

251 North Bridge Road Singapore 179102
Email: LTA-DBC_Registry@lta.gov.sg

Date: 8 Jan 2025

Our Ref: LTA/DBC/D45.002.000

WHO SHOULD KNOW:

1. Building Owners, Developers, Architects, Engineers, Registered Surveyors and Contractors/Builders

Dear Sir / Madam

(A) STREAMLINING COMMUNICATION CHANNELS & CENTRALISING QUERY MANAGEMENT

As part of LTA's continuous effort to enhance communication and service delivery, we are updating our channels for handling industry queries and clarifications. From **20 Jan 2025**, all industry queries shall be directed via email to LTA-DBC_Registry@lta.gov.sg and to the relevant LTA officers overseeing the development project. At the same time, LTA officers' contact numbers will no longer be displayed on the LTA website.

These changes aim to streamline communication by centralising queries through email and our dedicated mailbox: LTA-DBC_Registry@lta.gov.sg.

BENEFITS OF A CENTRALISED MAILBOX

This centralised approach will:

- Improve query tracking and management
- Lead to more efficient and effective responses
- Provide more consistent and timely support

We aim to respond to straightforward queries within 3 working days. Do allow between 10 – 15 working days for complex queries. However, we encourage the use of the resources available in the LTA's website before sending us an enquiry. The answers to most technical and submission related queries can be found there. The resources can be accessed by scanning the QR code below.



<https://go.gov.sg/enstrac>

Scan here for Development & Construction Resources

251 North Bridge Road Singapore 179102
Email: LTA-DBC_Registry@lta.gov.sg

To find the email address of the officer-in-charge overseeing your development project, please visit the LTA | DBC Officer Search or scan the QR code below. Always copy LTA-DBC_Registry@lta.gov.sg in all correspondence to ensure prompt follow-up.



<https://go.gov.sg/dbc-officer-search>

Scan here for DBC officer search

(B) MANDATORY USE OF CONSULTATION REQUEST FORM FOR ORGANISED EMAIL CONSULTATIONS

2. In Aug 2024, LTA introduced the use of a consultation request form as an avenue for more structured clarifications and consultations. From **20 Jan 2025**, all email enquiries, clarifications and consultations must be accompanied with a completed consultation form. This includes pre-submission consultations submitted via CORENET 2.0 and CORENET X.
3. The completed form and supporting documents are to be emailed to the DBC Officer-In-Charge (OIC) overseeing the project, with a carbon-copy (cc) to LTA-DBC_Registry@lta.gov.sg. Do allow between 10 - 15 working days upon confirmation of receipt of the request form for LTA to evaluate the proposal with the relevant divisions.
4. The consultation form can be found on the LTA website via [Consultation Form](#). Alternatively, you may scan the QR code below:



<https://go.gov.sg/consultation-request-form>

Scan here for Consultation Request Form

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Frequently Asked Questions

5. A list of frequently asked questions and answers can be found in Annex A below. For further enquiries, please contact us at LTA-DBC_Registry@lta.gov.sg.
Thank you.

Yours Sincerely,

Jamaludeen S Noordin
Deputy Director
Development & Building Control (DBC)

ANNEX A-FREQUENTLY ASKED QUESTIONS (FAQs)

1. Why are LTA officer numbers being removed from the website?

This change is part of our efforts to streamline communication channels and improve our service delivery. To ensure that all communications are properly documented and handled systematically, we are centralizing communication through the centralised mailbox.

2. How do I contact LTA officers after 20 January 2025?

You'll need to complete the [Consultation Request Form](#) and emailed to the DBC Officer-In-Charge (OIC) assigned to your project, with a carbon-copy (cc) made to LTA-DBC_Registry@lta.gov.sg. The assigned DBC OIC's name and email address can be obtained from [DBC Officer Search](#).

3. What should I do if I encounter issues submitting the form?

If you face any difficulties, please email LTA-DBC_Registry@lta.gov.sg for assistance.

4. In what situation should the consultation form be utilised?

The form is intended for all queries, clarifications and consultations for development submissions. This includes pre-submission consultations submitted via CORENET 2.0 and CORENET X.

5. How long should I expect to wait for a reply from LTA?

For straight forward queries, LTA aims to respond within 3 working days, while additional time may be needed for more complex queries. Do allow between 10 – 15 working days upon confirmation of receipt of the request form for LTA to evaluate the proposal with the relevant divisions.

6. Can I still call for urgent matters?

For urgent matters, please email LTA-DBC_Registry@lta.gov.sg for assistance.

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