

Constructability Score e-Submission

Manual Guide

(Version 1.0 as of 10th May 2011)

SUMMARY OF DOCUMENTATION CHANGES

Version No	Date Revised	Summary of Changes
1.0		First Release

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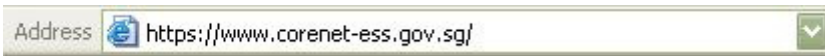
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1 Register as a CORENET e-Submission User

1.1 Launch **Internet Explorer** by clicking on the following Icon on the Desktop.



1.2 Click on the address bar and type in <https://www.corenet-ess.gov.sg>



1.3 Click on the **Registration** or **Click here to register your account** link to launch the User Registration form.

The screenshot shows the homepage of the CORENET e-Submission System. At the top, there is a yellow banner with the text 'CORENET e-Submission System' on the left and the Singapore Government logo and tagline 'Integrity • Service • Excellence' on the right, along with links for 'Terms & Conditions', 'FAQs', and 'Help'. Below the banner, the main content area is divided into two columns. The left column features the 'CORENET e-Submission' logo, a 'User Login' section with input fields for 'User ID' and 'Password', and a 'Login' button. Below the login fields are links for 'Forget Password?' and 'Click here to register your account', with a red arrow pointing to the latter. The right column contains a large image of a city skyline with a text overlay describing the service as a 24x7 e-service for building applications. Below this is a 'Test Hyperlink to Current Production Updated on 24 March 09' link. At the bottom of the page, there is a yellow navigation bar with links for 'Registration', 'e-Payment', 'Contact Us', 'Rate this e-Service', and 'Privacy Statement', with a red arrow pointing to the 'Registration' link. A footer note at the bottom right states 'Best viewed with 1024 x 768 & IE 6.0 or above'.

1.4 Fill in the Registration form.

e-Submission User Registration

User Information

User ID *: DEREKCHAN
(min. 8 to max. 20 of A-Z, 0-9, - and _ characters)

User Name *: Derek Chan
(as stated in NRIC/ Passport)

Password *:
(min. 8 to max. 20 of A-Z, 0-9 and _ characters) (case sensitive)

Re-enter Password *:
(min. 8 to max. 20 of A-Z, 0-9 and _ characters) (case sensitive)

ID Type *: NRIC
 Passport

ID No *: S1500851B
(e.g. for NRIC, S1500851B)

Country *: Singapore

Email Address *: derekchan@nova-hub.com
(e.g. ray@hotmail.com)

Tel No. *: 63255901

Ext.:

Fax No.:

Pager No.:

Mobile Phone No.:

By submitting your registration information, you indicate that you agree to the [Terms and Conditions.](#)

I accept the Terms and Conditions.

1.5 Select “I accept the Terms and Conditions” checkbox after reading the Terms and Conditions.

1.6 Click on the **Submit** button.**Notes:**

- All fields marked with Asterix (*) are mandatory.
- Upon successful registration, the **User ID** and **Identification details (eg. ID Type, ID No and Country)** are **NOT** editable.

1.7 Upon successful registration, a confirmation message will be displayed and an acknowledgement slip will be emailed to the registered user.

✓ 10088: Registration completed. Welcome to CORENET e-Submission system! You can now logon to the system using your User ID and password. An acknowledgement email will be sent to you via your email address.

2 Download Netrust Digital Signer

2.1 Key in the **User ID** and **Password** and click on the **Login** button.

CORENET e-Submission System

Singapore Government
Integrity • Service • Excellence
[Terms & Conditions](#) | [FAQs](#) | [Help](#)

CORENET e-Submission

User Login

User ID:

Password:

[Forget Password?](#)
[Click here to register your account](#)

CORENET e-Submission is a 24x7 e-service that facilitate the electronic submission and processing of building related applications and documents anytime, anywhere in a secured environment using internet as the delivery medium.

For more information, you may contact or email to Netrust's Service Desk at
Email: corenetsupport@netrust.net
Tel: 6212 1388
Fax: 6212 1366
Netrust Office is located at
70 Bendemeer Road,
#05-03, Luzerne,
Singapore 339940
(Luzerne is formerly known as Hlap Huat House)

Best viewed with 1024 x 768 & IE 6.0 or above

[Registration](#) | [e-Payment](#) | [Contact Us](#) | [Rate this e-Service](#) | [Privacy Statement](#)



Notes:

- If you have forgotten the password, click on the **Forget Password?** link. You will be asked to key in the User ID and Identification details. The new password will be sent to the registered email address.

2.2 Upon logging in successfully, the Home page will be displayed.

CORENET e-Submission

Welcome : Derek Chan Current Login : 09/01/2009 12:31 Last Login : 09/01/2009 11:27 [Contact Us](#) | [Rate Us](#) | [T & C](#) | [FAQ](#) | [Help](#) | [Sitemap](#) | [Logout](#)

Home Inbox ▾ Project ▾ Submission ▾ Feedback ▾ My Profile ▾ **Software Download** « »

Home

Quick Links

- [Collect Agency Correspondence \(for past 2 weeks\)](#)
- [Collect Multiple File Download Package \(for past 2 weeks\)](#)
- [View Manual Project Pending Registration \(for past 2 weeks\)](#)

Messages List Hide ▾

Page 1 of 1 Displaying records 1 - 1 of 1

Message	From	Date / Time (dd/mm/yyyy hh24mi)
Welcome to CORENET e-Submission enhancement 2nd Release Testinal	eSS System Administrator	09/01/2009 11:39







2.3 Click on the **Software Download** link.

2.7 New users installing Digital Signer, please download and install the following applications:

First Time Installation

(Applicable for first time user or computer which has not installed with any CORENET eSubmission applications)

Minimum System Requirement: To process with installation, your computer must have at least 100 MB of hard disk space on C drive.

Application	Version	Size	Supported Device(s)	Supported OS	Description
Electronic Submission for Professionals (ESPro)	v2.2.0	16.5 MB	 	- Windows NT 4 - Windows 98 (2 nd edition) - Windows 2000 (SP 4) - Windows XP (Home / Professional)	The ESPro application tool is an offline tool that helps the e-Submission users to manage and prepare the plans and documents for submission to the regulatory authorities via the CORENET e-Submission System.
Electronic Submission for Professionals (ESPro)	v2.3.0	19 MB		- Windows 2000 (SP 4) - Windows XP (Home / Professional) - Windows Vista	Click here for Manual & e-Guide
Digital Signer	v1.1	5 MB	 	- Windows NT 4 - Windows 98 (2 nd edition) - Windows 2000 (SP 4) - Windows XP (Home / Professional)	The Digital Signer application tool assists e-Submission users to sign/extract/view/verify their digital signed document(s).
Netrust Digital Signer (NDS)	v1.1	49.5 MB		- Windows 2000 (SP 4) - Windows XP (Home / Professional) - Windows Vista	The NDS application tool assists e-Submission users to sign/extract/view/verify their digital signed document(s). Click here for e-Guide
e-Submission Forms Viewer	v4.4.1	1.8 MB	-	- Windows NT 4 - Windows 98 (2 nd edition) - Windows 2000 (SP 4) - Windows XP (Home / Professional) - Windows Vista	This program enables users to launch and use .XFD file format.

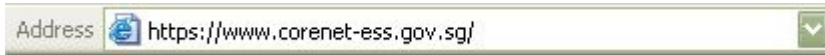


Notes:

- Downloading of **User Manual / Electronic Guide** is optional.
- For more information on **User Manual / Electronic Guide**, please refer to [Appendix 2: System Guides](#).

3 Website Overview

3.1 Click on the address bar and type in <https://www.corenet-ess.gov.sg>.



3.2 Upon logging in successfully, the Home page will be displayed.

3.3 CORENET e-Submission System (CORENET eSS) Website Layout.

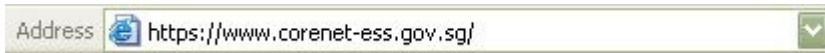
The screenshot shows the website layout with the following elements highlighted by numbered callouts:

- 1:** CORENET e-Submission logo and banner.
- 2:** Login bar containing user name (Tan Lip Kuang), current login date/time (22/04/2009 12:26), last login date/time (21/04/2009 16:36), and navigation links (Contact Us, Rate Us, T & C, FAQ, Help, Sitemap, Logout).
- 3:** Main menu bar with items: Home, Inbox*, Project*, Submission*, Feedback*, My Profile*, Software Download.
- 4:** Title bar showing the current page: Project >> Search & View Project, with additional links: View Project Details, Select Project, View Submission Details, Select Submission.
- 5:** Quick Links section divided into two columns:
 - For General Use:**
 - Collect Agency Correspondence (for past 2 weeks)
 - Collect Multiple File Download Package (for past 2 weeks)
 - Search Project
 - Search Submission
 - Search Correspondence
 - Download Online Submission Application Forms
 - Submit Online Submission
 - For Project Coordinator's Use:**
 - Update Project Profile
 - Add / Update Member Profile
 - Take Over as Project Coordinator

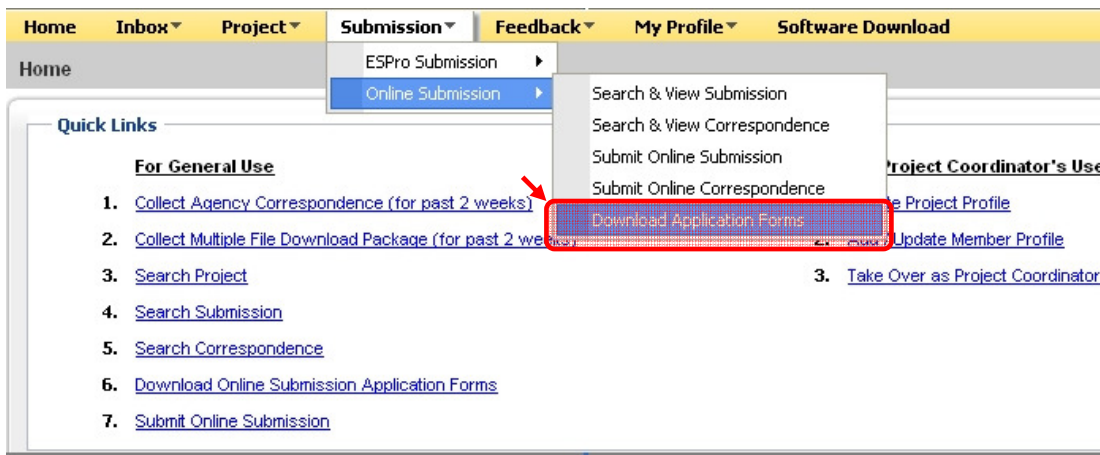
Serial No	Item	Description
1	Banner Bar	It displays the CORENET eSS logo and banner.
2	Login Bar	It displays the login user name, current login date/time and last login date/time. Other links such as Contact Us, Rate Us, T & C, FAQ, Help, Sitemap and logout are display at the right side of the login bar.
3	Menu Bar	It displays the functions that are available for use.
4	Title Bar	It displays the menu name followed by the function selected. Alternatively, access the Sitemap link to view all the functions.
5	Quick Links	It gives quick access to the commonly used functions.

4 Download Application Forms

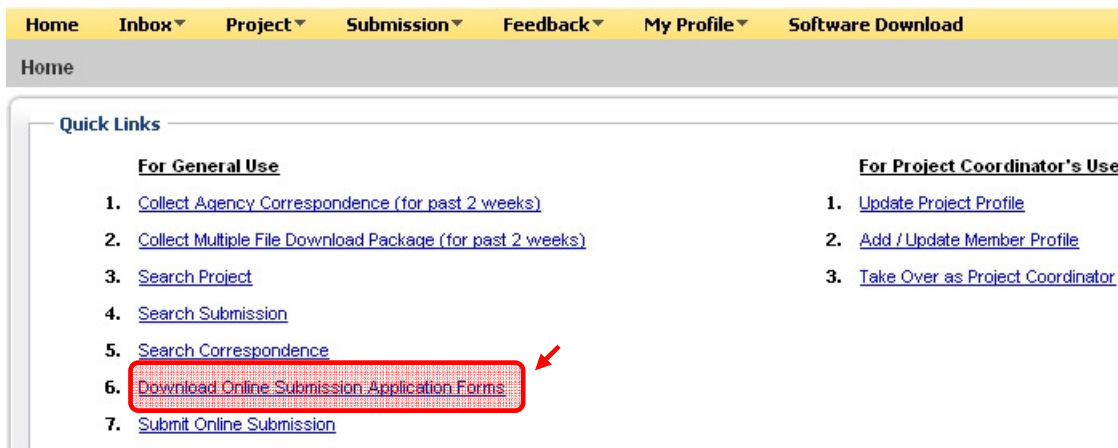
4.1 Click on the address bar and type in <https://www.corenet-ess.gov.sg>.




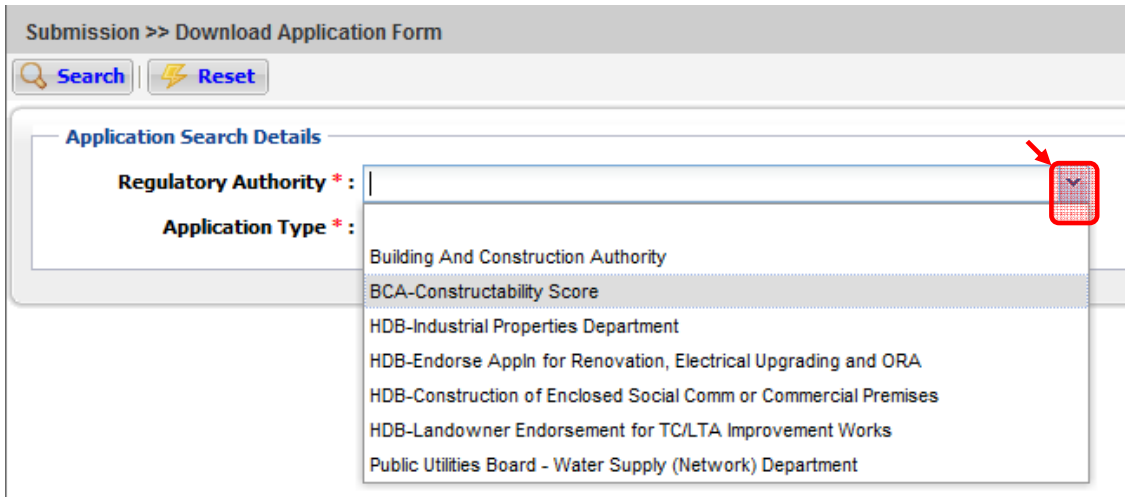
4.2 Under **Submission** tab, select **Online Submission** and click on **Download Application Forms**.





4.3 Alternatively, under **Home** tab, click on **Download Online Submission Application Forms**.



4.4 Click on  to select the **Regulatory Authority**.



Submission >> Download Application Form


 Search |  Reset

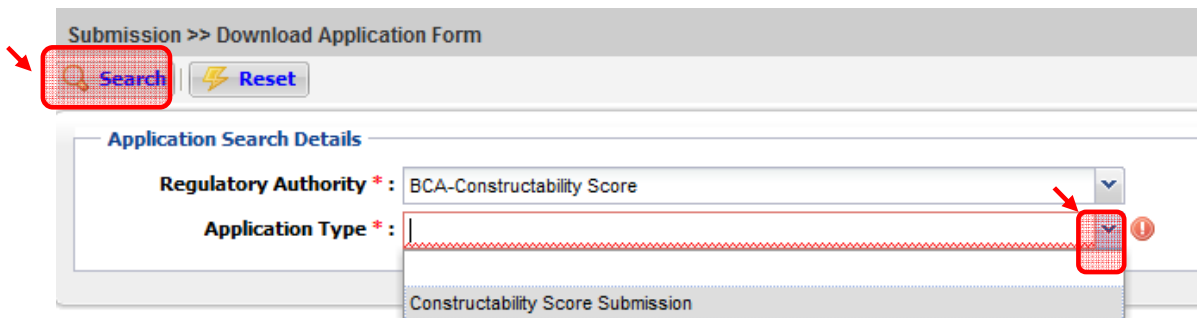
Application Search Details

Regulatory Authority * :



Application Type * :

- Building And Construction Authority
- BCA-Constructability Score
- HDB-Industrial Properties Department
- HDB-Endorse Appln for Renovation, Electrical Upgrading and ORA
- HDB-Construction of Enclosed Social Comm or Commercial Premises
- HDB-Landowner Endorsement for TC/LTA Improvement Works
- Public Utilities Board - Water Supply (Network) Department

4.5 Click on  to select the **Application Type**.



Submission >> Download Application Form

 Search |  Reset

Application Search Details

Regulatory Authority * : BCA-Constructability Score

Application Type * :

- Constructability Score Submission

4.6 Click on the **Search** button.

4.7 Click on the **Document Name** link.

Submission >> Download Application Form

Search | Reset

Application Search Details

Regulatory Authority * : BCA-Constructability Score

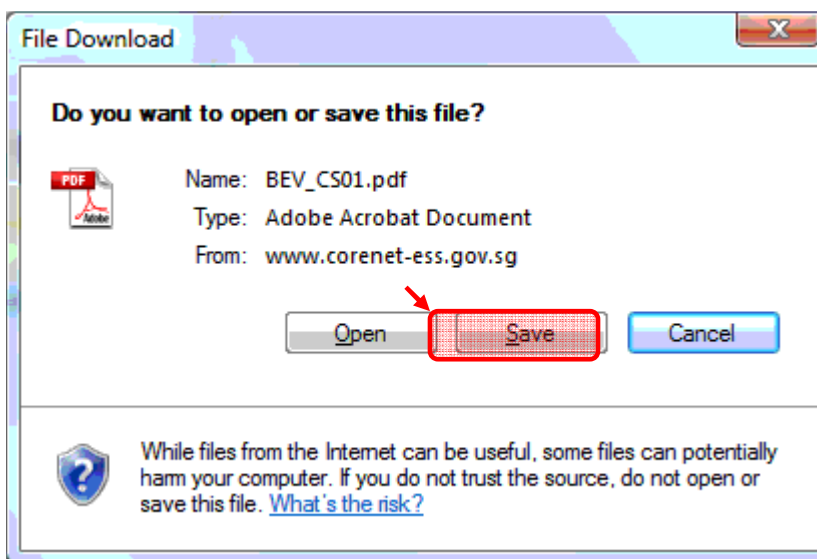
Application Type * : Constructability Score Submission

Search Result

Page 1 of 1

Document Name	Description
BEV_CS01.pdf	Submission of Constructability Score Calculations

4.8 Click on the **Save** button to save the file.



Notes:

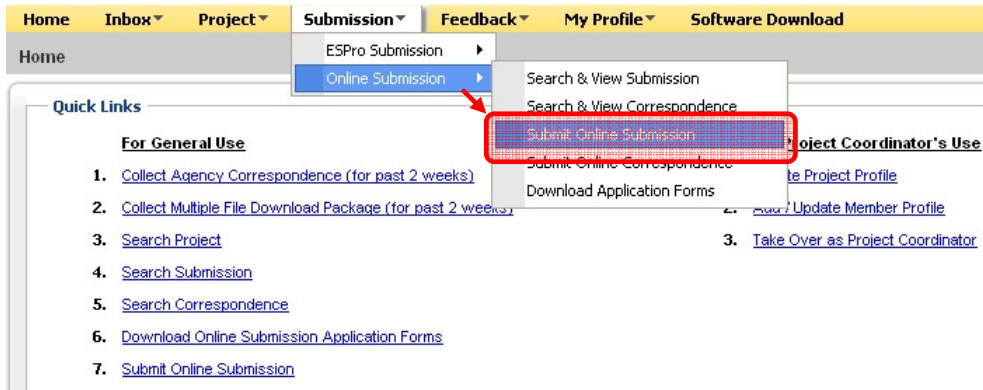
- Please open this PDF form and fill up the information accordingly.
- For sign file digitally (Netrust Digital Signer) please refer to [Chapter 7 \(Netrust Digital Signer \(Sign, Extract & Verify File\(s\)\)\)](#).

5 Submit Online Submission

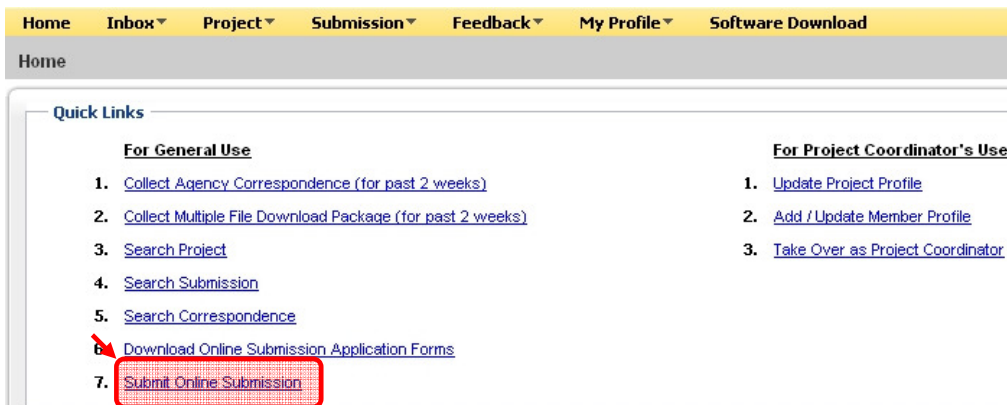
5.1 Click on the address bar and type in <https://www.corenet-ess.gov.sg>.




5.2 Under **Submission** tab, select **Online Submission** and click on **Submit Online Submission.**





5.3 Alternatively, under **Home** tab, click on **Submit Online Submission.**



5.4 Click on  to select the **Regulatory Authority.**

Submission >> Submit Online Submission

Submission Details

Submit To *:

Application Type *:



Attachment *: Building And Construction Authority
BCA-Constructability Score
HDB-Industrial Properties Department

Submit By *: HDB-Endorse Appln for Renovation, Electrical Upgrading and ORA

Submission Date (dd/mm/yyyy) *: HDB-Construction of Enclosed Social Comm or Commercial Premises
HDB-Landowner Endorsement for TC/LTA Improvement Works
Public Utilities Board - Water Supply (Network) Department

5.5 Click on  to select the **Application Type**.

Submission >> Submit Online Submission

Submission Details

Submit To *: BCA-Constructability Score

Application Type *: Constructability Score Submission



Attachment *:
Click on the Attachment button to view/ attach/ delete document(s)

Submit By *: JEFFREYTAN

Submission Date (dd/mm/yyyy) *: 29/07/2011

5.6 Click on the **Attachment** button to attach supporting file(s).

Submission >> Submit Online Submission

Submission Details

Submit To *: BCA-Constructability Score

Application Type *: Constructability Score Submission

Attachment *:
Click on the Attachment button to view/ attach/ delete document(s)

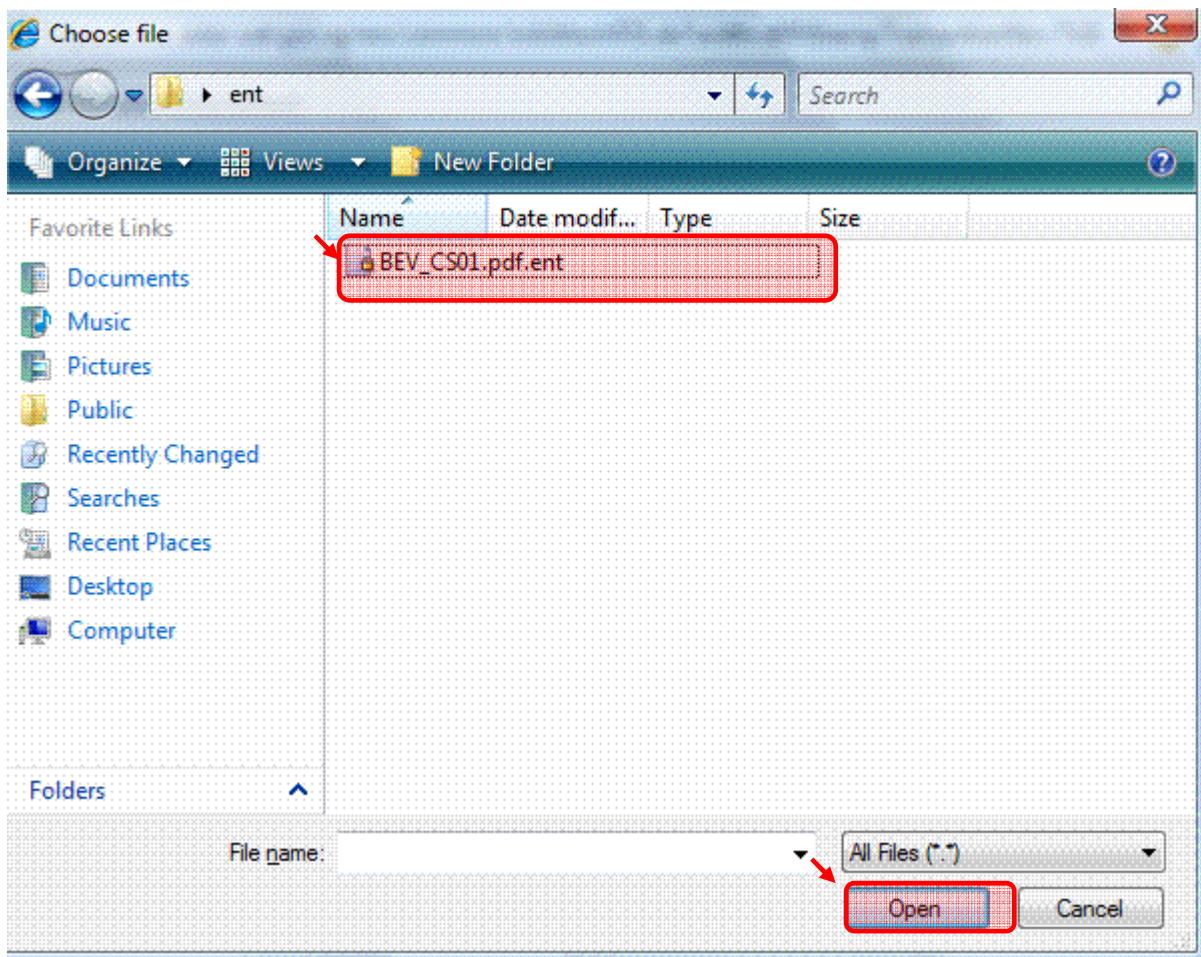
Submit By *: JEFFREYTAN

Submission Date (dd/mm/yyyy) *: 29/07/2011

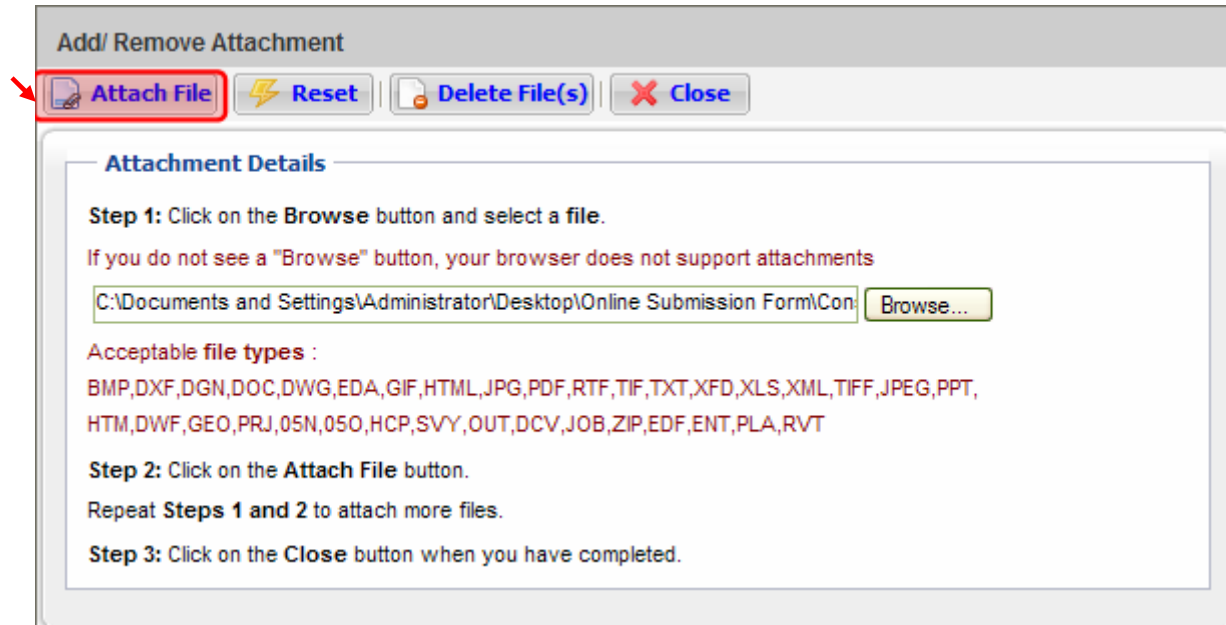
5.7 Click on the **Browse** button to select file.



5.8 Select the file(s) and click on the **Open** button.

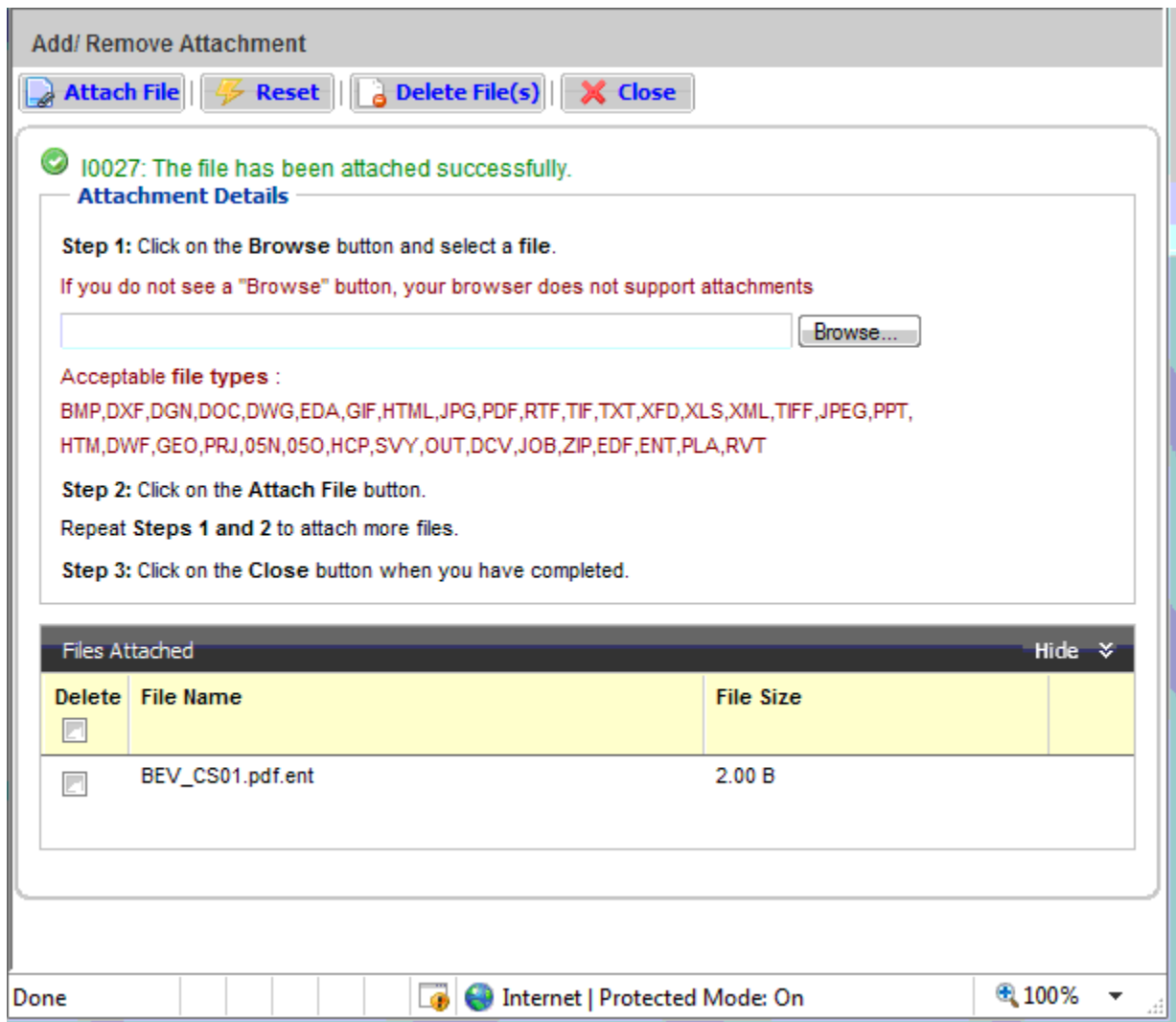


5.9 Click on the **Attach File** button.



5.10 Repeat step 5.7 to 5.9 to attach more files.

5.11 Upon attaching of each file, a successful message will be displayed.



5.12 Click on the **Close** button when completed.





Notes:

- You can **ONLY** attach **one** file at a time.
- To delete attached files, tick on the checkbox(es) and click on the **Delete File(s)** button.
- When the file(s) has/have been successfully attached, the file(s) details will be reflected under the '**Files Attached** and '**File Size**' column.
- Please do not click on the '**Attach File**' button if the attached file(s) details is/are not reflected under the '**Files Attached** column.

5.13 The number of file(s) attached will be displayed in the **Attachment** button.


Submission >> Submit Online Submission

 **Submit**  **Reset**

Submission Details

Submit To * : BCA-Constructability Score

Application Type * : Constructability Score Submission

Attachment * :  1 document(s) attached

Click on the Attachment button to view/ attach/ delete document(s)

Submit By : JEFFREYTAN

Submission Date 29/07/2011
(dd/mm/yyyy) :

5.14 Click on the **Submit** button.

5.15 Upon successful submission, a **Submission Number** will be generated.

 **I0055: Submission number generated successfully. Your Submission Number is ES20110411-03515**

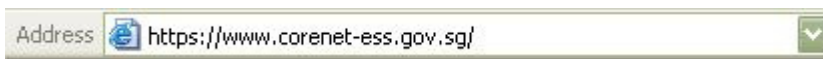


Notes:

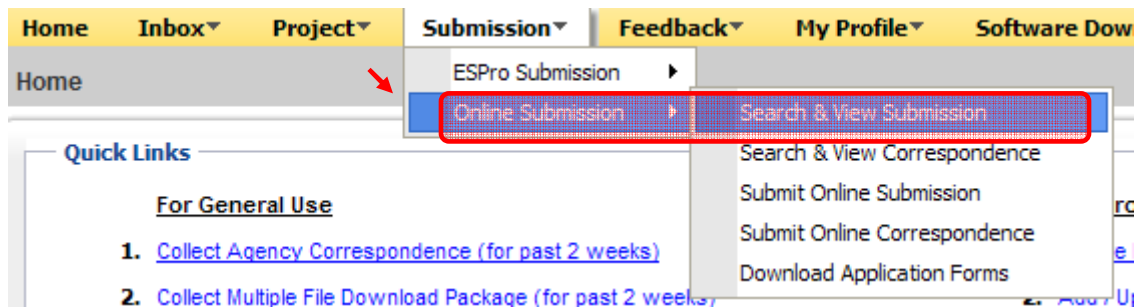
- Upon **successful submission**, an **Acknowledgement Slip** will be sent to the applicant to confirm that the submission has been successfully registered in CORENET eSS.

6 Search & View Online Submission

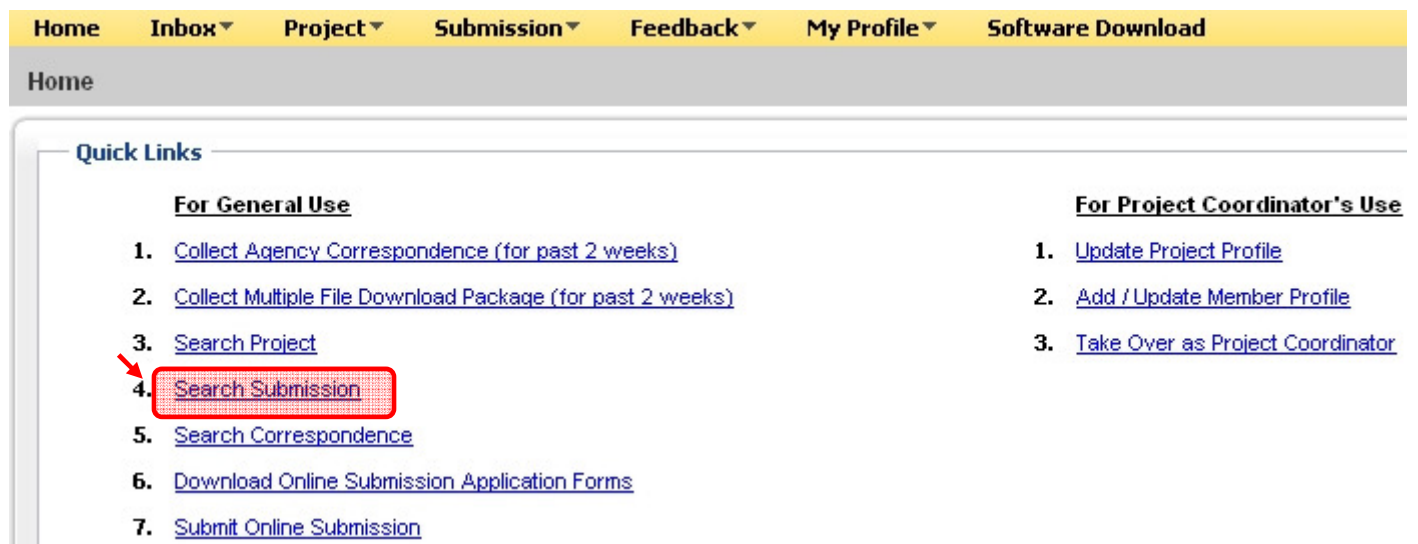
6.1 Click on the address bar and type in <https://www.corenet-ess.gov.sg>.



6.2 Under the **Submission** tab, select **Online Submission** and click on **Search & View Submission**.





6.3 Alternatively, under **Quick Links**, click on **Search Submission**.



6.4 Key in the **Submission No** and click on the **Search** button.

Submission >> Search & View Submission

Submission Details

Submission No: (e.g. ES20071202-12345)

Submission Type:

Project Reference No: (e.g. A1140-45678-2006)

Correspondence No: (CA/CR e.g. CA20041212-92837)

Regulatory Authority File Reference:

Recipient:

Application Type: (Application Type will be enabled when Submission Type & Recipient are selected)

Submission Status:

Submission Date From: To:

e.g. To search for string starting with "a", enter "a".
e.g. To search for string consist of the letters "abc", enter "%abc".

Search Result

Page 1 of 1

Submission No	Submission Type	Regulatory Authority File Reference	Project Reference No	Application Type	Submission Date (dd/mm/yyyy)	Submitted To	Status
ES20110225-03474	Online Submission			Constructability Score Su...	25/02/2011	BCA-Constructability Score	Correspondence
ES20110317-03511	Online Submission			Constructability Score Su...	17/03/2011	BCA-Constructability Score	Open
ES20110414-03517	Online Submission			Constructability Score Su...	14/04/2011	BCA-Constructability Score	Open
ES20110415-03518	Online Submission			Constructability Score Su...	15/04/2011	BCA-Constructability Score	Open
ES20110505-03550	Online Submission			Constructability Score Su...	05/05/2011	BCA-Constructability Score	Open
ES20110506-03552	Online Submission			Constructability Score Su...	06/05/2011	BCA-Constructability Score	Open

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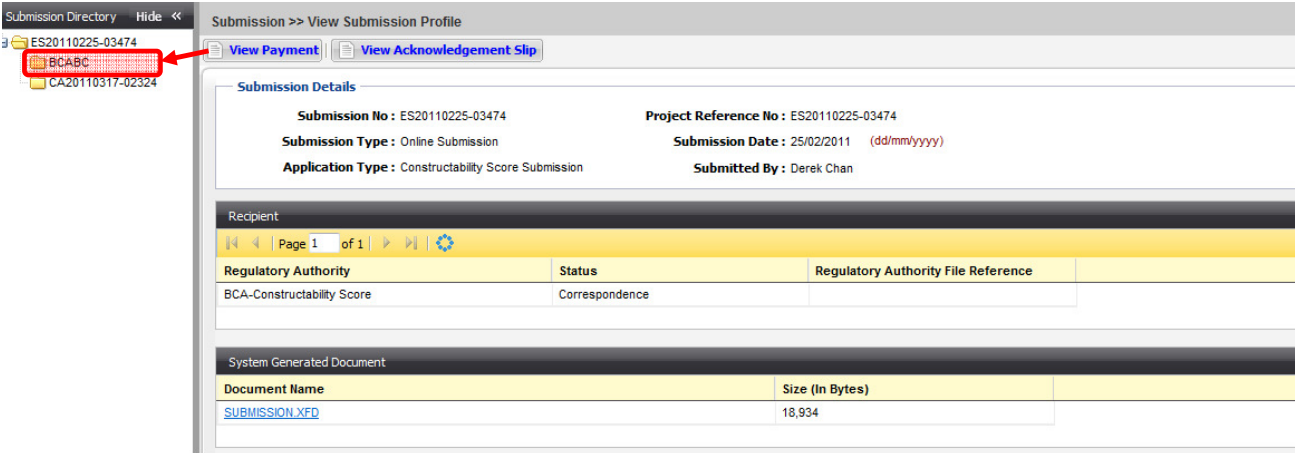
6.5 Click on the **Submission No** link.



Notes:

- ‘Submission Date From’ and ‘Submission Date To’ is **NOT** a mandatory field.

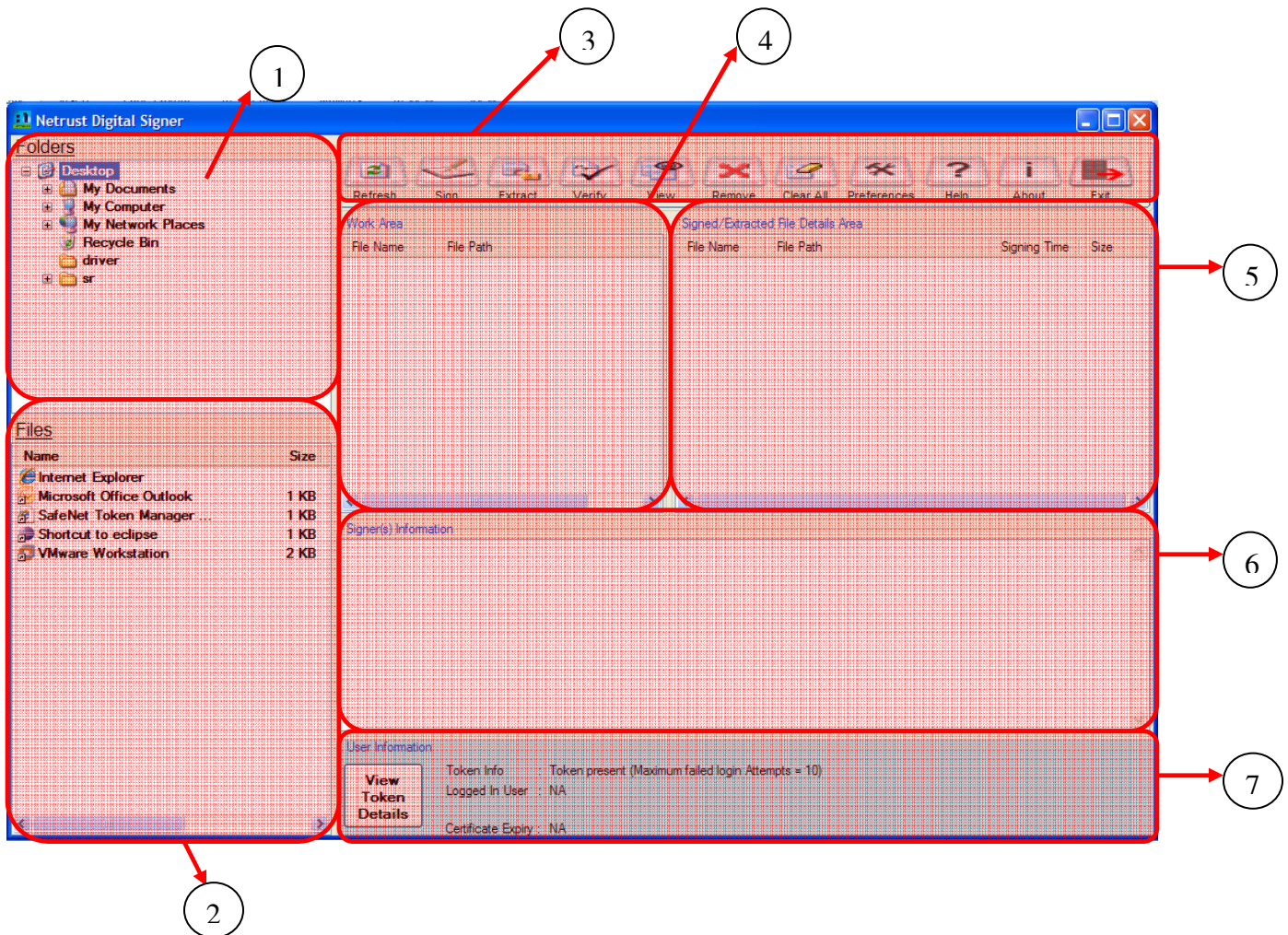
6.6 The Submission Profile will be displayed.



6.7 To view or locate the submitted files, click on the **Agency folder**.

7 Netrust Digital Signer (Sign, Extract & Verify File(s))

7.1 Netrust Digital Signer layout



- 1 Folders Area : This area allows you to navigate through different folder of the computer system. It will list all the folder of the path selected
This area allows you to navigate through different folders in the computer system.
- 2 Files Area : This area list down all the files of the folder selected by Folder Area. It allow you to add file(s) to the Work Area
This area lists all the files in the selected folder.
- 3 Action Bar Area : This area contains all buttons to perform all the required action.
- 4 Work Area : This area show all files selected for the different actions (e.g. Verify). Adding files to this area can be done by double clicking a file in Files Area or it can be drag from the windows folder
This area lists all the selected files ready to be executed by the

required action.

(e.g. Signing, Verify)

- 5 Signed/Extracted File Details Area : This area list all file(s) produced when an action (e.g. Verify) is performed on files in the Work Area

This area displays the information of the files that have been signed/extracted in the Work Area.

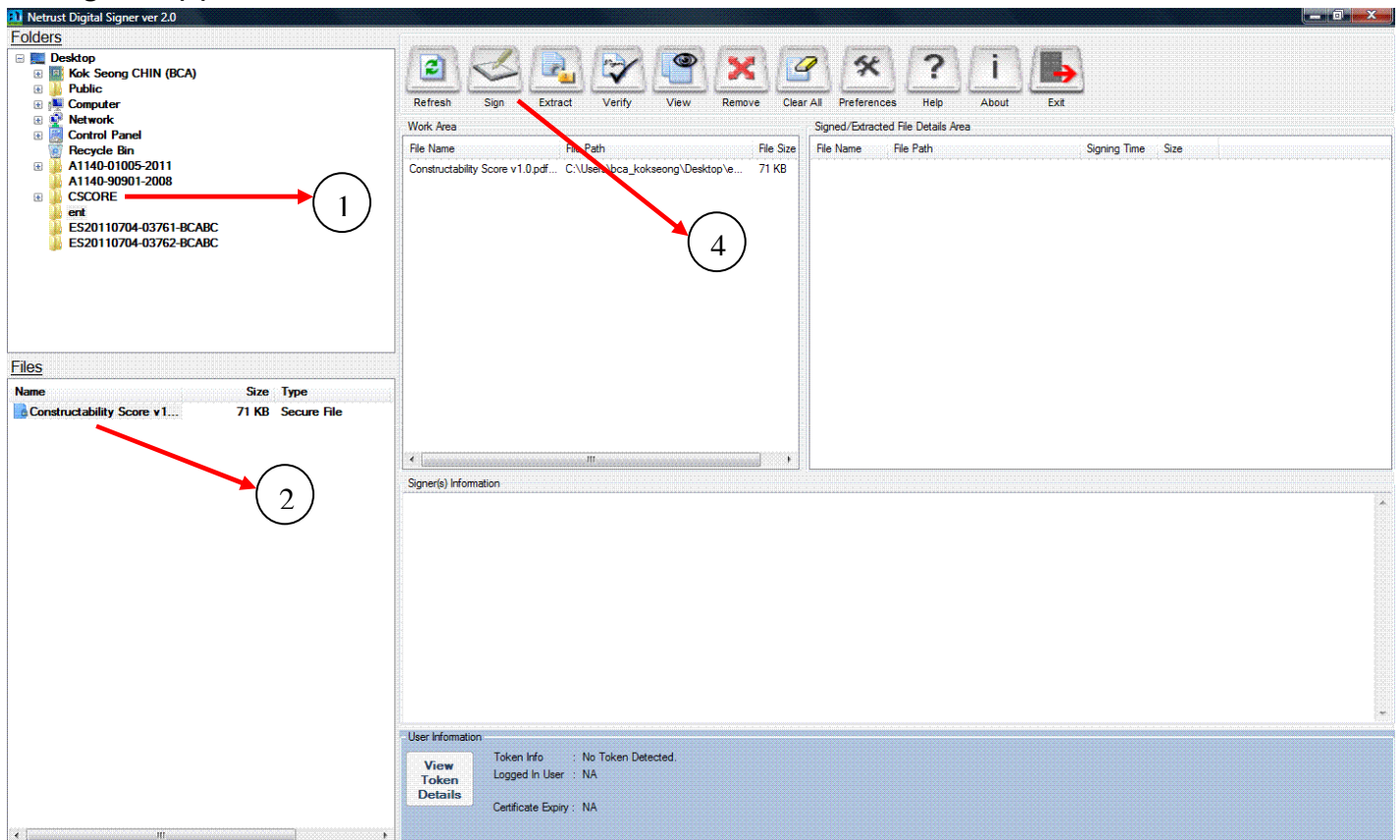
- 6 Signer(s) Infomation Area : This area display the signer's signature

This area displays the signer's information, date and time of the digitally signed file(s)

- 7 User Infomation Area : This area display the user's signature

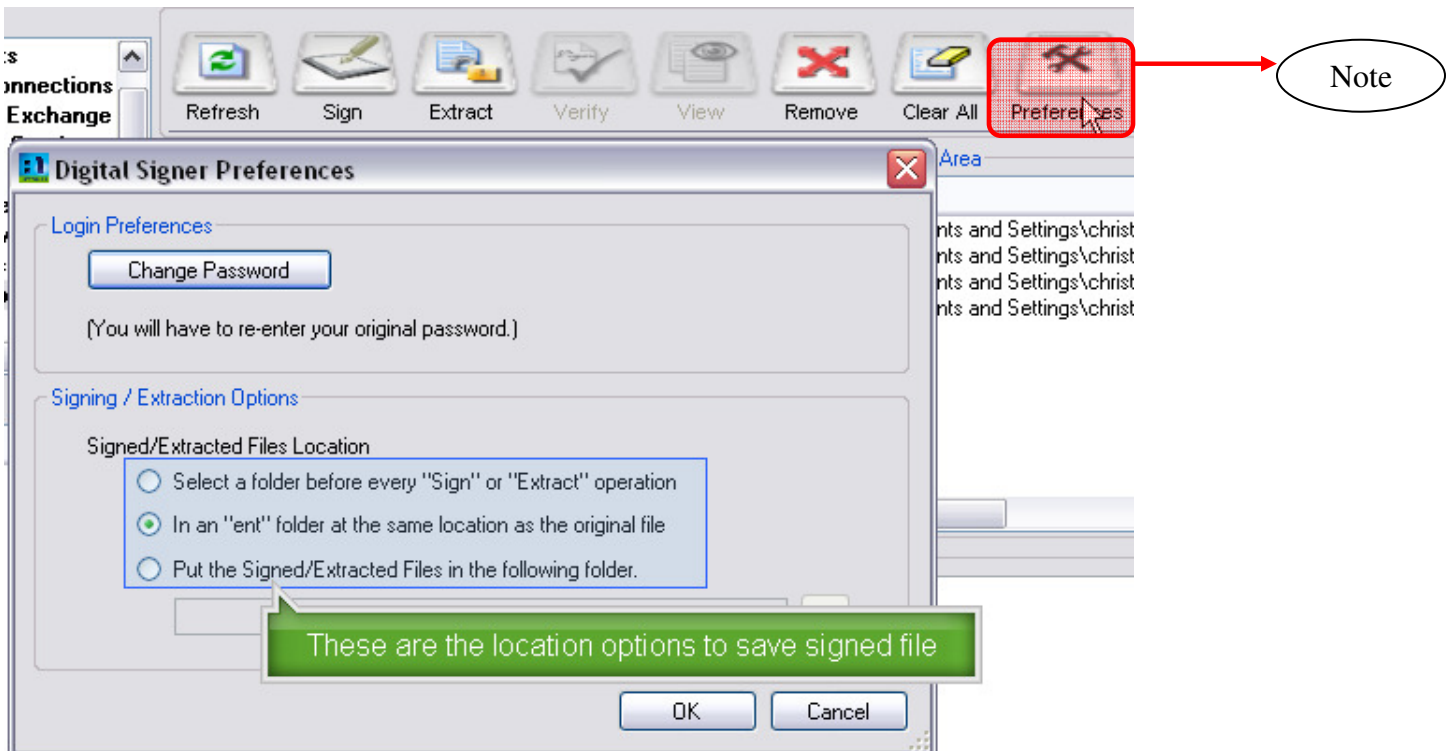
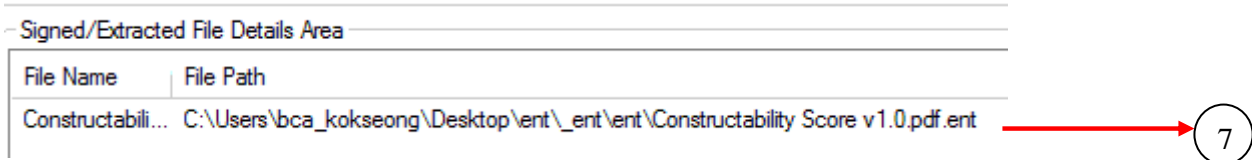
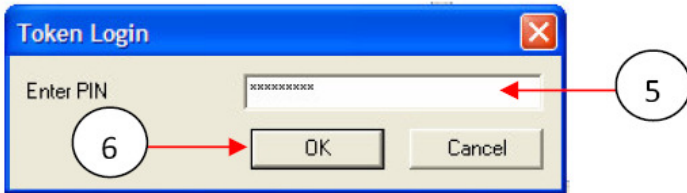
This area displays the signer's token information.

7.2 Sign File(s)





NOTE: Password is **case-sensitive** and valid for only **10 consecutive tries**

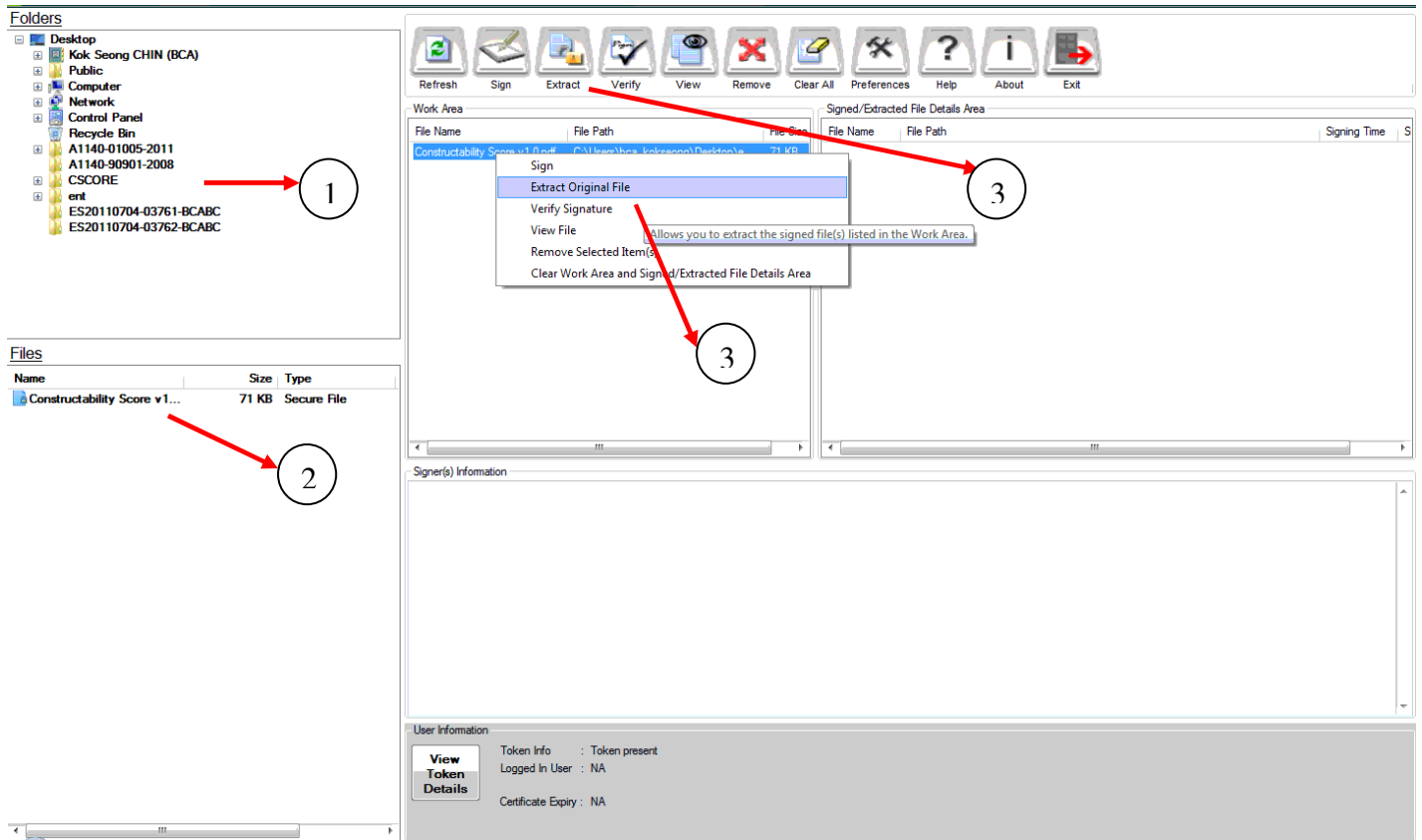


- Step 1 : Select target folder from {Folders Area}
- Step 2 : Select target file(s) from {Files Area}
- (Optional) : Repeat Step 1-2 for files in different folders

- Step 3 : Insert Token
- Step 4 : Click on the [Sign] in <Main> form
- Step 5 : Enter Password of the token
- Step 6 : Click on the [OK] button
- Step 7 : The signed files will display in Signed/Extracted File Details Area

Note: The signed files are stored based on the option set in Preferences

7.3 Extract File(s)



The screenshot displays the Netrust Digital Signer interface. It is divided into several sections:

- Work Area:** A table with columns 'File Name', 'File Path', and 'File Size'. One file is listed: 'Constructability Score v1.0.pdf...' with a size of 71 KB.
- Signed/Extracted File Details Area:** A table with columns 'File Name', 'File Path', 'Signing Time', and 'S'. One file is listed: 'Constructabili...' with a signing time of 7. A red arrow points to a circled '4' in this area.
- Signer(s) Information:** A text area containing details about the original file and the signer. A red arrow points to a circled 'Note' in this area.

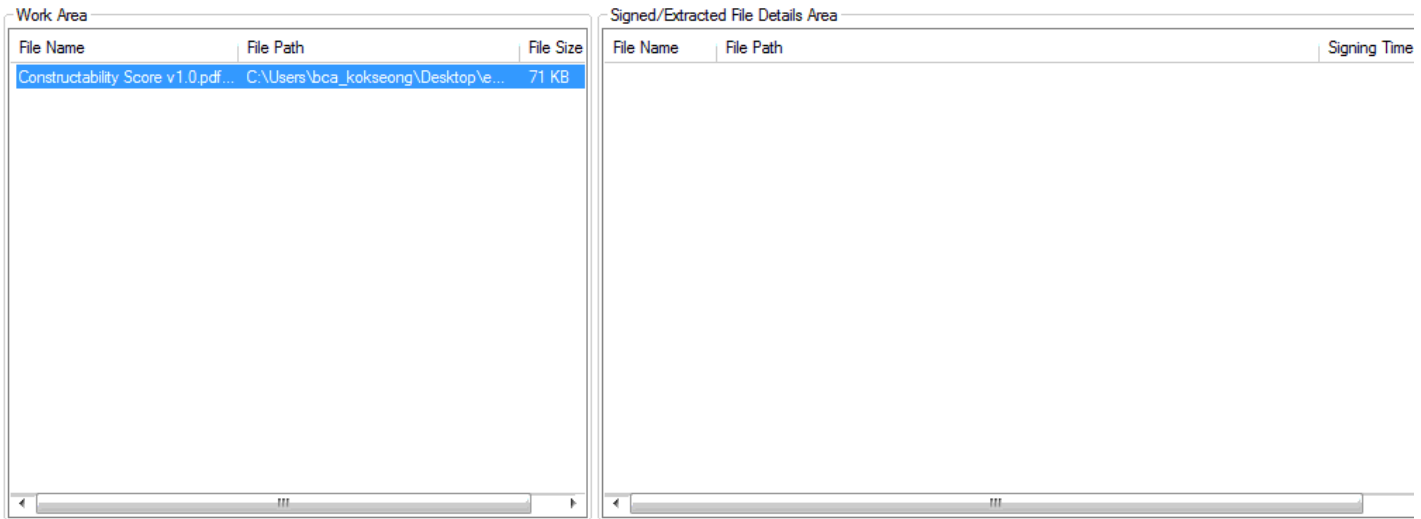
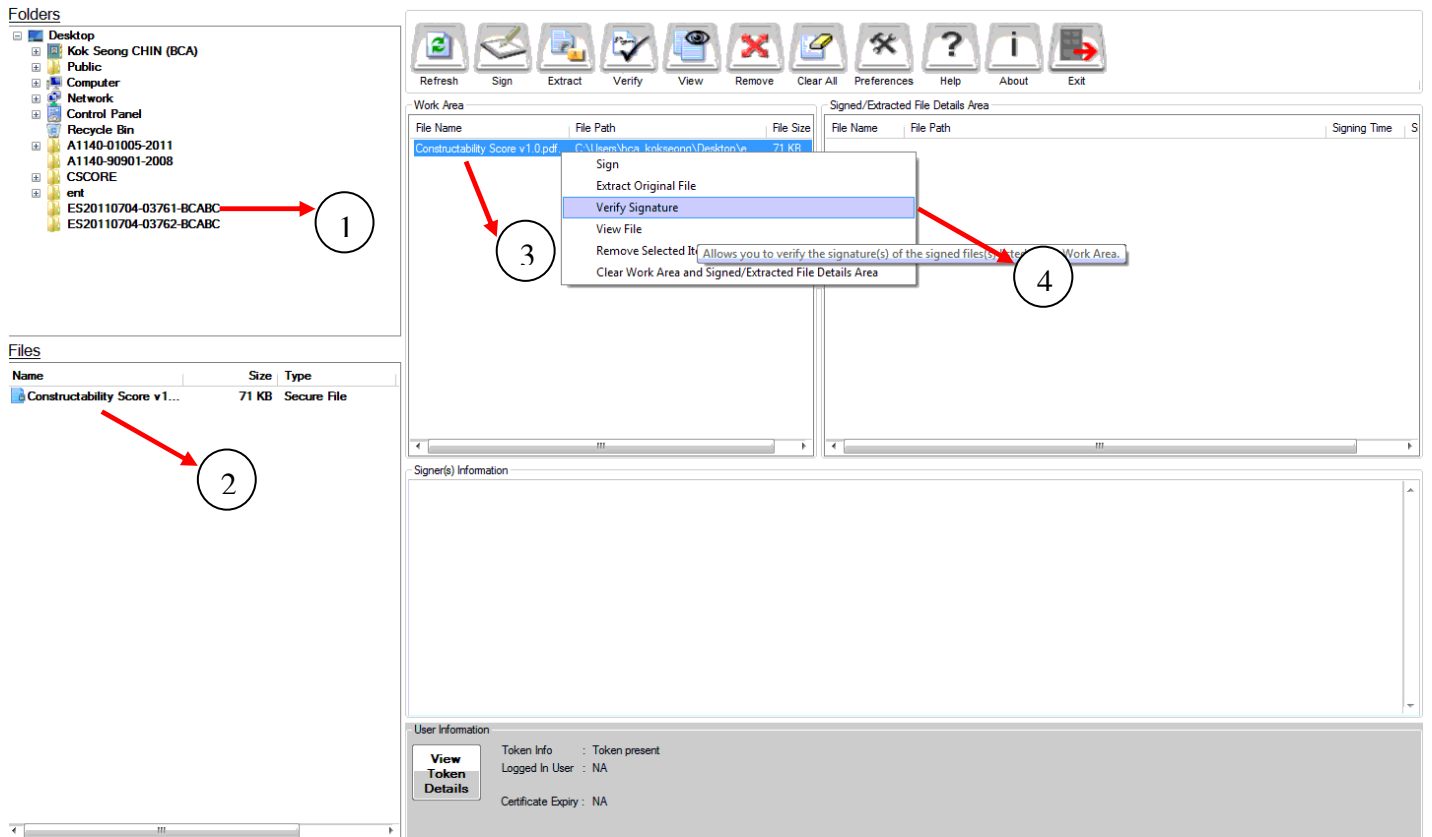
Signer(s) Information
 Orig. File Name = Constructability Score v1.0.pdf ; Total No. of signers = 1 ; Signer Name = [V7]CN=Test AP + SERIALNUMBER=SG-S1234567N, OU=CORENET-AP, OU=Netrust CA1 (Corporate), O=Netrust Certificate Authority 1, C=SG, 14 Jul 2011 14:54:44;

Note

- Step 1 : Select target folder from Folders Area
- Step 2 : Select target ENT file(s) from Files Area
- (Optional) : Repeat Step 1-2 for files in different folders
- Step 3 : Click on the [Extract] in <Main> form
- Step 4 : The signed files will display in Signed/Extracted File Details Area

Note: The signer's details of all the extracted files are displayed in Signer(s) information area

7.4 Verify File(s)



Signer(s) Information
 Orig. File Name = Constructability Score v1.0.pdf ; Total No. of signers = 1 ; Signer Name = [V7] CN=Test AP + SERIALNUMBER=SG-S1234567N, OU=CORENET-AP, OU=Netrust CA1 (Corporate), O=Netrust Certificate Authority 1, C=SG, 14 Jul 2011 14:54:44;

Note

- Step 1 : Select target folder from Folders Area
- Step 2 : Select target ENT file from Files Area
- Step 3 : Select a file from Work Area

Step 4 : Click on the [Verify] in <Main> form

Note: The signer's details of all the extracted files are displayed in Signer(s) information area

(Optional) : Save Signer's information in a file.

Highlight all text in Signer(s) Information area and right click.

Click on Save Information Area Data.

A save as window will appear and select the destination to save the file.

Appendix 1: PC Requirements

1. Hardware and Software Requirements

E-Submission Applicant should take note of the following Hardware and Software requirements

a) Hardware Requirements

- Pentium 4 with 1.7GHz and above
- Minimum 512MB RAM
- 56kbps or 256 kbps ADSL connection (Highly Recommended)
- Hard disk with sufficient capacity of minimum 1 GB
- Netrust Digital Certificate Version 7

b) Software Requirements

- Microsoft Internet Explorer Browser Version 6.0 and above

2. Application for Netrust Digital Certification

The Netrust Digital Certification can be issued to individuals for personal or corporate use. They render full support for encryption/decryption and digital signing. With this Netrust Digital Certification, you can work securely from anywhere at any time.

To obtain the Netrust Digital Certification, please

1. Visit Netrust during office hours from Monday to Friday, 9.00am to 5.30pm.
2. Turn up personally at Netrust office for a face-to-face verification with the following documents:
 - a) Identification document of Applicant – Identity Card, Passport or Work Permit (foreigners),
 - b) Photocopy of front and back of identification document,
 - c) Netrust Digital Certificate Application Form **(For Personal)** can be obtained from https://www.netrust.net/downloads/forms/AP_Builders_NetID_Application_Form_April_2011.pdf,
 - d) Builder's License letter / Update of Builder Key Personnel letter issued by BCA.
3. For further queries, please contact Netrust Pte Ltd:

Netrust Pte Ltd

70 Bendemeer Road

#05-03, Luzerne

Singapore 339940

Tel: 6212 1388 Fax: 6212 1366

Email: infoline@netrust.net

Operating Hours: 9am – 5.30pm (Monday to Friday)

Website: <http://www.netrust.net>

Appendix 2: System Guides

System guides can be downloaded from the following links:

1. Digital Signer Manual
http://www.corenet.gov.sg/integrated_submission/esub/others/DigitalSignerGuide.PDF
2. Netrust Digital Signer Manual
http://www.corenet.gov.sg/integrated_submission/esub/others/NDS_userManual.pdf
3. CORENET eSS Electronic Guide (AVI)
http://www.corenet.gov.sg/integrated_submission/esub/AVI/CORENET%20eSS%20Electronic%20Guide.html
4. Netrust Digital Signer Electronic Guide (AVI)
http://www.corenet.gov.sg/integrated_submission/esub/NDS_AVI/NDS%20Electronic%20User%20Guide.html

Appendix 3: List of Acceptable File Types

Documents

	ONLINE
*.DOC	Yes
*.PPT	Yes
*.XLS	Yes
*.TXT	Yes
*.RTF	Yes
*.PDF	Yes
*.HTM	Yes
*.HTML	Yes
*.XFD	Yes
*.EDF	Yes
*.ENT	Yes
*.ZIP	Yes
*XML	Yes
*.GEO	Yes
*.PRJ	Yes
*.05N	Yes
*.05O	Yes
*.HCP	Yes
*.SVY	Yes
*.OUT	Yes
*.DCV	Yes
*.JOB	Yes

CAD data format

Note 1: For BCA applications, minimum font size for text on CAD drawings will be 3mm.

*.DWF	Yes
*.DXF	Yes
*.DGN	Yes
*DWG	Yes
*.PDF	Yes

Image Files

Tip: Avoid sending *.BMP files if possible as the file size is larger.

*.GIF	Yes
*JPEG	Yes
*JPG	Yes
*TIFF	Yes
TIF	Yes
*.BMP	Yes
*.PDF	Yes

Appendix 4: Definitions, Acronyms and Abbreviations

Term	Definition
eSS	Electronic Submission System
Applicants	Persons who are required to submit forms to the Authority (e.g. Approve Person (AP))
Regulatory Authority	Usually a government body that is in charge of processing the forms submitted by the applicants
ES	Electronic Submission via ESPro and Online Submission
No.	Number
NDS	Netrust Digital Signer. This application performs Signing/Extracting/Verifying/Viewing electronic plans and documents using the Netrust Digital Certificate v7.0 (USB Token)
Digital Signer	This application performs Signing/Extracting/Verifying/Viewing electronic plans and documents using the Netrust Digital Certificate v3.0 (SmartCard/Thumbdrive)

eSubmission Reference Number Format

Submission Number

Format	Type	Date	Running No.	Remarks
ES20060908-00010	ES	YYYYMMDD	00010 (max. 5 digits)	-

Regulatory Authority Prefix Code

Code	Description
AVA	Agri-Food and Veterinary Authority
BCA	Building And Construction Authority
ENV(CBPU)	Ministry of the Environment – Central Building Plan Unit – ENV
EMA	Energy Market Authority
PUB(DD)	Ministry of the Environment – Pollution Control Department
PUB(SEW)	Public Utilities Board – Sewerage Department
FSSB	Fire Safety & Shelter Bureau
HDB(ARCH)	Housing & Development Board – Architectural Department
HDB(CS)	Housing & Development Board – Civil and Structural Department
HDB(M-E)	Housing & Development Board – Electrical and Mechanical Engineering Department
HDB(SVY)	Housing & Development Board – Surveyor Department
HDB (IPD)	Housing & Development Board – Industrial Properties Department
HDB (PLD)	Housing & Development Board – Properties & Land Department
IDA	Infocomm Development Authority of Singapore
JTC	JTC Corporation
LTA	Land Transport Authority
MPA	Maritime & Port Authority of Singapore
NPARKS	National Parks Board
PUB(WATER)	Public Utilities Board – Water Department
CITYGAS	CityGas
SLA	Singapore Land Authority
URA	Urban Redevelopment Authority

Appendix 5: Contact List

Contact List	Contact No	Email /Address	Website
<p>CORENET eSS Helpdesk Service and General Enquiry</p> <p>Monday to Friday 9:00am to 6:00pm (excluding Saturday, Sundays & Public Holidays)</p>	<p>Tel: 63255901 – 63255906</p> <p>Fax: 62261197</p>	<p>ess-helpdesk@nova-hub.com</p>	<p>https://www.corenet-ess.gov.sg/ess/html/static/ContactUs.htm</p>
<p>Netrust</p>	<p>Tel : 62121388</p>	<p>infoline@netrust.net</p>	<p>https://www.bca.gov.sg/citi/coursetemp.asp?pgmcode=72016</p>