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.

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**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:

<table>
<thead>
<tr>
<th>Field</th>
<th>Example(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Consultation*</td>
<td>Pre-submission Consultation – no project reference number or submission number</td>
</tr>
<tr>
<td></td>
<td>Consultation on Submission – with project reference number and submission number</td>
</tr>
<tr>
<td>Nature of Consultation*</td>
<td>Sanitary and Sewerage</td>
</tr>
<tr>
<td></td>
<td>Drainage</td>
</tr>
<tr>
<td></td>
<td>Water</td>
</tr>
<tr>
<td>Description of Consultation*</td>
<td>Sewer setback, minimum platform level, flood protection, etc.</td>
</tr>
<tr>
<td></td>
<td>(max. 1000 characters)</td>
</tr>
<tr>
<td>Project Reference Number</td>
<td>A1234-12345-2015</td>
</tr>
<tr>
<td>ES/CR Number</td>
<td>ES20150101-12345 / CR20150101-12345</td>
</tr>
<tr>
<td>Attachments</td>
<td>10MB maximum size limit</td>
</tr>
<tr>
<td>Name of Requestor*</td>
<td>John Tan</td>
</tr>
<tr>
<td>Name of Company*</td>
<td>ABC XYZ</td>
</tr>
<tr>
<td>Contact Number*</td>
<td>61234567, 91234567 (numerical values only)</td>
</tr>
<tr>
<td>Email*</td>
<td><a href="mailto:johntan@abcxyz.com">johntan@abcxyz.com</a></td>
</tr>
<tr>
<td>Confirm Email*</td>
<td><a href="mailto:johntan@abcxyz.com">johntan@abcxyz.com</a> (Emails MUST match)</td>
</tr>
<tr>
<td>Name of Qualified Person*</td>
<td>Jane Ng</td>
</tr>
<tr>
<td>Name of Company*</td>
<td>ABC123</td>
</tr>
<tr>
<td>Company Contact Number*</td>
<td>61234567, 91234567 (numerical values only)</td>
</tr>
<tr>
<td>Company Email*</td>
<td><a href="mailto:janeng@abc123.com">janeng@abc123.com</a></td>
</tr>
<tr>
<td>Confirm Email*</td>
<td><a href="mailto:janeng@abc123.com">janeng@abc123.com</a> (Emails MUST match)</td>
</tr>
<tr>
<td>Date of Consultation*</td>
<td>Available slots are 3 working days from date of booking + 10 working days</td>
</tr>
<tr>
<td>Number of Time Slots*</td>
<td>One slot – 20mins</td>
</tr>
<tr>
<td></td>
<td>Two slots – 40mins</td>
</tr>
<tr>
<td>Time of Consultation*</td>
<td>Any available timings between 0900 and 1200</td>
</tr>
</tbody>
</table>

Fields marked with * are mandatory.
Consultation Appointment Booking

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

Type of Consultation*: Select
Nature of Consultation*: Select

Description of Consultation*: [Textbox]
No. of characters left: 1000

Project Reference Number: [Textbox]
ES/CR Number: [Textbox]

Attachments: Choose Files: No file chosen Add

Name of Requestor*: [Textbox]
Name of Company*: [Textbox]
Contact Number*: [Textbox]
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.

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**Figure 4: Consultation Appointment Booking Successful Page**

Dear Amira Requestor,

Your consultation appointment is booked at PUB office located at 40 Scotts Road, ENV Building, Level 2, on 30/06/2015 at 00:00:00 to 09:20:00.

Please check your e-mail to confirm appointment.

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

Dear Amira Requestor

Your consultation appointment is booked at PUB office located at 40 Scotts Road, ENV Building, Level 2, on 30/06/2015 at 00:00:00 to 09:20:00.

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: BR201573135953560

Best Regards,

[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](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 BPM.](#)
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](image)

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

```
Dear Amira Requestor,

Your consultation appointment is confirmed at PUB office located at 40 Scots Road, ENV Building, Level 2 on 7/14/2015 at 09:00:00 to 09:40:00.

If you wish to change or cancel the consultation, please visit PUB QP Portal Consultation Booking page and enter the following booking reference number: BR201578145942796 and confirmation number: CR2015718915337153.

Your booking reference number:BR201578145942796
Your confirmation number:CR2015718915337153

Best Regards.
```

![Figure 7: Consultation Appointment Booking Confirmation Email](image)

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.

**Figure 8: Consultation Appointment Booking Unsuccessful Page**

咨询服务预约预订失败页面

**Figure 9: Consultation Appointment Booking Unsuccessful Email**

咨询服务预约预订失败邮件

敬启者

对不起，我们无法在此时间安排更多预约。请通过热线 +65 6731 3512 或邮件 pub_bpu@pub.gov.sg 联系 PUB 建筑计划单位了解详情。

所有查询和提交均通过热线 +65 6731 3512 或邮件 pub_bpu@pub.gov.sg。请仅在办公时间（上午9时至下午5时）内使用热线。

此信息由通知用电子邮件发出。请勿回复此邮件。如果您需要进一步的帮助，请联系我们的新鲜 +67313512 或邮件 pub_bpu@pub.gov.sg。有关更多信息，请访问我们的网站 http://www.pub.gov.sg。
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).

![Consultation Appointment Booking Form](image1)

*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).

![Consultation Appointment Booking Form](image2)

*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

![Figure 12: Details of Existing Appointment](image)
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](image)

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

![Figure 14: Change of Appointment Confirmation Email](image)
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](image)

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](image)