

Frequently Asked Questions (FAQs)

S/No.	Question	Reply
1	What is the purpose of the GoBusiness e-Adviser for setting up a foreign employees' dormitory?	The e-Adviser is a free and handy tool for industry stakeholders such as dormitory operators (DOs) or qualified person (QP) to understand the processes involved in setting up a new dormitory. This includes approvals or permissions required from the relevant agencies prior to applying for the dormitory licence from Ministry of Manpower (MOM).
2	How does the e-Adviser guide me on my intention to set up a foreign employees' dormitory in Singapore?	To utilise the e-Adviser, businesses must answer a series of questions relating to the dormitory you are intending to set up. The e-Adviser will then generate a recommended guide, based on the answers selected. The guide will detail the end-to-end process for each stage of the dormitory setup process, from initial planning, landowner, and technical agencies' consents requirement to final building clearance and licensing. It also summarises information on the requirements for each submission and the time taken for processing.
3	Do I need to login using Singpass or Corppass to access the e-Adviser?	No, e-Adviser does not require any login access. Anyone can access to it via GoBusiness e-Adviser .
4	Can I use the e-Adviser to submit the necessary approvals or permissions to the relevant agencies and track my application status?	The e-Adviser is a step-by-step guide on the entire process of setting up a dormitory in Singapore. It is not an application portal. However, the recommended guide will include links and information to respective agencies' websites/platforms to submit the approval/permission. Businesses will have to liaise with the respective agencies directly on application statuses.
5	Why is the e-Adviser only available for certain dormitory types?	The e-Adviser is being launched progressively.

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		Other dormitory types such as Purpose-Built Dormitory (PBD), Workers' Quarters at Farm (WQF) and Other Converted Living Quarters (OCLQ) will be added subsequently.
6	Can I also share the recommended guide generated by the e-Adviser to my co-worker or client?	Yes, users can share the recommended guide generated by the e-Adviser via email. Users may provide the intended email address to receive the recommended guide at the end page of the guide. There is no limit to the number of recipients you can send the recommended guide to.
7	Which browser should I use to view GoBusiness e-Adviser?	The e-Adviser is best viewed with the latest versions of Chrome, Safari, Microsoft Edge and Firefox. Please ensure the pop-up blocker is disabled to access certain features. If you are facing any technical difficulties, try restarting your Internet Browser (IB) or contact GoBusiness Helpdesk for help here .