Frequently Asked Questions (FAQs) – In-Principle No Objection (IPNO) Portal

(A) General Enquiry

S/No.	Question	Reply
1	What is the purpose of the IPNO Portal, given that I have been submitting IPNO applications to the government agencies through their respective platforms, such as email, FormSG, or the agency's portal?	The IPNO Portal is a centralised platform that is accessible via GoBusiness that consolidates all IPNO application submissions for factory-converted dormitory (FCD) into a single touchpoint. Rather than submitting multiple applications to agencies through various channels such as email, FormSG, or individual agency portals, the IPNO Portal allows you to submit one application to obtain IPNOs from the relevant agencies. Key benefits of using the portal include: i. **Single application form** – Apply through a single form instead of multiple applications to different agencies. ii. **System routing to relevant agencies** – Your application form and the information submitted will be routed by the system to the relevant agencies. You will no longer need to determine how many and which agencies to apply to. iii. **Centralised application tracking** – View and track the overall outcome of your application across all agencies in one place at GoBusiness. Agencies will cease the use of their respective IPNO submission platforms and require all IPNO applications for FCDs to be submitted through the GoBusiness portal, with effect from 1 October 2026.
2	I have been engaging a Qualified Person (QP) to submit IPNO applications on my company's behalf. Does the IPNO Portal allow my QP to continue submitting IPNO applications as well?	The portal allows a QP to log in with their own CorpPass account and submit an IPNO application on the dormitory operator's behalf. To do so, the QP must select 'On behalf of applicant' via the Profile section when filling in the details for Step 1: General Information. Within the portal, the dormitory operator is referred to as the applicant, and the QP is referred to as the filer.

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3	How do I access the IPNO Portal?	You will require a CorpPass account to log in to GoBusiness to submit an IPNO application. For more details on CorpPass, please visit the CorpPass website at https://www.corppass.gov.sg/.
4	Why does the IPNO Portal only accept applications for Factory-Converted Dormitories (FCDs)?	The portal will be launched for FCDs first, given their higher volume compared to other dormitory types. The portal will be extended to include other dormitory types in subsequent releases.
5	Do I need to pay an application fee?	No, there is currently no application fee for IPNO applications through the IPNO Portal.

(B) IPNO Application Enquiry

S/No.	Question	Reply
1	How can I confirm that my IPNO application has been submitted successfully?	An email notification will be sent to the applicant upon successful submission of the IPNO application. The notification will indicate the application status as 'Submitted', along with the GoBusiness Application Number and submission date for reference.
2	Can I amend the application details after the IPNO application has been submitted?	No. Once the IPNO application has been submitted, you will not be able to amend any application details in the GoBusiness form. You can preview the completed application form before submission and should check for accuracy before proceeding to submit it.
3	What should I do if I need to resubmit my application?	Please provide your GoBusiness application number to MOM via FormSG. After receiving it, we will inform the agencies to reject the application. Once

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		the application has been rejected, you will need to submit a new application via GoBusiness.
4	Why am I receiving multiple email notifications from GoBusiness for the same IPNO application?	GoBusiness portal will send an email notification to applicant whenever the status of an IPNO application changes. Applicants will receive email notifications for the following statuses: i. Submitted – For IPNO applications that have been submitted successfully. ii. Processing – For IPNO applications that have been received by the relevant agencies and are pending assessment. iii. Approved – For IPNO applications that have been assessed by the relevant agencies, and where all agencies have provided their approvals. iv. Recorded – For IPNO applications that have been assessed by the relevant agencies, where one or more agencies did not approve the application.
5	I understand that multiple agencies are involved in assessing IPNO applications. Will I receive separate outcome notifications from each of these agencies for a single IPNO application?	No. The applicant will receive only one outcome notification for each application. Regardless of the application status (i.e. approved or recorded), the applicant can download all agencies' IPNO letters for that application through the GoBusiness portal.
6	I received IPNO approval from agencies, but the supported occupancy load (OL) is different across agencies. What does this mean?	Relevant agencies will indicate the OL that it is able to support in its IPNO letter based on its technical and planning considerations. For example, PUB will assess based on sewerage capacity and LTA will assess based on traffic considerations. When applying to the Urban Redevelopment Authority (URA) for planning permission to set up a FCD, applicants must download all agencies' IPNO letters via the GoBusiness portal and submit them to URA. Where the supported OL differs across agencies, URA will base its assessment on the

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		lowest OL indicated across all IPNO letters. This lowest OL will be taken as the proposed OL for the FCD proposal.
7	How do I know which agency to contact for specific clarifications regarding my IPNO application outcome, and how can I contact the relevant agency officer?	Applicants will receive agencies' IPNO letters through the GoBusiness portal and may refer to the contact details indicated in the respective agency's IPNO letter for any clarifications.
8	What if an agency requests additional information?	Agencies will contact the applicant via email to request additional information or supporting documents, if required.
9	When will I receive an application outcome?	Most applications will take up to 20 working days for agencies to process. For more complex application, longer processing time will be required by agencies to make holistic assessments.

(C) Technical-Related Enquiry

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1	Which browser should I use to view GoBusiness e-Adviser?	The GoBusiness portal 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 or contact GoBusiness Helpdesk for help. • Call: 6336 3373 • Email: AskGoBiz@crimsonlogic.com.sg • Operating hours: Monday to Friday, 8:30am – 6:00pm. Closed on Saturdays, Sundays, and public holidays.