USER INSTRUCTIONS TO PURCHASE
PUB SERVICE PLANS

PUB
BUILDING PLAN UNIT
User Guide: 5 Simple Steps to Purchase PUB Service Plans

Go to: https://www.pub.gov.sg/compliance/qualifiedpersonsportal/eservices/requestforservicesplans to launch the Request for Service Plans page.

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

Figure 1: Request for Service Plans Homepage
Login using SingPass (Figure 2).
**Step 1: Select Lots(s)**

Search for project location via the following search parameters:

(i) MK/TS-Lot No.
(ii) Road Name
(iii) Postal Code
(iv) Address

*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 purchase multiple lots, repeat steps (ii) and (iii) before clicking Submit.
To remove a selected lot:

(v) Click on the selected lot in purple

(vi) Click “Remove from cart” (Figure 7)

Figure 7: Lot to be removed
To purchase based on area:

(i) Click on the “Draw Rectangle” tool and select the area required (Figure 8)
(ii) Relevant Mukim-Lot No(s). will be auto populated in request table (Figure 9a, 9b)
(iii) Click Submit
(iv) Click Remove to remove selected area

Figure 8: Draw Rectangle Function
**Figure 9a:** Selected area within a single lot.

**Figure 9b:** Selected area comprising multiple lots.
**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)

![Choose Plan Type and Purpose](Figure 8)

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 10).

**Figure 10: QP and Owner/Developer Details**

<table>
<thead>
<tr>
<th>Additional Information (e.g. Project title)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROPOSED NEW ERECTION OF A 2-STORY SEMI-DETACHED DWELLING HOUSE WITH AN ATTIC AND ROOF TERRACE ON LOT 012808 M TS27 AT 40 SCOTTS ROAD SINGAPORE 228231</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No. of characters left - 4851</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name of Qualified Person</th>
<th>John Tan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Number of Qualified Person</td>
<td>1234</td>
</tr>
<tr>
<td>Name of Qualified Person's Company</td>
<td>ABC Architects</td>
</tr>
<tr>
<td>Name of Owner/ Developer</td>
<td>Peter Lee</td>
</tr>
<tr>
<td>Name of Owner/ Developer Company</td>
<td>XYZ Engineering</td>
</tr>
<tr>
<td>Contact Number of Owner/ Developer</td>
<td>91234567</td>
</tr>
</tbody>
</table>

[Back] [Preview]
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 11).

![Figure 11: Preview the lot selected and total mapsheet](image1)

Preview of service plans to be purchased will be shown (Figure 12a, 12b, 12c).

![Figure 12a: SIP Preview](image2)
Figure 12b: DIP Preview

Figure 12c: WSP Preview
Click Checkout (Figure 13).

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 13: Checkout
### Step 4: View Shopping Cart

#### Shopping Cart

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>No. of Mapsheet</th>
<th>Unit Price</th>
<th>Sub Total (Incl GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIP</td>
<td>1</td>
<td>$14.00</td>
<td>$14.00</td>
</tr>
<tr>
<td>DIP</td>
<td>1</td>
<td>$14.00</td>
<td>$14.00</td>
</tr>
<tr>
<td>WSP</td>
<td>1</td>
<td>$14.00</td>
<td>$14.00</td>
</tr>
<tr>
<td>Group Total</td>
<td>3</td>
<td></td>
<td>$42.00</td>
</tr>
</tbody>
</table>

#### Order Summary

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>No. of Mapsheet</th>
<th>Unit Price</th>
<th>Sub Total (Incl GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIP</td>
<td>1</td>
<td>$14.00</td>
<td>$14.00</td>
</tr>
<tr>
<td>DIP</td>
<td>1</td>
<td>$14.00</td>
<td>$14.00</td>
</tr>
<tr>
<td>WSP</td>
<td>1</td>
<td>$14.00</td>
<td>$14.00</td>
</tr>
<tr>
<td>Order Total (Incl GST)</td>
<td>3</td>
<td></td>
<td>$42.00</td>
</tr>
<tr>
<td>GST(7%)</td>
<td></td>
<td></td>
<td>$2.75</td>
</tr>
</tbody>
</table>

*Figure 14: Order Summary*
Step 5: Make Payment

Fill in requestor details (Figure 15). 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](image)

Figure 15: Requestor Details

User will be redirected to eNETS payment page for payment (Figure 16).

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”.
Figure 16: 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 17):

![ENETS Transaction Notice](image)

*Figure 17: eNETS Payment Receipt*

In addition, you will be redirected back to the request page where the following information will be displayed (Figure 18):

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

In the event where you encounter errors at the payment portal after entering your card details and OTP (e.g. blank screen or other error messages):

- **Please do not refresh or press back button**
- You may wish to check your email a few minutes later to see if you have received an email from PUB with a receipt for the transaction. The order has been successful if receipt has been sent.
- If you still has not received the receipt within an hour of payment, you may wish to check with your credit card company to verify if your payment has been processed or contact the payment portal for assistance.
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 18).

![Figure 18: Notification for Successful Payment](image)

Upon successful payment, an acknowledgement email with the order receipt (Figure 19) will be sent to the requestor email address.
Sample Outputs

<table>
<thead>
<tr>
<th>S/N</th>
<th>Description</th>
<th>Unit Price SGD</th>
<th>Qty</th>
<th>Amount SGD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Drainage Infrastructure Plan</td>
<td>$14.00</td>
<td>1</td>
<td>$14.00</td>
</tr>
<tr>
<td></td>
<td>TS27-01280M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sub Total</td>
<td></td>
<td></td>
<td>$14.00</td>
</tr>
<tr>
<td>2</td>
<td>Sewerage Information Plan</td>
<td>$14.00</td>
<td>1</td>
<td>$14.00</td>
</tr>
<tr>
<td></td>
<td>TS27-01280M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sub Total</td>
<td></td>
<td></td>
<td>$14.00</td>
</tr>
<tr>
<td>3</td>
<td>Water Service Plan</td>
<td>$14.00</td>
<td>1</td>
<td>$14.00</td>
</tr>
<tr>
<td></td>
<td>TS27-01280M</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sub Total</td>
<td></td>
<td></td>
<td>$14.00</td>
</tr>
</tbody>
</table>

Total (Inclusive of GST) $42.00
Total GST $2.75

This is a computer generated receipt which bears no signature.

Figure 19: Sample Receipt
The service plans (Figure 20a, 20b, 20c) and the accompanying letter will be sent to the requestor email address within 24 hours of successful payment.

Figure 20a: Sample DIP

Figure 20b: Sample SIP
The content of letter will vary depending on the following site conditions:

- Drainage reserve vs no drainage reserve (Figure 21a, 21b)
- Sewer vs no sewer (Figure 22a, 22b)
Figure 22a: Lot with sewer

The alignment and invert levels of the existing/proposed sewers are indicated in the SIP attached. The exact alignment and invert levels of the sewers must be verified on site before commencement of any building/plant/excavation/other construction works.

Figure 22b: Lot with no sewer

There is no public sewer within 50m of the subject site. The SIP is not attached. IQP can contact Building Plan Unit at PUB_BPU@pub.gov.sg or 6731 3512. Please call hotline only during office hours between 9am and 5pm.

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 or 6731 3512. Please call hotline only during office hours between 9am and 5pm.