

PUB Business & Professional (B&P) Portal

A user guide to login and access the
features and services in the portal.

Version 1 - September 2023



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What is the PUB B&P Portal?

A secured and personalised portal for
Licensed Plumbers, Qualified Persons & Industry Professionals
to transact and make submissions online to PUB

Forms under PUB B&P Portal

Release 1 on 25 Sep 2023

Release 2 in Jan 2024
(actual date TBC)

- Replace PUB LP Portal and focus on most LP submission types
- QP Portal and POWS Portal for QPs, Contractors and other Professionals to make submissions will remain accessible.

- QP Portal and POWS Portal will be shut down.
- Extend B&P Portal for remaining LP submission types, and submissions made by QPs, Contractors and other Professionals

Submission Types

Water

- Notification/CSC of Annual Water Tank Certification
- Notification/CSC of Water Service Installation (WSI) Works
- CSC of WSI Works (Urgent Repairs/Minor Works)

Used Water

- Notification/CSC for Works/Connection of Temporary Sanitary and Toilet Facilities to Sewerage System (Form E & Form H)
- Notification/CSC of Sanitary Works at Existing Premises/Buildings (Form F & Form H)
- Notification/CSC of Works/Connection of Temporary Sanitary Facility to Sewerage System at Trade Fair (Form I & Form H)
- CSC for Sealing Off Temporary Sewer Connection to Sewerage System and Demolition of Temporary Holding Tanks (Form H)

Submission Types

Drainage

- Post Temporary Occupation Permit Declaration on Storm Water Drainage System
- Application for Works requiring Earth Control Measures
- Application for Temporary Works affecting Drain / within Drainage Reserve

Used Water

- Application for Workers' Dormitory (Form J)
- Application to Work in Public Sewerage System (Form B)
- Notice for Carrying out Sewer Connection Works (Form B1)

Protection of Water and Sewer Pipes (POWS)

- Submission for Specified Activities near Water and Sewer Pipes Corridor

Pre-requisites


Please check that you have fulfilled the following requirements:

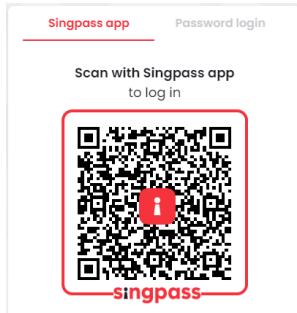
- You are a Singapore Citizen, Permanent Resident or Foreign Identification Number (FIN) holder.
 - You have a Singpass Account, and have installed Singpass application on your mobile device and activated 2FA.
(refer to [Singpass Registration Guide](#))
 - You have installed the latest version of any one of these browsers on your laptop or PC: Edge, Chrome, Safari, or Mozilla Firefox.
- i** Business users representing an organisation, should log in using Corppass ID. You have to contact your organisation's Corppass Admin to onboard a new Singpass Holder to the organisation.
(refer to the [Guide for Corppass Admin](#).)

Log in as Individual User

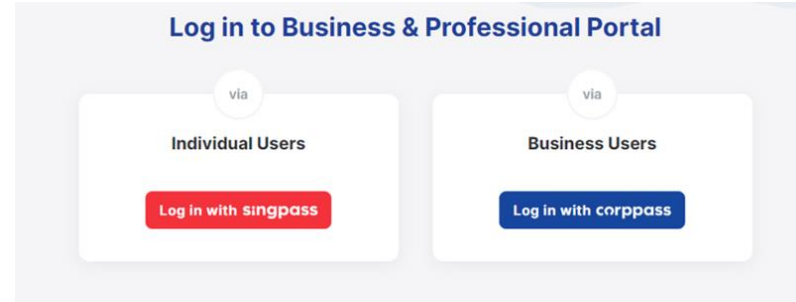
- 1 Access B&P Portal either via:
<https://www.eservices.pub.gov.sg/bpp>



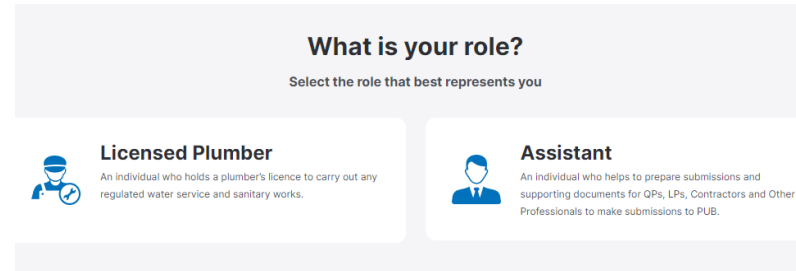
- 3 Scan QR code using Singpass app
or Tap on  to open it on mobile device
or Use Password login.



- 2 Click 




- 4 Select your role.

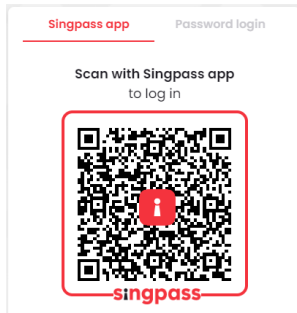


Log in as Business User

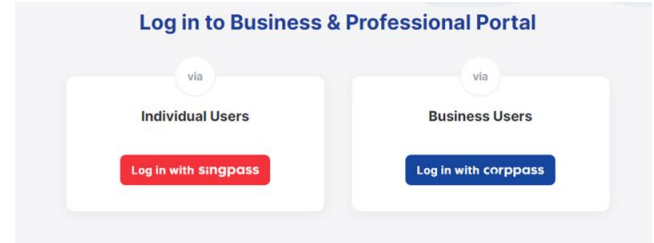
- 1 Access B&P Portal either via:
<https://www.eservices.pub.gov.sg/bpp>



- 3 Scan QR code using Singpass app
or Tap on  to open it on mobile device
or Use Password login.



- 2 Click 

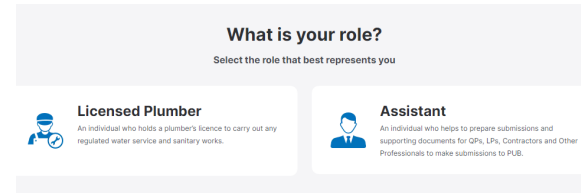


- 4a Choose an organisation if you are employed with multiple organisations.

Select UEN/Entity ID



- 4b Select your role.



What is on your Personalised Dashboard

Check overall submission status

- **Draft:** Not submitted
- **Processing:** Being verified by PUB Processing Officers
- **Accepted:** Approved by PUB
- **Returned:** Issued with Written Directions

Check recent submissions

- Up to 5 submissions can be viewed with information on next steps e.g.
- “Next action: Notify PUB upon work completion” → *to submit CSC upon work completion*
 - “Resubmit: Notification of statutory completion”, or “Resubmit: Notification of start work” → *to resubmit after returned by PUB*

Menu items

Include links to PUB's Code of Practice and user guides, and to report issue to PUB.

Check / update LP details, licence and demerit points

Create / retrieve submissions

Announcements/ Circulars
Click “View more” for the full list.

The screenshot shows the PUB Personalised Dashboard for user LEE KHAR YAW. At the top, there is a navigation bar with links for Home, All Submissions, Announcements, Report an Issue, and Quick Links. The user's name and ID (LEE KHAR YAW, WSD4461998) are displayed. Below this, a status bar indicates "Good morning, LEE KHAR YAW" and "LP Licence is Valid until 31/12/2022". A notification states "Your licence is due for renewal before 14/12/2023". The "My Dashboard" section features four submission status cards: Draft (15), Processing (25), Accepted (20), and Returned (6). Below these are sections for "Recent Submissions" and "Announcements / Circulars". The "Recent Submissions" section lists four items: ABC Construction (Processing), Star Condo Project (Accepted), Jurong East Sewer (Returned), and ABC Water Service (Processing). The "Announcements / Circulars" section lists three items: "There is an upcoming refreshers course available for you to register" (Today), "Introduction of new online submission system for licensed plumber" (3 days ago), and "Addendum No.1 to Code of Practice On Surface Water Drainage (7th Edition)" (2 weeks ago). A callout box points to the menu items at the top of the dashboard.

Note:

Only processing/accepted/returned submissions from 1 Jul 2022 will be shown and retention time is 2 years from last status change.

Licensed Plumber's Details at a Glance

View personal messages and notifications

Check your personal details
Update photos/details using "Retrieve info via MyInfo" from Singpass.

Reminder and steps to renew license (auto pop up)

License Renewal

Your licence is expiring

Valid until 14/12/2023

Steps to renew your license

- 1 Please check on the refresher course availability dates at PUB website (<https://www.pub.gov.sg/compliance/plumbingworks/licensedplumbers>)
- 2 Register for the refresher course with Singapore Plumbing Society at 62920111/96568307 or BCA Academy at 1800 3425 222.
- 3 If you have further enquires, you may email us at pub_lp@pub.gov.sg.

The screenshot shows the user's dashboard for Lee Khay Yaw (WS04461998). At the top, there is a notification: "Good morning, LEE KHAR YAW" and "LP Licence is Valid until 31/12/2024". A yellow banner indicates "Your licence is due for renewal before 14/12/2023" with a link to "See steps to renew". The dashboard is divided into sections: "My Dashboard" with submission counts (Draft: 15, Processing: 25, Accepted: 20, Returned: 6), "Recent Submissions" listing projects like ABC Construction, Star Condo Project, Jurong East Sewer, and ABC Water Service, and "Announcements / Circulars" including upcoming refresher courses and new submission systems.

The screenshot shows the "My Personal Information" page. A red box highlights the "Retrieve info via MyInfo" button. Below the button, there are fields for basic information (Licence No., Name, NRIC/FIN Number, Company Name) and mailing address details (Postal Code, House/Flat No., Street Name, Unit No., Building Name).

View licence status and demerit points history



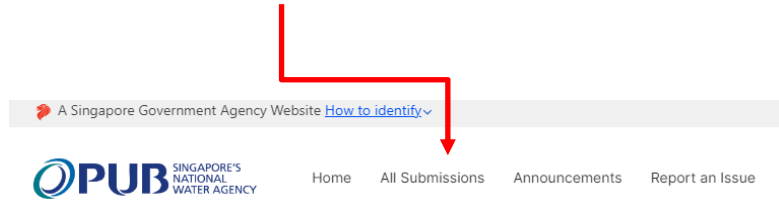
Active



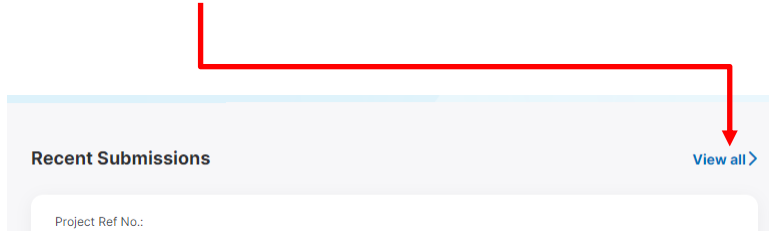
Suspended

Access All Submissions

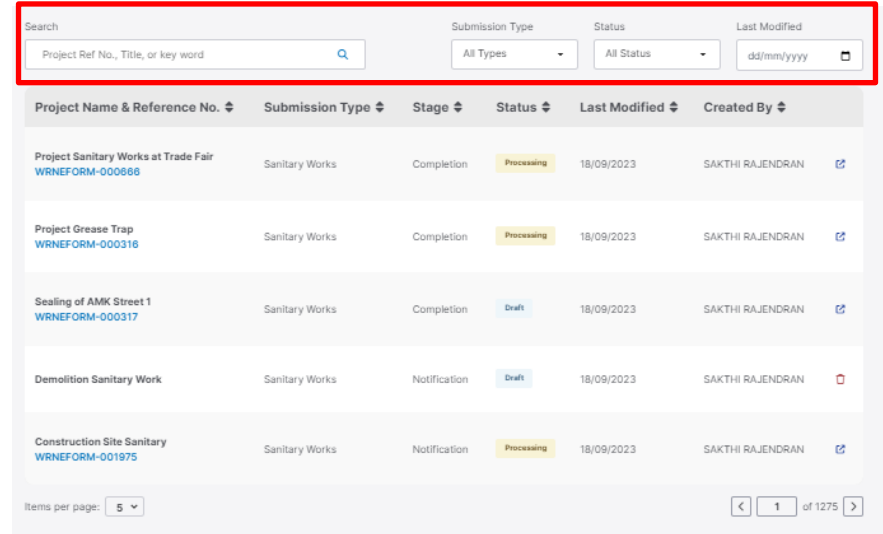
1 Click “All Submissions” on the Menu Items.



or Click “View All” under Recent Submissions.



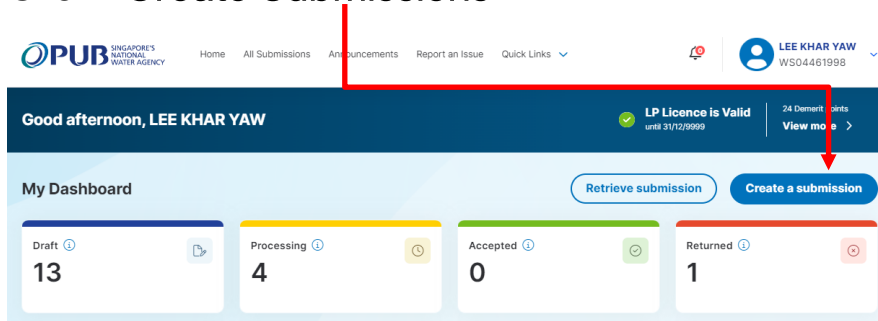
2 Sort and search by status / values.



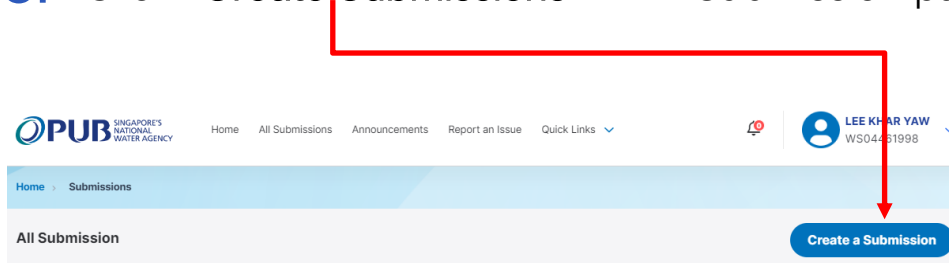
Create Submission for Notification before Works Commencement

Example: Form E

1 Click “Create Submissions”.



OR Click “Create Submissions” in All Submission page.



Create Submission for Notification before Works Commencement

Example: Form E

2 LPs to select desired “Submission Type”.

Assistants (Drafters) to select preparing submission on behalf of which Role and the “Submission Type”.

Create Submission [X]

Submission type

--Please Select--

- Please Select--
- Annual Water Tank Certification
- Water Service Installation (WSI) Works
- Sanitary Works

Form Selection Total Form: 0

Select the form below

No form selected yet

Select from "submission type" to show form selection

Cancel Create submission

Create Submission [X]

Are you submitting on behalf of a

- Licence Plumber
- Qualified Person
- Contractor
- Others

Submission type

--Please Select--

- Please Select--
- Annual Water Tank Certification
- Water Service Installation (WSI) Works
- Sanitary Works

Form Selection Total Form: 0

Select the form below

No form selected yet

Select from "submission type" to show form selection

Cancel Create submission

Create Submission for Notification before Works Commencement

Example: Form E

- 3 Select Form and click “Create Submission”. 4 Click “Start”.

Form Selection

Select the form below Total Form: 4

- Sanitary Works (Construction Site)**
Submit Notification for works/connection of temporary sanitary and toilet facilities to sewerage system (Form E)
- Sanitary Works (Existing Development)**
Submit Notification to carry out sanitary works that affect any common sanitary pipe, inspection chamber or public sewerage system (Form F)
- Sanitary Works (Trade Fair)**
Submit Notification for works/connection of temporary sanitary facility to sewerage system at Trade Fair (Form I)
- Completion of Sanitary Works (Temporary)**

Create submission

Project Ref No.: Dish

New Project

Type: Sanitary Works Created on: 19/07/2023 | Last modified: 19/07/2023 | Created by: WATANA TIWARAT

Start

- Submit Notification before Works Commencement**

Sanitary Works (Temporary Toilet Facilities)

Start
- Submit Certificate of Satisfactory Completion after works completion**

Form in previous step has to be completed in order to start Form H

Completion of Sanitary Works

Start

End

Create Submission for Notification before Works Commencement

Example: Form E

- 5 Read the instructions and prepare the information required. Click “Continue” to start.

Notification of Sanitary Works

This form may take you about 15 minutes to fill in.

Instructions

This is a submission by Licensed Plumber to PUB for notifiable sanitary works under the Sewerage & Drainage Act.

Notification of works shall be submitted at least 7 working days before works commencement and Notification of works completion shall be submitted within 7 working days after the works completion. PUB may carry out audit inspection on the completed works.

All relevant information shall be submitted:

Continue

- 6 LPs to check details. Click “Next” to proceed.
(If you are an Assistant, you have to input own details and LP Licence Number here)

LP Details Project Details OP Details Contractor Details Attachments Review Declaration

All fields marked with an asterisk (*) are required.

Particulars

LP Licence No. * WS04461998 Name * LEE KHAR YAW

NRIC/FIN Number (Last 4 digits) 318Z

Contact Details

Mobile No. * 82295693 Email Address * newcolinang2003@yahoo.com

Save as draft Previous **Next**

Create Submission for Notification before Works Commencement

Example: Form E

- 7 Input project details into all compulsory fields(*).
Click “**Next**” to proceed.

Note

- For BCA Reference Number, only input this field if your project has the information.
- For MK Lot Number fields, input the correct lot name format issued by the Singapore Land Authority (SLA).

The screenshot displays a multi-step form titled 'Project Details' (Step 2). The progress bar at the top indicates the following steps: 1. LP Details (completed), 2. Project Details (current), 3. QP Details, 4. Contractor Details, 5. Attachments, and 6. Review. A note states: 'All fields marked with an asterisk (*) are required.'

Particulars

- BCA Reference Number**: Text input field.
- Project Title ***: Text area with placeholder 'Your project title' and a character count '200 / 200'.
- Connection Type ***: Dropdown menu with '--Please Select--'.

Duration of Development Project

- Building Commencement Date ***: Date picker (dd/mm/yyyy).
- Building Completion Date ***: Date picker (dd/mm/yyyy).

Project Location

- Postal Code ***: Text input field (placeholder: Postal Code).
- House / Blk No. ***: Text input field (placeholder: Project house / blk no.).
- Street Name ***: Text input field (placeholder: Project street name).
- Unit No. ***: Text input field (placeholder: Project unit no.).

MK / TS - Lot No. *

Dropdown menu (value: 12) - Text input field (value: 12345) - Dropdown menu (value: V)

Create Submission for Notification before Works Commencement

Example: Form E

8 Input details of Qualified Person involved in the project. Click “Next” to proceed.

The screenshot shows a multi-step form with a progress bar at the top. The steps are: LP Details (checked), Project Details (checked), QP Details (active, circled in 3), Contractor Details (circled in 4), Attachments (circled in 5), and Review (circled in 6). Below the progress bar, a note states: "All fields marked with an asterisk (*) are required." The form is divided into three sections: "Particulars", "Address", and "Contact Details".

Particulars

Name *	Company Name
<input type="text" value="QP name"/>	<input type="text" value="QP company name"/>

Address

Postal Code *	House / Blk No. *
<input type="text" value="QP postal code"/>	<input type="text" value="QP house / blk no."/>
Street Name *	Unit No. *
<input type="text" value="QP street name"/>	<input type="text" value="QP unit no."/>

Contact Details

Mobile No. *	Email Address *
<input type="text" value="QP mobile no."/>	<input type="text" value="QP email address"/>

At the bottom of the form, there are three buttons: "Save as draft", "Previous", and "Next". The "Next" button is highlighted with a red box.

9 Input details of Contractor involved in the project. Click “Next” to proceed.

The screenshot shows the same multi-step form as in step 8, but now the "Contractor Details" step (4) is active. The progress bar shows steps 1, 2, and 3 as completed (checked), step 4 as active (circled in 4), and steps 5 and 6 as pending (circled in 5 and 6). The form structure is identical to step 8, but the input fields are for contractor information.

Particulars

Name *	Company Name
<input type="text" value="Contractor name"/>	<input type="text" value="Contractor company name"/>

Address

Postal Code *	House / Blk No. *
<input type="text" value="Contractor Postal Code"/>	<input type="text" value="Contractor house / blk no."/>
Street Name *	Unit No. *
<input type="text" value="Contractor street name"/>	<input type="text" value="Contractor unit no."/>

Contact Details

Mobile No. *	Email Address *
<input type="text" value="Contractor mobile no."/>	<input type="text" value="Contractor email address"/>

At the bottom of the form, there are three buttons: "Save as draft", "Previous", and "Next". The "Next" button is highlighted with a red box.

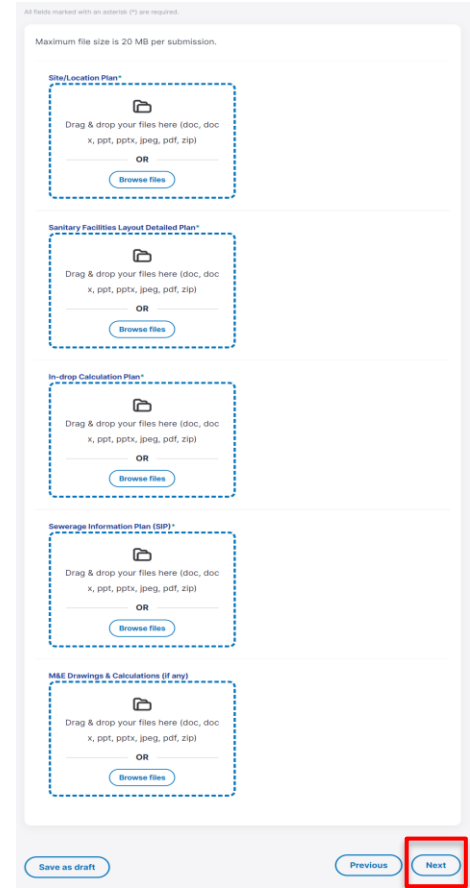
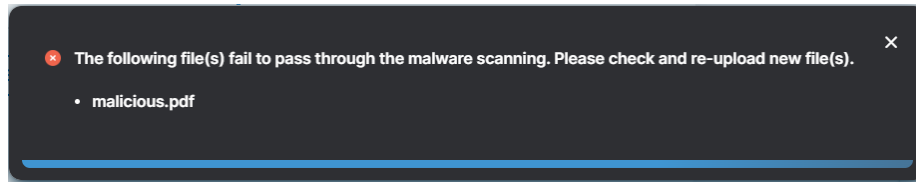
Create Submission for Notification before Works Commencement

Example: Form E

10 Attach file(s) by clicking “Browse files” or drop the file into the relevant boxes. Click “Next” to upload.

Note:

- Users can only upload up to 20MB of file(s) for each submission.
- You can remove or download file when file name is lighted up.
- To remove a file, click on the respective “Delete” button.
- All file(s) will be scanned for malware. You will receive a notification if there are malicious file(s). Please check and re-upload new file(s).



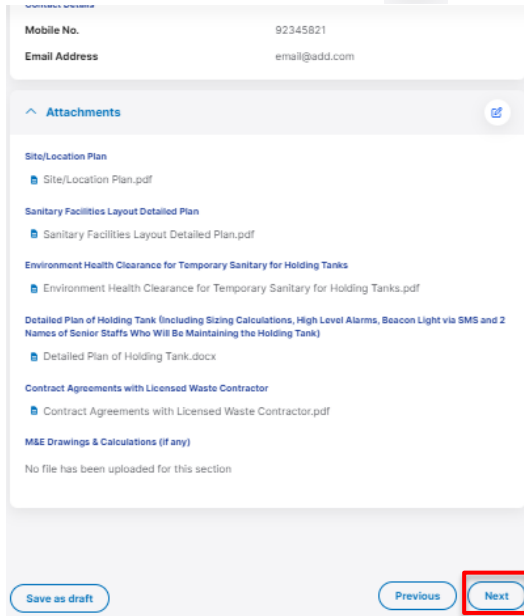
A screenshot of a web form for creating a submission. At the top, it states "Maximum file size is 20 MB per submission." and "All fields marked with an asterisk (*) are required." The form contains five sections, each with a dashed blue border and a "Browse files" button: "Site/Location Plan*", "Sanitary Facilities Layout Detailed Plan*", "In-drop Calculation Plan*", "Coverage Information Plan (CIP)*", and "M&E Drawings & Calculations (if any)". At the bottom of the form, there are three buttons: "Save as draft", "Previous", and "Next". The "Next" button is highlighted with a red square.

Create Submission for Notification before Works Commencement

Example: Form E

11 Review the completed form and click “Next” when ready.

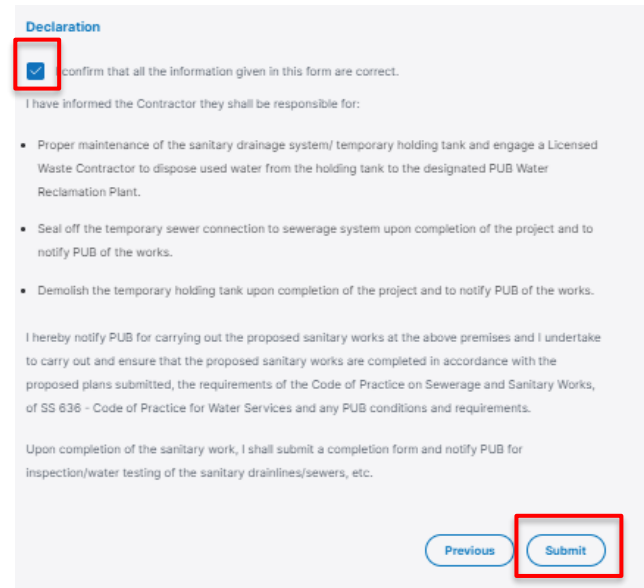
- Click on the respective  to make edits



The screenshot shows a form submission page with the following details:

- Mobile No.: 92345821
- Email Address: email@add.com
- Attachments section with a list of files:
 - Site/Location Plan.pdf
 - Sanitary Facilities Layout Detailed Plan.pdf
 - Environment Health Clearance for Temporary Sanitary for Holding Tanks.pdf
 - Detailed Plan of Holding Tank.docx
 - Contract Agreements with Licensed Waste Contractor.pdf
- M&E Drawings & Calculations (if any): No file has been uploaded for this section.
- Navigation buttons at the bottom: Save as draft, Previous, and Next (highlighted with a red box).

12 Tick the checkbox to make declaration and click “Submit” to complete the application.



The screenshot shows the Declaration section of the form with the following content:

- Section title: Declaration
- Checkbox: confirm that all the information given in this form are correct. (The checkbox is highlighted with a red box)
- Text: I have informed the Contractor they shall be responsible for:
- List of responsibilities:
 - Proper maintenance of the sanitary drainage system/ temporary holding tank and engage a Licensed Waste Contractor to dispose used water from the holding tank to the designated PUB Water Reclamation Plant.
 - Seal off the temporary sewer connection to sewerage system upon completion of the project and to notify PUB of the works.
 - Demolish the temporary holding tank upon completion of the project and to notify PUB of the works.
- Text: I hereby notify PUB for carrying out the proposed sanitary works at the above premises and I undertake to carry out and ensure that the proposed sanitary works are completed in accordance with the proposed plans submitted, the requirements of the Code of Practice on Sewerage and Sanitary Works, of SS 636 - Code of Practice for Water Services and any PUB conditions and requirements.
- Text: Upon completion of the sanitary work, I shall submit a completion form and notify PUB for inspection/water testing of the sanitary drainlines/sewers, etc.
- Navigation buttons at the bottom: Previous and Submit (highlighted with a red box).

Create Certificate of Satisfactory Completion after Works Completion

Example: Form H

You can submit Certificate of Satisfactory Completion (CSC) after completion of approved works.

1 Click “Accepted” card.

or Click “Retrieve submission”.

or Search under “All Submission” page.

The screenshot shows the PUB dashboard for user LEE KHAR YAW. The dashboard includes a navigation bar with links for Home, All Submissions, Announcements, Report an Issue, and Quick Link. A user profile section shows the name and ID. A status bar indicates 'License is Valid' until 1/12/9999 and '24 Demerit points'. The 'My Dashboard' section features four cards: Draft (15), Processing (4), Accepted (0), and Returned (1). A 'Retrieve submission' button is highlighted with a red arrow pointing to the 'Accepted' card.

The screenshot shows the 'All Submission' page with a search bar and filters. A table lists submissions with columns for Project Name & Reference No., Submission Type, Stage, Status, Last Modified, and Created By. Two submissions are visible:

Project Name & Reference No.	Submission Type	Stage	Status	Last Modified	Created By
Project Sanitary Works at Trade Fair WRNEFORM-000886	Sanitary Works	Completion	Processing	18/09/2023	SAKTHI RAJENDRAN
Project Grease Trap WRNEFORM-000216	Sanitary Works	Completion	Processing	18/09/2023	SAKTHI RAJENDRAN

Input project reference number and click “Retrieve”.

The screenshot shows a modal titled 'Retrieve Submission' with a close button. It contains a text input field with the project reference number 'WS202303370803027822Q' and a 'Retrieve' button.

Create Certificate of Satisfactory Completion after Works Completion

Example: Form H

2 Click “Start” button.

3 Read the instructions and prepare the information required. Click “Continue” to start.

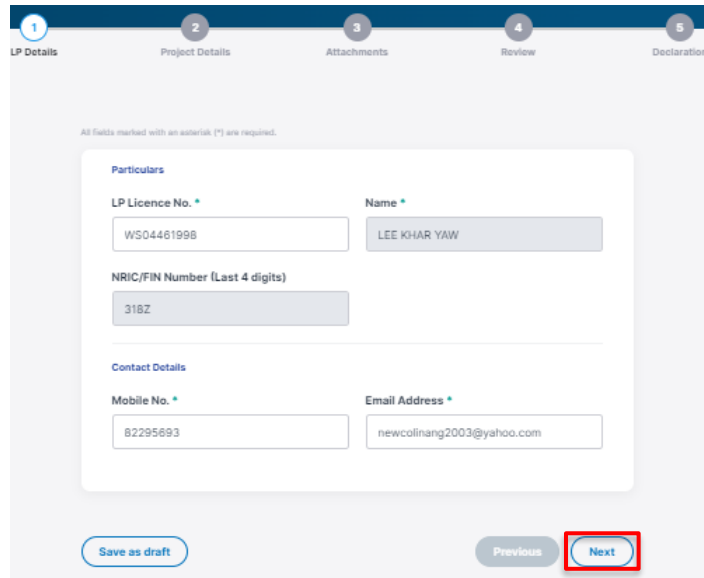
The screenshot shows a process flow for Sanitary Works. At the top, it indicates 'Type: Sanitary Works', 'Created on: 19/07/2023', 'Last modified: 19/07/2023', and 'Created by: WATTINA TIWARAT'. The flow starts with a 'Start' button and a checkmark icon. The first step is 'Submit Notification before Works Commencement', which includes a green bar stating 'Form F has been cleared' and a card with the title 'Submit Notification before Works Commencement', submission number '20230719-1337860', and submission date '19/07/2023'. A 'View' button is present. The second step is 'Submit Certificate of Satisfactory Completion after works completion', which includes a card with the title 'Completion of Sanitary Works' and a 'Start' button highlighted with a red box.

The screenshot shows the 'Notification of Sanitary Works' form. It has a close button (X) in the top right corner. A blue box with a clock icon contains the text: 'This form may take you about 15 minutes to fill in.' Below this is the 'Instructions' section, which states: 'This is a submission by Licensed Plumber to PUB for notifiable sanitary works under the Sewerage & Drainage Act. Notification of works shall be submitted at least 7 working days before works commencement and Notification of works completion shall be submitted within 7 working days after the works completion. PUB may carry out audit inspection on the completed works.' At the bottom right, there is a 'Continue' button highlighted with a red box.

Create Certificate of Satisfactory Completion after Works Completion

Example: Form H

- 4 LPs to check details. Click “Next” to proceed.
(If you are an Assistant, you have to input own details and LP Licence Number here)



The screenshot shows the first step of a five-step process. The progress bar at the top has five steps: 1 (LP Details), 2 (Project Details), 3 (Attachments), 4 (Review), and 5 (Declaration). Step 1 is active. Below the progress bar, a note states: "All fields marked with an asterisk (*) are required." The form is divided into two main sections: "Particulars" and "Contact Details".

Particulars

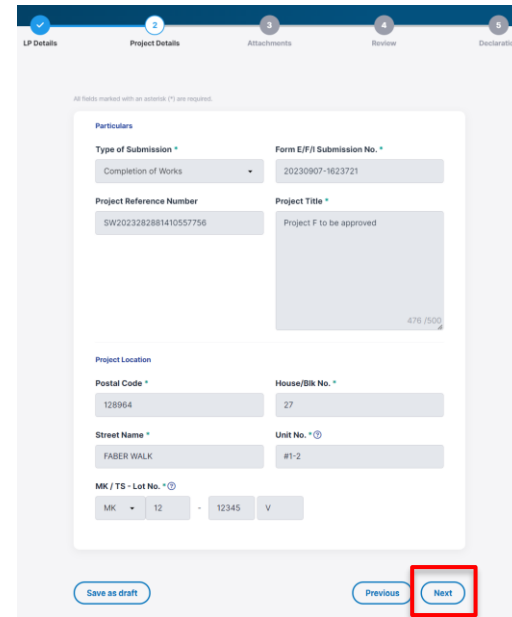
- LP Licence No. *: WS0446199B
- Name *: LEE KHAR YAW
- NRIC/FIN Number (Last 4 digits): 31BZ

Contact Details

- Mobile No. *: 82295693
- Email Address *: newcolinang2003@yahoo.com

At the bottom, there are three buttons: "Save as draft", "Previous", and "Next". The "Next" button is highlighted with a red box.

- 5 Check that all information has been retrieved from previous Notification of Works. Then click “Next”.



The screenshot shows the second step of the process. The progress bar at the top has five steps: 1 (LP Details), 2 (Project Details), 3 (Attachments), 4 (Review), and 5 (Declaration). Step 2 is active. Below the progress bar, a note states: "All fields marked with an asterisk (*) are required." The form is divided into two main sections: "Particulars" and "Project Location".

Particulars

- Type of Submission *: Completion of Works
- Form E/F/I Submission No. *: 20230907-1623721
- Project Reference Number: SW2023282881410557756
- Project Title *: Project F to be approved

Project Location

- Postal Code *: 128964
- House/Blk No. *: 27
- Street Name *: FABER WALK
- Unit No. *: #1-2
- MK / TS - Lot No. *: MK - 12 - 12345 V

At the bottom, there are three buttons: "Save as draft", "Previous", and "Next". The "Next" button is highlighted with a red box.

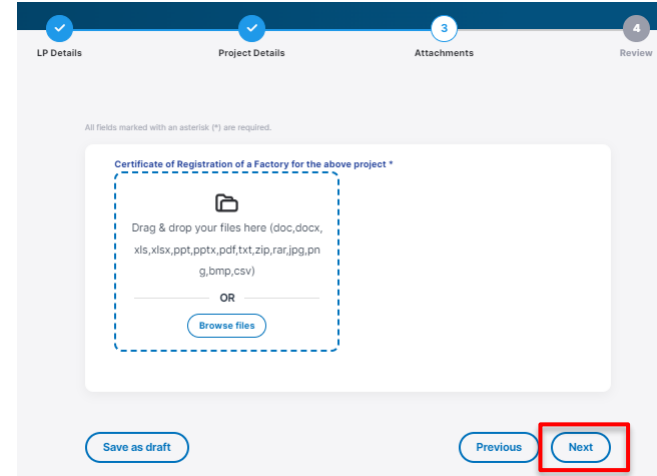
Create Certificate of Satisfactory Completion after Works Completion

Example: Form H

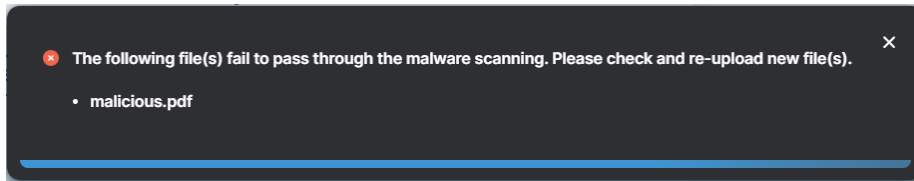
6 Attach file(s) by clicking “Browse files” or drop the file into the relevant boxes. Click “Next” to upload.

Note:

- Users can only upload up to 20MB of file(s) for each submission.
- You can remove or download file when file name is lighted up.
- To remove a file, click on the respective “Delete” button.
- All file(s) will be scanned for malware. You will receive a notification if there are malicious file(s). Please check and re-upload new file(s).




The screenshot shows a multi-step form with four steps: LP Details, Project Details, Attachments (current step), and Review. The Attachments step features a large dashed box for file upload with the text: "Certificate of Registration of a Factory for the above project *", "Drag & drop your files here (doc, docx, xls, xlsx, ppt, pptx, pdf, txt, zip, rar, jpg, png, bmp, csv)", and a "Browse files" button. Below the upload area are "Save as draft", "Previous", and "Next" buttons. The "Next" button is highlighted with a red box.

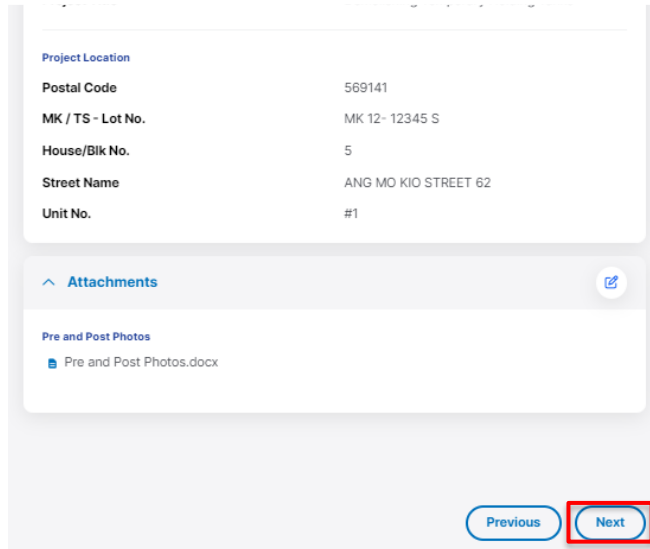


Create Certificate of Satisfactory Completion after Works Completion

Example: Form H

7 Review the completed form and click “**Next**” when ready.

- Click on the respective  to make edits



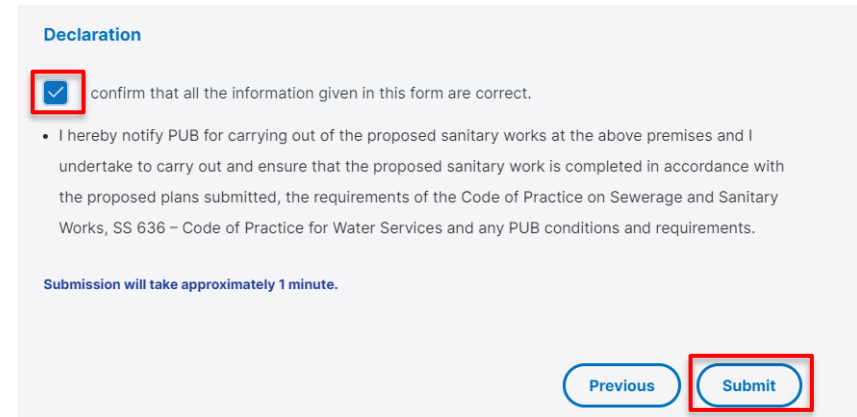
The screenshot shows a form with the following details:

Project Location	
Postal Code	569141
MK / TS - Lot No.	MK 12- 12345 S
House/Blk No.	5
Street Name	ANG MO KIO STREET 62
Unit No.	#1

Below the form is an 'Attachments' section with a plus icon and an edit icon. It contains one attachment: 'Pre and Post Photos.docx'.

At the bottom of the form are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a red box.

8 Tick the checkbox to make declaration and click “**Submit**” to complete the application.



The screenshot shows the 'Declaration' section of the form. It contains a checkbox that is checked and highlighted with a red box. The text next to the checkbox reads: 'confirm that all the information given in this form are correct.'

- I hereby notify PUB for carrying out of the proposed sanitary works at the above premises and I undertake to carry out and ensure that the proposed sanitary work is completed in accordance with the proposed plans submitted, the requirements of the Code of Practice on Sewerage and Sanitary Works, SS 636 – Code of Practice for Water Services and any PUB conditions and requirements.

Below the declaration is a note: 'Submission will take approximately 1 minute.'

At the bottom right of the form are two buttons: 'Previous' and 'Submit'. The 'Submit' button is highlighted with a red box.

Resubmit an Application

After PUB's Processing Officer returned an application for your amendment, you will receive an email notification including the Project Number.

- 1 Click "Returned" card. **or** Click "Retrieve submission".

The screenshot shows the PUB dashboard for user LEE KHAR YAW. The dashboard includes a navigation bar with links like Home, All Submissions, and Announcements. Below the navigation bar, there's a greeting and a status bar indicating 'Licence is Valid' and '24 Demerit points'. The main section is titled 'My Dashboard' and contains four cards: Draft (15), Processing (4), Accepted (0), and Returned (1). A red arrow points from the 'Returned' card to the 'Retrieve submission' button. Another red arrow points from the 'Retrieve submission' button to the 'Retrieve Submission' modal.

- or** Search under "All Submission" page.

The screenshot shows the 'All Submission' page. It features a search bar and filters for Submission Type, Status, and Last Modified. Below the search bar is a table with columns: Project Name & Reference No., Submission Type, Stage, Status, Last Modified, and Created By. Two rows of data are visible, both with a 'Processing' status.

Project Name & Reference No.	Submission Type	Stage	Status	Last Modified	Created By
Project Sanitary Works at Trade Fair WRNEFORM-000666	Sanitary Works	Completion	Processing	18/09/2023	SAKTHI RAJENDRAN
Project Grease Trap WRNEFORM-000316	Sanitary Works	Completion	Processing	18/09/2023	SAKTHI RAJENDRAN

Input project reference number and click "Retrieve".

The screenshot shows the 'Retrieve Submission' modal. It has a title bar with a close button. Below the title bar is a text input field containing the project reference number 'WS202303370803027822Q' and a 'Retrieve' button.

Resubmit an Application

2 Click “Edit & Resubmit”.

Start

1 **Submit Notification before Works Commencement**

ⓘ WSI is rejected, please amend and resubmit

Notification of Water Service Installation Works
Submission Number: 20230908WJ-02380/00 | Submitted on: 08/09/2023

Processing officer: Unassigned

Edit & Resubmit

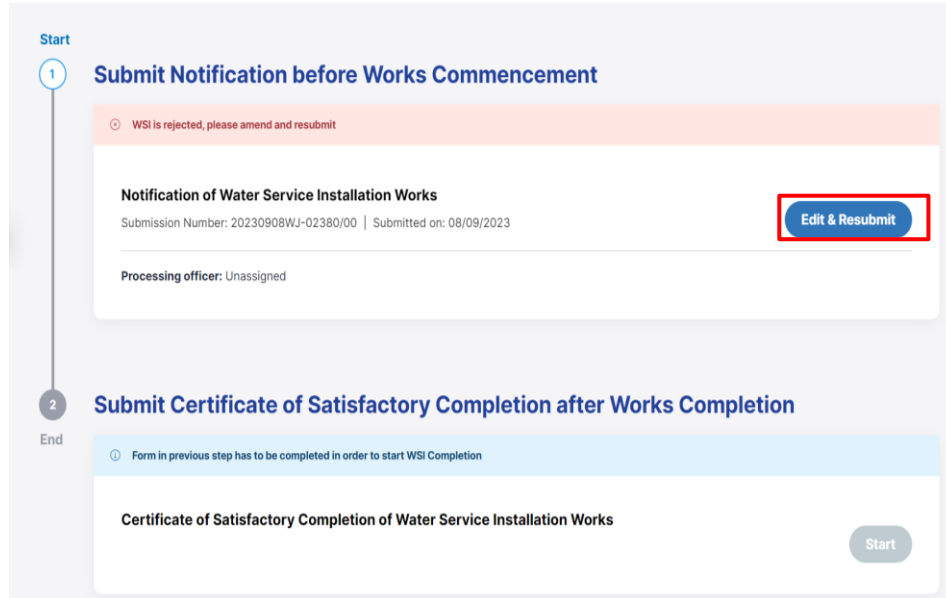
2 **Submit Certificate of Satisfactory Completion after Works Completion**

ⓘ Form in previous step has to be completed in order to start WSI Completion

Certificate of Satisfactory Completion of Water Service Installation Works

Start

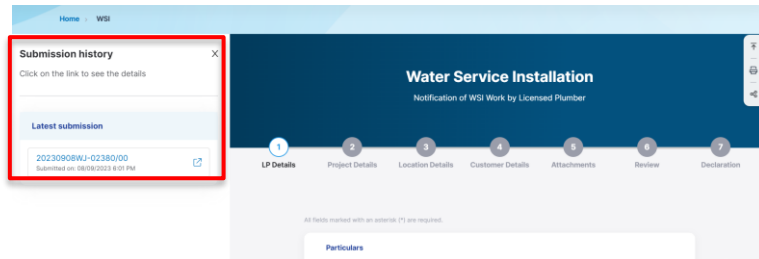
End



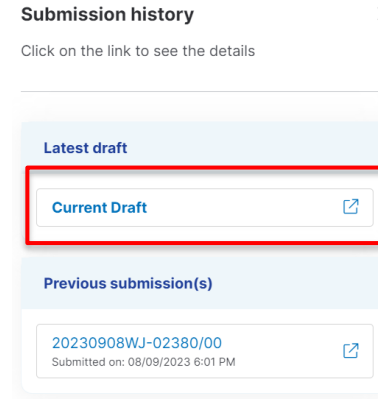
Resubmit an Application

3 Edit the information on the form and click “Next” till the Declaration page.

- Details of latest submission will be populated on the screen.
- You can also display the information of another resubmission number by selecting it from the Submission History panel.

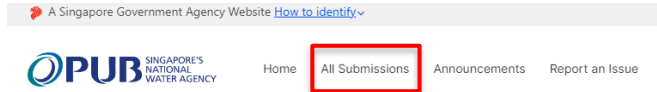


- After you have saved a draft for returned submission, you will see the “Current Draft” under the Latest draft section.
- The current draft data will be replaced by the latest information when you click “Overwrite existing entry”.

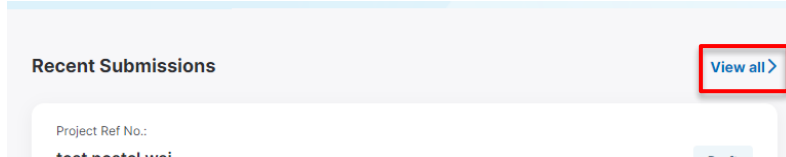


Delete a Draft Submission

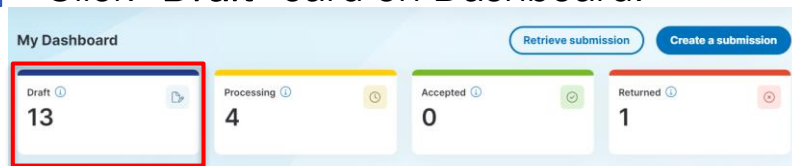
- 1 Click “All Submissions” on the Menu Items in the Dashboard.



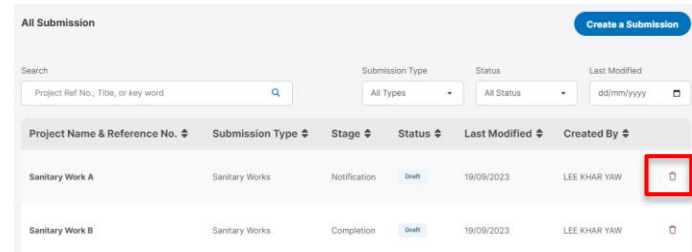
- or Click “View All” under Recent Submissions.




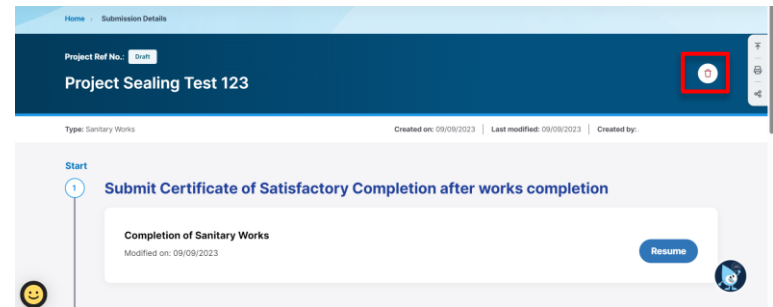
- or Click “Draft” card on Dashboard.



- 2 Click  to delete Draft records.



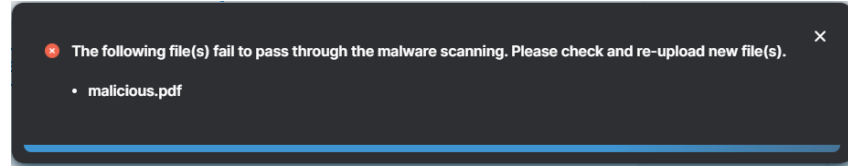
- or Click a Draft record under list of all submissions and click 



Troubleshooting – File(s)

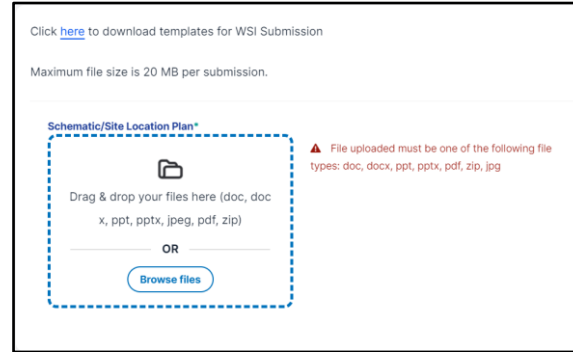
Malicious Attachment File

When you see this error, it means that your attached file(s) has failed the scanning. Re-upload new file(s)



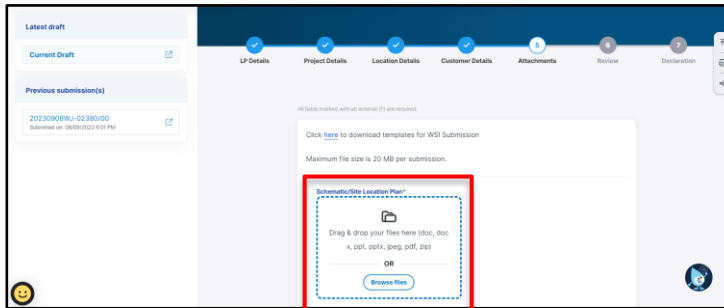
Invalid Attachment File Format

Your attached file is not in the correct format. Re-upload file with the appropriate format.



Attachment File is Missing under Returned Submission

The previous file(s) is not carried forward to the new submission. You should attach a new file(s) for a Returned Submission.



Troubleshooting – Information

Invalid MK / TS Lot No

When you see this error, it means that the MK / TS Lot Number is in the wrong format. You can search the correct format of the MK / TS Lot Number through [OneMap](#).

MK / TS - Lot No. * ⓘ

MK ▼ 99 - 99999 d

⚠ MK / TS - Lot No. is invalid

Invalid Mobile Number

When you see these error messages, it means that the Mobile No provided is in the wrong format. You should input 8-digit numbers that begin with 8 or 9.

Mobile No. *

12345678

⚠ Mobile No. is invalid

Mobile No. *

9876543

⚠ Mobile No. must be in 8 digits number

Invalid Email Address

When you see this error, it means that the email is an invalid format. It should be in the following format: Email Name + @ + (email provider) + (.com / .org / .co / .net). Example: Johndoe@gmail.com

Email Address *

email@email..com

⚠ Email Address is invalid

Invalid Unit Number

Upon clicking on the Unit No field, a # should be prefixed. If you removed it, the system would validate that the Unit No should begin with #, prompting an invalid message.

Unit No. *

12-11

⚠ Unit No. is invalid

Troubleshooting – Returned Submission

Submission History is Missing when Editing a Returned Submission

Click on Submission History to hide/show the Submission History panel.

All fields marked with an asterisk (*) are required.

Particulars

LP Licence No. * Name *

NRIC/Fin No. (Last 4 digits)

Contact Details

Mobile No. * Email Address *

[Save as draft](#) [Previous](#) [Next](#)


All Fields are Disabled when Editing a Returned Submission

Click on the “Current Draft” under the Submission History panel to continue editing your draft data.


Submission history ✕

Click on the link to see the details

Latest draft

[Current Draft](#) 

Previous submission(s)

[20230908WJ-02380/00](#) 
Submitted on: 08/09/2023 6:01 PM

Key Contacts

For clarification and issue, contact

- pub_bpu@pub.gov.sg
- tan_zhen_xian@pub.gov.sg