@bca.gov.sg).

#### **(B) REMOVAL OF SERVICE COUNTER FOR SUBMISSION OF PERMIT TO OPERATE (PTO) APPLICATIONS (RENEWAL AND NEW APPLICATIONS)**

6. From 1 January 2018 onwards, BCA will no longer accept manual submissions of PTOs at the BCA Service Centre at JEM (52 Jurong Gateway Road, #06-01, Singapore 608550). All submissions and the downloading of PTOs can be done via the Online Permit to Operate System (OPTO) mentioned in the earlier part of this circular. The industry is encouraged to familiarise themselves with OPTO as soon as possible. Please refer to Annex B for the step by step guide to apply for PTO in OPTO.

#### **(C) ADVISORY TO DISPLAY PTO WITHIN LIFT CAR**

7. BCA would like to remind lift owners that they have the statutory duty to display the PTO in a prominent location within the lift car from 1 September 2017. Failure to do so is an offence. We would like to reiterate that the purpose of displaying the PTO within the lift car is to assure passengers that the lift has been regularly maintained and tested to meet safety requirements.

#### **Clarification**

8. We would appreciate it if you could convey the contents of this circular to the members of your organisation. For further information, you may send an email to [BCA\\_Lift\\_Escalator@bca.gov.sg](mailto:BCA_Lift_Escalator@bca.gov.sg) or call us at (65)1800-3425222 (1800-DIAL BCA).

Yours faithfully

A handwritten signature in black ink, appearing to read 'Hashim Bin Mansoor', with a small dot at the end.

HASHIM BIN MANSOOR  
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for COMMISSIONER OF BUILDING

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All CORNET e-info subscribers

All registered lift contractors with BCA RW02

All registered escalator contractors with BCA RW03

All lift and escalator owners, including Town Councils

## **Annex A – Explanations on key features of Online PTO System (OPTO)**

OPTO will allow the owners of the lifts and escalators to:

- a) Apply for new PTO;
- b) Renew PTO;
- c) Update the ownership of lifts/escalators;
- d) Update the change in LESC;
- e) Pay PTO fee upfront during owner application stage; and
- f) View the details of all lifts/escalators under the owner including the latest PTO certificate.

### **Updating ownership of lifts/escalators**

2. Currently, when the ownership of a building is changed, the owner will inform BCA of the change through email. The BCA officer would respond by requesting for documents that state the effective change in ownership and the exact particulars of the new owners. A user account in the e-Lift system will be created for the new owner with the lifts details in it. This would take much coordination between the two owners and BCA for the lift details to be updated.

3. Hence, to streamline the updating of ownership of lifts and escalators, one of the key features of the OPTO is the function for owners to update the ownership of their lifts or escalators when the buildings are sold or when taking over from another owner. For the ownership of the lifts or escalators to be updated, the new owners will need to provide the documents (such as Notice of Transfer or purchase agreement) online to prove that the building or lifts/escalators belongs to him. The PTO with the updated particulars can be generated thereafter.

### **Updating the Change in Maintenance LESC**

4. Under Regulation 15(2)(a) and Regulation 27(2)(a) of the Building Maintenance and Strata Management (Lift, Escalator and Building Maintenance) Regulations 2016, any lift or escalator maintenance agreement to which a LESC is a party is terminated, the LESC is required to notify the Commissioner of the termination within 7 days after the termination. The LESC will be able to make use of the OPTO to inform BCA of the termination.

### **Downloading PTO of lifts and escalators**

5. Lift and escalator<sup>1</sup> owners are required to print a copy of the PTO for display in their lifts or escalators. Digital copies of the PTOs are available for download by logging into OPTO.

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<sup>1</sup> The requirement to display escalator PTO will take effect on 1 March 2018.

## **Paying PTO fee upfront during application stage**

6. In the current e-Lift and e-Escalator system process, the payment for the PTOs was required to be made by the lift/escalator owners after the LESCAs have keyed their inputs into the system, and AEs have certified in the system. This means that owners will need to enter into e-Lift or e-Escalator system twice for one application.

7. In OPTO, owners will only need to log-in to the system once. There were suggestions from the industry that the payment stage should be brought forward during owner application stage so that the amount of PTO fee applicable can be made known upfront. This will allow owners, especially major developers, to prepare for the fee to be made instead of leaving it after the contractors and AEs have certified in the system. Therefore, in OPTO, owners will need to arrange for the PTO payment to be made before the LESCAs can continue with the application process. Electronic payment receipts can also be downloaded from the system immediately after payment is made.

## **Annex B: Quick Guide on Steps to Apply for PTO in Online PTO System (OPTO)**

Following are the steps for applying for the PTO in OPTO:

a) Step 1: Log in to OPTO

You (owner) will need to log in to OPTO. First-time users can register online for a user ID and password if they were not issued with the user ID and password for previous applications.

b) Step 2: Apply for New PTO (or Renewal)

After you have logged in, click on the “Apply PTO” button in OPTO and input the lift address, lift/escalator service contractors and Authorised Examiner.

c) Step 3: Pay PTO fee

Once you have filled in the required details for application of PTO in OPTO, you are required to make arrangement for the payment of PTO fee. The mode of payment for new PTO application includes eNets and Credit Card payment. You will need to click on “Make Payment” and select the relevant lift(s) or escalator(s) before making the online payment. The lift service contractors can only view and continue the PTO application process after payment is made.