E-Escalators Permit To Operate System
User Guide (For New Escalators)
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E-Permit To Operate System For New Escalators

1. Introduction

The E-Permit To Operate system is an existing web-based application that allows the escalator owners, registered escalator contractors and authorised examiners to submit first-time Permit To Operate (PTO) for new escalator(s).

This guide is intended for the following groups of users:

1) Escalator Owner
2) Escalator Service Contractor
3) Authorised Examiner

The users can access the BMSM portal at the following URL: [http://www.bca.gov.sg/bmsm_eservice/default.aspx](http://www.bca.gov.sg/bmsm_eservice/default.aspx).
2. Escalator Owner

2.1 Login

The screen below shows the login screen for the BMSM portal. The existing owners can login using their User ID/Password. For new escalator owners, they can write to bca_pto@bca.gov.sg to request for their User ID and password.

![Login Screen for BMSM Portal](image)

Figure 1: Escalator Owner Login Screen - BMSM Portal

2.2 Retrieve Password

If an escalator owner would like to retrieve the password for their existing account, please click on the “For Lift and Escalator Owner forgot password. Please click here” link as shown in Figure 1. Upon clicking, the user will be requested to enter their information as shown in the figure below.
The system will retrieve the account details for the existing owner based on the details entered in Figure 2. The account details shall be sent to the owner’s email address indicated in the screen above.

2.3 Escalator Owner Home Page

Upon successful login, the Escalator Owner shall be directed to the following screen (Figure 3). The owner should select “eEscalator Submission” and will be directed to the Owner Home Page for the eEscalator application (Figure 4)
2.4 Update Owner Information

If an escalator owner would like to update his/her account information, please click on the “Update Owner Information” link as shown in Figure 4. Upon clicking, the user will be requested to enter their information as shown in the figure below.
After making changes to the required fields, the escalator owner can click on “Save” to update the latest owner details as shown in Figure 5.

2.4 New Escalator PTO application

To make a PTO application for new escalator, click on “Click to Apply for Permit to Operate New Escalator”. The escalator PTO application comprises of 4 sections.

**Section A (New Escalator)**

To make a new escalator PTO application, the owner shall select the Project Reference Number for the building. If there is no project...
reference number available for selection, the owner can write to bca_pto@bca.gov.sg to assign a project reference number for their application. After clicking on “Add Building”, the owner should proceed to complete the details for buildings in the figure below.

![Figure 7: Input of Building Details](image1)

![Figure 8: Building added successfully](image2)

After checking that the building details are correct, the owner can click on “Add Building” to add the building details for the PTO application. If the owner will be submitting the application for more than one building name, please click on “Add Building” to add more building details. The owner can use the “Delete” button to make amendments to the building details.
Section B

The owner is required to complete all the fields in Section B.

Section C

The owner shall select the name of the escalator service contractor (for annual testing), escalator service contractor (for maintenance) & authorised examiner in Section C.

Section D

The owner shall acknowledge the declaration in Section D and click on “Preview”. If there are no further changes to the application, the owner can click on “Submit”. Upon successful submission, the owner will be presented with a reference number for the new escalator PTO.
application which should be used in all communications with the Authority.

In order to apply an escalator PTO for different escalator service contractors or authorised examiners, please submit a second application under “Click to Apply for Permit to Operate New Escalator”.

2.5 Payment

Once the application has been approved by the processing officer, the owner will be notified through email to make payment. The following steps are applicable if the owner wishes to make an online payment. After successful login, click on “New/Recommissioning Escalator” from the owner homepage to reach the New Escalator Application Inbox shown in the screen below.

Figure 12: Escalator Owner New Escalator Application Inbox

Applications which are due for payment will be shown on the Application Stage Owner (Pending Payment). Click on “Next” to proceed to the payment page below. For epayment, please refer to the section below for more details.
Owner to select Payee

Option 1

Click on the checkbox to acknowledge the declaration. Select “I wish to make immediate payment for the application fee for the Permit to Operate” and click on “Proceed”. The owner will be taken to the payment gateway for credit card or nets payment. Fill up the payment form and click on “Submit”.

Figure 13: Escalator Owner Payment Screen – epayment
Upon successful payment, the owner will be forwarded to the screen below.

![Credit/Debit Card payment page](image1)

**Figure 14: Credit/Debit Card payment page**

![Escalator Owner - Successful Payment](image2)

**Figure 15: Escalator Owner - Successful Payment**
After the payment is approved, the escalator owner shall receive the PTO certificate through email. The owner can view the details of the application by clicking on “View”.

Option 2

Select “I wish to make payment for the application fee for the Permit to Operate at a later stage.” and click on “Proceed”. The owner can make online payment later or pay the Permit to Operate application fees by cash, Nets, Visa or cashcard at our BCA Payment Counter. Payment by cheque must be made payable to “Building and Construction Authority”.

Mode of Payment:

<table>
<thead>
<tr>
<th>Mode of Payment</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment by Cash, Nets, VISA or cashcard</td>
<td>(a) Payment by cash, Nets, Visa or cashcard must be made at our Payment Counter at the address indicated below.</td>
</tr>
<tr>
<td>Payment by Cheque</td>
<td>(b) The cheque must be made payable to “Building and Construction Authority”. The cheque may be mailed to our Payment Counter at the address indicated below. Please ensure that the escalator location address is written on the reverse side of the cheque.</td>
</tr>
<tr>
<td>Payment Address</td>
<td>Cashier, Payment Counter Building and Construction Authority 52 Jurong Gateway Road, #06-01 Singapore 608550</td>
</tr>
</tbody>
</table>
3. Escalator Service Contractor

3.1 Login

The Escalator Service Contractor(s) shall login using their Singpass.

Figure 16: Escalator Service Contractor Login Page

Figure 17: SingPass Login Page
3.2 Escalator Service Contractor Home Page

Upon successful login, the Escalator Service Contractor shall be taken to the Contractor home page. To view the New Escalator PTO applications, the Escalator Service Contractor shall click the “New/Recommissioning Escalator”.

![Contractor Home Page](image)

Figure 18: Contractor Home Page

3.3 Escalator Service Contractor “New/Recommissioning Escalator” Home Page

Any application(s) which require inputs from the Escalator Service Contractor for further processing shall be in the Contractor application stage. To provide the inputs, the Escalator Service Contractor is required to click on the “Next”

- Contractor
- Contractor (AE Rejected)
- Contractor (Officer Rejected)
3.4 Escalator Service Contractor Application Processing

Upon clicking “Next”, the Escalator Service Contractor shall be taken to the screen below. The Escalator Service Contractor is required to complete all the information requested in the section. Click “Update” to add the escalator details to the application. To amend the escalator details, the escalator service contractor can delete the added escalator record and add a new record. After submitting all the escalator details, click on the checkbox to acknowledge the declaration. The escalator service contractor can then click on “Save & Complete” to send the application to the Authorised Examiner (AE) for processing.
### Figure 20: Escalator Service Contractor Application Processing
4. Authorised Examiner

4.1 Login

The Authorised Examiner shall login using their Singpass.

![Authorised Examiner Page](image1)

![Singpass Login Page](image2)

Figure 21: Authorised Examiner Page

Figure 22: Singpass Login Page
4.2 Authorised Examiner Home Page

Upon successful login, the Authorised Examiner shall be taken to the Authorised Examiner home page. To view the New/Recommissioning Escalator PTO application(s), the Authorised Examiner shall click the “New/Recommissioning Escalator”.

![Figure 23: Authorised Examiner Home Page](image)

4.3 Authorised Examiner “New/Recommissioning Escalator” Home Page

Any application(s) which require inputs from the Authorised Examiner for further processing shall be in the Examiner application stage. To provide the inputs the Authorised Examiner is required to click on the “Next”
Figure 24: Authorised Examiner New Escalator Application Inbox
4.4 Authorised Examiner Process Application

The Authorised Examiner can view the details of the application by clicking on “View”. He/she can then select the check box next to each escalator to approve or reject the applications. After selecting the appropriate check box, he/she should select the “Agree/Disagree” option. The Authorised Examiner shall be able to view the attachment submitted by the escalator contractor by clicking on the icon next to
each of the files. If the Authorised Examiner chooses “Disagree”, a reason has to be keyed in. The Authorised Examiner shall then click “Update”. The AE’s decision will be updated in the application stage column in the figure above. The Authorised Examiner shall click on the “Submit” button to complete the processing of the application. The application will be sent to the Officer for Approval only if all the escalator within the application have been approved by the Authorised Examiner.