

4 April 2020

Dear Sir/Madam

## **CHANGES TO BCA SERVICES IN VIEW OF COVID-19 SITUATION**

1. In line with government's recent announcement on the enhanced safe distancing measures in view of the current COVID-19 situation, please note that BCA's front-line offices, including the service centre at BCA Braddell Campus, will be closed from 7 April 2020. This is expected to be till 4 May 2020, but may be extended if necessary.
2. Our digital services will continue to be accessible during this period. Customers can continue to transact with BCA via our e-services through **[www1.bca.gov.sg/e-services](http://www1.bca.gov.sg/e-services)**.
3. In addition, please take note of the following changes **with effect from 7 April 2020** (until further notice).

### **No Walk-in Consultations at JEM**

4. With effect from 7 April 2020, Qualified Persons who wish to consult with BCA on their plans should submit their requests online and our officers will contact them:
  - a. Consultations on Building Plan/ Temporary Occupation Permit (TOP)/ Certificate of Statutory Completion (CSC) matters  
Please send your request via our online feedback form at **[www.bca.gov.sg/feedbackform](http://www.bca.gov.sg/feedbackform)**, and choose **Category: Acts and Regulations** and **Sub Category: Request for BP/ TOP Consultations**.
  - b. Consultations on Structural Plan matters  
Please send your request via our online feedback form at **[www.bca.gov.sg/feedbackform](http://www.bca.gov.sg/feedbackform)**, and choose **Category: Acts and Regulations** and **Sub Category: Request for ST Plan Consultations**.
  - c. Consultations on CD Shelter Plan matters  
Please submit your request in **Corenet** using **BCA-CD-PLAN 01 form 'REQUEST FOR CONSULTATION ON CIVIL DEFENCE SHELTER REQUIREMENTS'**.

**Switch to Electronic Payments**

5. BCA will not accept cash or cheque payments with effect from 7 April 2020, including at our service counters.

6. All payments to BCA should be made via any online electronic payment options. Customers may choose to make payments to BCA via eNets through the respective e-services or follow the instructions in the payment notifications for PayNow or Internet Bank transfers.

7. Please feel free to contact us via our online feedback form at [www.bca.gov.sg/feedbackform](http://www.bca.gov.sg/feedbackform) or hotline at 1800-3425 222 if you need further clarifications.

Yours faithfully,

Lam Fei Yen  
Director  
Customer Services Department  
Building and Construction Authority