

USER INSTRUCTIONS FOR GENERAL ENQUIRIES

PUB

BUILDING PLAN UNIT

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1.0 LAUNCH THE ENQUIRY 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 general enquiries homepage.

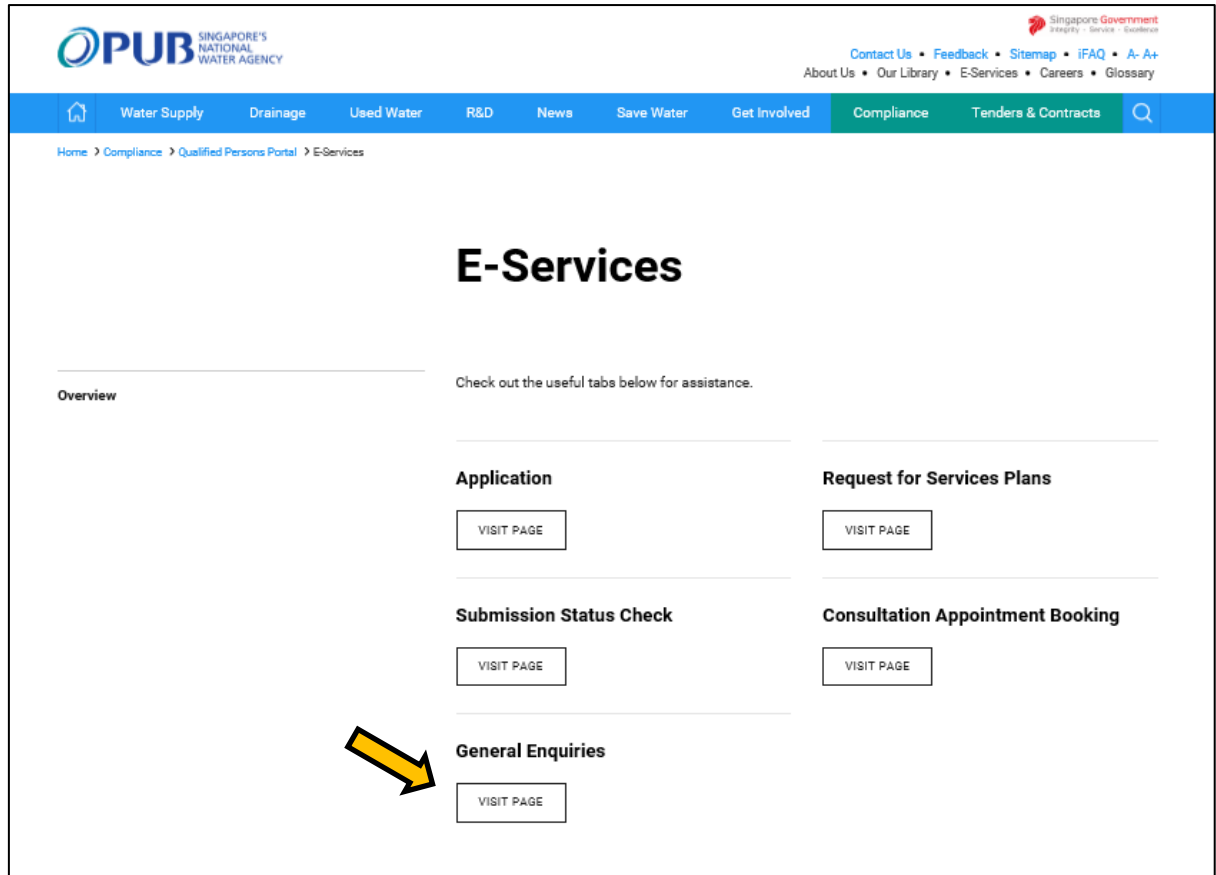


Figure 1: Qualified Persons Portal E-Services page

1.3 Please read the instructions before proceeding to make an enquiry (Figure 2).

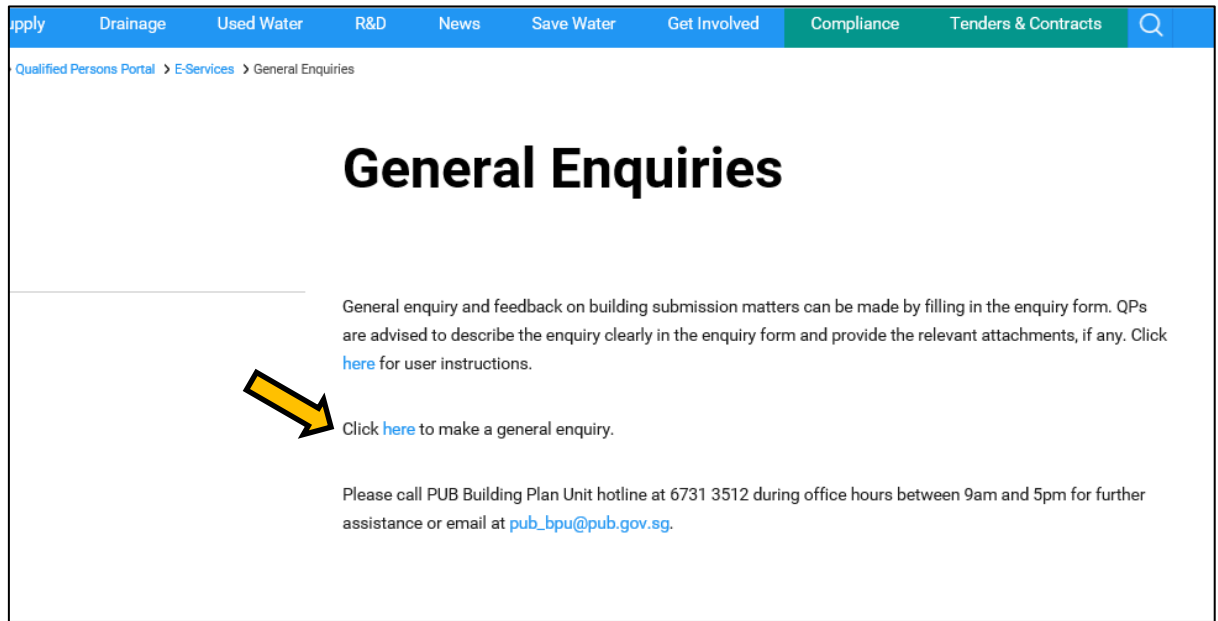


Figure 2: General Enquiries Landing Page

2.0 TO MAKE AN ENQUIRY

2.1 Fill in the enquiry form (Figure 3) with the following information:

Field	Example(s)
Name*	John Tan, Jane Ng
Contact Number*	61234567, 91234567 (MUST be 8 digits)
Email*	johntan@abcxyz.com
Confirm Email*	johntan@abcxyz.com (MUST be same as Email)
Company's Name	ABC Company
Company's Address	40 Scotts Road #22-01 Environment Building Singapore 228231
Project Title	PROPOSED ERECTION OF A 2-STOREY DETACHED DWELLING HOUSE WITH AN ATTIC, A BASEMENT AND SWIMMING POOL ON LOT 01280M TS 27 AT 40 SCOTTS ROAD
Submission Number	ES20150101-12345, CR20150101-12345, A1234-12345-2015
Enquiry*	How to check submission status? (Max. 5000 characters)
Attachment	5MB maximum size limit

Fields marked with * are mandatory.

General Enquiries

Fields marked with * are mandatory.

Name:*

Contact Number:*

Email:*

Confirm Email:*

Company's Name:

Company's Address:

Project Title:

Submission Number:

Enquiry:*

Attachment (Size limit to 5MB per file): Browse... Add

ReCapcha

2158

Type the text

Submit Clear

No. of characters left - 5000

Mandatory

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

Figure 3: Enquiry Form

- 2.2 Click **Clear**. The details keyed in the enquiry form are cleared.
- 2.3 Click **Submit**. A pop-up window (Figure 4) will be displayed. Click **OK**. System returns user to enquiry form page (minus the details entered previously).



Figure 4: Enquiry Successful Page

2.4 System sends the enquiry receipt (Figure 5) via email to the requestor.

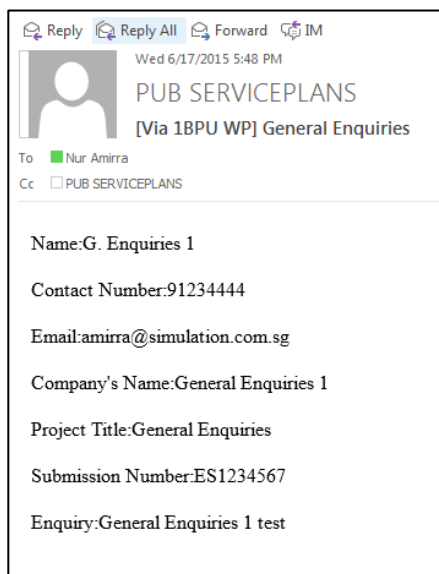


Figure 5: Enquiry Receipt

2.5 To check on the status of your enquiry, please contact PUB Building Plan Unit hotline at 6731 3512 or email at pub_bpu@pub.gov.sg. Please call hotline only during office hours between 9am and 5pm.