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Dear Sir/Madam

FORMALISATION AND PUBLICATION OF TECHNICAL AGENCIES' SERVICE STANDARDS FOR TOP/CSC INSPECTION ARRANGEMENTS AND POST INSPECTION RESPONSE TIME

Objective

This circular is to inform and provide clarity to the industry on the service standards by technical agencies for arrangements of TOP/CSC inspections and their post inspection response time.

Background

2. Technical agencies currently process TOP/CSC applications with varying response times on scheduling of TOP inspections and follow up responses. This may create planning uncertainty for the industry regarding project completion timelines and impact overall project delivery schedules.

3. To provide industry with greater certainty to plan around timeline and milestones leading up to TOP/CSC issuance, the Inter-Agency Coordinating Committee (IACC)¹ has worked with its agency members on service standards to improve and harmonise response times where possible.

Please refer to Annex A for the service standards on the respective agencies' response time for the following TOP/CSC application processes:

- A. Duration between inspection confirmation and actual inspection; and
- B. Post inspection response time (to provide comments or issue clearances).

4. The listed service standards and response time will take immediate effect and are applicable to both existing and new projects.

For Clarification

5. We would appreciate if you could convey the contents of this circular to members of your organisation. For clarifications, please contact us through BCA's Online Feedback Form at <https://www.bca.gov.sg/feedbackform/>. Thank you.

¹ The IACC was formed in July 2011 as a platform to look at issues related to conflicting regulatory requirements by different technical agencies encountered in construction projects, as well as conflicting policies implemented by different technical agencies, which have an impact on construction productivity.

Yours sincerely

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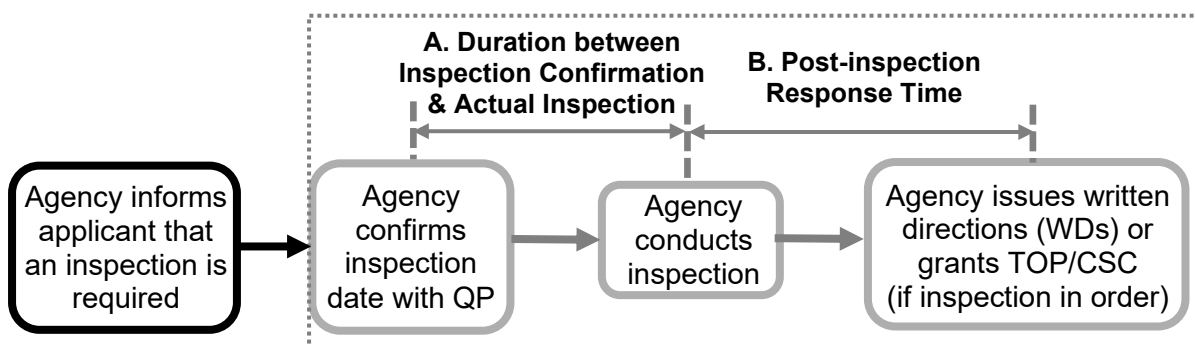
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ANNEX A: SERVICE STANDARDS FOR TOP/CSC INSPECTION ARRANGEMENTS AND POST INSPECTION RESPONSE TIME

Agency	Process	Service Standards (<u>Working Days</u>)	
		A. Duration between Inspection Confirmation & Actual Inspection	B. Post-Inspection Response Time
LTA	CSC	20 for entire TOP/CSC application process including inspections	
URA	TOP/CSC		
NParks	CSC	7	7
SCDF	TFP/FSC		
PUB	TOP/CSC	14	
BCA	TOP/CSC		
NEA	TOP/CSC		

ILLUSTRATION OF WORKFLOW FOR PROCESSES A & B



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