

Date: 17 April 2024

Attention to: Licensed Plumbers, Qualified Persons, Contractors, and Industry Professionals

Dear Sir / Madam

ENHANCEMENT OF COMMUNICATION CHANNELS WITH INDUSTRY STAKEHOLDERS

Prior to Release 2 of PUB's Business & Professional (B&P) Portal on 25 March 2024, industry stakeholders seeking consultations on submission requirements, technical issues, or submission status had to navigate through several platforms on PUB's website to utilize these e-services.

Enhancement of Channels of Communication

2. With Release 2, PUB has improved the following e-services, which are now easily accessible on PUB website via e-Services → Professional:
 - a. **Regulatory Submission Enquiry** - To consult PUB prior to making submissions, to enquire about our submission requirements or to report on technical issues associated with the B&P Portal; and
 - b. **Submission Status Check** - To check on the status of all CORENET/non-CORENET submissions¹ to PUB.

For more details on the enhanced communication channels, please refer to Annex A.

Decommissioning of BPU Email from 1 May 2024

3. In line with these improvements to our communication channels. PUB will be phasing out the email address PUB_BPU@pub.gov.sg, effective from 1 May 2024. All submission-related enquiry or technical issue faced with the B&P Portal can be made via the Regulatory Submission Enquiry or the Submission Status Check.
4. Should you require any further clarifications, please do not hesitate to contact Mr. Jestoni Chua at Jestoni_chua@pub.gov.sg.

Yours faithfully



Kenneth Tan (Mr)
Deputy Director
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¹ Exclude POWS submissions
40 Scotts Road #22-01 Environment Building Singapore 228231
Website: www.pub.gov.sg

Regulatory Submission Enquiry

Industry stakeholders who are keen to consult PUB prior to making submissions, to enquire about our submission requirements or to report on technical issues associated with the B&P Portal, can do so using the Regulatory Submission Enquiry within the "Help and Feedback" section. This is accessible at this [link](#) or via the e-Services tab on PUB website.

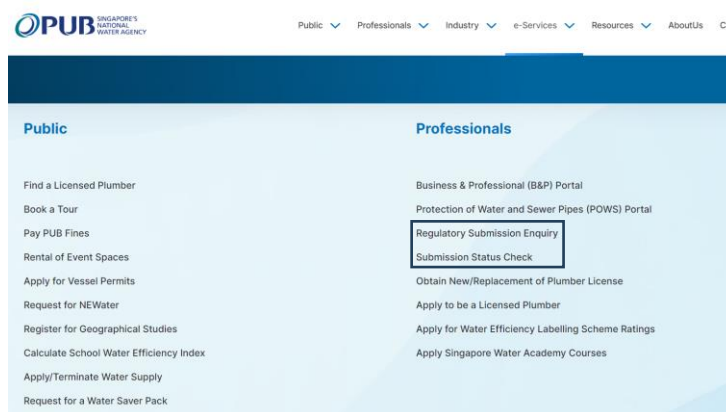


Figure A: How to access Regulatory Submission Enquiry and Submission Status Check

Industry stakeholders must select the appropriate Enquiry Type as shown in Figure B below. After submitting your enquiry, a PUB officer will process your enquiry and will reach out to you.

 A screenshot of a web form titled 'Regulatory Submissions'. Below the title, it states 'It takes about 10 minutes to complete the form.' A note indicates 'All fields marked with an asterisk (*) are required.' The form section is titled 'Enquiry and Project Particulars' and contains a field for 'Enquiry Type *'. Below this field, there are two radio button options: 'Submission Consultation' and 'Technical Issue (B&P Portal)'. The 'Submission Consultation' option is selected and highlighted with a red rectangular box.

Figure B: Industry Stakeholder to Select the Appropriate Enquiry Type

For any other feedback, you can submit your enquiries using the feedback form under "Others" within the "Help and Feedback" section.

Submission Status Check

The e-service for checking the status of all CORENET/non-CORENET submissions to PUB can now be access via the e-Services tab on PUB website as shown in Figure A above. Industry stakeholders can also access this e-service via this [link](#).

DISTRIBUTION (via e-mail):

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