

NEWSLETTER



KEEPING YOU INFORMED

Issue 1 January 2016

We are very excited to present the first issue of our quarterly newsletter. This newsletter seeks to share with you any updates on PUB and bring to you useful information, updates and ideas.

More information about PUB's submission process can be found on the QP portal, a dedicated website for Qualified Persons. The website is filled with helpful information and guides. The URL is

<http://www.pub.gov.sg/customer/qportal/pages/default.aspx>

NEWS

Improved Service Standard

We have recently reviewed our average response time for major projects from 21 working days to **14 working days**. The new service standard will apply to submissions submitted from 30 Nov 2015 onwards.

HOW BUILDING PLAN UNIT CAN HELP YOU

The Building Plan Unit (BPU) was set up in 2013 as part of PUB's effort to serve the industry better.

We can help by

- Serving as an One-Stop Service Centre for all queries, consultations and submissions for sewerage, drainage and water matters.
- Linking you up with the right processing officer
- Helping with any clarifications you have on submission process

You can contact our dedicated hotline and email

Email Address: **pub_bpu@pub.gov.sg**

Contact Number: **6731 3512**

Do Share with us any feedback that you may have about our service

Type of Submission	Typical Response Time Old	Typical Responses Time New
Major Project	21 working days	14 working days



Water for All: Conserve, Value, Enjoy

Brought to you by Building Plan Unit, PUB, Singapore's national water agency.

NEWSLETTER

NEWS

New e-services

The following e-services was also introduced on 30 November 2015.

1. Submission Status Check
2. Online Consultation Booking

Submission Status Check

This e-service allows users to check the status of their submissions using either the submission reference number or the project reference number. Key information like the Contact details of the processing officer and expected reply date will also be available.

STEPS

1. Go to the QP portal on PUB's website
2. Input the relevant Submission Number and/or Project Reference Number

Online Consultation Booking

This e-services allows you to make an appointment for consultations with PUB in advance. This will reduce the long waiting time

How to use:

1. Go to the QP portal on PUB's website
2. Select from the available timeslots and key in your details (e.g. Name, project details and case number)
3. You need to confirm the appointment using the confirmation email sent to you by our system

Note

- Do provide details like the project drawings / plans / information. This will help us address your question more effectively.
- Do arrive on early and keep within the timeslot.
- Do change or cancel your appointment ahead of time if you are unable to make it for the meeting.

More information about the service can be found at the website below

(<http://www.pub.gov.sg/customer/qportal/pages/default.aspx>)

INDUSTRY BRIEFINGS IN 2016

29 Jan 2016 (3 - 5 pm)

- On-site detention storage

26 Feb 2016 (3 - 5 pm)

- Requirements for security and maintenance in the design and installation of water storage tanks
- Enhancements to the procedure for water service works

24 Mar 2016 (3 - 5 pm)

- New endorsements, test requirements and pipe layout requirements in apartments (Sewerage)

Venue : **Waterhub Auditorium, 80 Toh Guan Road East Singapore 608575**

Please email or call us now to register. Limited seats available.



Water for All: Conserve, Value, Enjoy

Brought to you by Building Plan Unit, PUB, Singapore's national water agency.