

USER INSTRUCTIONS FOR CONSULTATION APPOINTMENT BOOKING

PUB

BUILDING PLAN UNIT

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1.0 LAUNCH THE CONSULTATION APPOINTMENT BOOKING FORM

- 1.1 Go to <https://www.pub.gov.sg/compliance/qualifiedpersonsportal/eservices> to launch the QP Portal E-Services page.
- 1.2 Click on the link below (Figure 1) to launch the Consultation Appointment Booking homepage.

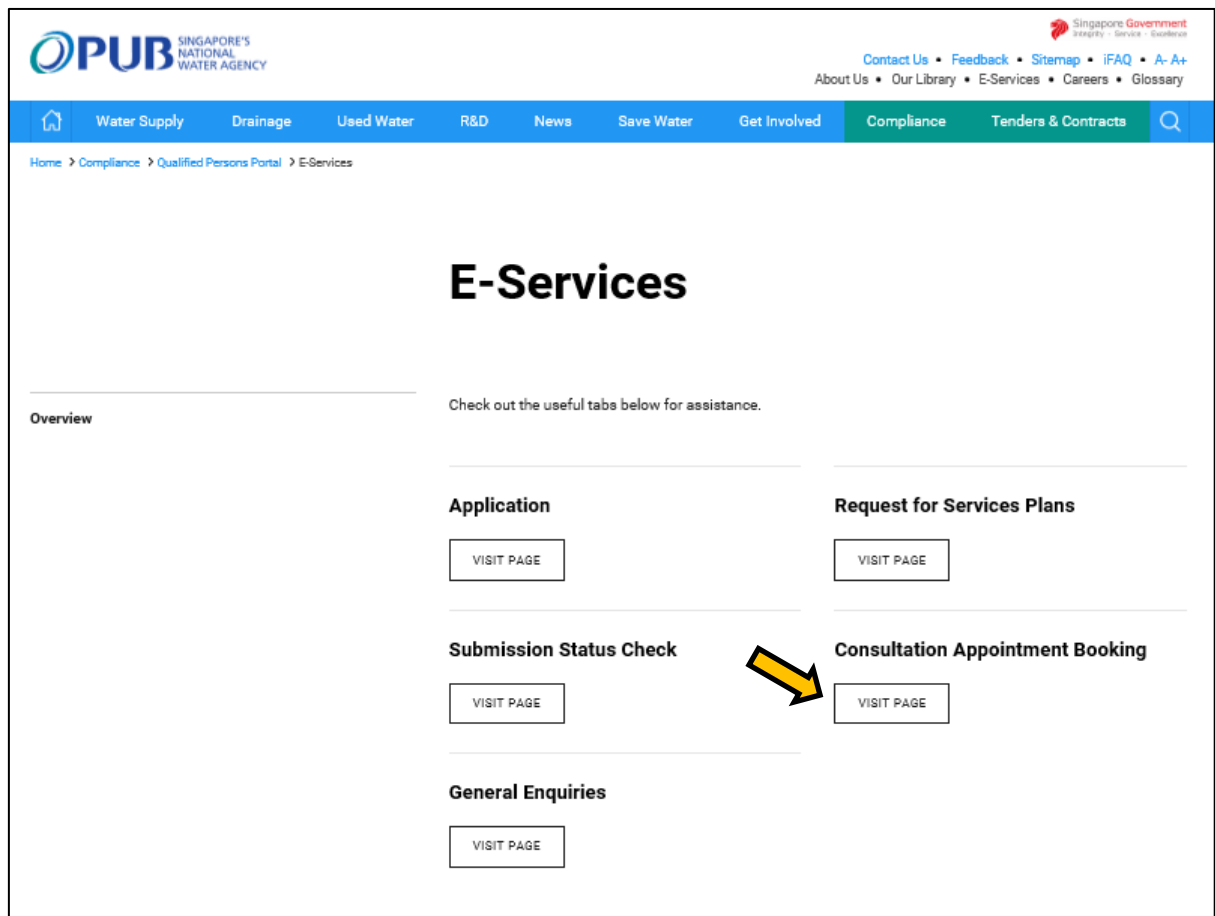



Figure 1: Qualified Persons Portal E-Services page

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

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/1st storey plan, sectional, elevation, etc.)
3. Appointments could be made from 3 working days up to 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 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.

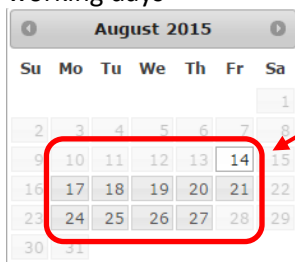
Please call PUB Building Plan Unit hotline at 6731 3512 during office hours between 9am and 5pm for further assistance or email at pub_bpu@pub.gov.sg.

Figure 2: Consultation Appointment Booking Homepage

2.0 TO MAKE AN APPOINTMENT

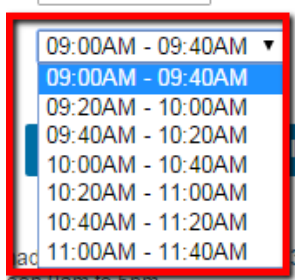
2.1 Fill in the consultation appointment booking form (Figure 3) with the following information:

Field	Example(s)
Type of Consultation*	Pre-submission Consultation – no project reference number or submission number Consultation on Submission – with project reference number and submission number
Nature of Consultation*	Sanitary and Sewerage Drainage Water
Description of Consultation*	Sewer setback, minimum platform level, flood protection, etc. (max. 1000 characters)
Project Reference Number	A1234-12345-2015
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



Number of Time Slots*	One slot – 20mins Two slots – 40mins
Time of Consultation*	Any available timings between 0900 and 1200

Two Slots ▾



Fields marked with * are mandatory.

Consultation Appointment Booking

[New Appointment](#) | [Manage Existing Appointment](#)

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: No file chosen

Name of Requestor:*

Name of Company:*

Contact Number:*




Email:*	<input type="text"/>
Confirm Email:*	<input type="text"/>
Name of Qualified Person:*	<input type="text"/>
Name of Company:*	<input type="text"/>
Company Number:*	<input type="text"/>
Company Email:*	<input type="text"/>
Confirm Email:*	<input type="text"/>
Date of Consultation:*	<input type="text" value="13/09/2016"/>
Number of Time Slots:*	<input type="text" value="One Slot"/>
Time of Consultation:*	<input type="text" value="No available time slot"/>
ReCaptcha	   <input type="text" value="Type the text"/> Privacy & Terms
	<input type="button" value="Submit"/> <input type="button" value="Clear"/>
<p>All queries on submissions may be made through a hotline +65 6731 3512 or email (pub_bpu@pub.gov.sg). Please call hotline only during office hours between 9am to 5pm.</p>	

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.
- 2.4 Please **confirm** your appointment within 30mins of receiving the email.

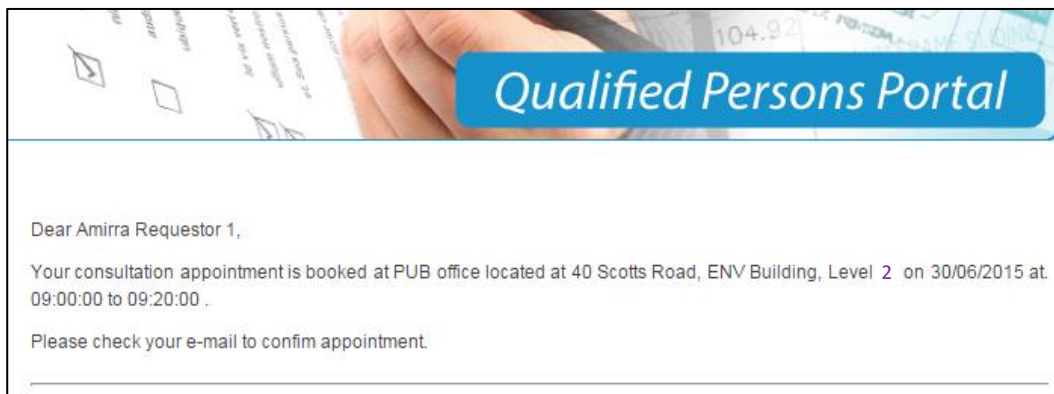


Figure 4: Consultation Appointment Booking Successful Page

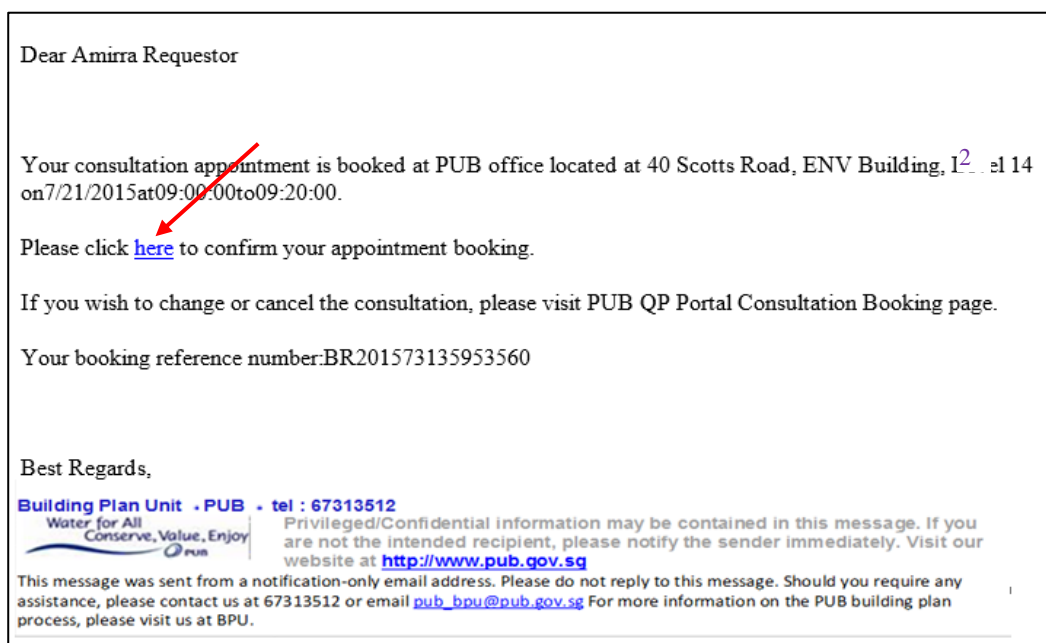


Figure 5: Email Notification to Requestor to Confirm Appointment

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.

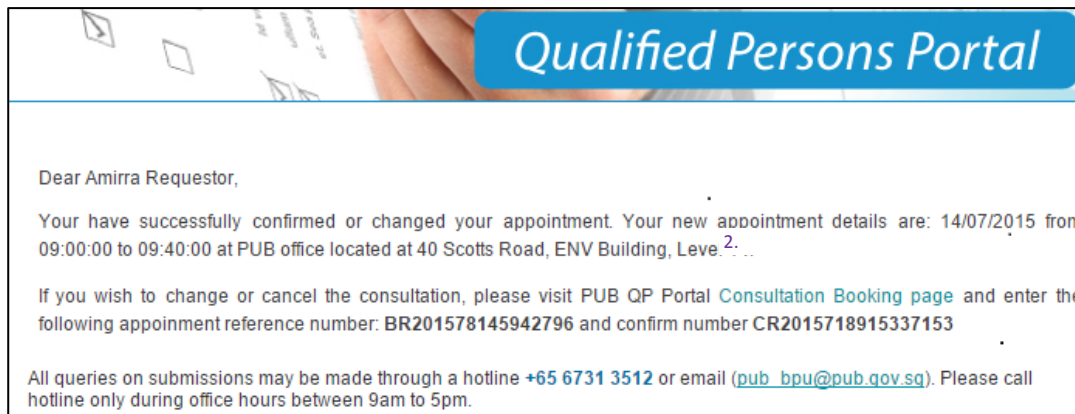


Figure 6: Consultation Appointment Booking Confirmation Page

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

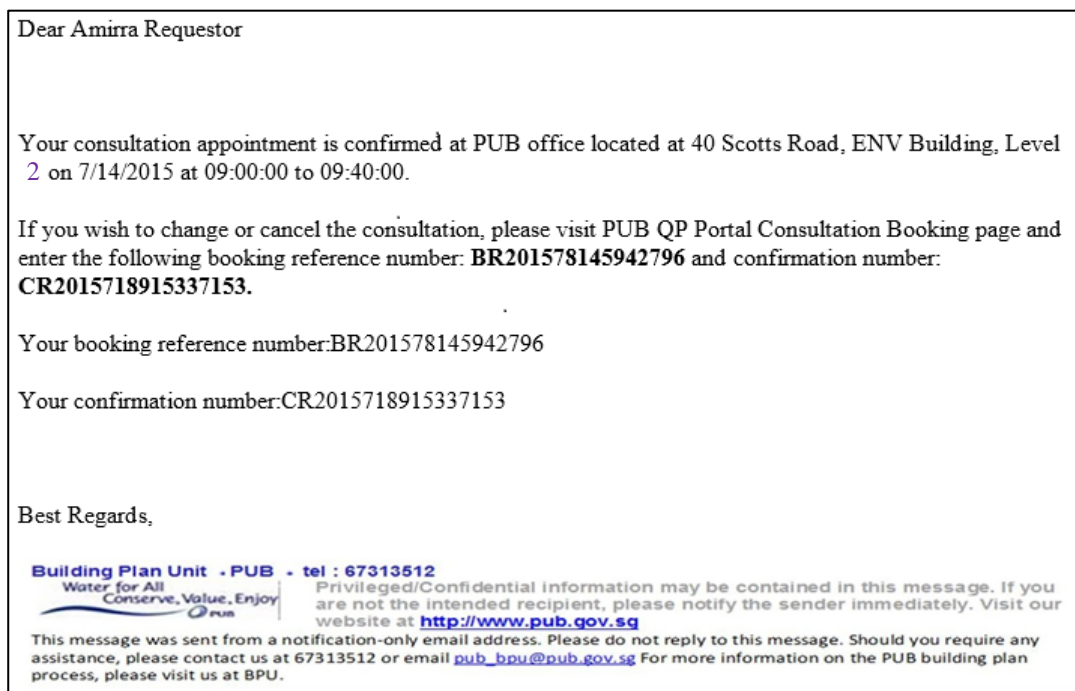


Figure 7: Consultation Appointment Booking Confirmation Email

- 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 for the same nature of consultation. Otherwise, system will show the following notification (Figure 8) and send an email to requestor (Figure 9) upon clicking **Submit**.

Consultation Appointment Booking

Sorry!

Sorry you cannot book more appointments at this time. Please contact PUB Building Plan Unit for details through a hotline +65 6731 3512 or email pub_bpu@pub.gov.sg.

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

Figure 8: Consultation Appointment Booking Unsuccessful Page

Dear Than Requestor

Sorry you cannot book more appointments at this time. Please contact PUB Building Plan Unit for details through a hotline +65 6731 3512 or email pub_bpu@pub.gov.sg.

Best Regards,

Building Plan Unit - PUB - tel : **67313512**

Water for All
Conserve, Value, Enjoy



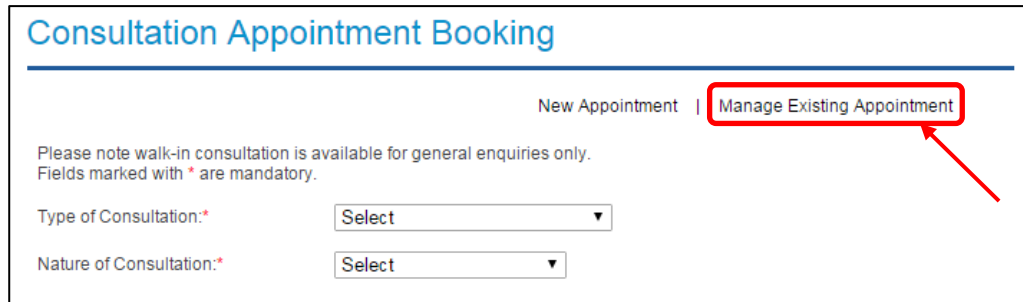
Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately. Visit our website at <http://www.pub.gov.sg>

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 For more information on the PUB building plan process, please visit us at BPU.

Figure 9: Consultation Appointment Booking Unsuccessful Email

4.0 TO CHANGE AN EXISTING APPOINTMENT

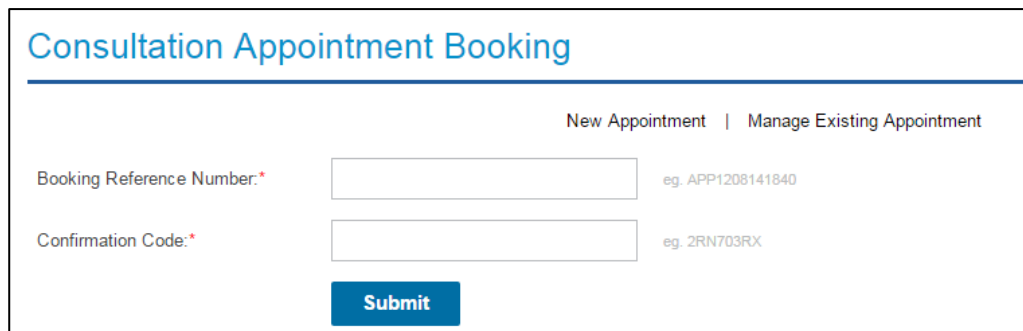
4.1 To check or update on existing appointments, click **Manage Existing Appointment** after Step 2 (Figure 10).



The screenshot shows the 'Consultation Appointment Booking' form. At the top right, there are two links: 'New Appointment' and 'Manage Existing Appointment'. The 'Manage Existing Appointment' link is highlighted with a red rectangular box, and a red arrow points to it from the right. Below the links, there is a note: 'Please note walk-in consultation is available for general enquiries only. Fields marked with * are mandatory.' There are two dropdown menus: 'Type of Consultation:*' and 'Nature of Consultation:*', both currently set to 'Select'.

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).



The screenshot shows the 'Consultation Appointment Booking' form for validation. At the top right, there are two links: 'New Appointment' and 'Manage Existing Appointment'. Below the links, there are two input fields: 'Booking Reference Number:*' and 'Confirmation Code:*'. To the right of each field is an example: 'eg. APP1208141840' and 'eg. 2RN703RX'. At the bottom center, there is a blue 'Submit' button.

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 Booking

New Appointment | Manage Existing Appointment

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
-----------	----------

Current Time of Consultation:

Current Date of Consultation:

Number of Time Slots:*

New Date of Consultation:*

New Time of Consultation:*

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.

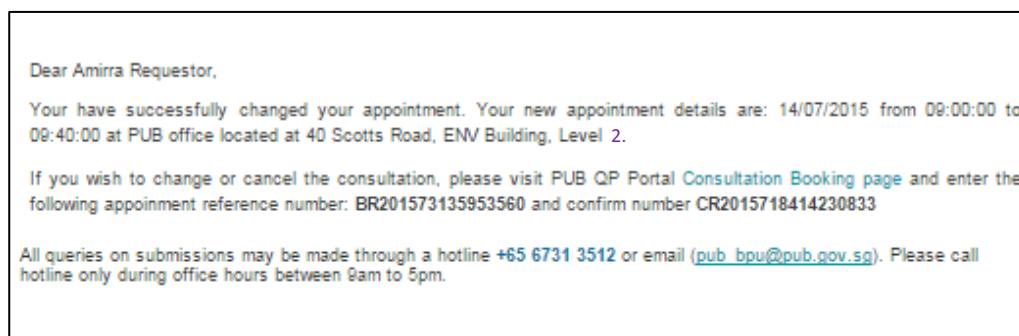


Figure 13: Change of Appointment Confirmation Page

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

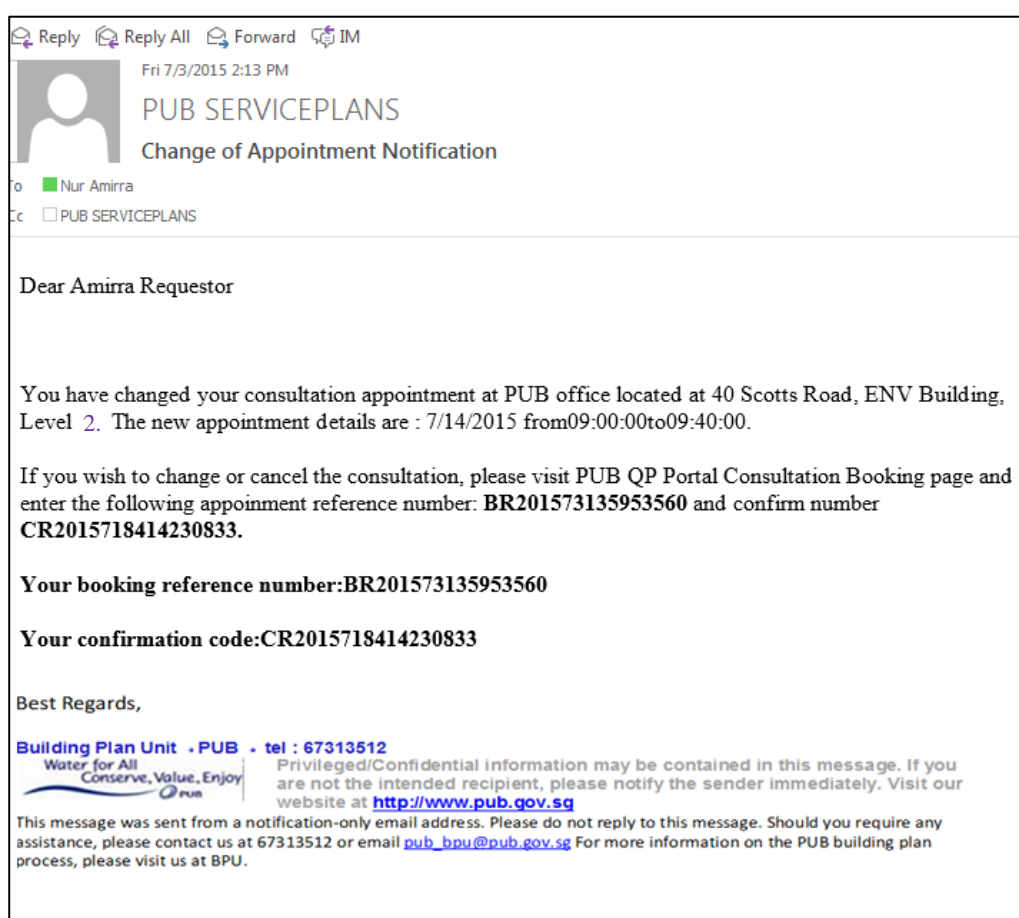


Figure 14: Change of Appointment Confirmation Email

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):

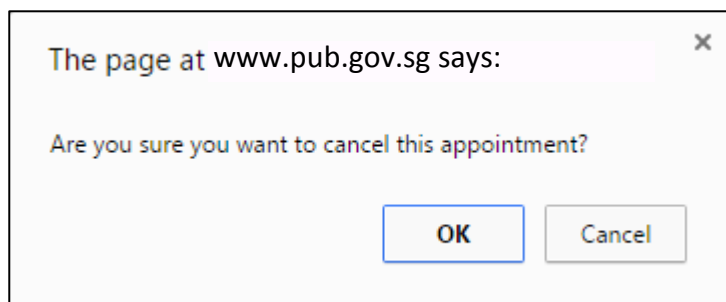


Figure 15: Confirmation Message for Cancel Appointment

5.3 Once confirmed, assigned processing officer is notified of the cancellation of appointment and a confirmation email is sent to requestor on the cancellation of appointment (Figure 16).



Figure 16: Confirmation Email for Cancel Appointment