DEVELOPTT

USER GUIDE – Public Health

VERSION 1.3

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1 INTRODUCTION

1.1 ABOUT THIS GUIDE

Welcome to DevelopTT, the online portal for the Automated Construction Permit System (ACPS). This User Guide explains steps involved to process development applications as Public Health Approvers.

DevelopTT:

Trinidad and Tobago's online portal for development permitting, branded DevelopTT, is an undertaking of the Ministry of Planning and Development (MPD) in collaboration with the Ministry of Trade and Industry (MTI). The DevelopTT portal allows for the submission of applications for Planning Permissions, Building Permits, Completion Certificates and many of the other property development approvals required on a digital platform. Applicants are guided through the process of obtaining permissions across multiple agencies in a step and step approach. That is, the applicant is made aware of all agency specific requirements necessary for processing and approval.

1.2 PURPOSE OF THE GUIDE

The purpose of this User Guide is to explain the process and steps involved in utilizing the system as a Public Health Approver.

1.3 SCOPE

The Public Health User Guide covers all the features that are available to this approver on DevelopTT. It assists approvers to efficiently perform the following tasks in the DevelopTT system:

- Approve/ Reject an Application
- Recommend/ Not Recommend an Application
- Query Applicant
- Query Clerk
- Query Supervisor
- Forward to Inspector

- Forwarding to Receiving Officer I
- Forward to Receiving Officer II
- Forward to Supervisor
- Forward to Chief Officer

1.4 DOCUMENT CONVENTIONS

Refer to this section to become familiar with the visual aids used throughout the user guide.

Hyperlinks

All topics mentioned in the user guide's content are hyperlinked. Hold the 'Ctrl' button on the keyboard and click on the hyperlink to view the referring topic such as Introduction.

Callouts

Callouts are presented differently from the original content and highlight certain information.
There are two types of callouts: tips and warnings.

GOOD TO KNOW:

@ A Tip provides good-to-know information that helps users complete a task or procedure.

WARNING:

! A Warning refers to information that may be critical to the system's functionality and might affect data or system stability.

1.5 DEFINITIONS AND ABBREVIATIONS

TERMS	DEFINITIONS
DEVELOPTT	Automated Construction Permit System
CEC	Certificate of Environmental Clearance
CSV	Comma- Separate Values file
EMA	Environmental Management Authority
EIA	Environmental Impact Assessment
GEID	Government Electrical Inspectorate Division
MEEI	Ministry of Energy and Energy Industries
MPD	Ministry of Planning and Development
MTI	Ministry of Trade and Industry
OGA	Other Government Agencies
PDF	Portable Document Format
Regulatory	Regulatory Agencies
TTEC	Trinidad and Tobago Electricity Commission
TCPD	Town and Country Planning Division
THA	Tobago House of Assembly
WASA	Water and Sewerage Authority
WESU	Water Essentials Services Unit

Table 1 - Definitions and Abbreviations

1.6 TERMS AND DEFINITIONS

TERMS	DEFINITIONS
APPROVER	The approver oversees processing the application at a specific stage in the approval process.

Table 2 - Terms and Definitions

2 GETTING STARTED

This chapter covers the following topics:

- Log In
- Log Out
- Options Menu

It lists the process to follow to log in and out of the system. Refer to this chapter to familiarize yourself with DevelopTT Interface.

2.1 LOG IN

To login to the DevelopTT as a Public Health Approver:

1. Go to DevelopTT Approver's website https://www.developtt.gov.tt/ttacps_appr/

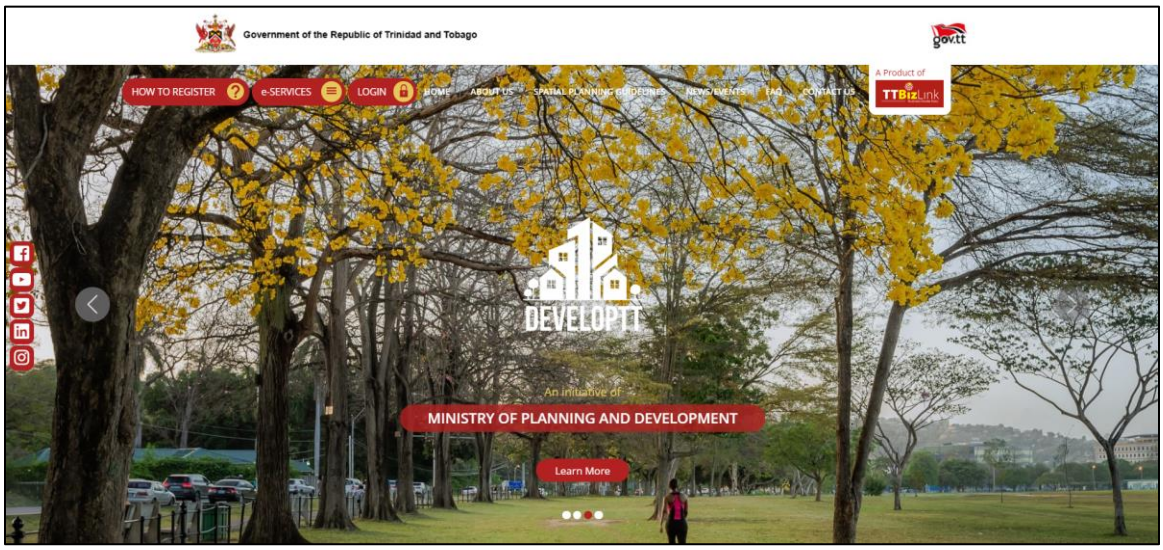


Figure 1 – DevelopTT Approver Homepage

2. Click the 'LOGIN' button

on the top left of the screen to access the Login window.

3. You will be redirected to the TTBizLink login webpage (Figure 2). Enter the Username and password in the fields provided and click LOG IN the button. Upon successful login, you will be redirected to your DevelopTT dashboard (example shown in Figure 3).

GOOD TO KNOW:

@ The TTBizLink option to login requires the email attached to your TTBizLink account.

Figure 2 - TTBizLink Login webpage

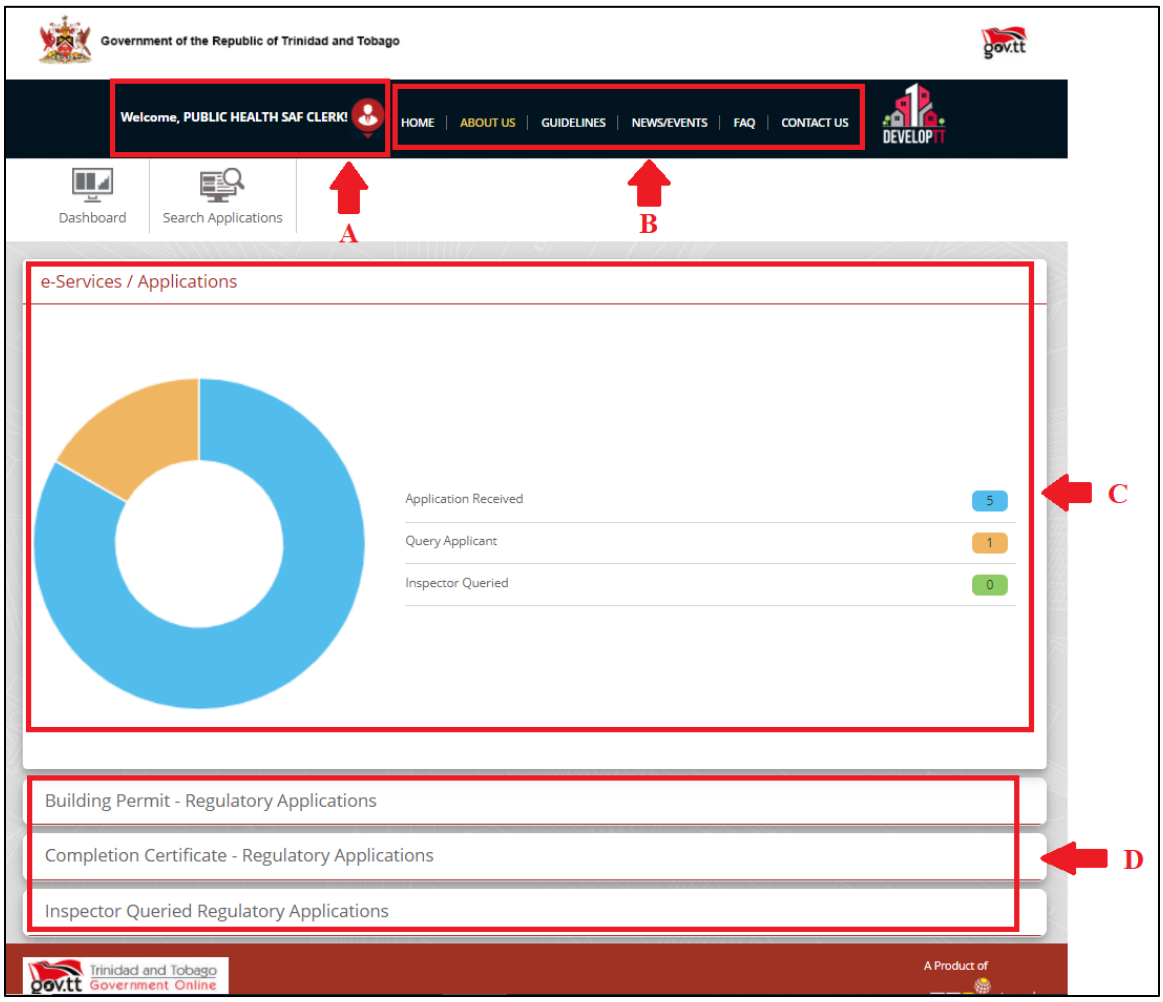


Figure 3 - Dashboard for Public Health Clerk

A – Welcome message and Option Menu icon: On the left of the page, a welcome message is displayed along with the user's full name. Next to your name, there is the icon for the Options Menu .

B – Main Menu: It contains links to information throughout the website.

C – e-Services/Applications section: This section displays the Application Statuses Chart on the left and gives a count of applications at your specific level by category.

D – Categorized Applications sections: Different sections, minimized in Figure 3, list applications grouped in different categories for your attention. Applications can be accessed from these sections.

2.2 LOG OUT

This function allows the user to log out of DevelopTT.

1. The user can log out by clicking the button next to the username.
2. This will open the option menu as seen in Figure 4 below. Click 'Log out' at the bottom of the menu.

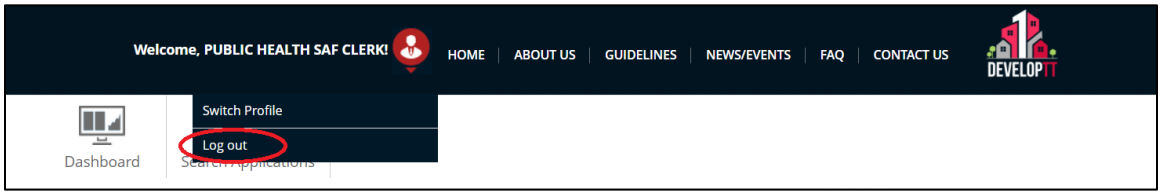


Figure 4 - Log out of DevelopTT

Once logged out, you would be directed to DevelopTT Approver Homepage, shown in Figure 1 above.

2.3 OPTION MENU

Switch Profile:

- A user may switch to another profile only if assigned more than one user roles.
- A User can switch to another profile by clicking the icon and selecting 'Switch Profile' available at the upper left corner of the Main Menu.

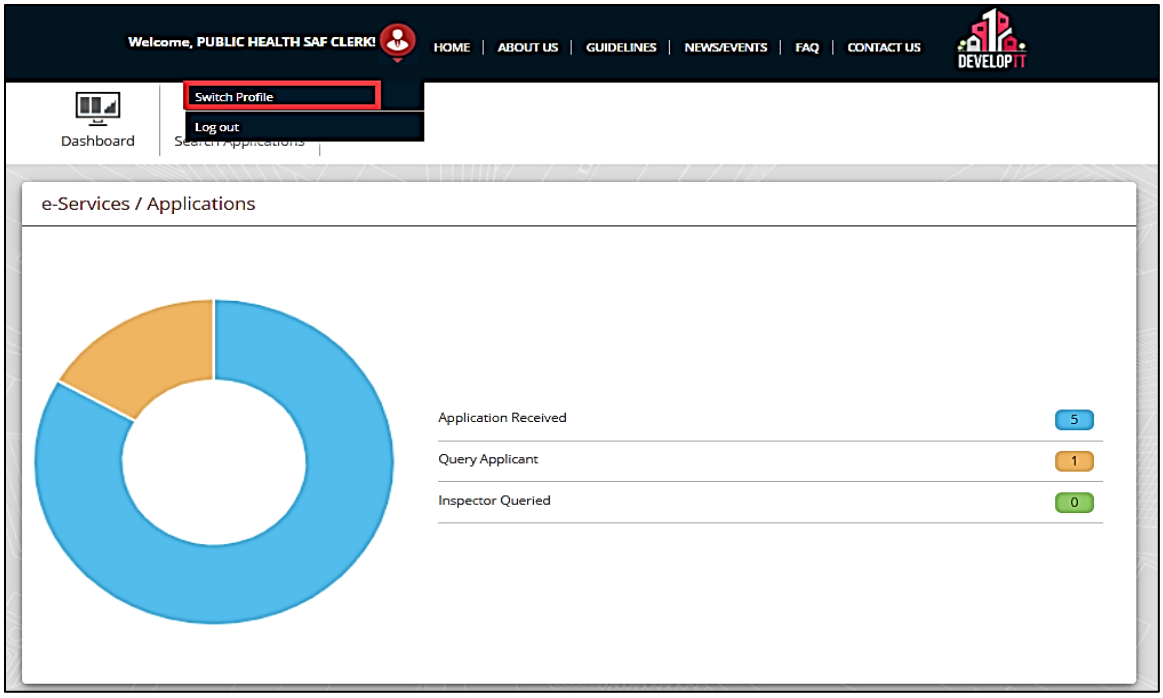


Figure 5 - Main Menu showing Switch Profile and Log Out Options

- Upon selection, the Role Switch page is displayed. Select the requested Role from the drop-down list and click 'O'K' to login with the selected role.

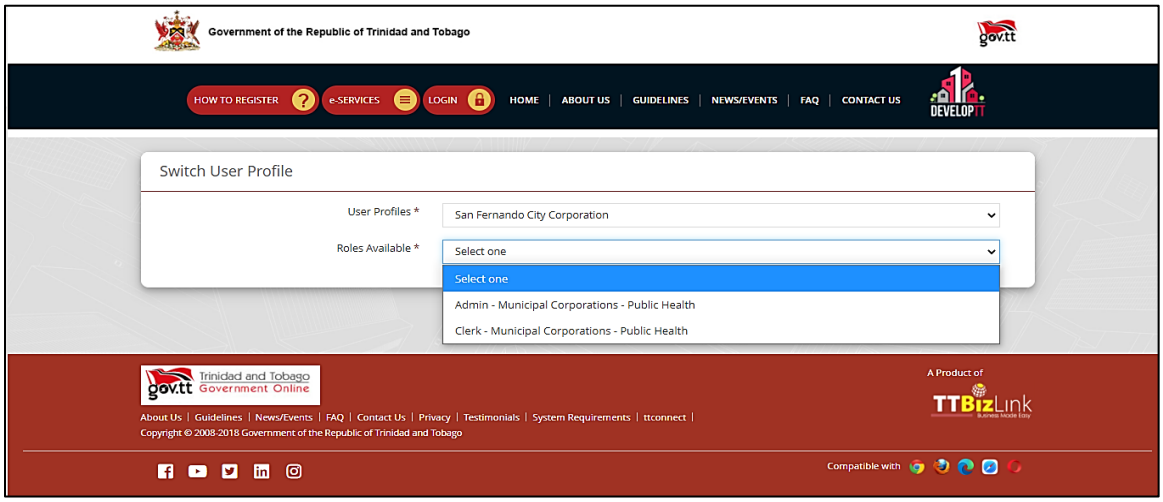


Figure 6 - Role Switch page

3 PUBLIC HEALTH FLOW

The following pictorial outlines the flow of Public Health for Building Permit Requests and Completion Certificate Requests.

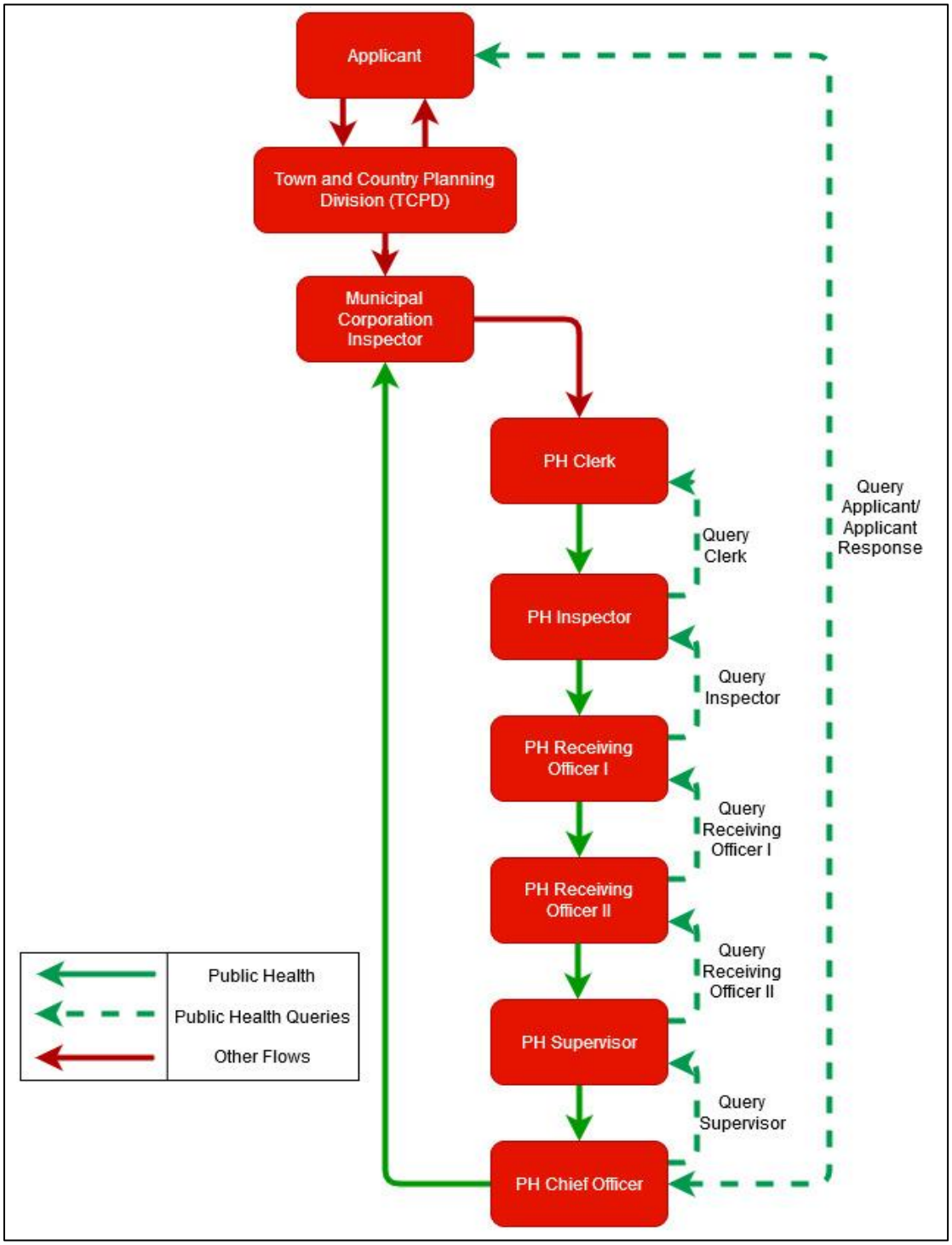


Figure 7 - PH flow for Building Permit Requests

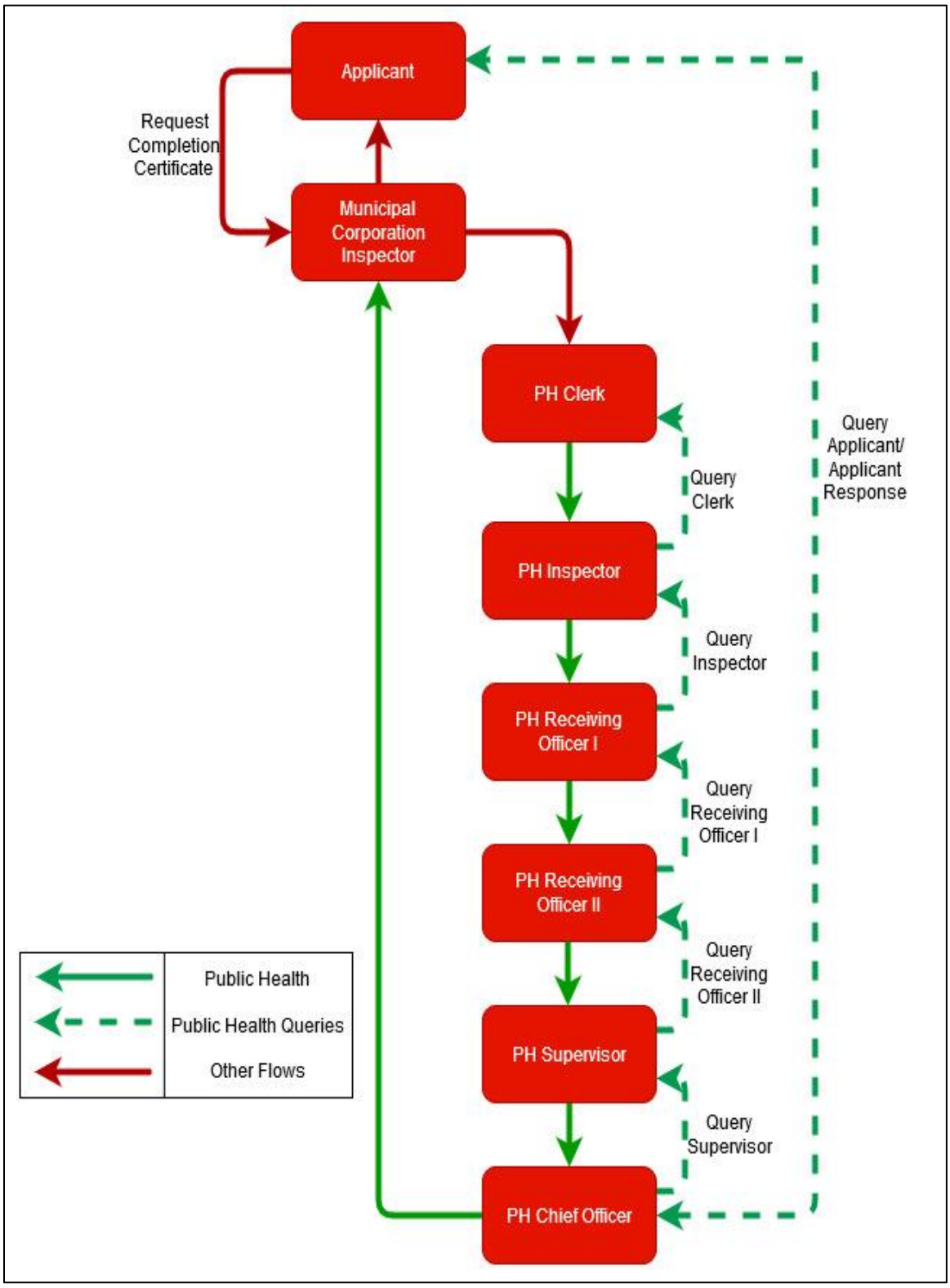


Figure 8 - PH Flow for Completion Certificate Requests

4 PUBLIC HEALTH CLERK

The Clerk is the first approver that reviews an application submitted to Public Health.

4.1 DASHBOARD

The Dashboard is the default screen that will be displayed to the Clerk after login. The dashboard consists of e-Services/ Applications section, with three (3) Categorized Application sections:

- Building Permit - Regulatory Applications,
- Completion Certificate – Regulatory Applications and
- Inspector Queried Regulatory Applications. To expand the section click on the section title.

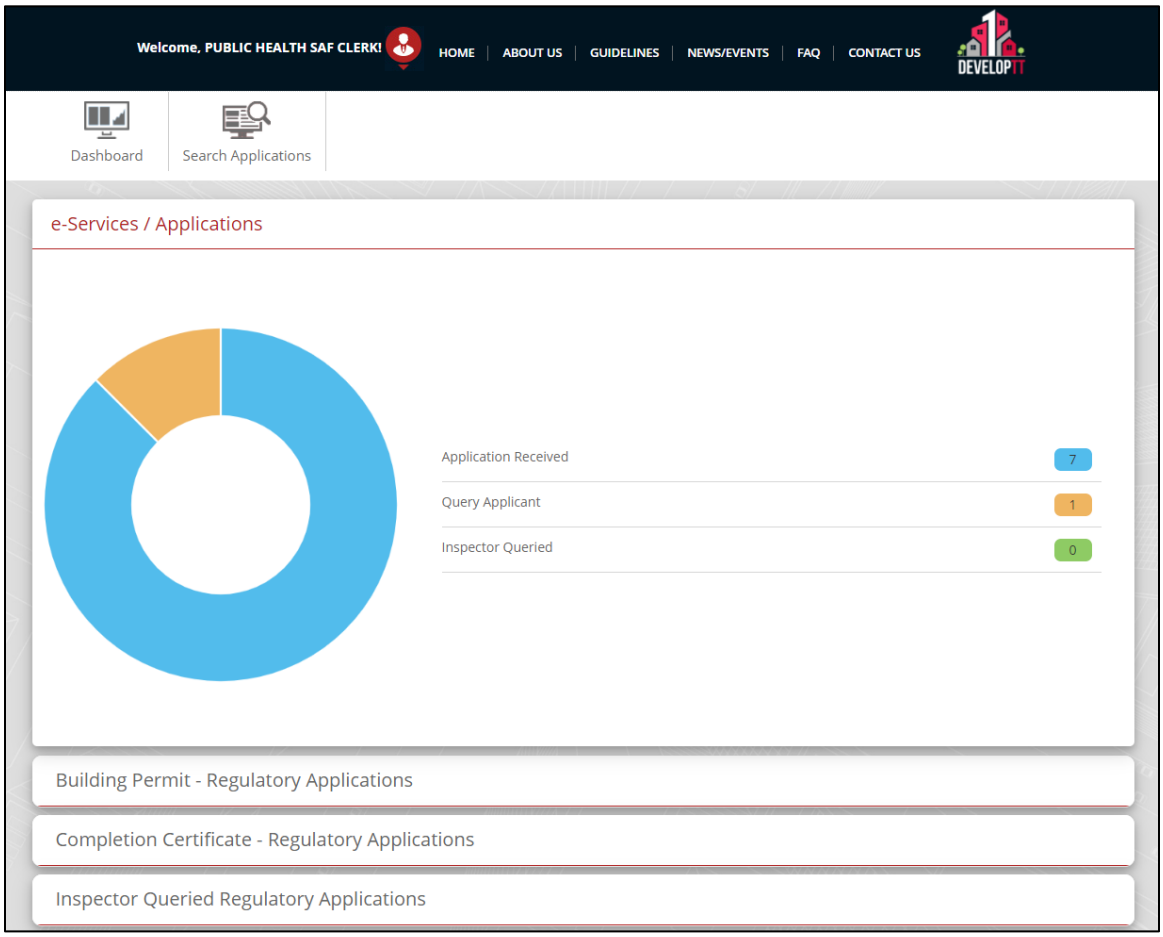


Figure 9 - PH Clerk's Dashboard

Building Permit - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Building Permit.

Completion Certificate - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Completion Certificate.

Inspector Queried - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications queried by the Inspector.

GOOD TO KNOW:

- Applications are assigned an automatically generated and unique Reference Number when created.
- Clicking on the heading of the table (i.e. section title) will minimise /expand the table.

4.2 E-SERVICES/ APPLICATIONS

Application Statuses Chart

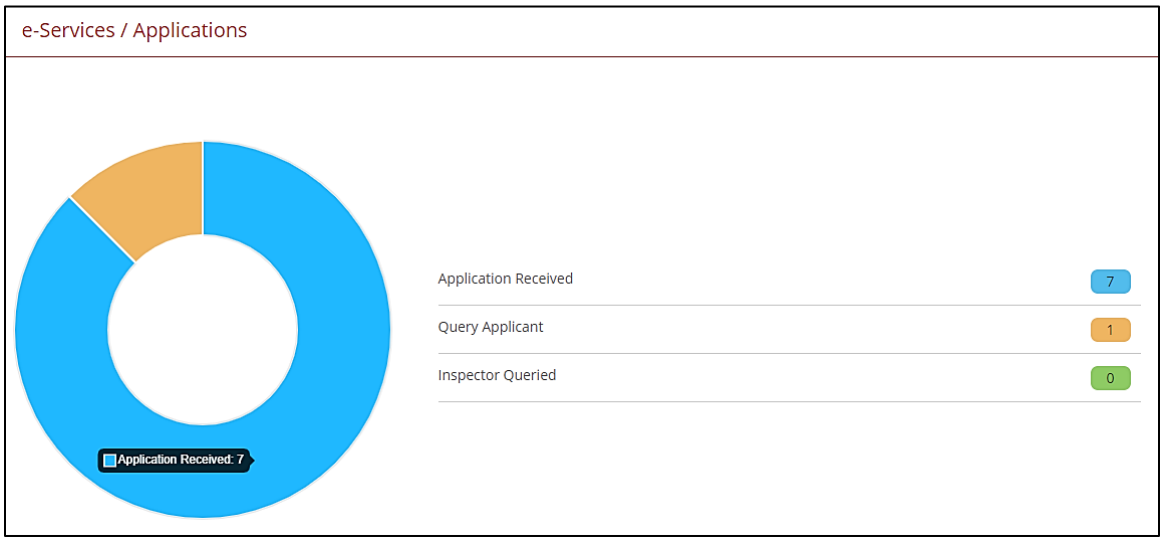


Figure 10 - PH Clerk's e-Services/ Applications section

- The chart is colour coded to reflect the status of the application in the system. It illustrates the number of applications for each application status category. A user can hover the mouse over each colour of the chart to see which status it represents, as seen in Figure 10 above.

- The colour denotations are listed below:

  - **Blue** - Applications Received
  - **Orange** - Applications Queried
  - **Green** - Applications Queried from Inspector

4.3 BUILDING PERMIT - REGULATORY APPLICATIONS

The 'Building Permit - Regulatory Applications' pane lists the **Building Permit** applications pending the Clerk's review. The screen overview is presented below in Figure 11. The applications are listed in a table with different column headings:

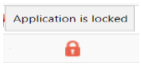
Reference No: Refers to the automatically generated unique reference number given to each application by the system. Reference numbers for Building Permit application (called Planning Permission in previous stage) begin with 'PPR'. For example other reference numbers are illustrated in Figure 11 below (B).

PPR2019091205095 **Application Type**: Refers to the type of application submitted such as Planning Permission.

Received Date: Refers to the date the application was submitted to the Public Health Department.

Status: Refers to the status of the application for example '*Forwarded to Public Health*'.

Community: Refers to the general location of the application.

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but would not be able to process the application. Once an application is locked, a lock will appear under this column, as seen indicated by **A** in Figure 11 below. If a user hovers the mouse over the lock, a notification message would be displayed 

. An application that is locked by you can be unlocked by clicking on the lock. A prompt, "Are you sure you want to unlock the application?" will appear. Click 'OK' to confirm. If the application is not locked to you, the system would indicate which user the application is locked to, (Figure 12). The Administrator of your agency can unlock these applications.

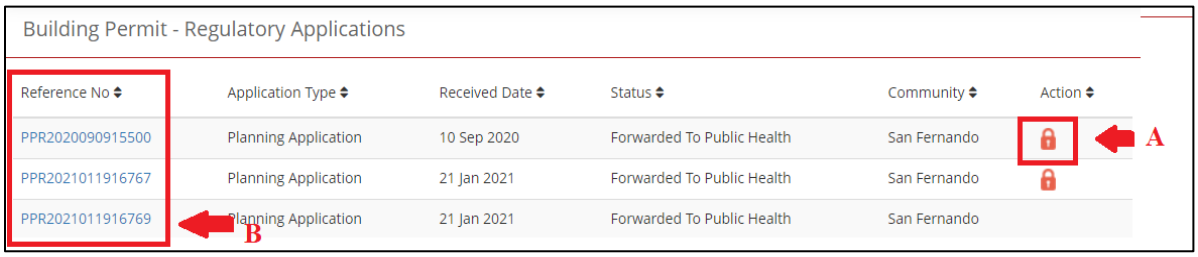


Figure 11 - Clerk's Building Permit - Regulatory Applications section pane

Figure 12 - Application Locked by Specific User Message

Figure 13 - Unlock Application Confirmation Message

GOOD TO KNOW:

@

- Tap the icon to sort applications in ascending or descending order.
- Up to 10 records are displayed in each section pane.
- When there are more than 10 applications in a section, navigation buttons

will appear. Click a specific page number to navigate between various pages. Click '**NEXT**' to go to the next page and '**BACK**' to go to the previous page.

4.3.1 Steps to Process a Building Permit application

1. *Click on the* ***Reference Number*** *to view and process the application. Building Permit applications are pre-fixed with* 'PPR'. *All reference numbers listed in this section are hyperlinks.* The application would open to the first tab '*Assessment History*' as seen in figure 14 below. Any remarks or comments previously made on the application appear in this section, including remarks on the application from other agencies.

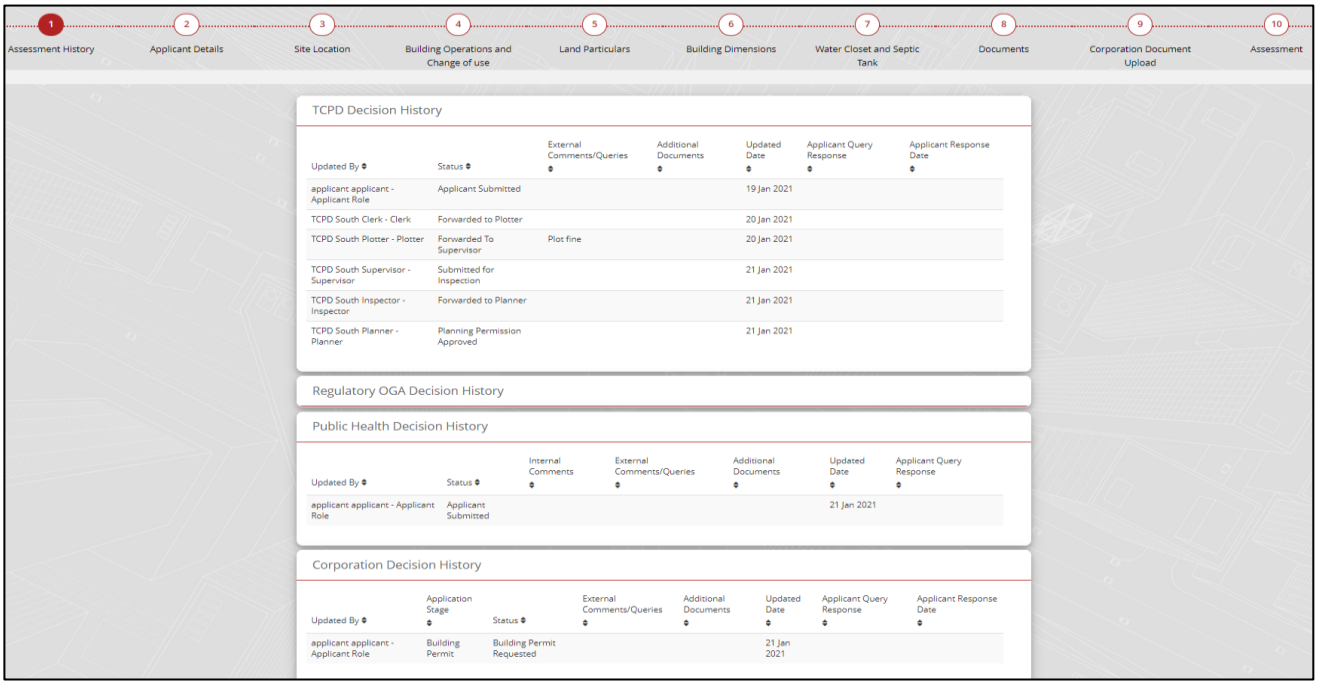


Figure 14 – Assessment History

2. Click on each tab to review the application and ensure that all mandatory fields are completed and valid documents submitted.

   a. **Tab 2 – Applicant Details**: Applicants are required to complete the TCPD form with details such as personal details, a brief description of proposal, land details, purpose for which land or new/altered/extended building are proposed to be used and purpose for which land and/ or building are now used.

   In the Description of Proposal section, the Category of Development will be chosen and whether it is a New Building or Subdivision etc.

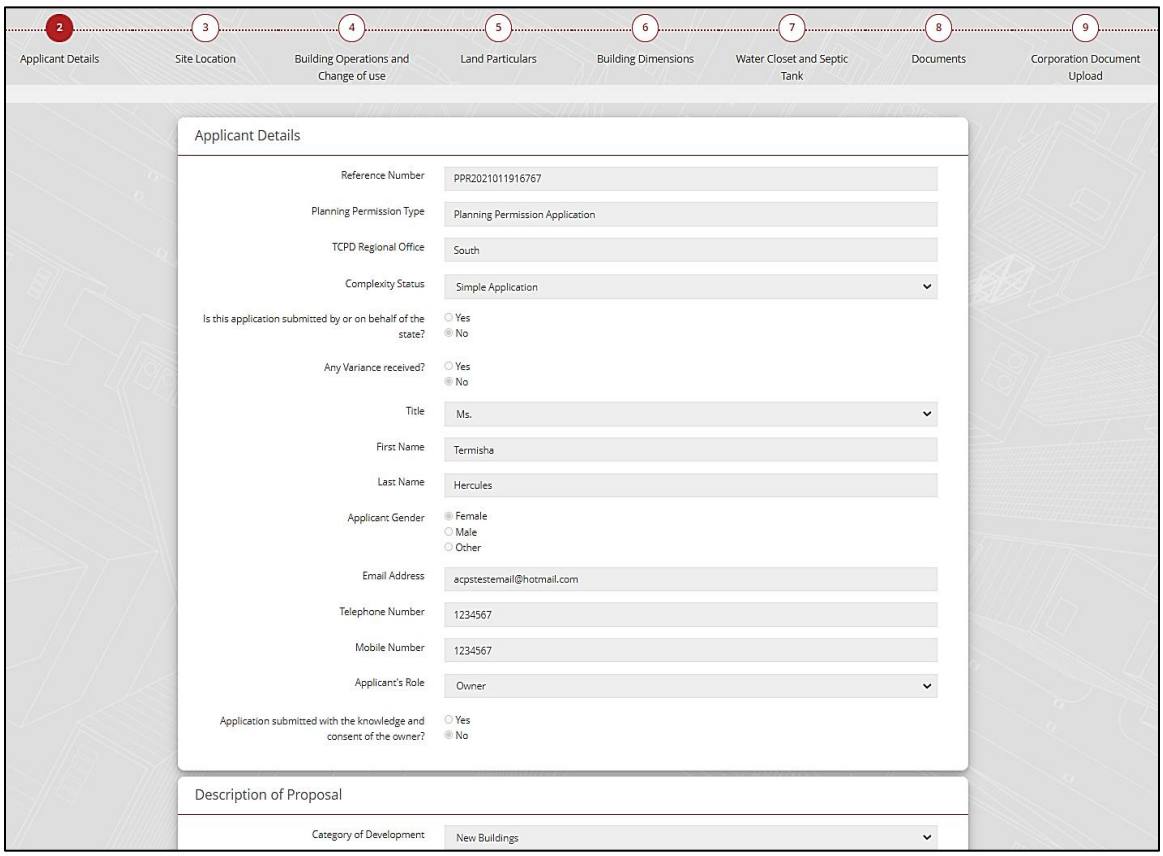


Figure 15 - Applicant Details tab

a. **Tab 3 – Site Location**: Displays a map of the proposed site location identified by the applicant. The system automatically zooms to the plotted area.

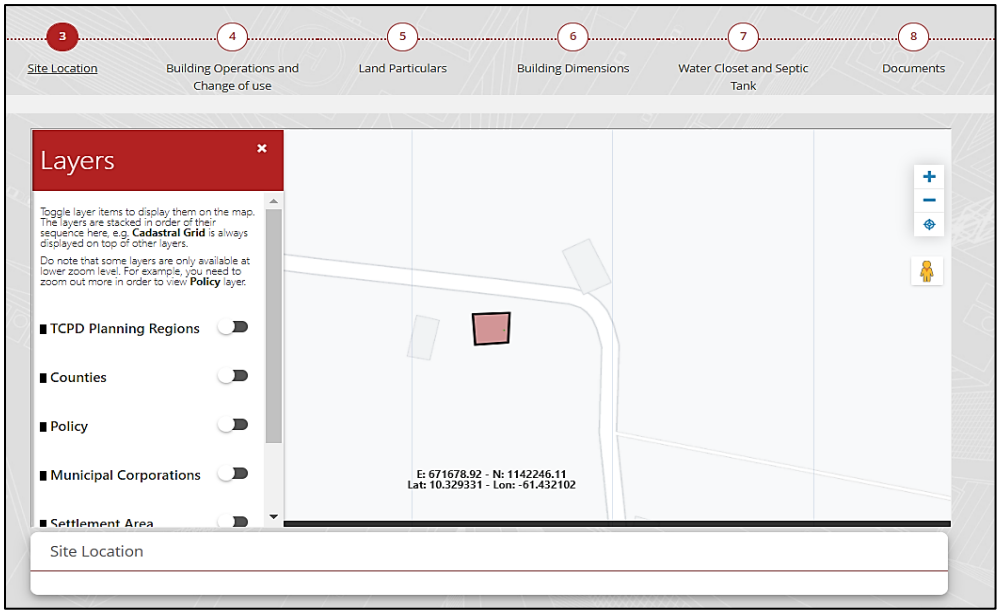


Figure 16 - Site Location tab

b. **Tab 4**

i. **Building Operations and Change of Use** – Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity.

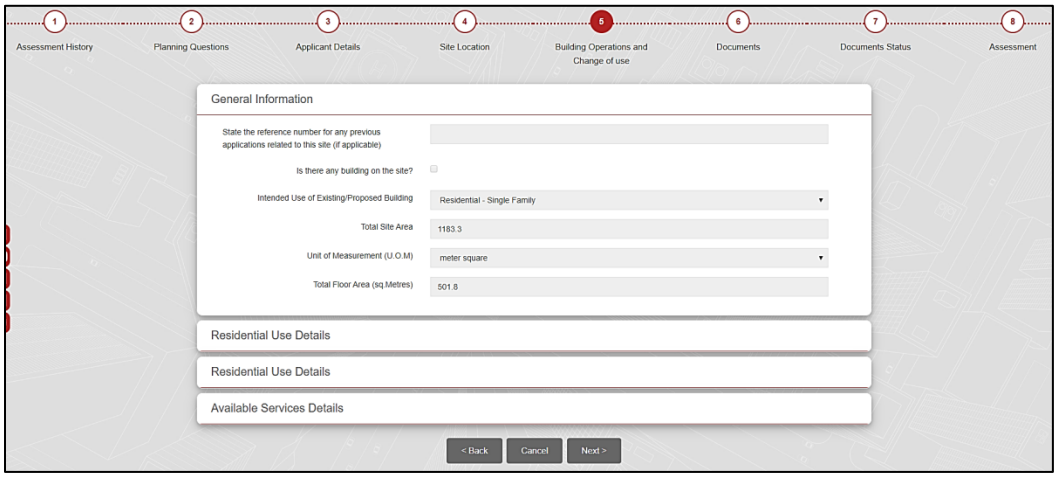


Figure 17 - Building Operations and Change of Use tab

ii. **Subdivision of Land** – Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access details as seen in Figure 18.

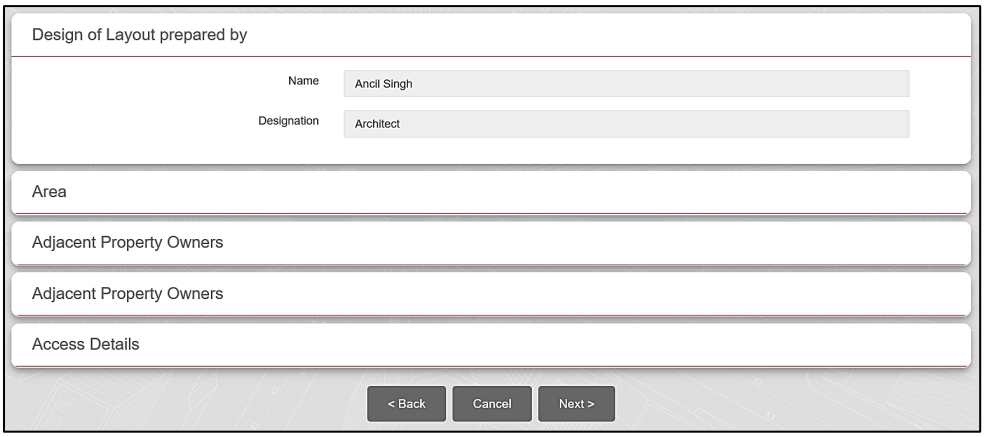


Figure 18 - Subdivision of Land

Tab 5 – Land Particulars: contains the Land Particulars details (Figure 19 below) submitted by the applicant to the Municipal Corporation for a Building Permi Request.

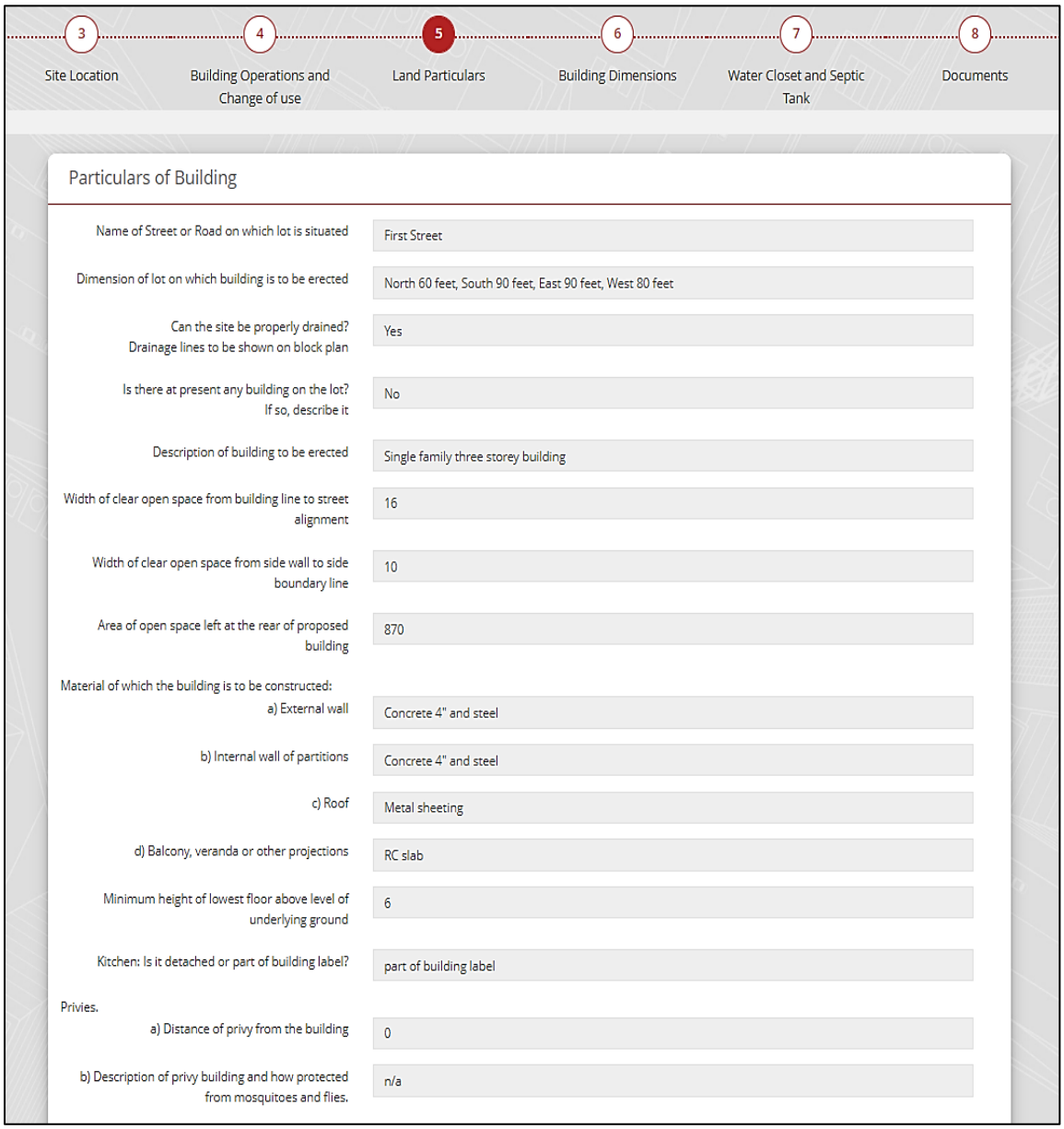
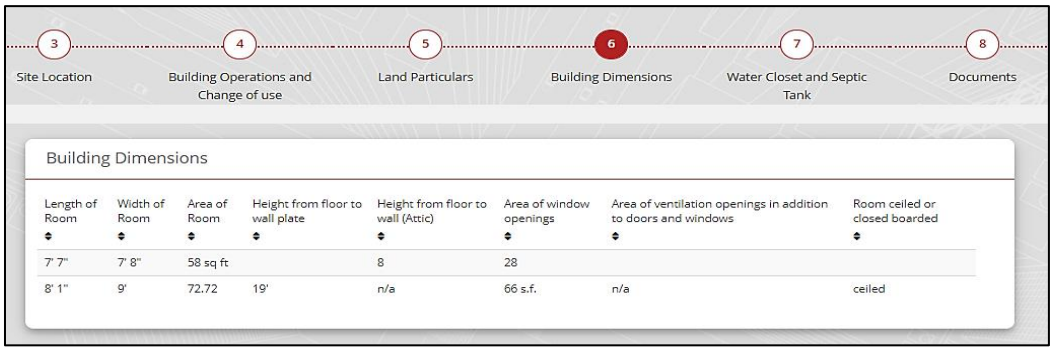


Figure 19 - Land Particulars Tab

c. **Tab 6 – Building Dimensions:** contains the Building Dimensions details submitted by the applicant to the Municipal Corporation in the Building Permit request application. Details such as the length, width, area, heights of the room and details within the room are captured here (Figure 20 below).



Length of Room	Width of Room	Area of Room	Height from floor to wall plate	Height from floor to wall (Attic)	Area of window openings	Area of ventilation openings in addition to doors and windows	Room ceiled or closed boarded
7' 7"	7' 8"	58 sq ft		8	28		
8' 1"	9'	72.72	19'	n/a	66 s.f.	n/a	ceiled

Figure 20 - Building Dimensions

d. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application. Figure 21 (below) shows details captured in this tab.

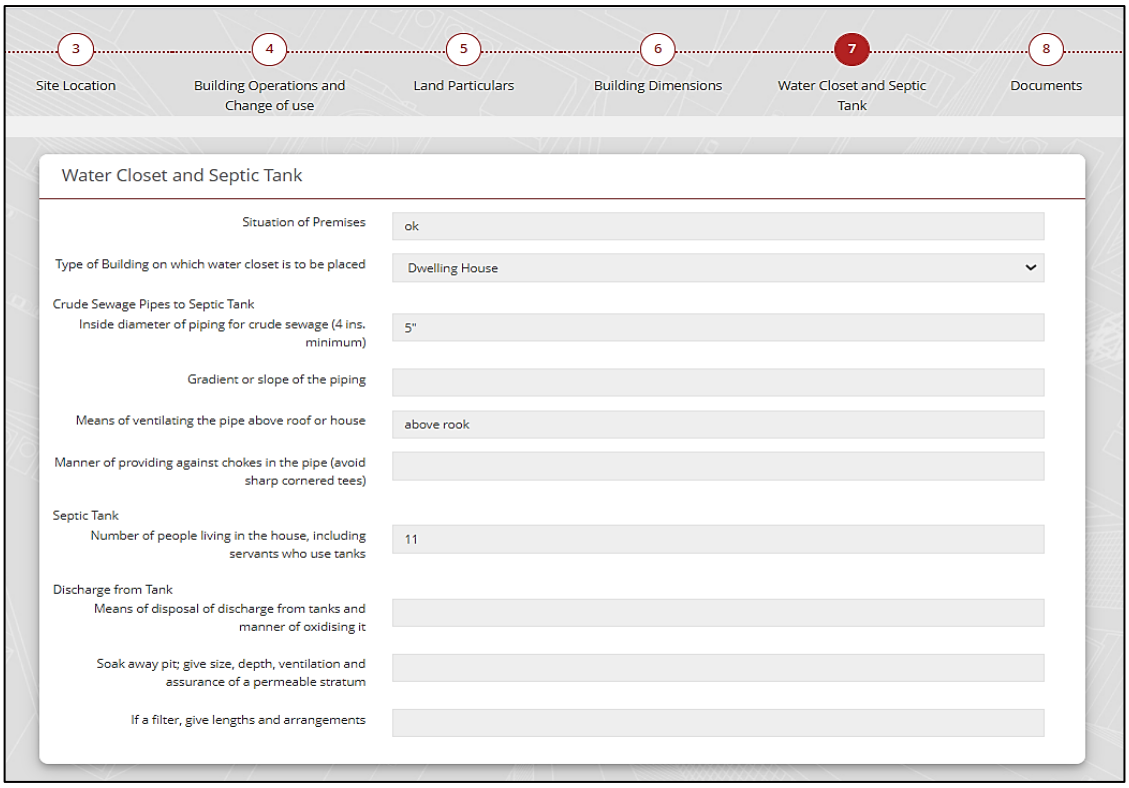


Figure 21 - Water Closet and Septic Tank

e. **Tab 8 – Documents**: All documents uploaded by the Applicant at the Planning Permission stage are listed in this tab such Certificate of Title or Cadastral Sheet. Click on the File Name to open documents. Plans from the 'Document Upload Section' would open as a PDF document in a new tab. The plans listed in the 'Planning Permission Building Plan Documents' will open using the PDFTron Tool to view/process plans. PDFTron measurement feature allows the approver to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix V).

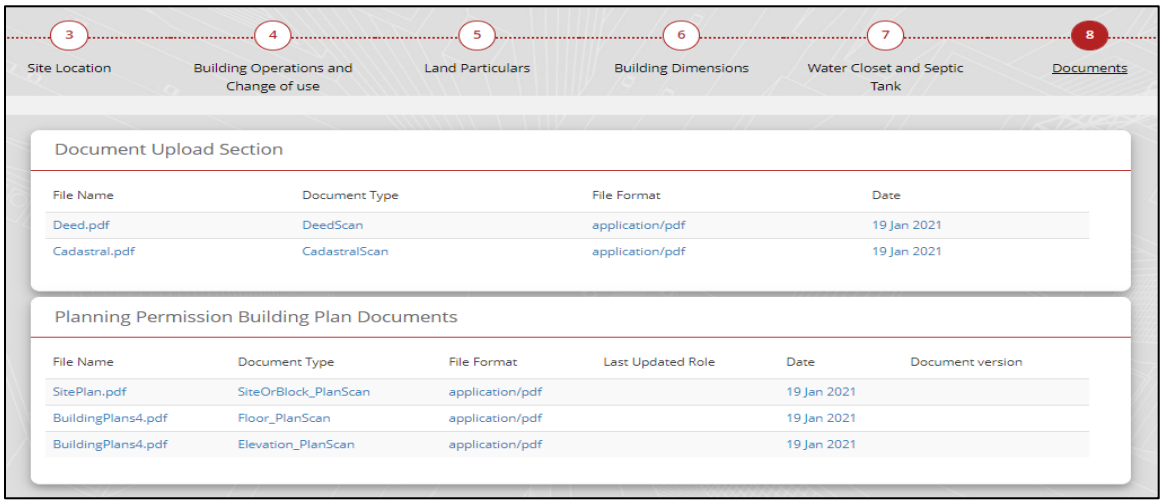


Figure 22 - Documents tab

f. **Tab 9 – Corporation Document Upload**: All documents specifically required by the Municipal Corporation are listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

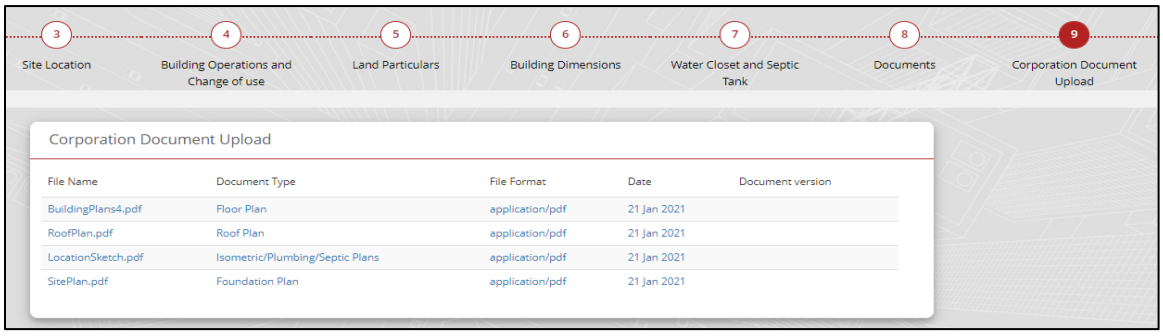


Figure 23 - Corporation Document Upload

g. **Tab 10 – Assessment**: The PH Clerk can select an Inspector to forward the application to, enter remarks and add necessary documents to before the application is queried or forwarded.

3. After application review, the recommendation is entered in the 'Assessment' tab. The PH Clerk can enter comments and query the applicant or select an Inspector and forward the application.

   a. **Query Applicant:** The Clerk can send a query to the applicant to submit outstanding information through the '*Assessment*' tab. Enter the query in External Comments and attach additional documents, if desired. Click on the 'Query Applicant' button [Query Applicant] located at the bottom of the page to submit the query. A prompt confirming the query will be seen (Figure 24). Click 'Yes' to confirm (Figure 25 below). Under the success message Click 'OK' to return to the Clerk's dashboard (Figure 26 next page).

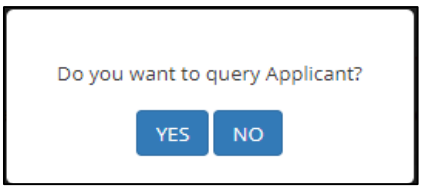


Figure 24 - Confirmation Prompt (Query Applicant)

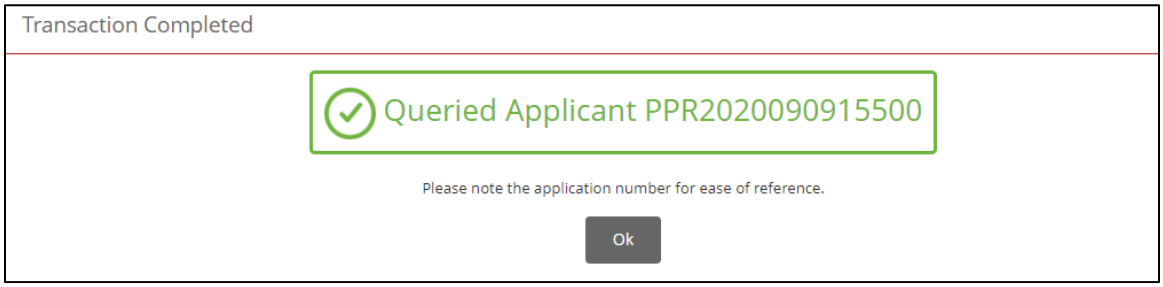


Figure 25 - Successfully Queried Applicant

b. **Forward to Inspector:** The PH Clerk can forward the application by selecting the relevant Inspector (Figure 26 below), attaching additional documents (optional) by clicking the "Forward to Inspector" button as shown in Figure 27 (next page).

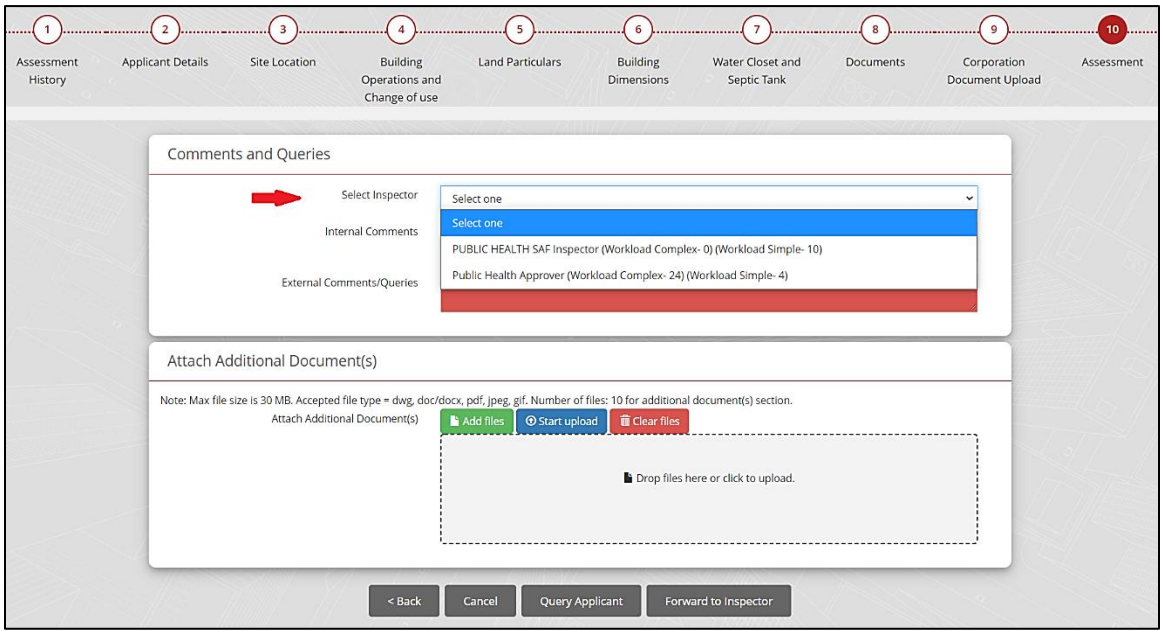


Figure 26 – PH Clerk Assessment tab: Select Inspector

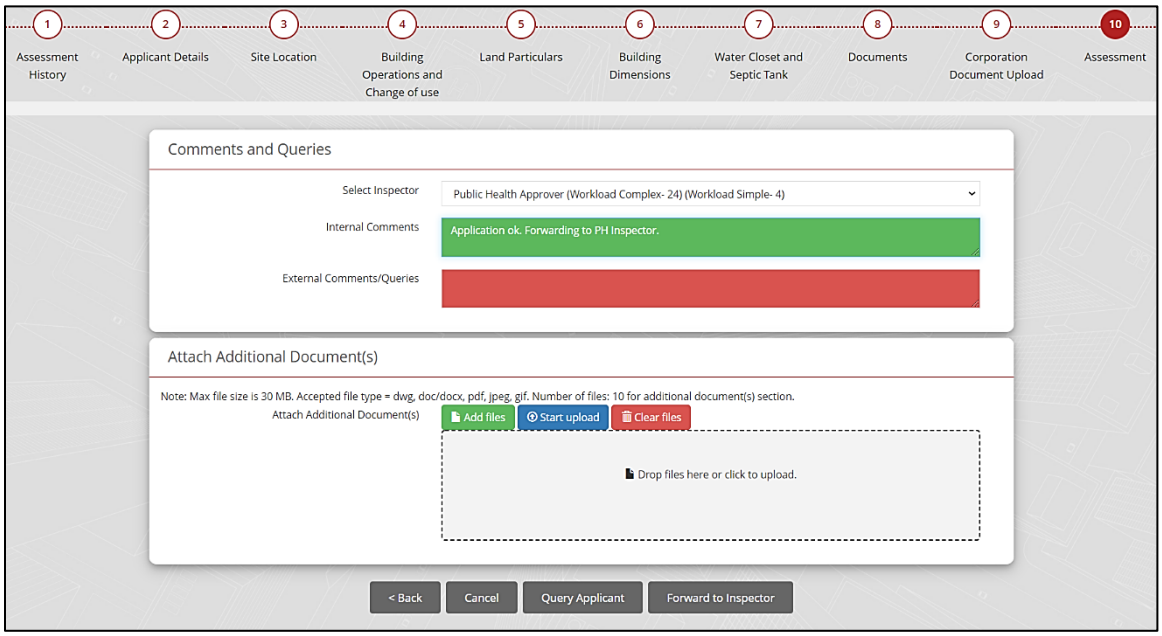


Figure 27 - PH Clerk Assessment tab

GOOD TO KNOW:

- **Internal Remarks** are **visible only** to the **Public Health staff** and **External Remarks** are **visible to anyone** with access to the application, including the applicant.
- The Clerk can also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

Once the Clerk has forwarded the application, a confirmation message will be displayed (Figure 28 below).

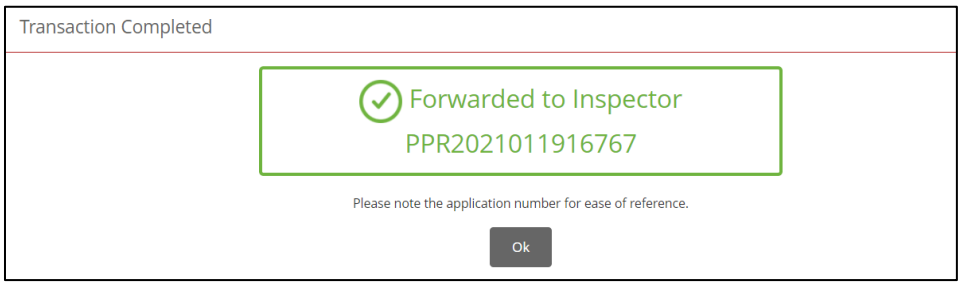
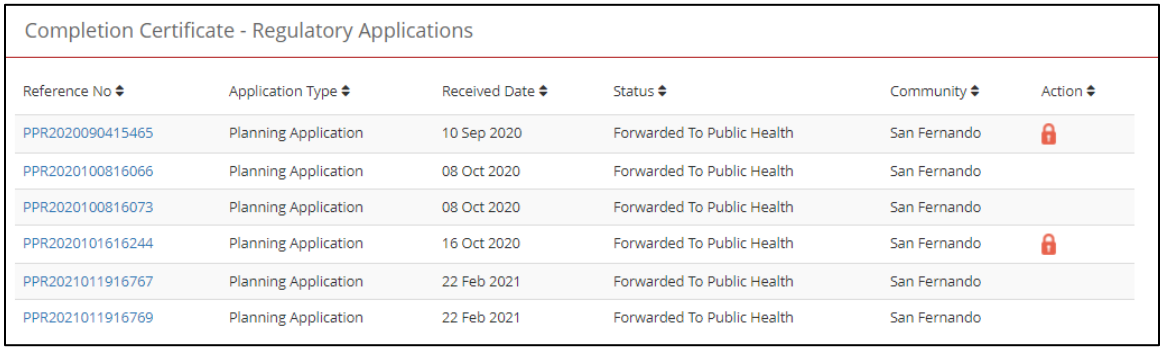


Figure 28 - Success Message (Forward to Inspector)

4.4 COMPLETION CERTIFICATE - REGULATORY APPLICATIONS

The 'Completion Certificate – Regulatory Applications' pane lists the **Completion Certificate** applications for the Clerk's review. The screen overview is presented (Figure 29) below. The applications are listed in a table with column headings such as 'Application type', 'Action by date', 'Status', 'Community' and 'Action'.



Reference No	Application Type	Received Date	Status	Community	Action
PPR2020090415465	Planning Application	10 Sep 2020	Forwarded To Public Health	San Fernando	
PPR2020100816066	Planning Application	08 Oct 2020	Forwarded To Public Health	San Fernando	
PPR2020100816073	Planning Application	08 Oct 2020	Forwarded To Public Health	San Fernando	
PPR2020101616244	Planning Application	16 Oct 2020	Forwarded To Public Health	San Fernando	
PPR2021011916767	Planning Application	22 Feb 2021	Forwarded To Public Health	San Fernando	
PPR2021011916769	Planning Application	22 Feb 2021	Forwarded To Public Health	San Fernando	

Figure 29 – Completion Certificate - Regulatory Application section

4.4.1 Steps to Process a Completion Certificate - Regulatory Application

1. *Click the **Reference Number** to view and process the application. All applications open to the 'Assessment History' tab. This tab shows the history of the application including remarks, attached documents from Municipal Corporation and any OGAs that may have processed the application. The Public Health Decision History of the application is shown in the Figure 30 below.* All comments and documents from Building Permit stage are also displayed here.

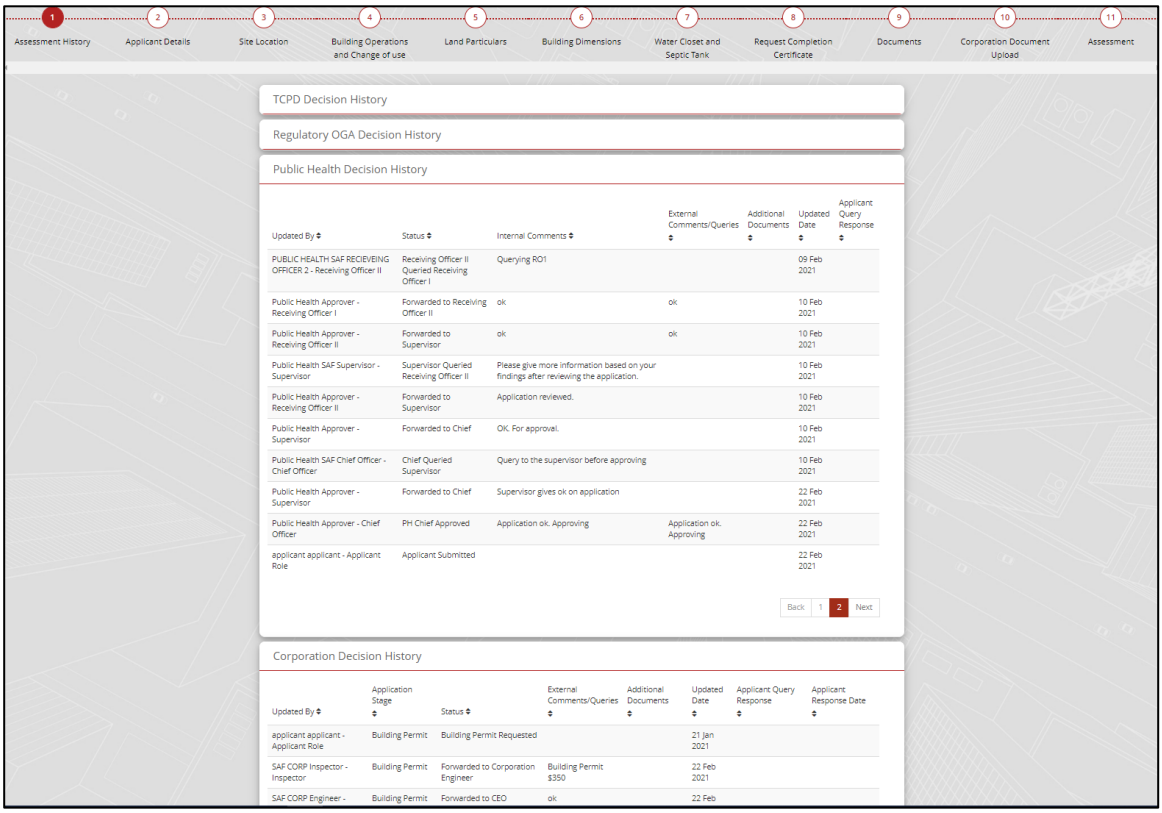


Figure 30 – Completion Certificate Assessment History Tab

2. Click on each tab to review the application and ensure that all mandatory fields have been completed and valid documents submitted. All application information from Building Permit stage in addition to the new forms for Completion Certificate application request are included.

   a. **Tab 2 – Applicant Details:** Applicants are required to complete the TCPD form i.e. to supply personal information, a brief description of their proposal, land details,

purpose for which land or new/ altered/ extended building are proposed to be used and purpose for which land and/ or building are now used. In the 'Description of Proposal' section, the Category of Development will be chosen, whether it is a 'New Building' or 'Subdivision' etc. (same as Building Permit application).

b. **Tab 3 – Site Location:** Similar to Building Permit application, the site location displays a map where the applicant should have plotted their proposed site location. The system automatically zooms into the plotted area.

c. **Tab 4** (same as Building Permit application)

   i. **Building Operations and Change of Use** – Applicants are required to supply information with regard to the Category of Development chosen, New Buildings, Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. They supply general information and details of available services.

   ii. **Subdivision of Land** – Applicants are required to supply information with regard to subdivision of land. They supply information on the person who prepared design of layout, area, adjacent property owners and access details as seen in Figure 18.

c. **Tab 5 – Land Particulars:** Applicants are required to supply information with regard to Land Particulars to the Municipal Corporation in their request for a Building Permit (same as Building Permit application).

d. **Tab 6 – Building Dimensions:** Applicants are required to supply of Building Dimensions to the Municipal Corporation in the request for a Building Permit (same as Building Permit application).

e. **Tab 7 – Water Closet and Septic Tank:** Applicants are required to supply information with regard to Building Dimensions to the Municipal Corporation in the request for a Building Permit (same as Building Permit application).

f. **Tab 8 – Request Completion Certificate:** Comments on request for Completion Certificate entered by applicant. This form is a new addition to the application.

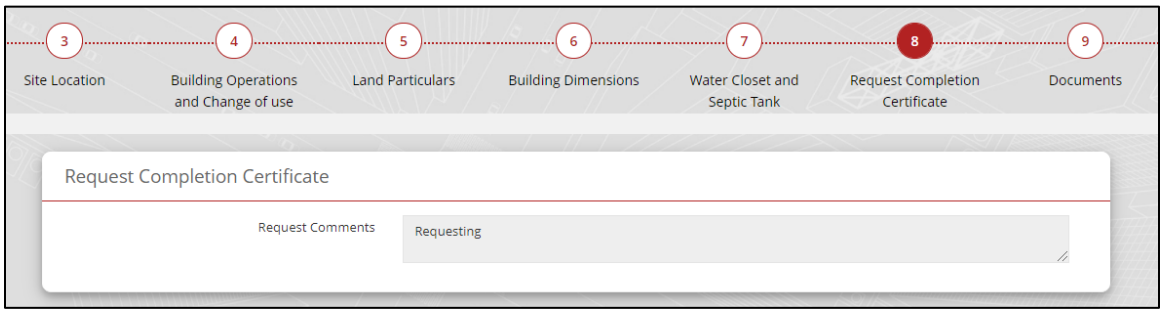


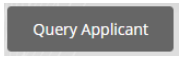
Figure 31 - Request Completion Certificate tab

g. **Tab 9 – Documents:** Similar to Documents tab in Planning Permission, all documents uploaded by the applicant will be shown here (same as Building Permit application).

h. **Tab 10 – Corporation Document Upload:** All documents uploaded by the applicant at request for Building Permit stage would be listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

i. **Tab 11 – Assessment:** The PH Clerk can select an inspector to forward the application to, enter remarks and add necessary documents then query or forward the application. This tab would be discussed further in step 3 below.

3. Once the approver has reviewed the application information and is at the 'Assessment' tab, (similar to Building Permit stage) the PH Clerk will have the option to enter comments and query the applicant or select an inspector and forward the application. Success messages like those given in Planning Permission would be displayed as seen in Figures below.

   a. **Query Applicant:** If there is any missing information, the clerk can query the applicant. On Assessment tab, enter the query in External Comments and attach additional documents, if desired. Click on the 'Query Applicant' button 

located at the bottom of the page to submit the query. You will be prompted with the confirmation message (like Figure 24 in Building Permit steps). The prompt will read: '**Do you want to Query Applicant?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking Yes, the success message would be displayed.

The message will read: Queried Applicant PPR2020090915500

b. **Forward to Inspector:** The PH Clerk can forward the application to a PH Inspector by selecting the Inspector (Figure 24), attaching additional documents (optional) and clicking the 'Forward to Inspector's button.

c.

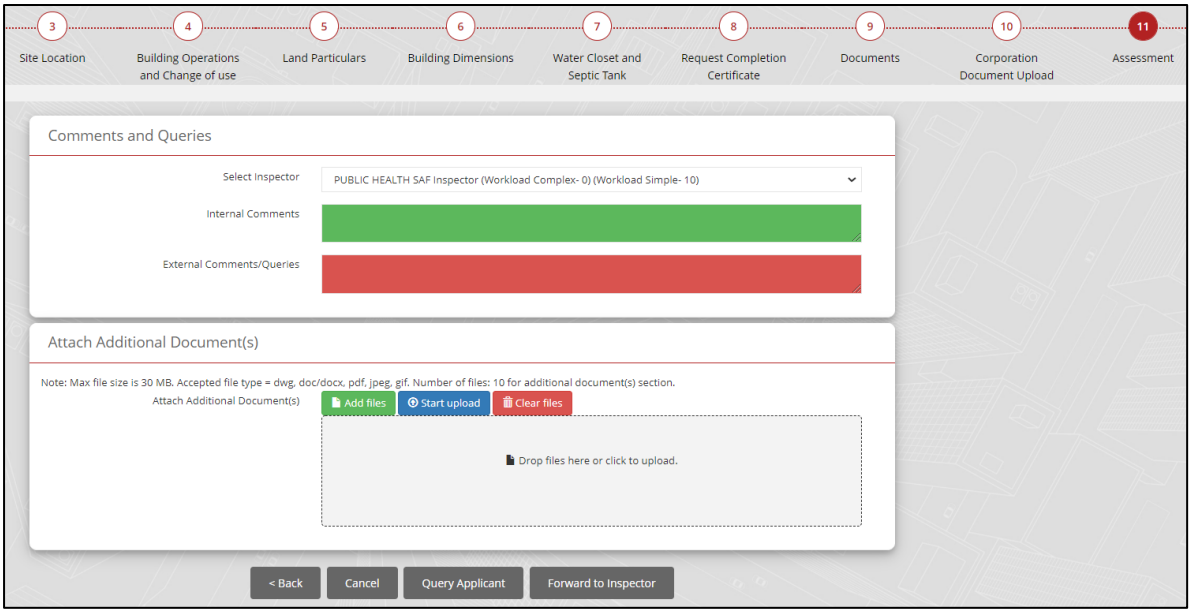


Figure 32 – PH Clerk Assessment tab: Select Inspector

GOOD TO KNOW:

- **Internal Remarks** are **visible only to the Public Health staff** and **External Remarks** are **visible to anyone with access to the application**, including the applicant.

- The Clerk can also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

Once the Clerk has forwarded the application, he/she will receive a confirmation message displaying the application reference number as in Figure 33.

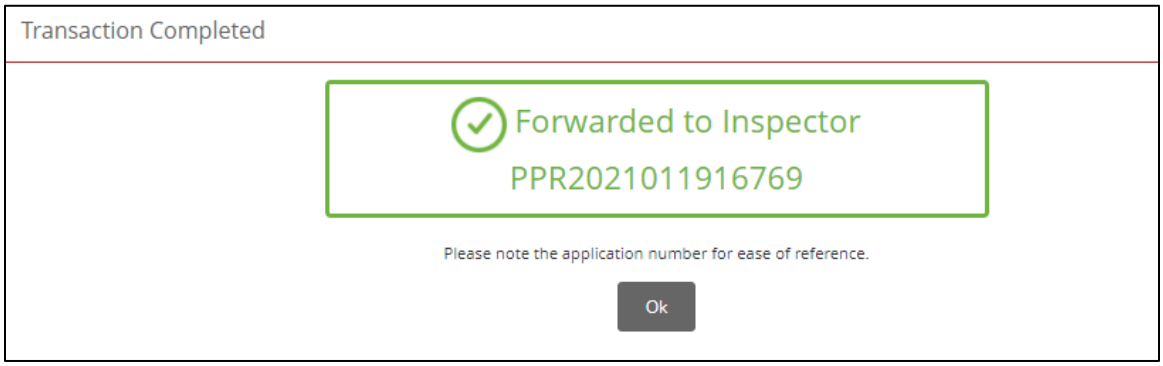
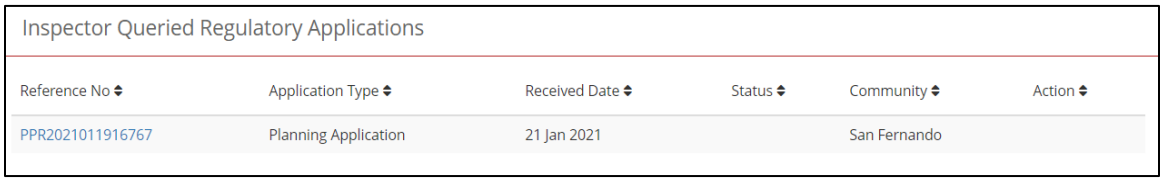


Figure 33 - Assessment tab

4.5 INSPECTOR QUERIED REGULATORY APPLICATIONS

The 'Inspector Queried Regulatory Applications' pane lists all applications, including **Building Permit** and **Completion Certificate** applications pending the Clerk's review, queried by the Inspector. The screen overview is presented in Figure 34 below. The applications are listed in a table with same column headings as the table in Building Permit section inclusive of reference number, application type, received date, status, community and action.



Inspector Queried Regulatory Applications

Reference No	Application Type	Received Date	Status	Community	Action
PPR2021011916767	Planning Application	21 Jan 2021		San Fernando	

Figure 34 – Inspector Queried Regulatory Applications section

4.5.1 Steps to Process an Inspector Queried Application

1. Click the **Reference Number** to view and process the application. The application would open to the first tab 'Assessment History' with the updated Public Health Decision History section. The query message will be displayed in the Internal Comments along with any document attached to application.

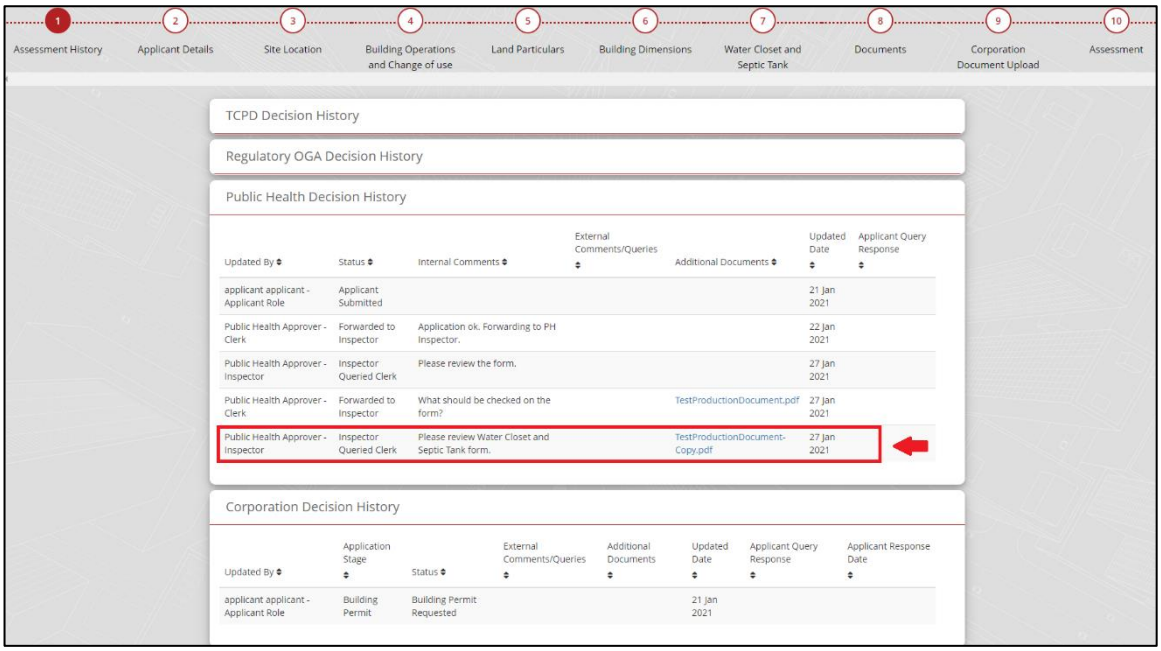


Figure 35 – Clerk's Updated Assessment History tab

2. Click on each tab to review the application information and attachments (see Steps to Process Building Permit application).

4.6 SEARCH APPLICATIONS

The 'Search Application' function allows the clerk to search an application using the appropriate search criteria. The function can be accessed by clicking on the 'Search Application' icon, indicated as **A** on the left of your screen.

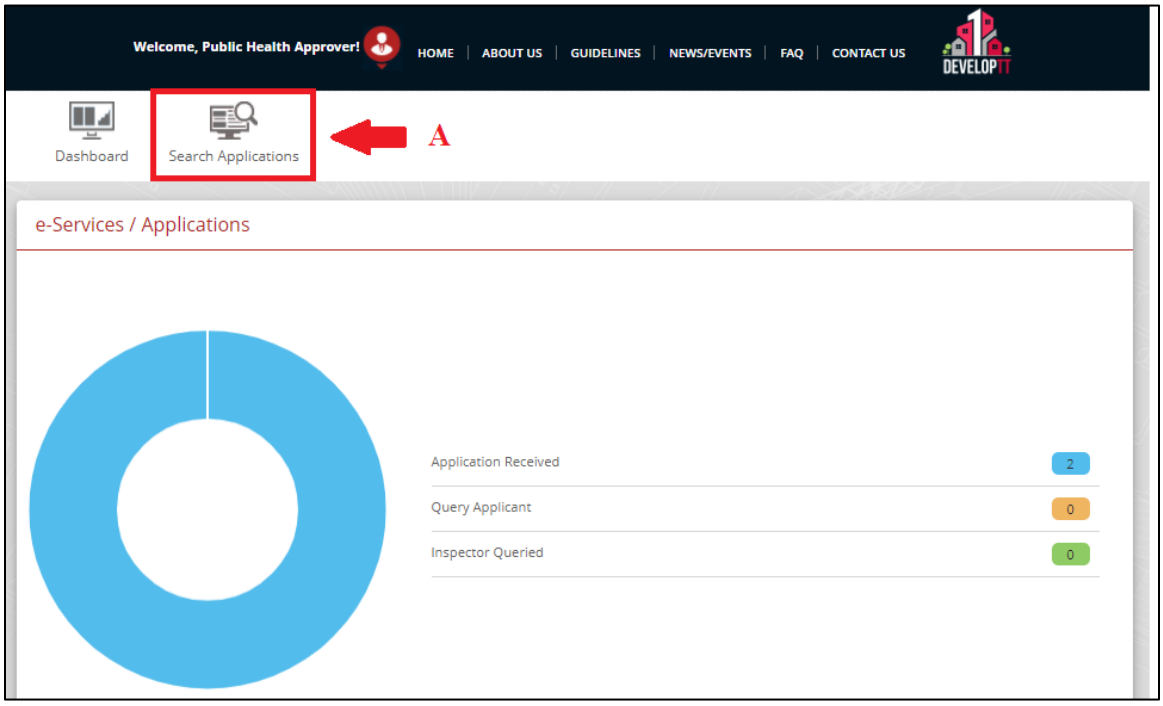


Figure 36 - Clerk's Dashboard showing Search Application function

For more information and steps on performing a search, go to Search Application function in the Appendix I.

5 PUBLIC HEALTH INSPECTOR

The inspector reviews the application forwarded by the clerk.

5.1 DASHBOARD

The dashboard is the default screen displayed to the Inspector after login. The dashboard consists of e-Services/Applications section, with four (4) Categorized Application sections: Building Permit – Regulatory Applications, Self-Inspection Applications, Completion Certificate – Regulatory Applications and Receiving Officer I Queried Regulatory Applications. You can click on a section title anywhere on DevelopTT to expand the section.

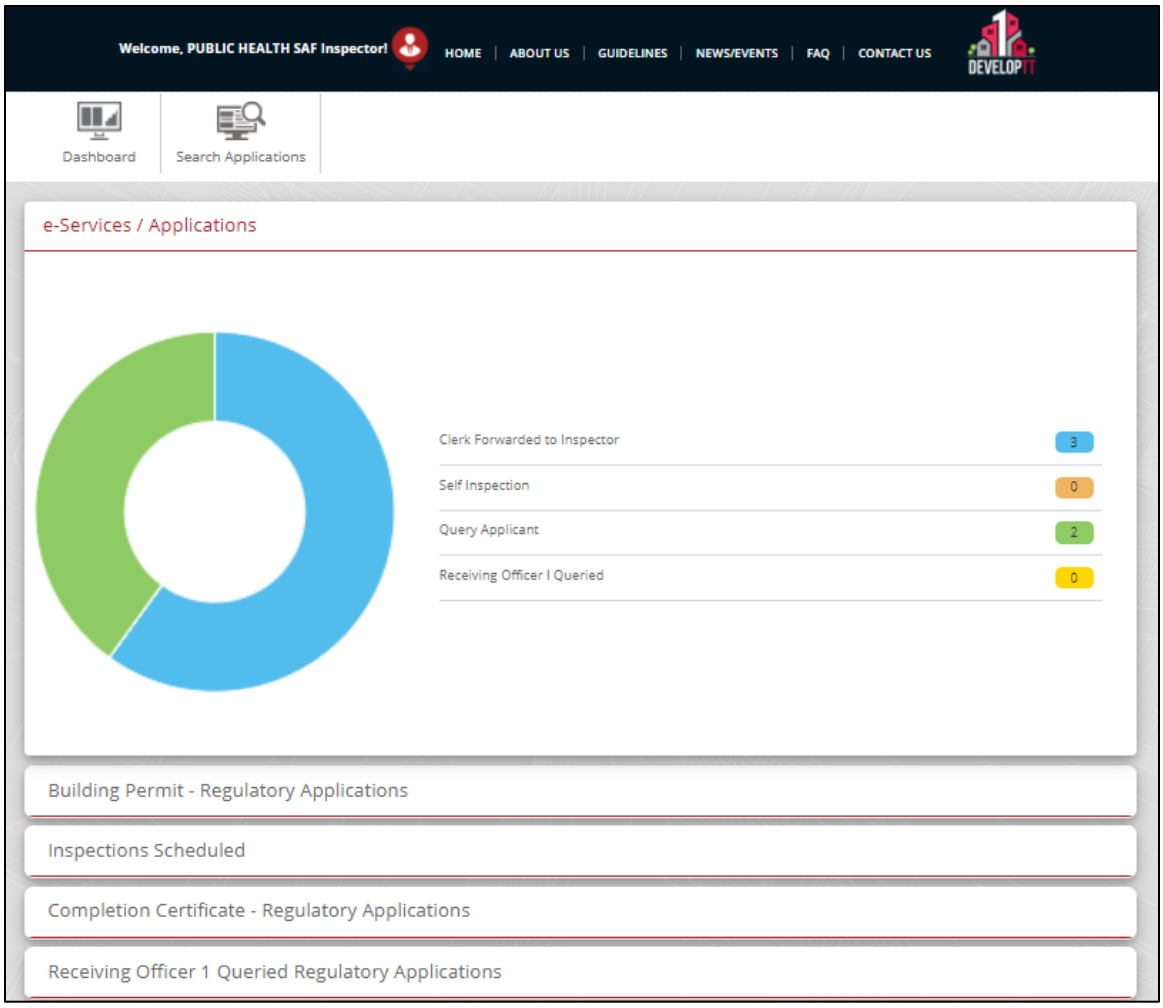


Figure 37 – Public Health Inspector's Dashboard

Building Permit - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Building Permit.

Inspections Scheduled: A list of Building Permit applications scheduled for inspection.

Completion Certificate - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Completion Certificate.

Inspector Queried - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications which have been queried by the Inspector.

GOOD TO KNOW:	
@	- Applications are given an automatically generated unique Reference Number when created. - Clicking on the heading of the table (i.e. section title) will minimise /expand the table.

5.2 E-SERVICES/ APPLICATIONS

Application Statuses Chart

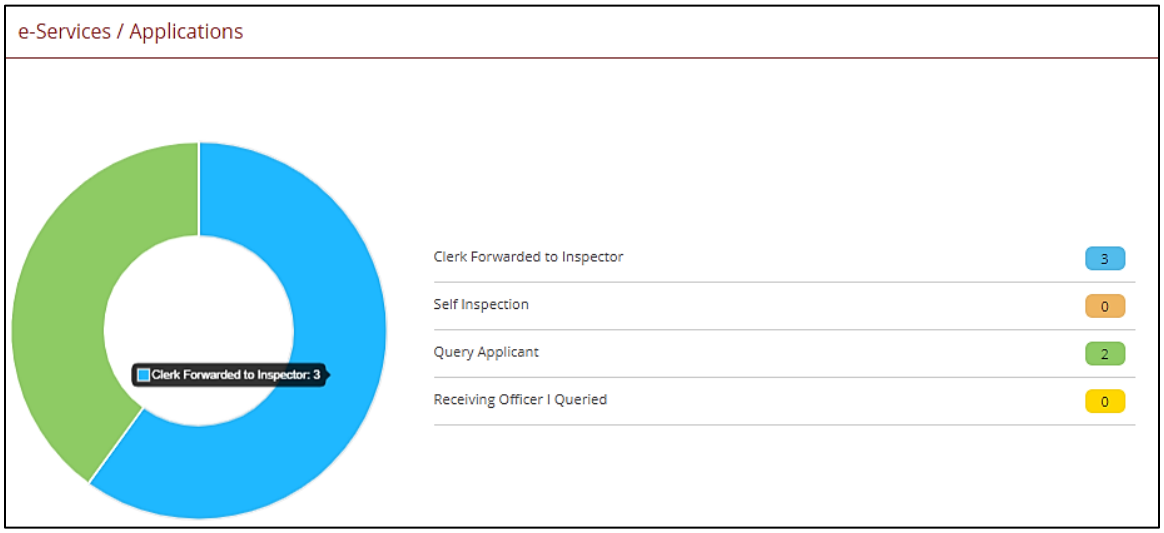


Figure 38 – PH Inspector's e-Services/ Applications section

- The chart is colour coded to reflect the status of the application in the system. It illustrates the number of applications that carry each application status that is listed on the right. A user may hover the mouse over each colour of the chart to see which status it represents, as seen in Figure 38 above.

- The colour denotations are listed below:

  - **Blue** - Applications Forwarded from Clerk to Inspector
  - **Orange** - Applications Scheduled for Inspection
  - **Green** - Applications Queried (to Applicant)
  - **Yellow** – Applications Queried from Receiving Officer to Inspector

5.3 BUILDING PERMIT - REGULATORY APPLICATIONS

The 'Building Permit - Regulatory Applications' pane lists the **Building Permit** applications pending the Inspector's review. The screen overview is presented below in Figure 39. The applications are listed in a table with different column headings which would be explained below.

Reference No: Refers to the automatically generated and unique reference number given to each application by the system. Reference numbers for Building Permit application (called Planning Permission in previous stage) begin with 'PPR'.

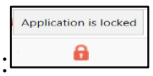
For example, PPR2019091205095 . Other reference numbers are illustrated in Figure 39 below (B).

Application Type: Refers to the type of application submitted. For all applications in this section, the application type would be Planning Permission.

Received Date: Refers to the date the application was submitted to the Public Health Department.

Status: Refers to the status of the application. At this level, the application status can read '*Forwarded to Inspector*'.

Community: Refers to the area in which the application was made in.

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but would not be able to process the application. Once an application is locked, a lock will appear in this column, as seen indicated by **A** in Figure 39 below. If a user hovers the mouse over the lock, a notification message would be displayed: 

An application that is locked by you can be unlocked by clicking on the lock. A prompt, "Are you sure you want to unlock the application?" (Figure 41) will appear. Click OK to confirm. If the application is not locked to you, the system would indicate which user the application is locked to, (Figure 12). The Administrator of your agency can unlock these applications.

Figure 39 – Inspector's Building Permit - Regulatory Applications section pane

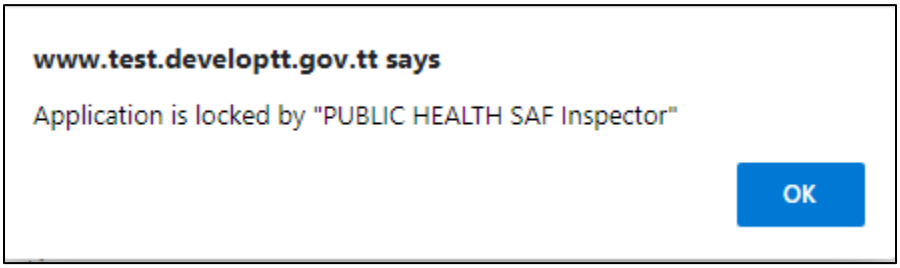


Figure 40 – Application Locked by Specific User

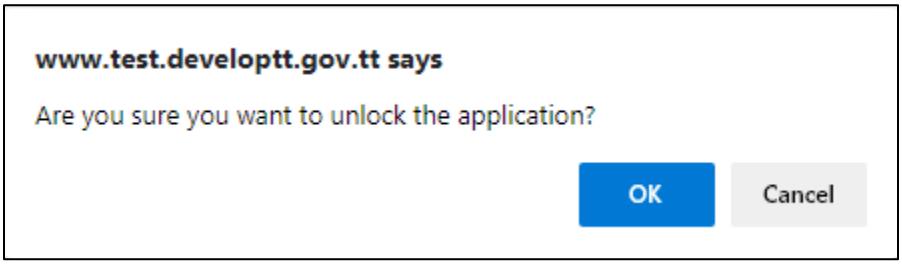
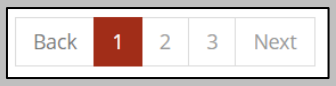


Figure 41 - Unlock Application Confirmation Message

GOOD TO KNOW:

@

- Tap the up and down arrows icon to sort applications in ascending or descending order.
- Up to 10 records are displayed in each section pane.
- When there are more than 10 applications in a section, navigation buttons



will appear. Click a specific page number to navigate between various pages. Click '**NEXT**' to go to the next page and '**BACK**' to go to the previous page.

5.3.1 Steps to Process a Building Permit Application

1. Click on the **Reference Number** to view and process the application. Note, all Building Permit applications are pre-fixed with 'PPR'. All reference numbers listed in this section are hyperlinks. The application will open to the first tab 'Assessment History' (Figure 42 below) and also shows additional comments and documents made by other agencies.

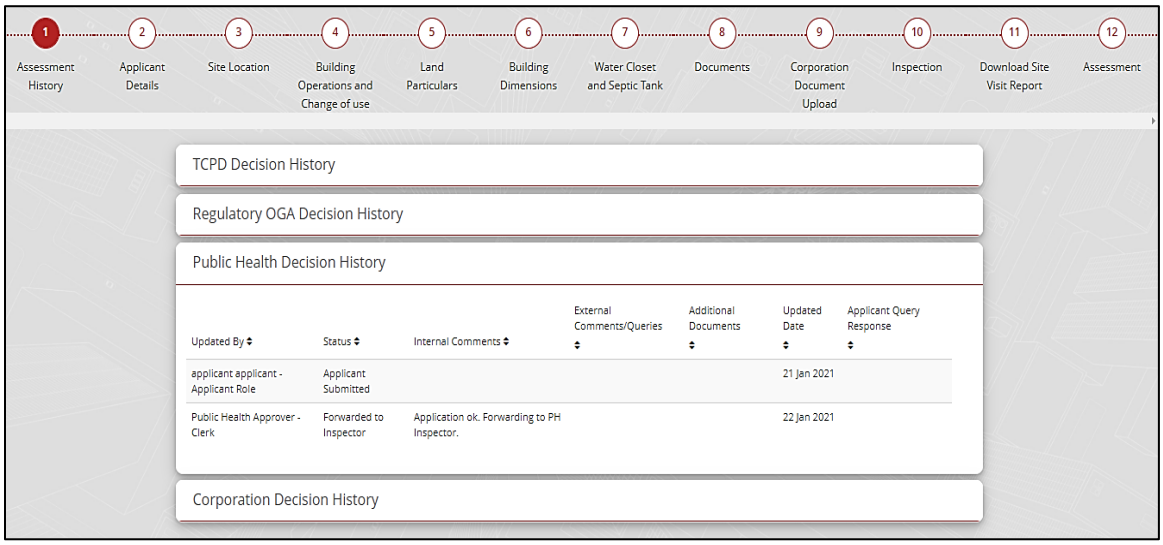


Figure 42 - Assessment History tab

2. Click on each tab to review the application, schedule inspections and make recommendations on the application.

   a. **Tab 2 – Applicant Details**: Applicants are required to complete the TCPD form with particulars such as personal details, a brief description of proposal, land details, purpose for which land or new/altered/extended building are proposed to be used and purpose for which land and/ or building are now used.

   b. In the Description of Proposal section, the Category of Development will be chosen and whether it is a New Building or Subdivision etc.

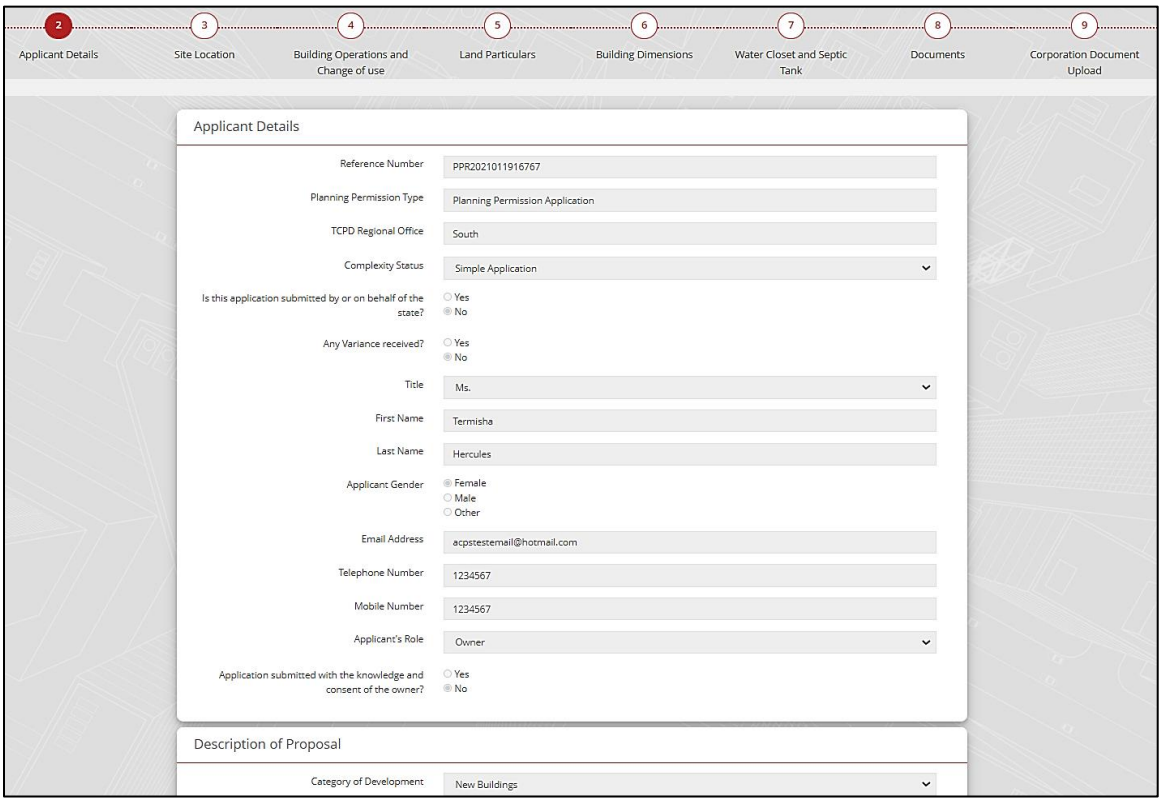


Figure 43 - Applicant Details tab

b. **Tab 3 – Site Location**: Displays a map of the proposed site location identified by the applicant. The system automatically zooms to the plotted area (Figure 44 below).

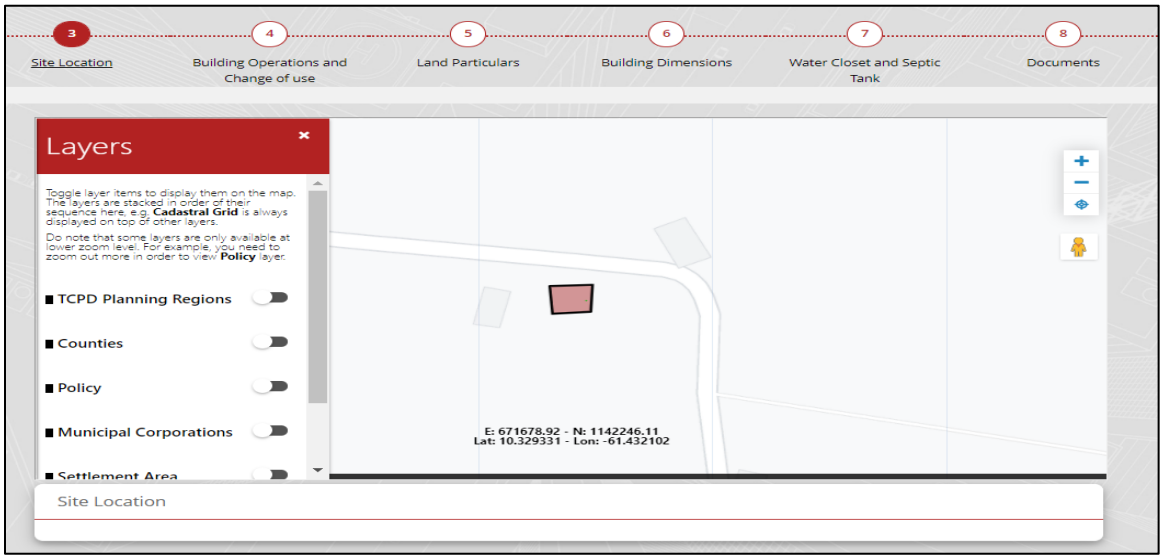


Figure 43 - Site Location tab

c. **Tab 4 Building Operations and Change of Use tab**

i. Building Operations and Change of Use – Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity (Figure 45).

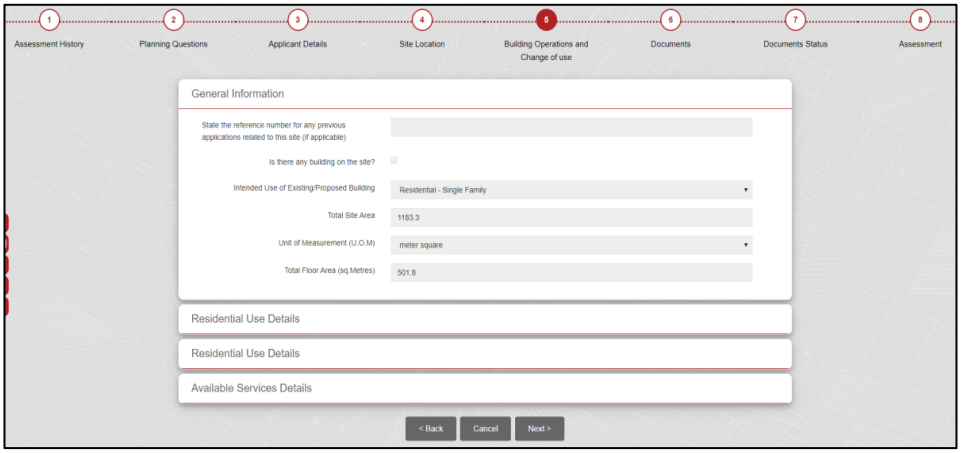


Figure 44 - Building Operations and Change of Use tab

ii. Subdivision of Land – Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access details as seen in Figure 46 (below) are captured.

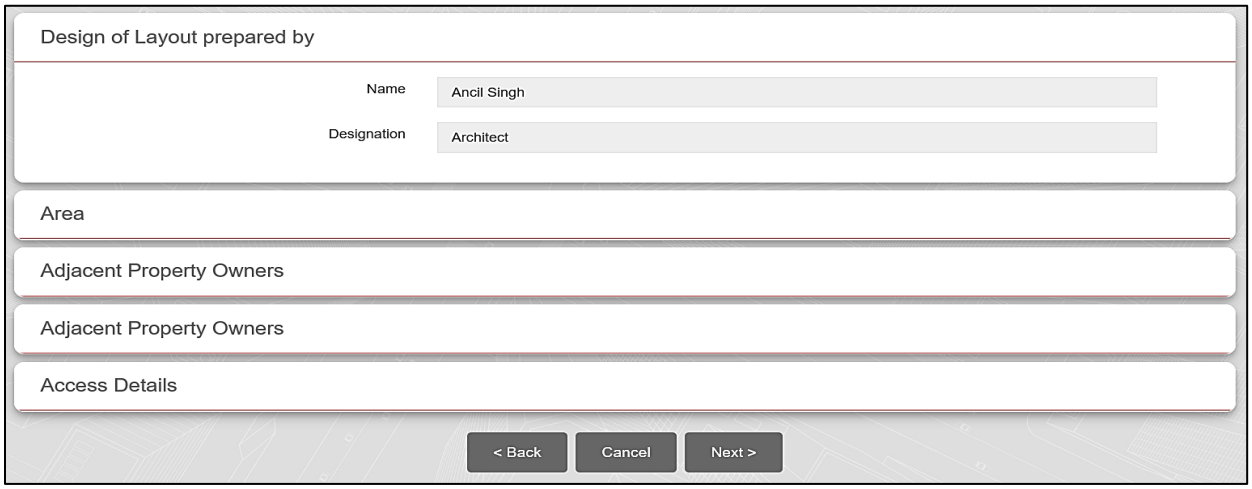


Figure 45 - Subdivision of Land

d. **Tab 5 – Land Particulars:** contains the Land Particulars details (Figure 47 below) submitted by the applicant to the Municipal Corporation for a Building Permit Request.

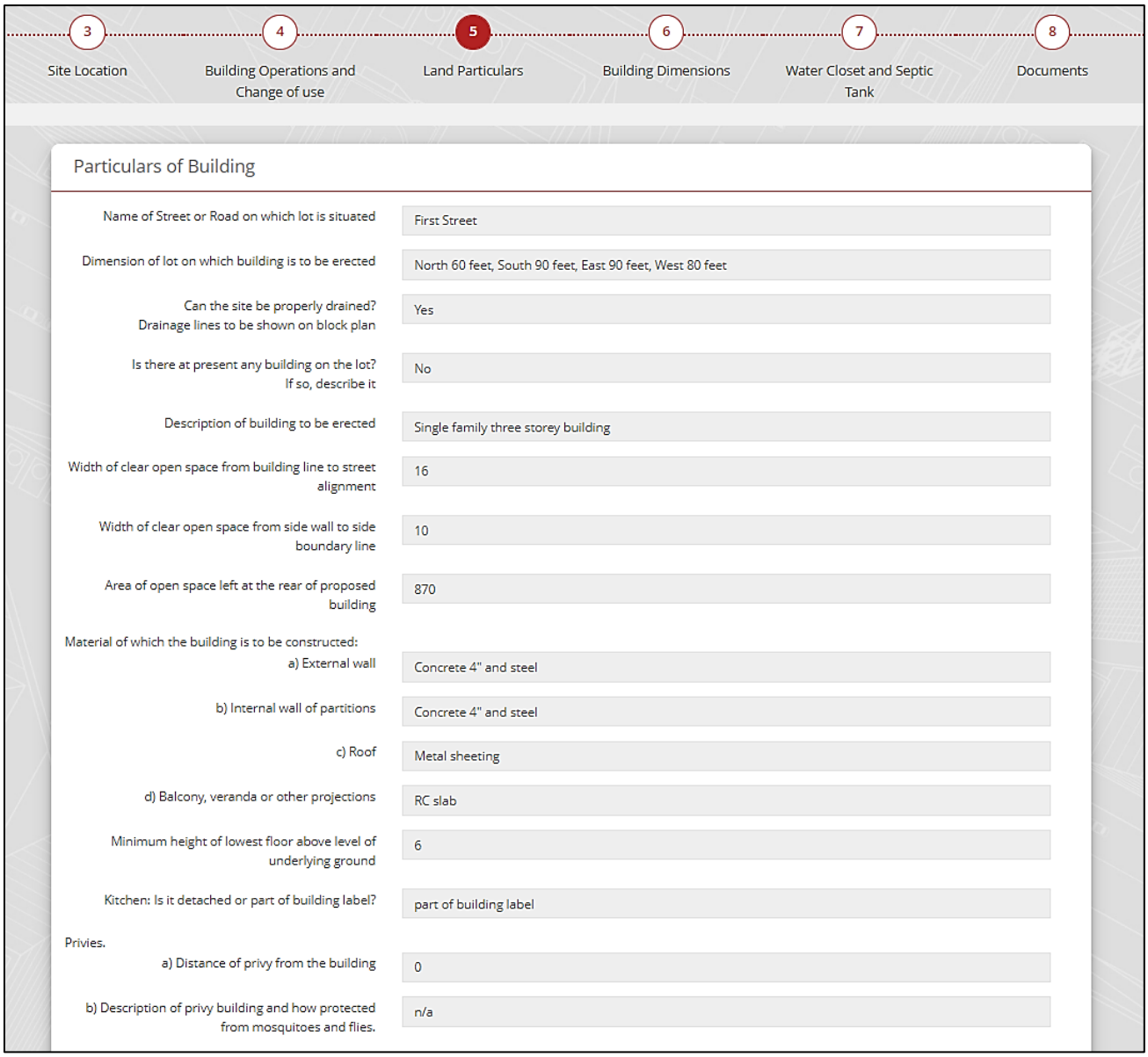


Figure 46 - Land Particulars Tab

e. **Tab 6 – Building Dimensions:** contains the Building Dimensions details submitted by the applicant to the Municipal Corporation in the Building Permit request application. Details such as the length, width, area, heights of the room and details within the room are captured here (Figure 48 below).

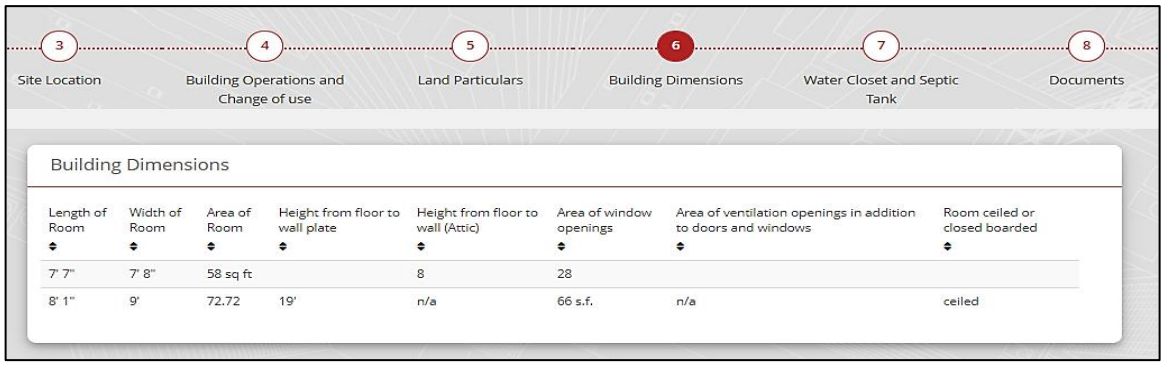


Figure 47 - Building Dimensions

f. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application. Figure 49 (below) shows the details captured in this tab.

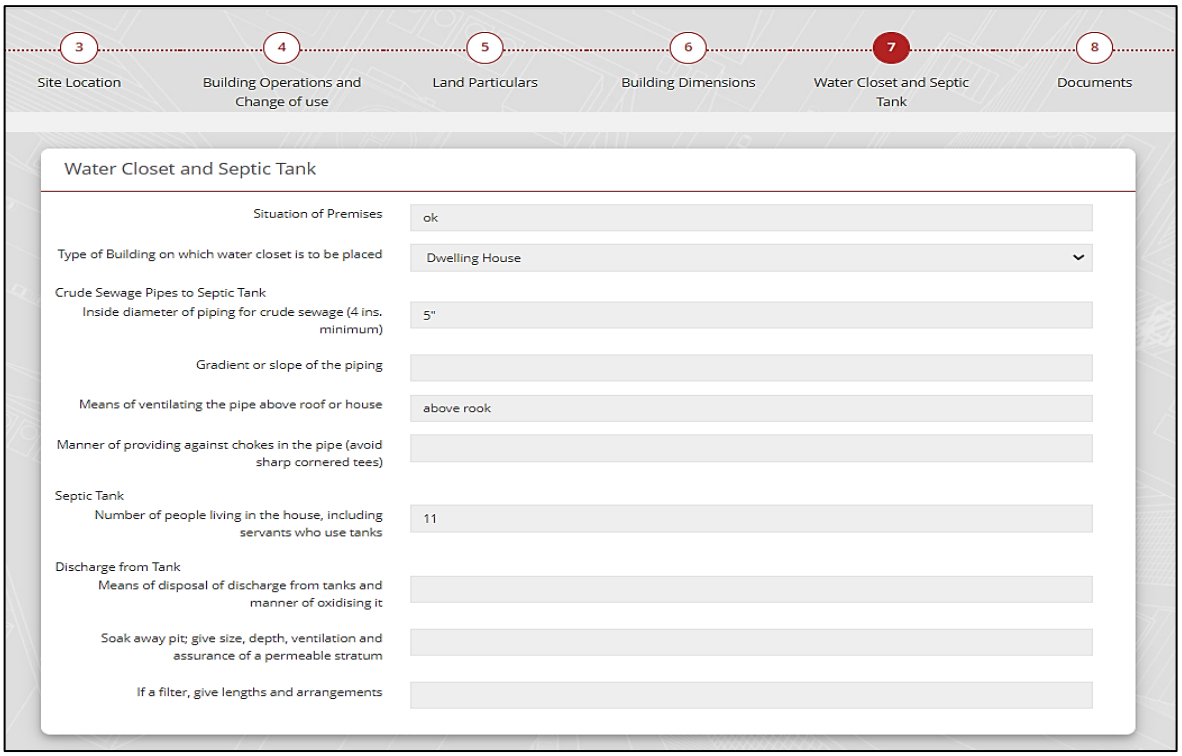


Figure 48 - Water Closet and Septic Tank

g. **Tab 8 – Documents**: Click on the file name to open documents uploaded by the Applicant at the Planning Permission stage. Plans such the Certificate of Title or Cadastral Sheet (Figure 50) from the 'Document Upload Section' open as a PDF file type in a new tab. The plans listed in the 'Planning Permission Building Plan Documents' will open using the PDFTron Tool. The PDFTron measurement feature allows the approver to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix V).

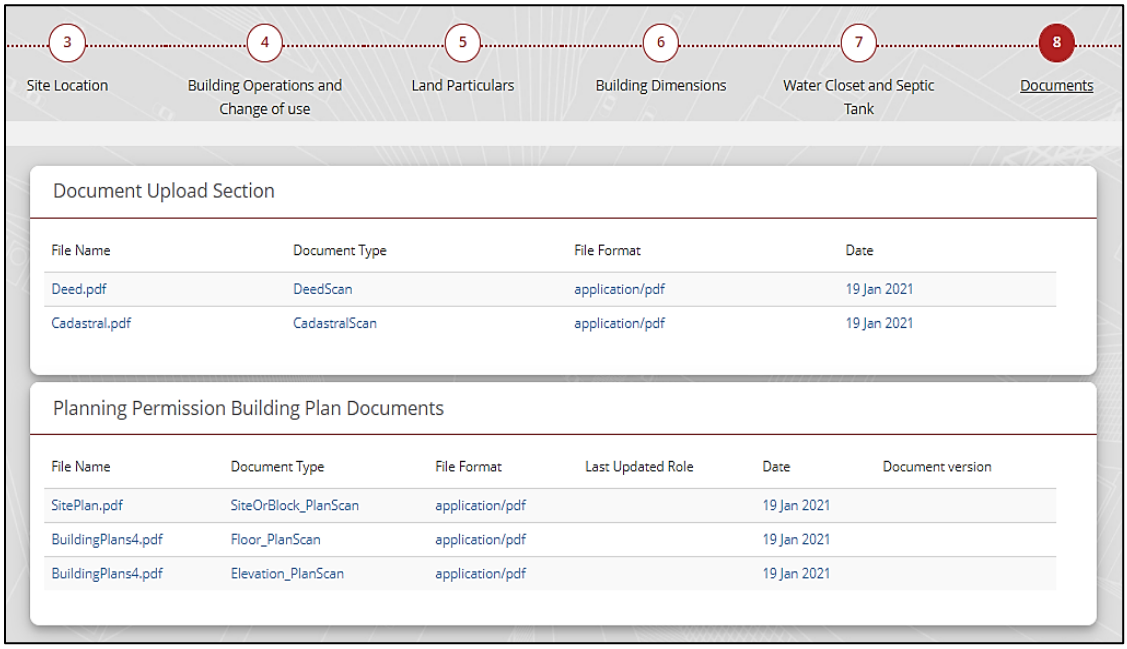


Figure 49 - Documents tab

h. **Tab 9 – Corporation Document Upload**: All documents specifically required by the Municipal Corporation are listed here (Figure 51). Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

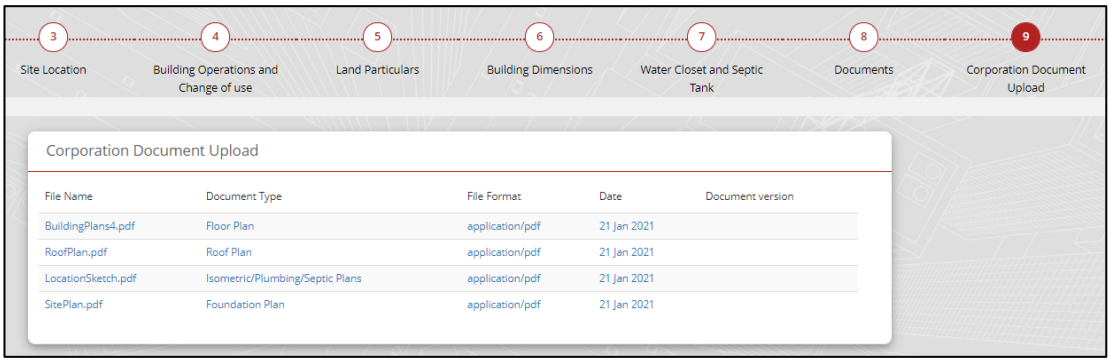


Figure 50 - Corporation Document Upload

i. **Tab 10 – Inspection:** The Inspector can schedule the site visit of the proposed development in this tab (Figure 52 next page). Steps to schedule a site visit can be found at Appendix III.

j. **Tab 11 – Download Site Visit Report:** After the site visit is conducted, the Inspector can review the inspection report recorded on this tab (Figure 55).

k. **Tab 12 – Assessment:** The PH Inspector can enter remarks, add necessary documents and query the applicant or clerk or forward to the Receiving Officer 1. This tab would be discussed in detail in step 5 below.

3. *Click 'Next' or 'Inspection' tab to schedule an inspection, go to How to Schedule an Inspection (Appendix III) Section for detailed steps.*

4. *After the Inspector schedules an inspection, click the* Submit For Inspection *button. The application is moved to the 'Inspections Scheduled' Section of the dashboard. A success message would also be seen as in Figure 53 (next page).*

   If the inspector does not need to perform an inspection, click 'Next' to continue (Figure 52).

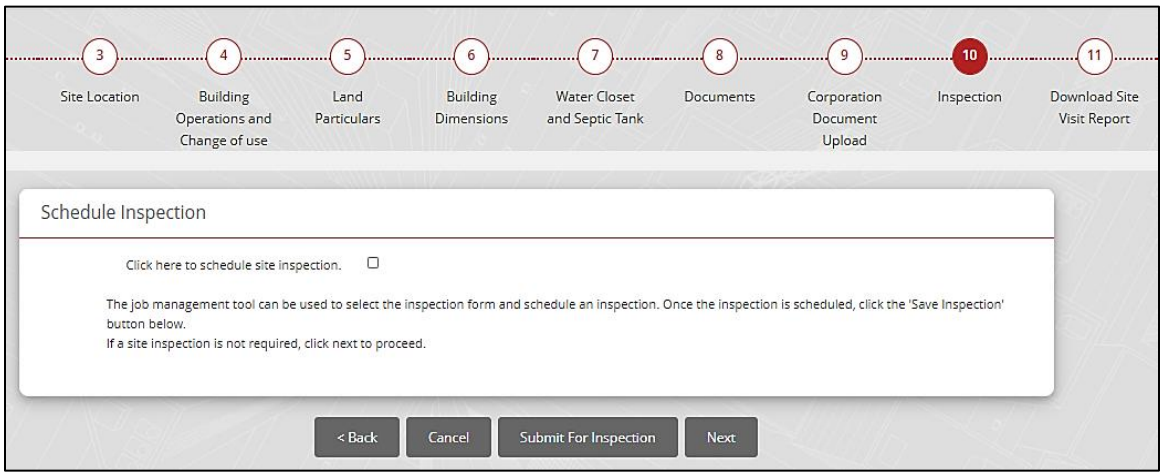


Figure 51 - PH Inspector Inspection tab

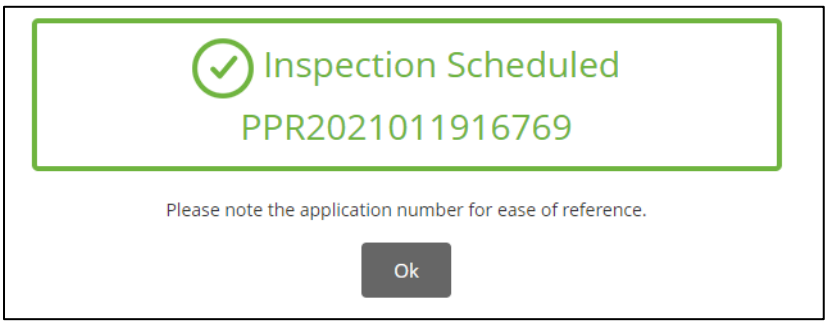


Figure 52 - Inspection Scheduled Success Message

5. Click 'Next' or 'Download Site Visit Report' tab to view all inspection reports (Figure 55 next page). Click on the report to view in another tab.

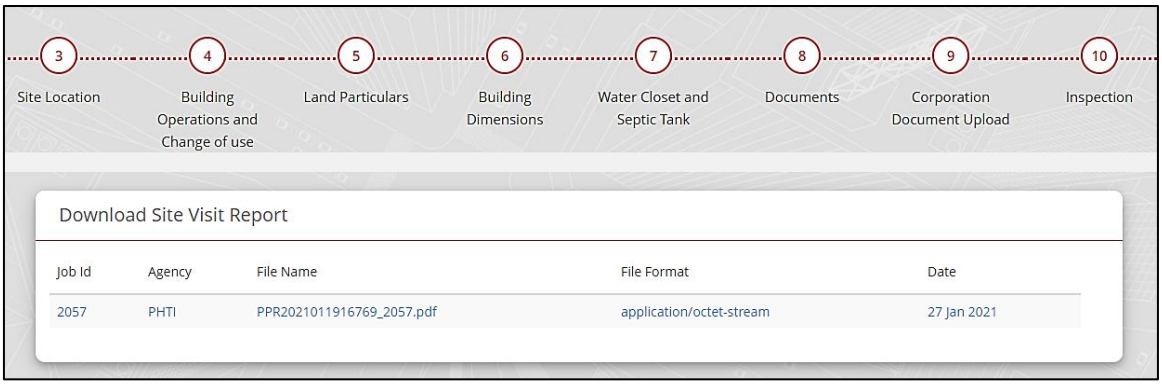


Figure 53 - Inspection tab

6. Click 'Next' or 'Assessment' tab and insert the relevant remarks. Note, remarks entered are visible for others to see.

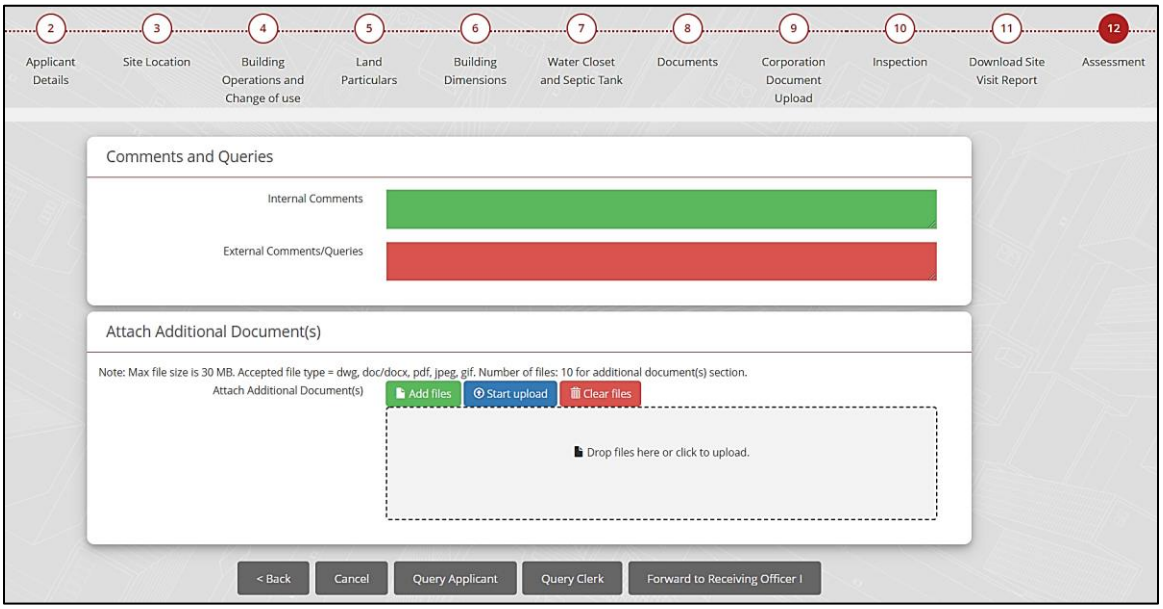


Figure 54 - PH Inspector Assessment tab

GOOD TO KNOW:

@

- **Internal Remarks** are **visible only to the Public Health staff** and **External Remarks** are **visible to anyone with access to the application**, including the applicant.
- The Inspector may also attach any other relevant document (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

a) **Query Applicant –** If additional information is required, the Inspector can query the applicant. In the Assessment tab, enter the query in the External Comments box and click the query button Query Applicant located at the bottom of the page to submit the query. You will be prompted with a confirmation message as seen in Figure 56 ; click '**Yes**' and you would be shown the success message seen in Figure 57 (next page). Click 'OK' to return to the Inspector's dashboard.

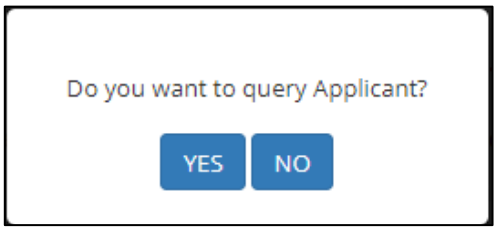


Figure 55 - Confirmation Message

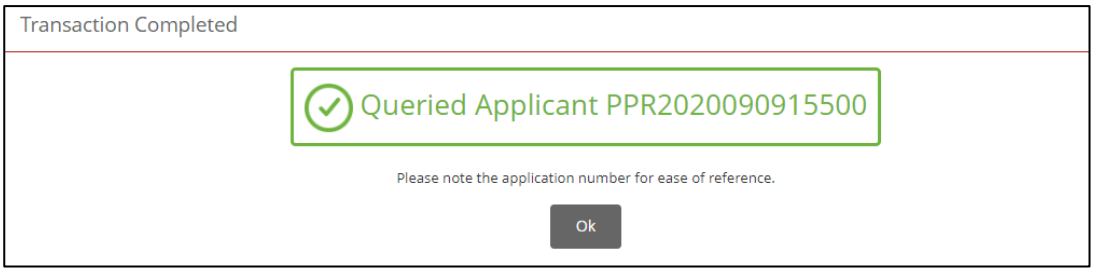


Figure 56 - Query Applicant Success Message

b) **Query Clerk -** The Inspector can click the 'Query Clerk' button located at the bottom of the tab to submit the query. Enter Internal Comments for the clerk and/or External Comments for applicants and other agencies. You will be prompted with a confirmation message (as seen in Figure 55). The prompt will read: '**Do you want to Query Clerk?'** Click '**Yes**' to confirm or 'No' to return to the Assessment tab. On clicking '**Yes**', the success message would be displayed

.

c) **Forward to Receiving Officer 1 –** If the application is deemed complete with no missing information, enter remarks in comments or attach document and click the Forward to button at the bottom of the page to forward the application. You will be prompted with a confirmation message (as seen in Figure 55). The prompt will read: '**Do you want to forward to Receiving Officer 1?'** Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking 'Yes', the success message would be displayed

.

5.4 INSPECTIONS SCHEDULED

The 'Inspections Scheduled' pane lists all applications for Building Permit request pending site inspections. The screen overview is presented in Figure 58 (below).

Figure 57 - Special Application section

5.4.1 Steps to Process an application with Inspection Scheduled

1. Click the **Reference Number** to view and process the application.
2. Click on each tab to review the application information and attachments.
3. If an inspection was performed, go to the 'Download Application Report' tab to view and/or save a PDF of the site inspection (Figure 59). Click on the file name to open the report.

   If an inspection needs to be re-scheduled, refer to [How to Schedule an Inspection] section.

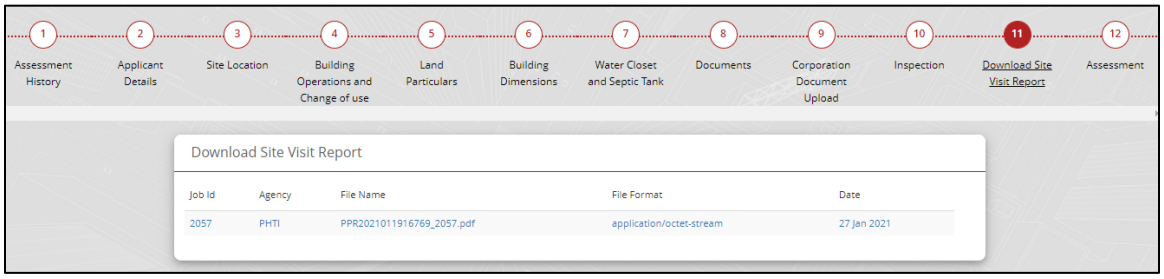


Figure 58 - Download Site Visit Report Tab

4. Go the 'Assessment' tab to give the decision on the application. This is similar to step 5 of [Processing a Building Permit application]; Query Applicant, Query Clerk and Forward to Receiving Officer 1.

5.5 COMPLETION CERTIFICATE – REGULATORY APPLICATIONS

The 'Completion Certificate - Regulatory Applications' pane lists all **Completion Certificate** applications for Inspector's review. The screen overview is presented in Figure 60 (below). The applications are listed in a table with same column headings Building Permit inclusive of 'Reference Number', 'Application type', 'Status', 'Community' and 'Action'.

Completion Certificate - Regulatory Applications

Reference No	Application Type	Received Date	Status	Community	Action
PPR2021011916767	Planning Application	22 Feb 2021	Forwarded to Inspector	San Fernando	
PPR2021011916769	Planning Application	22 Feb 2021	Forwarded to Inspector	San Fernando	

Figure 59 – Completion Certificate - Regulatory Applications section

5.5.1 Steps to Process a Completion Certificate - Regulatory Application

1. Click the reference number to navigate to the 'Assessment' tab to view and begin to process the application. The history of an application also includes remarks and attached documents from Municipal Corporation and any OGAs that processed the application. The Public Health Decision History of the application is shown in the figure 61 below. All comments and documents from Building Permit stage will be displayed here

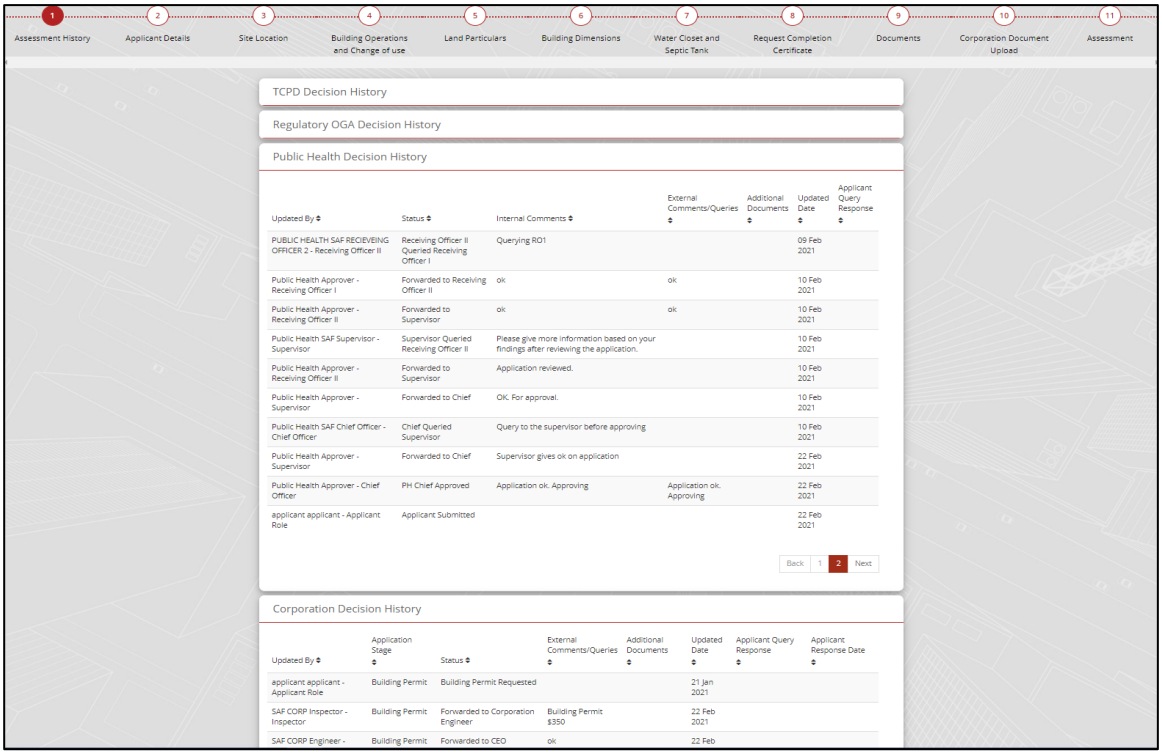


Figure 60 – Completion Certificate Assessment History Tab

2. Click on each tab to review the application and to ensure all mandatory fields have been completed and valid documents submitted. All application information from Building Permit stage would be found on the application in addition to the new forms completed for Completion Certificate application request.

   a. **Tab 2 – Applicant Details:** Applicants are required to fill out the TCPD form i.e. to supply personal information, a brief description of their proposal, land details, purpose for which land or new/ altered/ extended building are proposed to be used and purpose for which land and/ or building are now used. In the Description of Proposal section, the Category of Development will be chosen, whether it is a New Building or Subdivision etc. (same as Building Permit application).

   b. **Tab 3 – Site Location:** Displays a map of the proposed site location identified by the applicant. The system automatically zooms to the plotted area.

   c. **Tab 4**

      i. **Building Operations and Change of Use** –Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity.

      ii. **Subdivision of Land** –Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access detail.

   d. **Tab 5 – Land Particulars:** contain the same Land Particulars details submitted by the applicant to the Municipal Corporation for a Building Permit Request.

   e. **Tab 6 – Building Dimensions:** contains the Building Dimensions details submitted by the applicant to the Municipal Corporation in the Building Permit request application. Details such as the length, width, area, heights of the room and details within the room are captured here.

   f. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application.

g. ***Tab 8 – Request Completion Certificate:*** *contains the comments or request for Completion Certificate entered by the applicant. This form is a new addition to the application.*

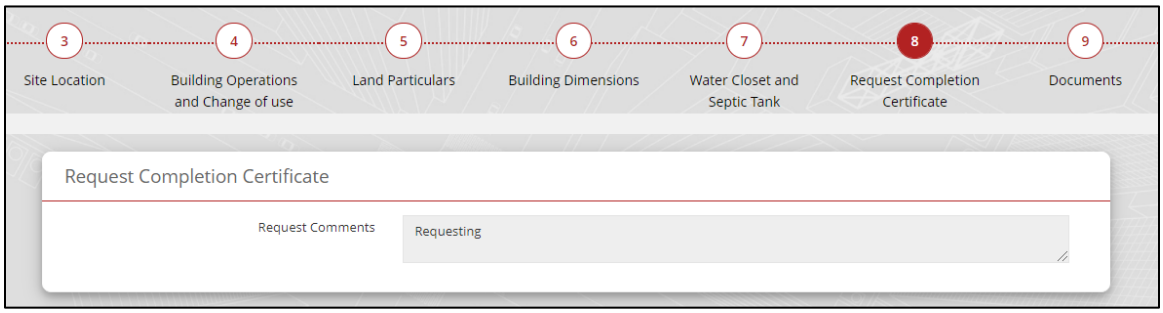


Figure 61 - Request Completion Certificate tab

h. **Tab 9 – Documents:** Click on the file name to open documents uploaded by the Applicant at the Planning Permission stage. Plans such the Certificate of Title or Cadastral Sheet (Figure 50) from the 'Document Upload Section' open as a PDF document in a new tab. The plans listed in the 'Planning Permission Building Plan Documents' will open using the PDFTron Tool. The PDFTron measurement feature allows the approver to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix V). This information is the same as lin the Building Permit application.

i. **Tab 10 – Corporation Document Upload:** All documents specifically required by the Municipal Corporation are listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

j. ***Tab 11 – Inspection****: The Inspector can schedule the site visit of the development in progress in this tab. Steps to schedule a site visit can be found at XXX.* This step is similar to the Building Permit site inspection tab.

k. **Tab 12 – Download Site Visit Report:** Once a site inspection is conducted, the inspector can review his/her inspection on this tab. All inspection reports from Building Permit stage would be found on this tab. This tab would be discussed in detail in step 4 below.

l. **Tab 13 - Assessment:** The PH Inspector can select an Inspector to forward the application to, enter remarks and add necessary documents then query or forward the application. This tab in the next step.

3. After the Inspector schedules an inspection, click the Submit For Inspection button. The application is moved to the '[Inspections Scheduled]' Section of the dashboard. A success message would also be seen as in Figure 63 (below).

   If the inspector does not need to perform an inspection, click 'Next' to continue

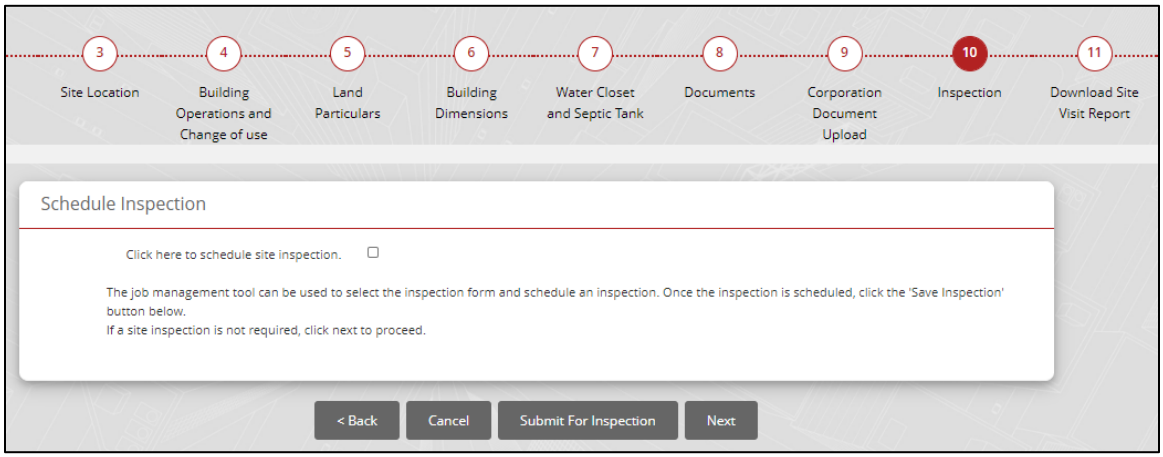


Figure 62 - PH Inspector Inspection tab

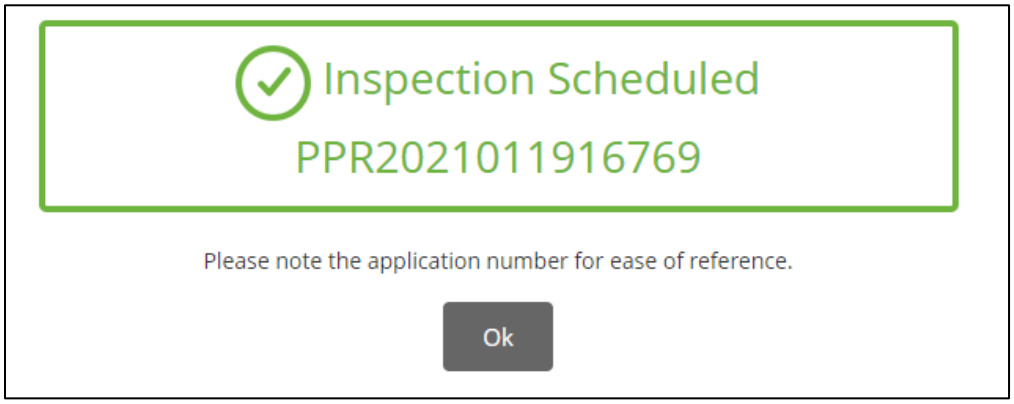


Figure 63 - Inspection Scheduled Success Message

4. Click 'Next' or Download Site Visit Report tab. All inspection reports would be found listed in this tab as seen in Figure 65 (below). Click on report to view; report should open in another tab.

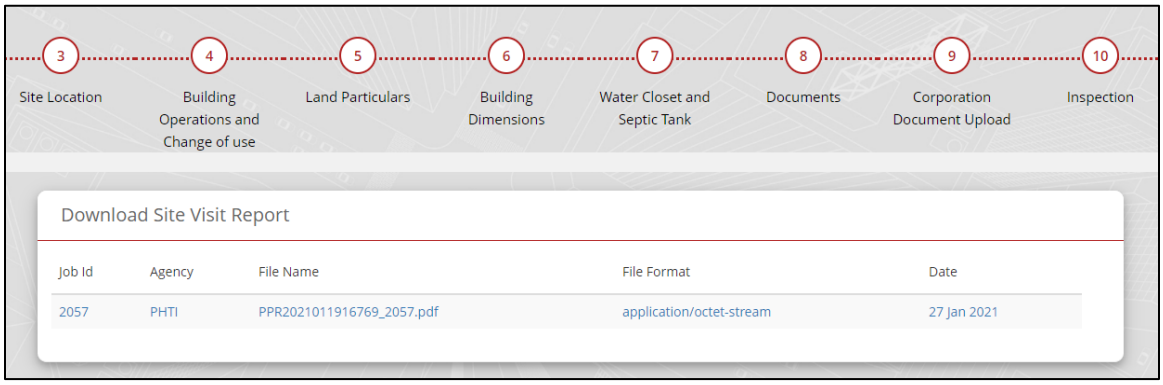


Figure 64 - Inspection tab

5. After review of the application the PH Clerk can be enter comments, log a query to the applicant or select an Inspector to forward the application to in the 'Assessment' tab. Success messages like those given in Planning Permission would be displayed as seen in Figures below.

   a. **Query Applicant:** If additional information is required, the Inspector can query the applicant. In the Assessment tab, enter the query in 'External Comments' section and click the query button located at the bottom of the page to send the query to the applicant. You will be prompted with a confirmation message as seen in Figure 55. On clicking 'Yes', the success message is displayed Queried Applicant PPR2020090915500. Click 'OK' to return to the in Inspector's dashboard.

   b. **Query Clerk -** The Inspector can click the query clerk button located at the bottom of the tab to submit the query. Enter Internal Comments for the clerk and/or External Comments for applicants and other agencies. You will be prompted with a confirmation message (Figure 55). The prompt will read: *'Do you want to Query Clerk?'* Click '*Yes*' to confirm or 'No' to return to the Assessment tab. On clicking 'yes', the success message would be displayed Queried Clerk PPR2021011916767.

c. **Forward to Receiving Officer 1 –** If the application is complete, enter remarks in comments, attach any document if desired and click the Forward to button at the bottom of the page to forward the application. You will be prompted with a confirmation message (as seen in Figure 55). The prompt will read: '**Do you want to forward to Receiving Officer 1?'** Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking Yes, the success message would be displayed:

Forwarded to Receiving Officer I
PPR2021011916767

GOOD TO KNOW:

- Internal Remarks are visible only to the Public Health staff and External Remarks are visible to anyone with access to the application, including the applicant.

- The Clerk can also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

5.6 RECEIVING OFFICER 1 QUERIED REGULATORY APPLICATIONS

The 'Receiving Officer 1 Queried Regulatory Applications' pane lists all **Building Permit** and **Completion Certificate** applications pending the Inspector's review queried by the Receiving Officer 1. The screen overview is presented in Figure 66 below. The applications are listed in a table with same column headings as the table in Building Permit section (page 18).

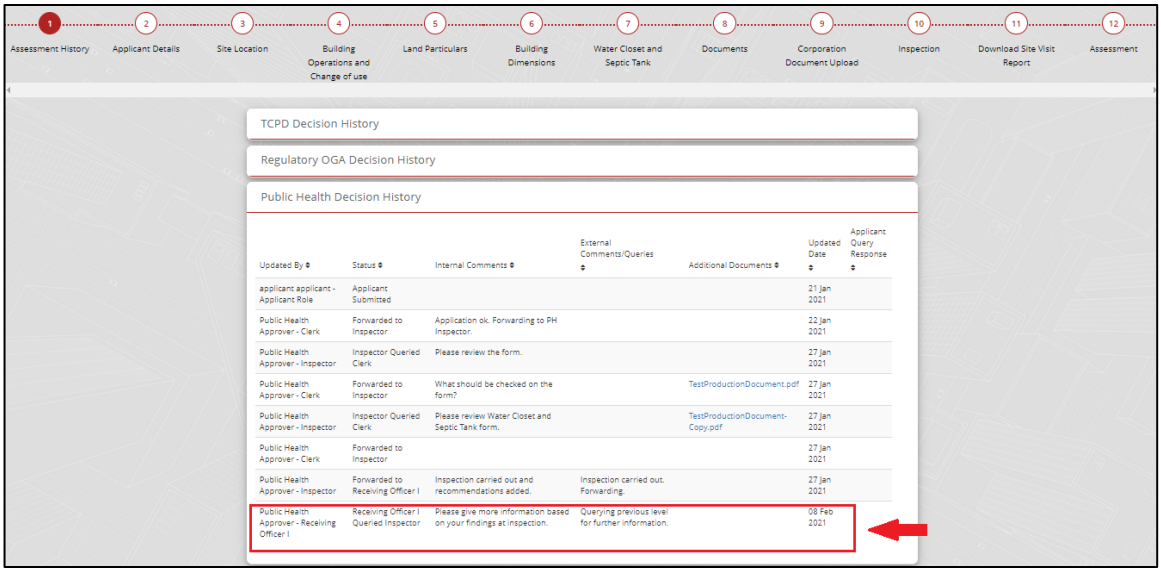
Receiving Officer 1 Queried Regulatory Applications

Reference No	Application Type	Received Date	Status	Community	Action
PPR2021011916767	Planning Application	21 Jan 2021		San Fernando	

Figure 65 – Inspector Queried Regulatory Applications section

5.6.1 Steps to Process a Receiving Officer 1 Queried Regulatory Application

1. Click the **Reference Number** to view and process the application. The application would open to the first tab 'Assessment History' with the updated Public Health Decision History section. The queried message will be displayed in the Internal Comments along with any document attached to application.



Updated By	Status	Internal Comments	External Comments/Queries	Additional Documents	Updated Date	Applicant Query Response
applicant applicant - Applicant Role	Applicant Submitted				21 Jan 2021	
Public Health Approver - Clerk	Forwarded to Inspector	Application ok. Forwarding to PH Inspector.			23 Jan 2021	
Public Health Approver - Inspector	Inspector Queried Clerk	Please review the form.			27 Jan 2021	
Public Health Approver - Clerk	Forwarded to Inspector	What should be checked on the form?		TestProductionDocument.pdf	27 Jan 2021	
Public Health Approver - Inspector	Inspector Queried Clerk	Please review Water Closet and Septic Tank form.		TestProductionDocument-Copy.pdf	27 Jan 2021	
Public Health Approver - Clerk	Forwarded to Inspector				27 Jan 2021	
Public Health Approver - Inspector	Forwarded to Receiving Officer I	Inspection carried out and recommendations added.	Inspection carried out. Forwarding.		27 Jan 2021	
Public Health Approver - Receiving Officer I	Receiving Officer I Queried Inspector	Please give more information based on your findings at inspection.	Querying previous level for further information.		08 Feb 2021	

Figure 66 – Inspector's Updated Assessment History tab

Click on each tab to review the application information and attachments (see Steps to Process Building Permit application).

5.7 SEARCH APPLICATIONS

The 'Search Application' function allows the Inspector to find any application using the appropriate search criteria by clicking on the 'Search Application' icon, indicated in the figure 68 below, on the left of your screen.

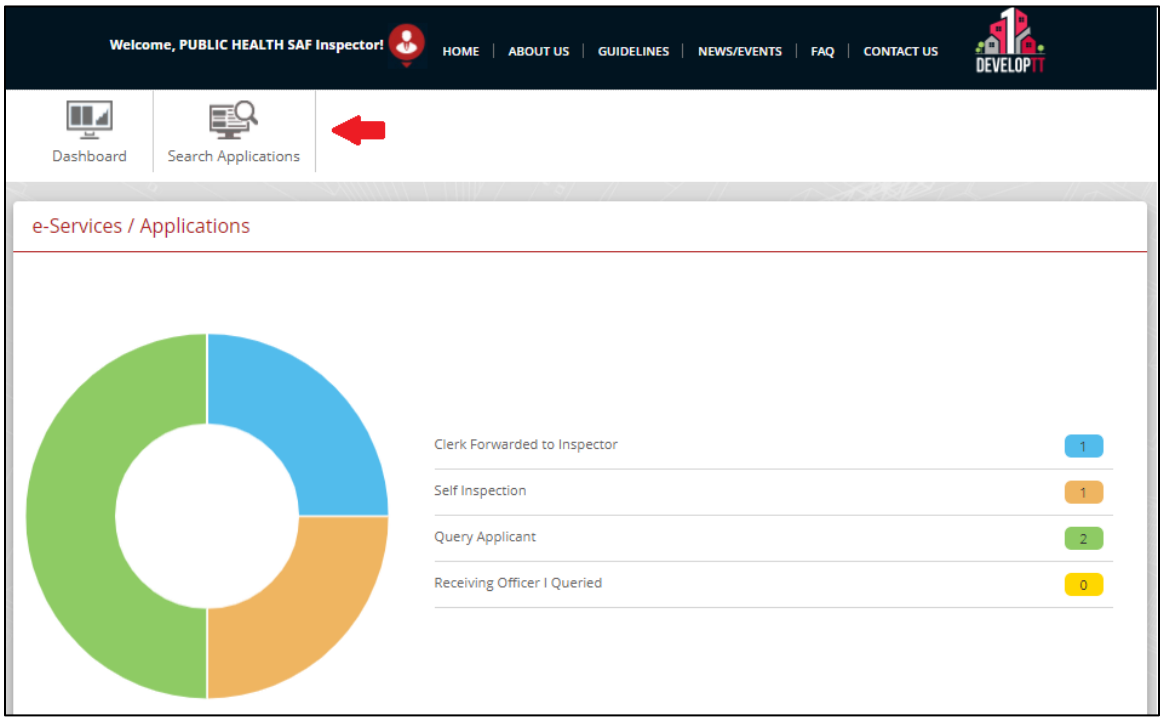


Figure 67 - Dashboard with Search Application button

For more information and steps on performing a search, go to Search Application function in the Appendix I.

6 RECEIVING OFFICER 1

The Receiving Officer I reviews the applications forwarded by the Inspector.

6.1 DASHBOARD

The dashboard is the default screen displayed to the Receiving Officer after login. The dashboard consists of e-Services/ Applications with three (3) Categorized Applications sections: Building Permit – Regulatory Applications, Completion Certificate – Regulatory Applications and Receiving Officer II Queried Regulatory Applications. You can click on a section title anywhere on DevelopTT to expand the section.

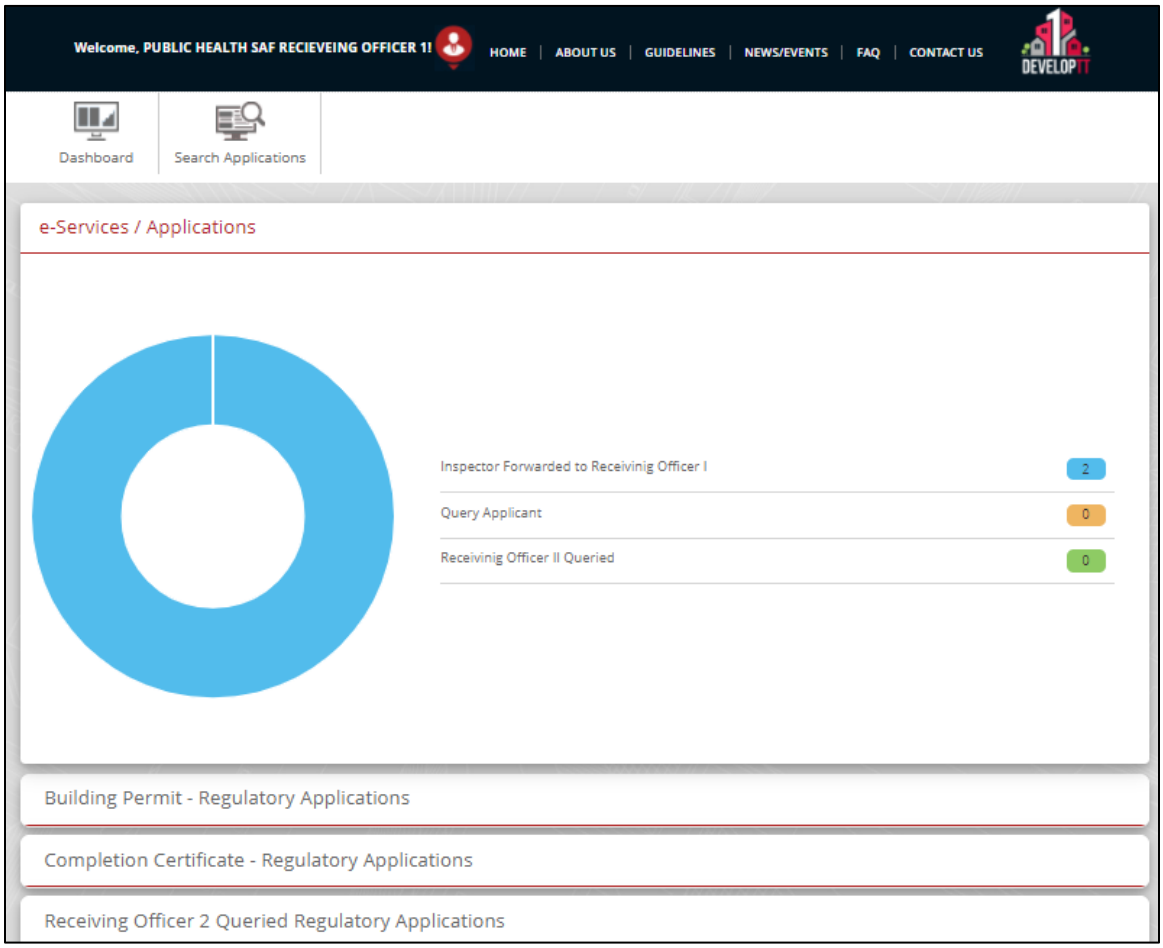


Figure 68 – PH Receiving Officer 1 Dashboard

Building Permit - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Building Permit.

Completion Certificate - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Completion Certificate.

Inspector Queried - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications which have been queried by the Inspector.

GOOD TO KNOW:

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- Applications are given an automatically generated and unique Reference Number when created.
- Clicking on the heading of the table (i.e. section title) will minimize/ expand the table.

6.2 E-SERVICES/ APPLICATIONS

Application Statuses Chart

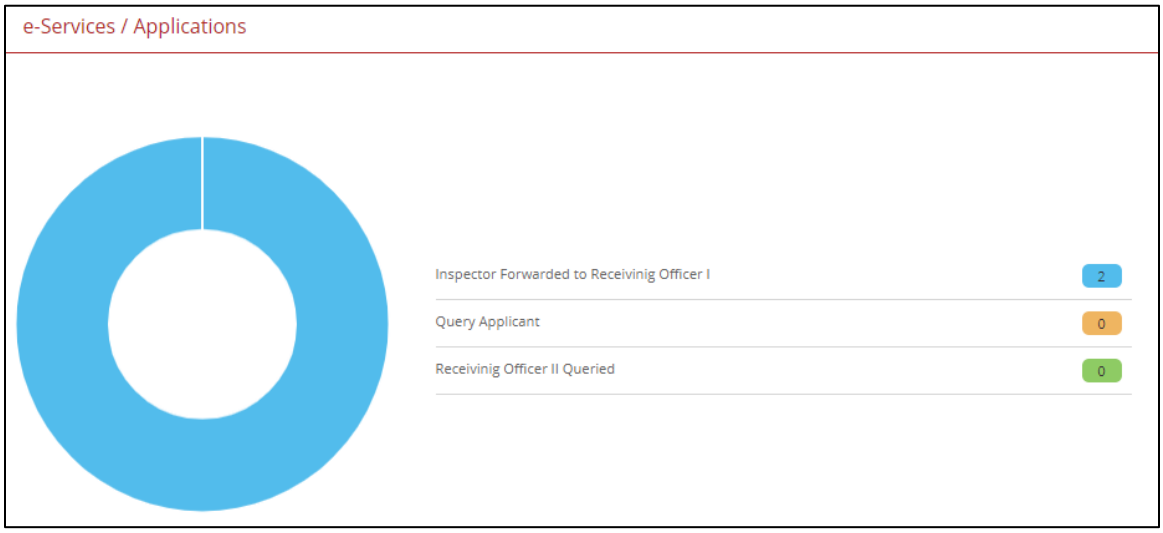

Figure 69 - PH Receiving Officer 1 e-Services/ Application section

- The chart is colour coded to reflect the status of the application in the system. It illustrates the number of applications for each application status category. A user can hover the mouse over each colour of the chart to see which status it represents, as seen in Figure 10 above.

- The colour denotations are listed below:

  - **Blue**- Applications forwarded from Inspector to Receiving Officer 1
  - **Orange**- Applications where Receiving Officer 1 queried Applicant
  - **Green**- Applications where Receiving Officer II queried Receiving Officer 1

6.3 BUILDING PERMIT – REGULATORY APPLICATIONS

The 'Building Permit - Regulatory Applications' pane lists the **Building Permit** applications pending the Receiving Officer's review. The screen overview is presented below in Figure 71 (next page). The applications are listed in a table with different column headings:

Reference No: Refers to the automatically generated unique reference number given to each application by the system. Reference numbers for Building Permit application (called Planning Permission in previous stage) begin with 'PPR'. For example, PPR2019091205095. Other reference numbers are illustrated in Figure 71 (next page) (A).

Application Type: Refers to the type of application submitted such as Planning Permission.

Received Date: Refers to the date the application was submitted to the Public Health Department.

Status: Refers to the status of the application such as, '*Forwarded to Receiving Officer I*'.

Community: Refers to the general location of the application.

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but would not be able to process the application. Once an application is locked, a lock will appear under this column, as seen indicated by **B** in Figure 11 (below). If a user hovers the mouse over the lock, a notification message would be displayed: Application is locked.

An application that is locked by you can be unlocked by clicking on the lock. A prompt, "*Are you sure you want to unlock the application?*" will appear. Click 'OK' to confirm. If the application is not locked to you, the system would indicate which user the application is locked to, (Figure 12). The Administrator of your agency can unlock these applications.

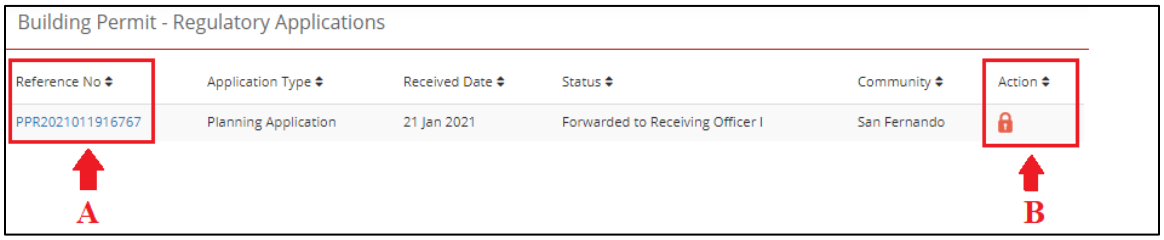

Figure 70 – Receiving Officer 1 Building Permit - Regulatory Applications section

Figure 71 - Application Locked by Specific User Message

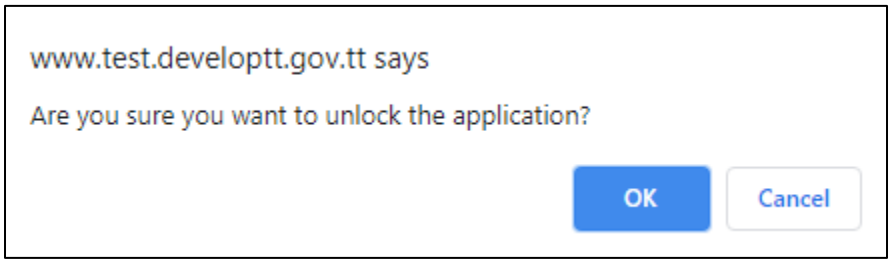

Figure 72 - Unlock Application Confirmation Message

GOOD TO KNOW:

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- Tap the icon to sort applications in ascending or descending order.
- Up to 10 records are displayed in the 'Planning Applications' pane.
- Navigation buttons,

, are only displayed when there are over 10 applications in a section. Click on the buttons or click a specific page number to navigate between various pages. Click '**NEXT**' to go to the next page and '**BACK**' to go to the previous page.

6.4 STEPS TO PROCESS A BUILDING PERMIT - REGULATORY APPLICATION

1. Click on the **Reference Number** to view and process the application. Note that all Planning Permission applications are pre-fixed with 'PPR'. All reference numbers listed in this section are hyperlinks. The application would open to the first tab 'Assessment History' as seen in Figure 74 below. Any remarks or comments made on the application also appears in this section.
2.

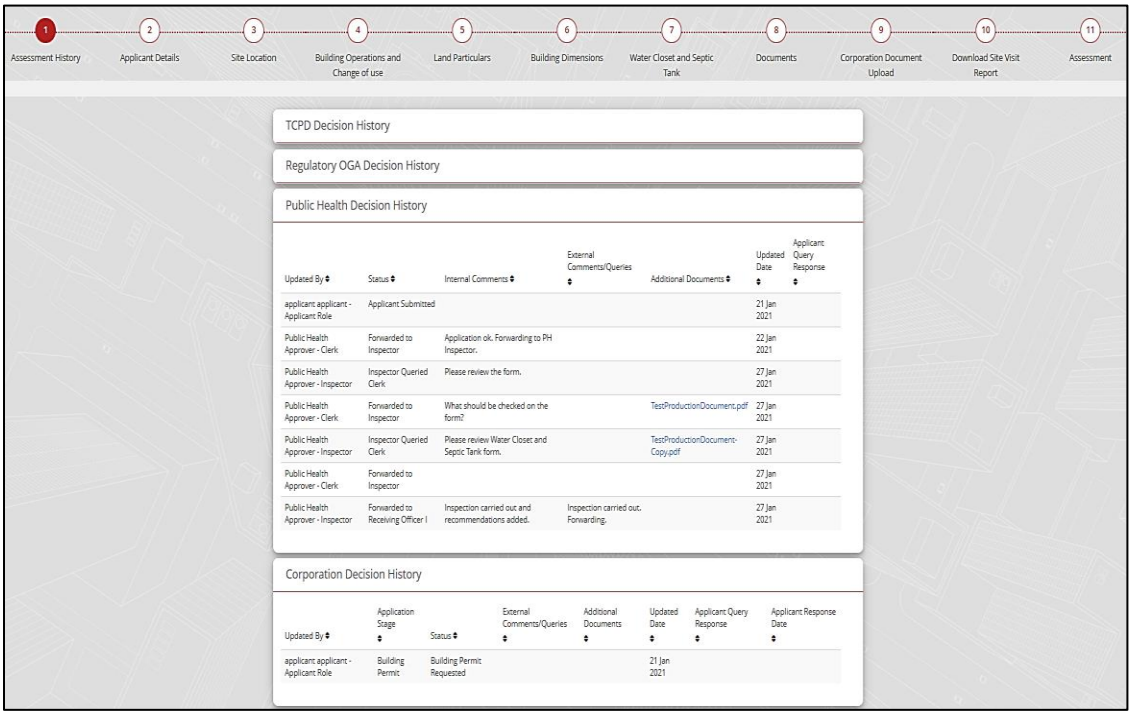


Figure 73 - Assessment History tab

3. Click on each tab to review the application.
   a. **Tab 2 – Applicant Details**: Applicants are required to complete the TCPD form with particulars such as personal details, a brief description of proposal, land details, purpose for which land or new/altered/extended building are proposed to be used and purpose for which land and/ or building are now used.

      In the Description of Proposal section, the Category of Development will be chosen and whether it is a New Building or Subdivision etc.

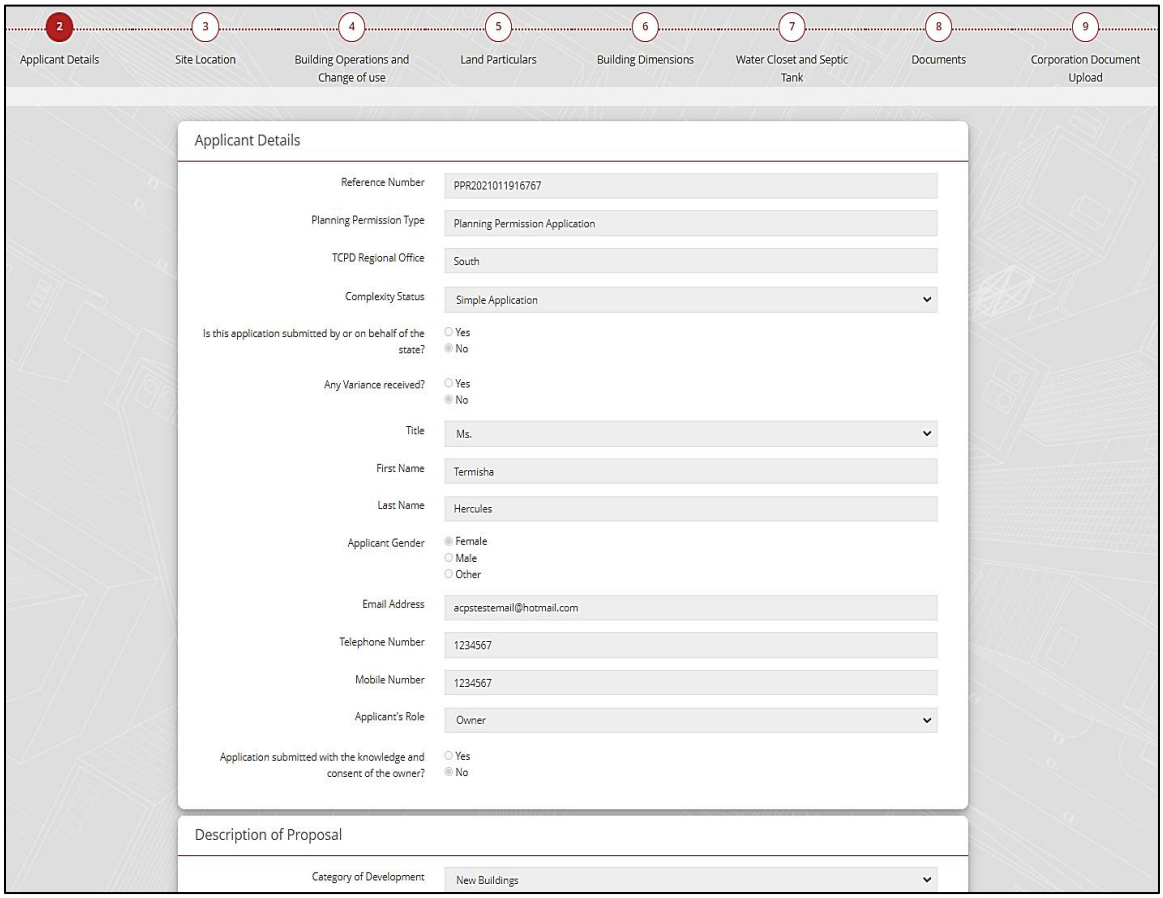


Figure 74 - Applicant Details tab

a. **Tab 3 – Site Location**: Displays a map where the applicant should have plotted their proposed site location. The system automatically zooms into the plotted area.

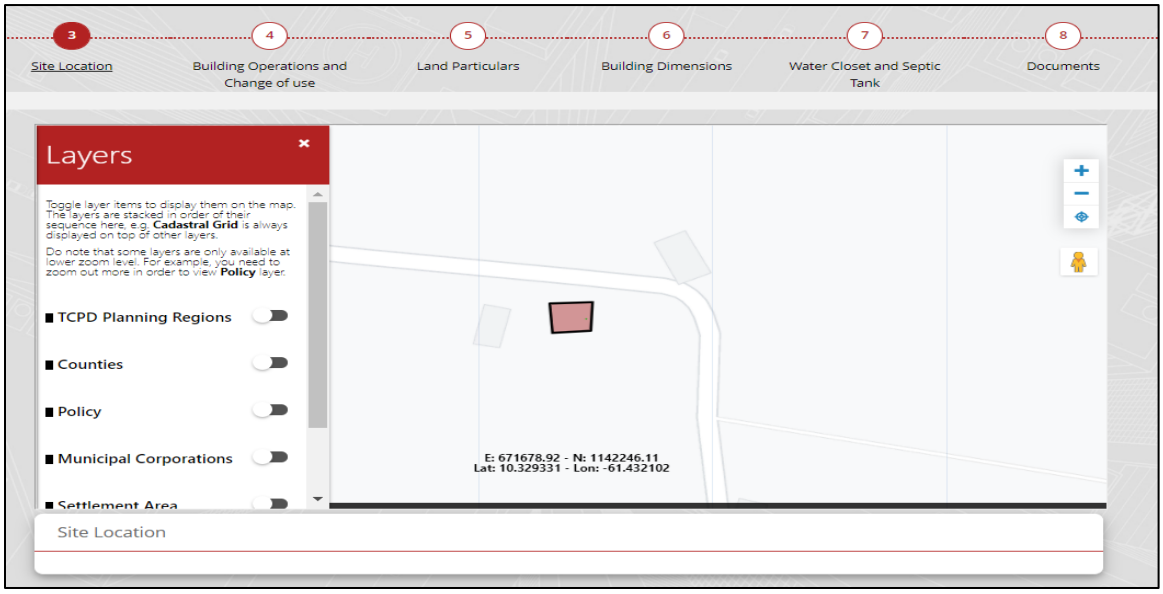


Figure 75 - Site Location tab

b. **Tab 4**

Building Operations and Change of Use –Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity (Figure 77 below).

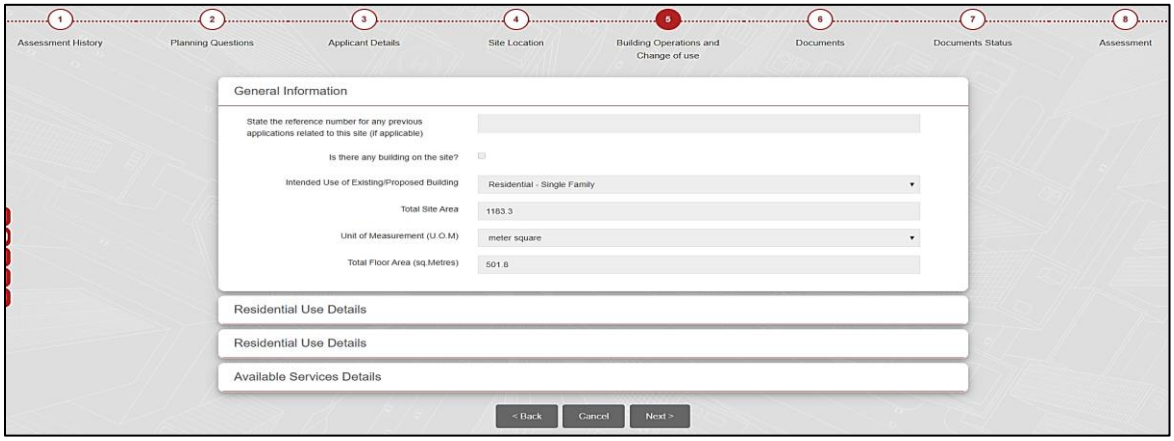


Figure 76 - Building Operations and Change of Use tab

Subdivision of Land – Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access details as seen in Figure 78 (below).

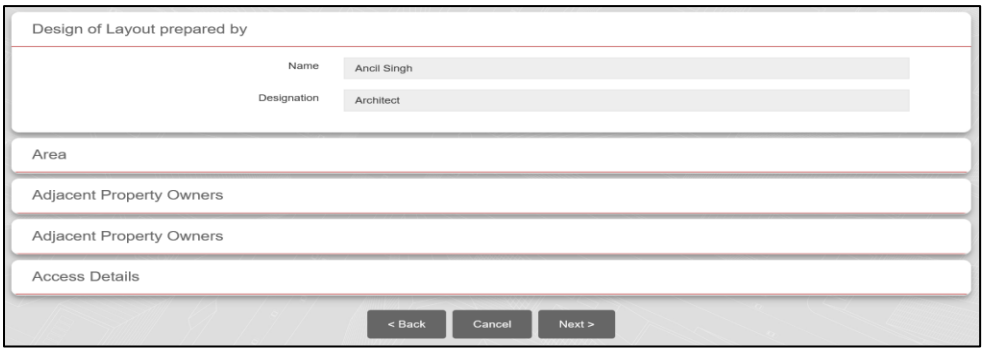


Figure 77 - Subdivision of Land

c. **Tab 5 – Land Particulars:** contains the Land Particulars details (Figure 79 below) submitted by the applicant to the Municipal Corporation for a Building Permit Request.

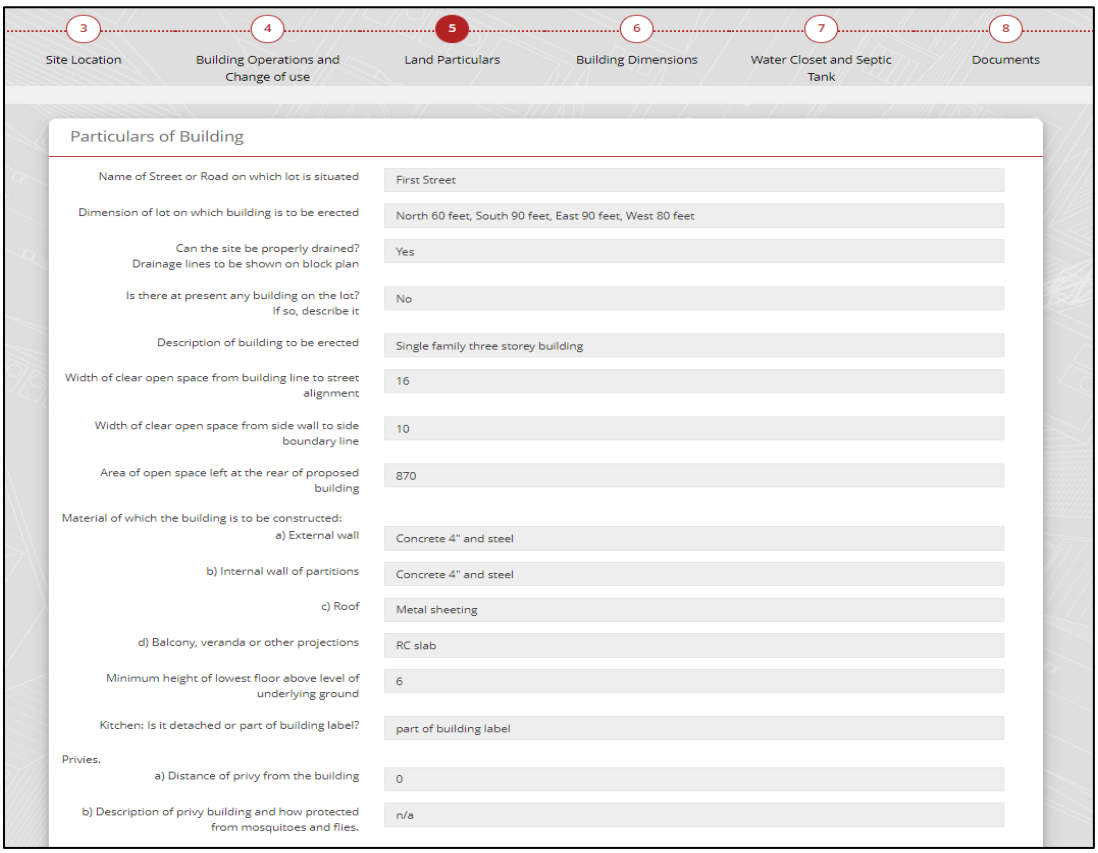


Figure 78 - Land Particulars Tab

d. **Tab 6 – Building Dimensions:** contains the Building Dimensions details submitted by the applicant to the Municipal Corporation in the Building Permit request application. Details such as the length, width, area, heights of the room and details within the room are captured here (Figure 80 below).

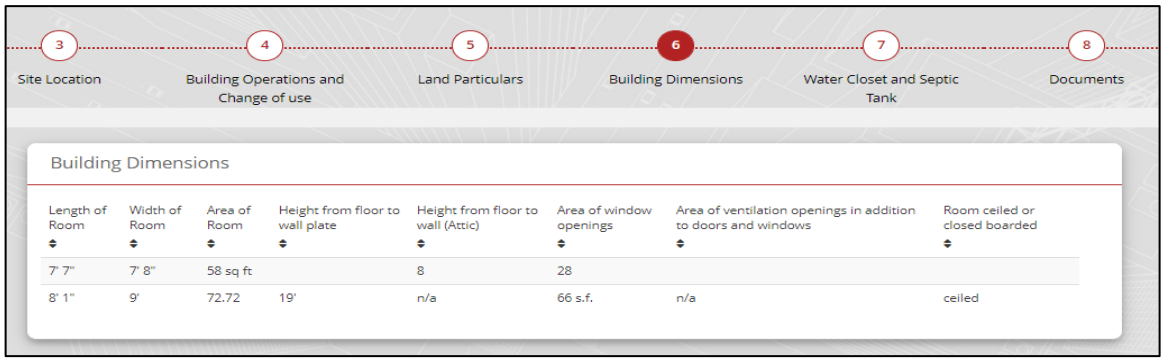


Figure 79 - Building Dimensions

e. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application. Figure 81 (below) shows the details captured in this tab.

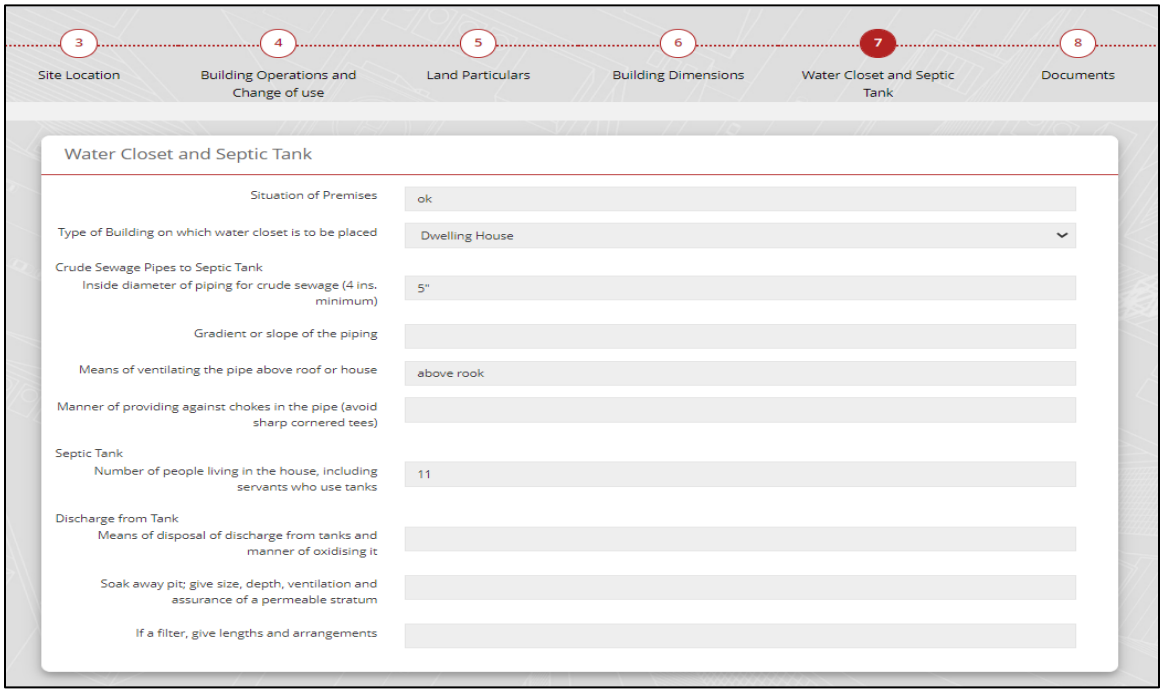


Figure 80 - Water Closet and Septic Tank

f. **Tab 8 – Documents**: Click on the file name to open documents uploaded by the Applicant at the Planning Permission stage. Plans such the Certificate of Title or Cadastral Sheet (Figure 50) from the 'Document Upload Section' open as a PDF document in a new tab. The plans listed in the 'Planning Permission Building Plan Documents' will open using the PDFTron Tool. The PDFTron measurement feature allows the approver to verify scales and distances. Detailed information on the tool can be found in the PDFTron (Appendix V).

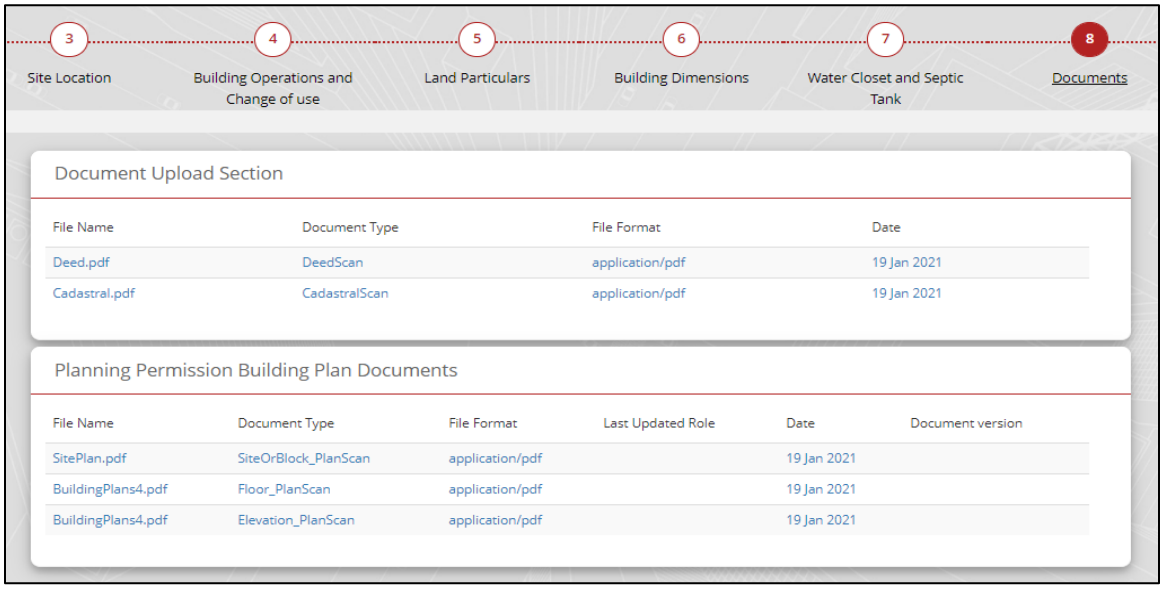


Figure 81 - Documents tab

g. **Tab 9 – Corporation Document Upload**: All documents specifically required by the Municipal Corporation are listed here (Figure 83 below). Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

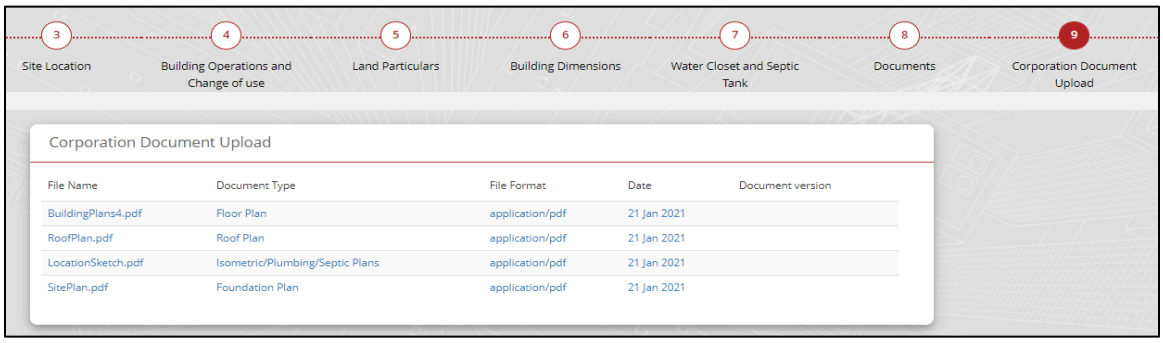


Figure 82 - Corporation Document Upload

h. **Tab 10 – Download Site Visit Report:** Once a site inspection is conducted, the Receiving Officer can review the inspections in this tab. More detail can be found in Step 3 (below).

i. **Tab 11 – Assessment:** The Receiving Officer may enter remarks, add necessary documents and query the applicant/ inspector or forward to the Receiving Officer II. More detail can be found in Step 4 (next page).

4. Click 'Next' or Download Site Visit Report tab. All inspection reports would be found listed in this tab as seen in Figure 84 below. Click on report to in another tab.

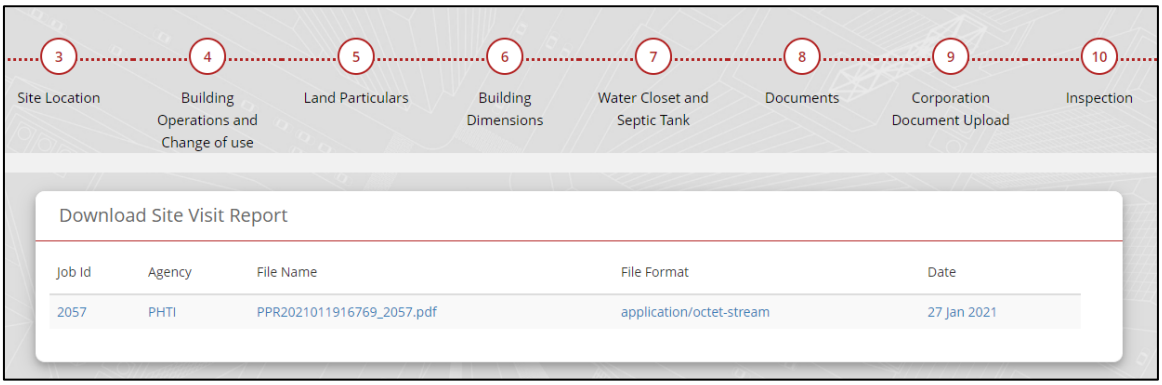


Figure 83 - Inspection tab

5. Click 'Next' or Assessment tab and insert the relevant remarks. Remarks entered are attached to application and visible for other users to view.

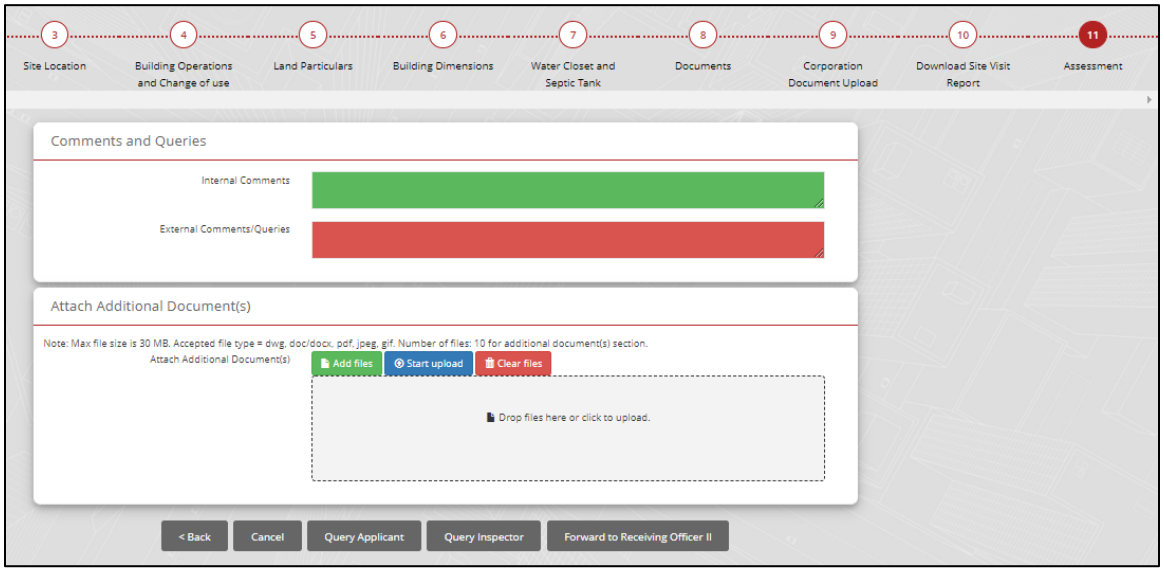


Figure 84 - PH Inspector Assessment tab

GOOD TO KNOW:

- Internal Remarks are visible only to the Public Health Department staff and External Remarks are visible to all with access to the application, including the applicant.

- The Receiving Officer may also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

a) **Query Applicant –** If there is a need for additional information, the Receiving Officer may query the applicant. On Assessment tab, enter the query in 'External Comments' and click the query button (Query Applicant) located at the bottom of the page to submit the query. A prompt confirming the query will be seen (Figure 86). Click 'Yes' to confirm (Figure 87 below). Under the success message Click 'OK' to return to the Clerk's dashboard (Figure 26 below).

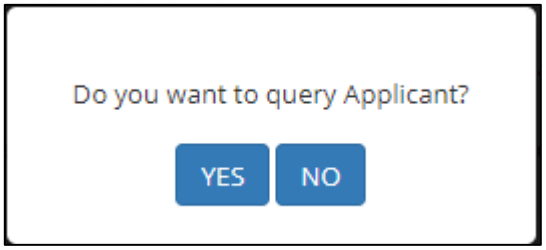


Figure 85 - Confirmation Message

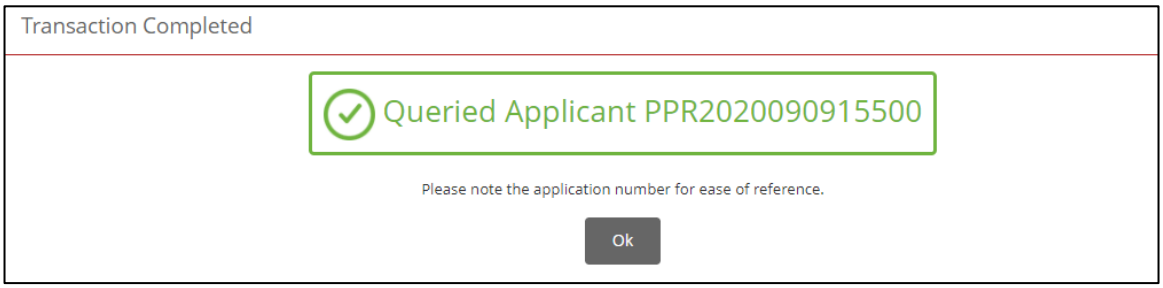


Figure 86 - Query Applicant Success Message

b) **Query Inspector - The** Receiving Officer can click the 'Query inspector' button (Query Inspector) located at the bottom of the tab to submit the query. Enter Internal Comments for the Inspector and/or External Comments for applicants and other agencies. The confirmation prompt '**Do you want to Query Inspector?'** (Figure 85) will require a '**Yes**' or 'No' for confirmation. On clicking 'Yes', the success message would be displayed (Queried Inspector PPR2021011916767).

a) **Forward to Receiving Officer II –** If the application is complete, enter remarks in comments, attach document (optional) and click the 'Forward to Receiving Officer II' button at the bottom of the page to forward the application. You will be prompted with a confirmation message (as seen in Figure 85). The prompt, '**Do you want to forward to Receiving Officer II?'** will require a 'Yes' or 'No' for confirmation. On clicking Yes, the success message would be displayed Forwarded to Receiving Officer II PPR2021011916767.

6.5 COMPLETION CERTIFICATE – REGULATORY APPLICATIONS

The 'Completion Certificate - Regulatory Applications' pane lists the **Completion Certificate** applications pending the Receiving Officer's review. The screen overview is presented below. The applications are listed in a table with column headings such as 'Application type', 'Action by date', 'Status', 'Community' and 'Action'.

Completion Certificate - Regulatory Applications

Reference No	Application Type	Received Date	Status	Community	Action
PPR2020102016298	Planning Application	20 Oct 2020	Forwarded to Receiving Officer I	San Fernando	
PPR2021011916767	Planning Application	22 Feb 2021	Forwarded to Receiving Officer I	San Fernando	
PPR2021011916769	Planning Application	22 Feb 2021	Forwarded to Receiving Officer I	San Fernando	

Figure 87 – Completion Certificate - Regulatory Applications section

6.5.1 Steps to Process an Building Permit - Regulatory Application

1. *Click on the **Reference Number** to view and process the application. Building Permit applications are pre-fixed with* 'PPR'. *All reference numbers listed in this section are hyperlinks.* The application would open to the first tab '*Assessment History*' as seen in figure 89 (below). Any remarks or comments previously made on the application appear in this section, including remarks on the application from other agencies.

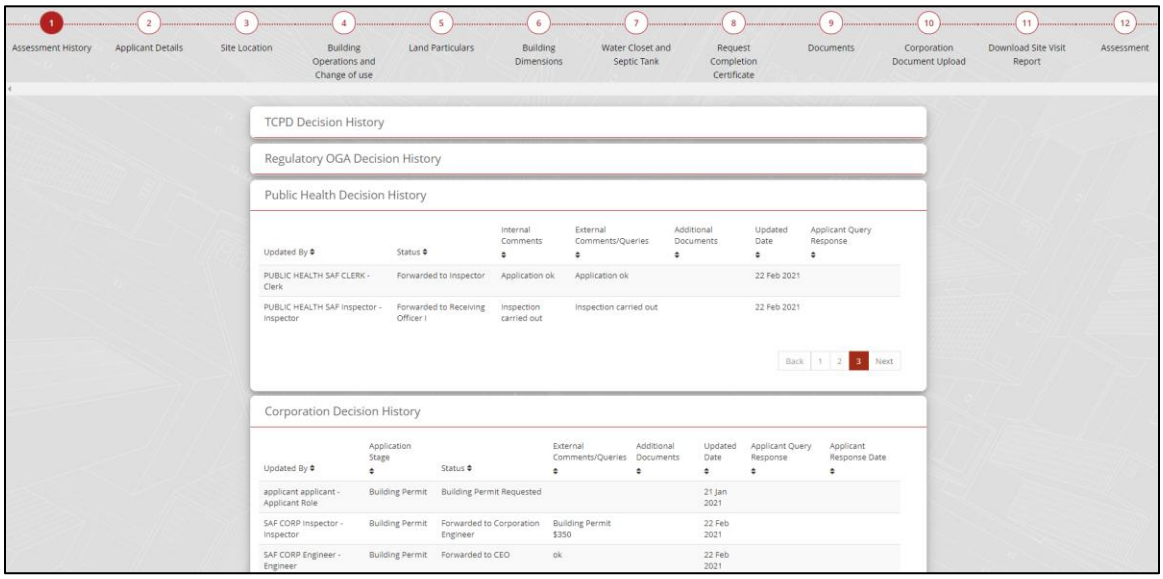


Figure 88 - Assessment History tab

2. All application information from the Building Permit stage is still attached to the application in addition to the new forms completed for the Completion Certificate application request. Click on each tab to review the application and ensure that all mandatory fields are completed and valid documents submitted

a. **Tab 2 – Applicant Details**: Applicants are required to complete the TCPD form with particulars such as personal details, a brief description of proposal, land details, purpose for which land or new/altered/extended building are proposed to be used and purpose for which land and/ or building are now used.

   In the Description of Proposal section, the Category of Development will be chosen and whether it is a New Building or Subdivision etc.

b. **Tab 3 – Site Location**: Displays a map of the proposed site location identified by the applicant. The system automatically zooms to the plotted area.

c. **Tab 4** (Note: these are the same as Building Permit application)

   i. **Building Operations and Change of Use** –Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity.

   ii. **Subdivision of Land** – Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access details as seen in Figure 45 (next page).

d. **Tab 5 – Land Particulars:** contains the Land Particulars details submitted by the applicant to the Municipal Corporation for a Building Permit Request.

e. **Tab 6 – Building Dimensions:** contains the Building Dimensions details submitted by the applicant to the Municipal Corporation in the Building Permit request application. Details such as the length, width, area, heights of the room and details within the room are captured here.

f. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application.

g. **Tab 8 – Request Completion Certificate:** Comments on the request for Completion Certificate may be entered by applicant. ***This form is a new addition to the application***.

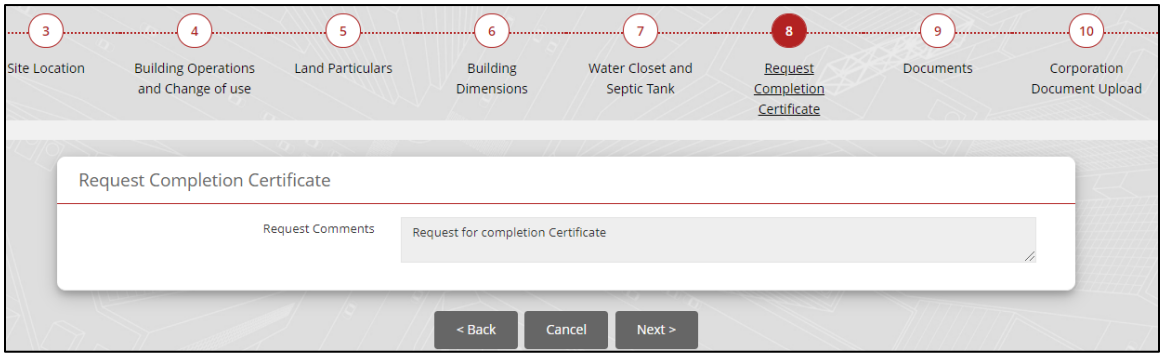


Figure 89 - Request Completion Certificate tab

h. **Tab 9 - Documents**: All documents uploaded by the applicant at Planning Permission stage would be listed here. Note: this is All documents specifically required by the Municipal Corporation are listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

i. **Tab 10 – Download Site Visit Report:** Once a site inspection is conducted, the Receiving Officer can review the inspections in this tab. More detail can be found in Step 3 (below).

j. **Tab 11 – Assessment:** The Receiving Officer may enter remarks, add necessary documents and query the applicant/ inspector or forward to the Receiving Officer II. This tab would be discussed in detail in Step 4 (below).

3. Click 'Next' or Download Site Visit Report tab. Reports for all inspections performed at both Building Permit and Completion Certificate are listed in this tab. Click on report to open in another tab.

4. After reviewing the application using each tab, the last tab (Assessment)(Figure 91) is used to enter comments and query the applicant/inspector or forward to Receiving Officer II.

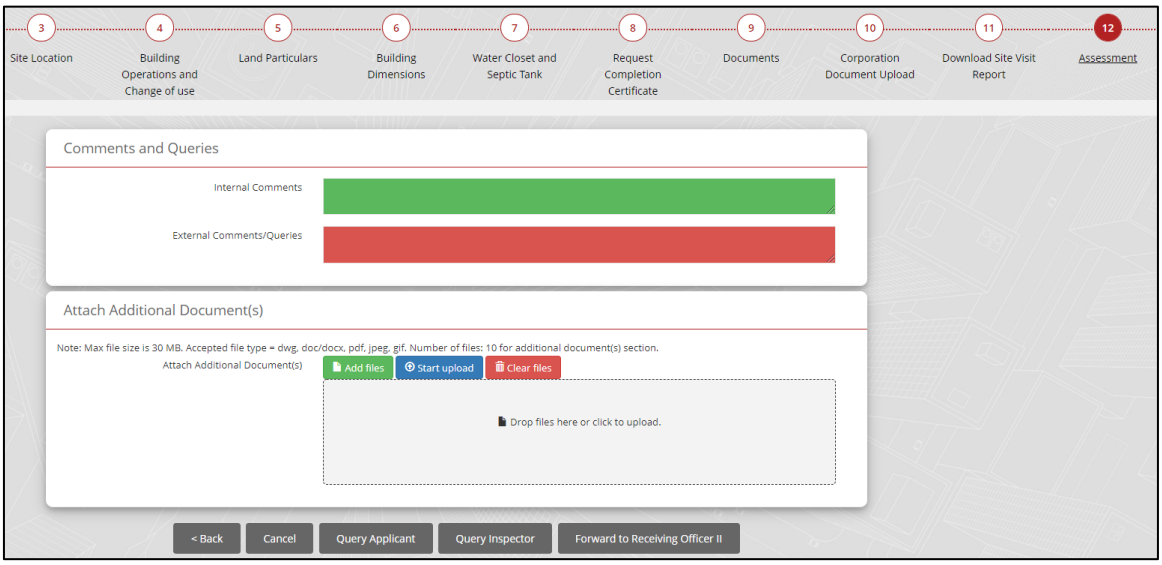


Figure 90 - PH Receiving Officer Assessment tab

GOOD TO KNOW:

- Internal Remarks are visible only to the Public Health Department staff and External Remarks are visible to anyone with access to the application, including the applicant.

- The Receiving Officer may also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

a) **Query Applicant –** The Clerk may send a query to the applicant to submit outstanding information through the '*Assessment*' tab. Enter the query in External Comments and attach any additional documents and click the 'Query Applicant' button (Query Applicant) at the bottom of the page to submit the query. Click 'Yes' to confirm (Figure 92) and 'OK' to return to the Clerk's dashboard.

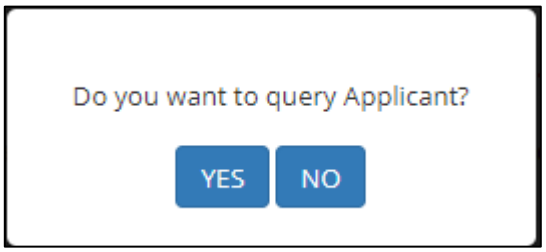


Figure 91 - Confirmation Message

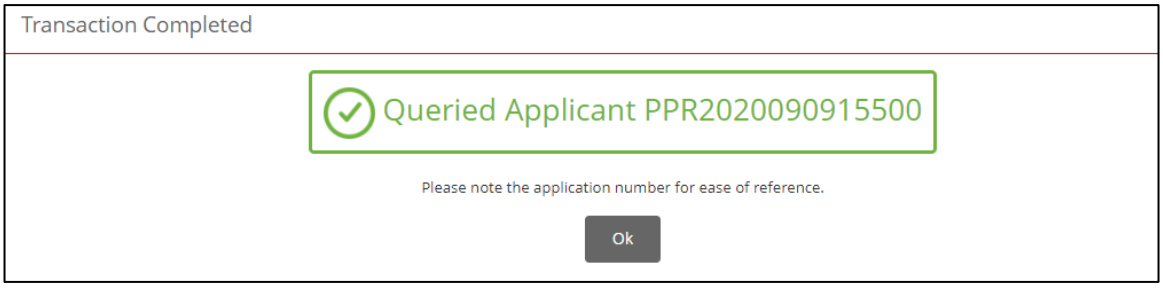


Figure 92 - Query Applicant Success Message

b) **Query Inspector -** The Receiving Officer can click the 'Query Inspector' button at the bottom of the tab to submit the query. Enter 'Internal Comments' for the Inspector and/or 'External Comments' for applicants and other agencies. A confirmation message '**Do you want to Query Inspector?'** (Figure 91) will require '**Yes**' to confirm or 'No' to return to the Assessment tab. A success message (Queried Inspector PPR2021011916767) is displayed when the query has been successfully sent.

c) **Forward to Receiving Officer II –** If the application is complete, enter remarks in comments, attach document (optional) and click the 'Forward to Receiving Officer II' Forward to Receiving Officer II button at the bottom of the page. A confirmation prompt '**Do you want to Forward to Receiving Officer II?'** will require '**Yes**' to confirm or '**No**' to return to the Assessment tab. A success message would be displayed (Forwarded to Receiving Officer II PPR2021011916767) when the application is successfully forwarded.

6.6 RECEIVING OFFICER II QUERIED REGULATORY APPLICATIONS

The 'Receiving Officer II Queried Regulatory Applications' pane lists all applications; including **Building Permit** and **Completion Certificate** applications queried by the Receiving Officer II for the Receiving Officer I's review. The screen overview is presented in Figure 94 below. The applications are listed in a table summary information such as 'Application type', 'Received date', 'status', 'community' and 'action'.

Receiving Officer 2 Queried Regulatory Applications

Reference No	Application Type	Received Date	Status	Community	Action
PPR2021011916767	Planning Application	21 Jan 2021		San Fernando	

Figure 93 – Receiving Officer II Queried Regulatory Applications section

6.6.1 Steps to Process a Receiving Officer II Queried Regulatory Application

1. Click the **Reference Number** to view and process the application. At this stage the application would open to the first tab 'Assessment History' with the updated Public Health Decision History section. The query message is displayed in the Internal Comments any document attached to application (Figure 95).

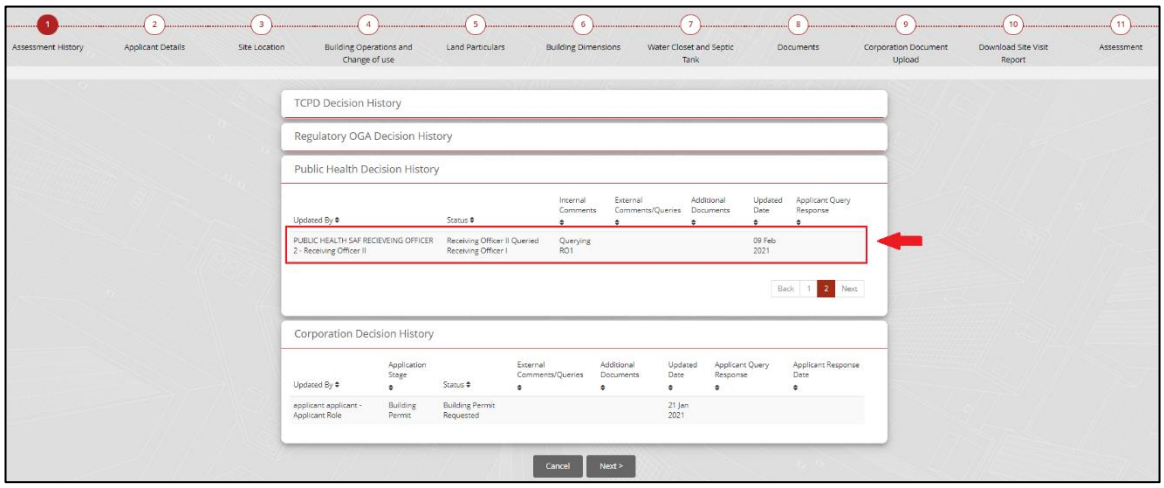


Figure 94 – Receiving Officer II's Updated Assessment History tab

2. Click on each tab to review the application information and attachments (see Steps to Process Building Permit application).

6.7 SEARCH APPLICATIONS

The 'Search Application' function allows the Receiving Officer to search an application using specified criteria. Click the 'Search Application' icon to launch this feature (Figure 96).

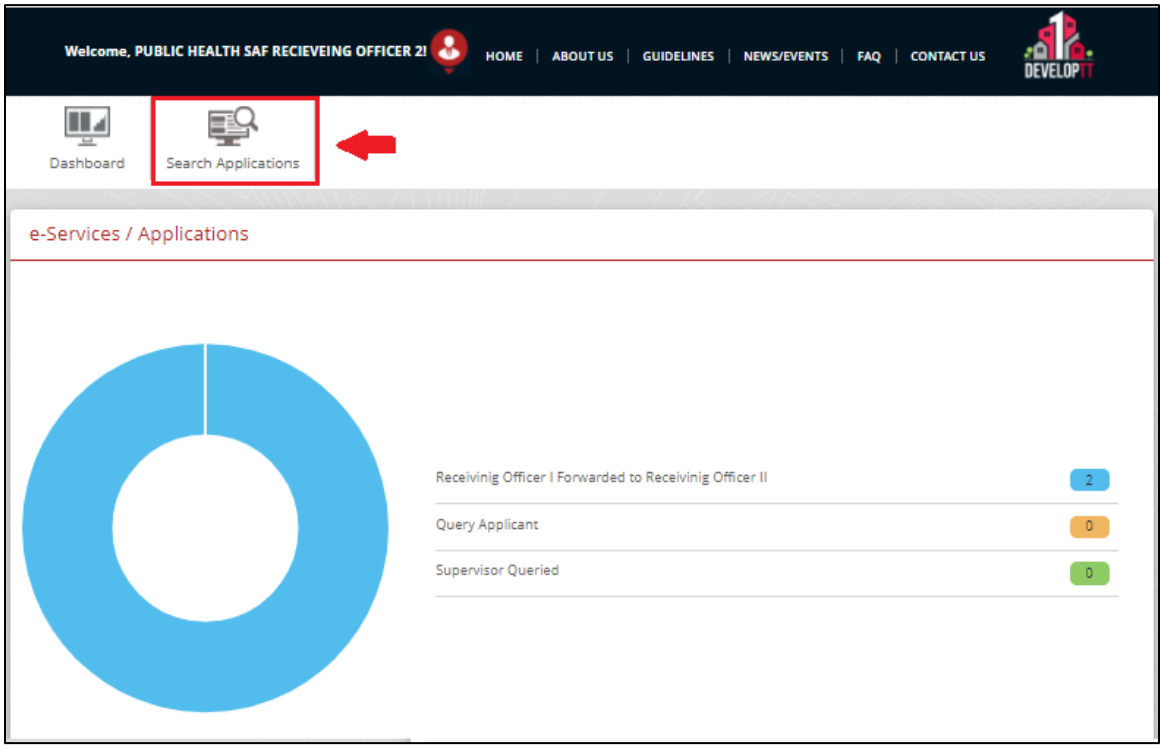


Figure 95 - Dashboard with Search Application button

For more information and steps on performing a search, go to Search Application function in the Appendix I.

7 RECEIVING OFFICER II

The Receiving Officer II reviews the applications forwarded by the Receiving Officer I.

7.1 DASHBOARD

The dashboard is the default screen that will be displayed to the Receiving Officer after successful login. The dashboard consists of e-Services/ Applications section, with three (3) Categorized Application sections:

- Building Permit - Regulatory Applications,
- Completion Certificate – Regulatory Applications and
- Inspector Queried Regulatory Applications.

To expand the section click on the section title.

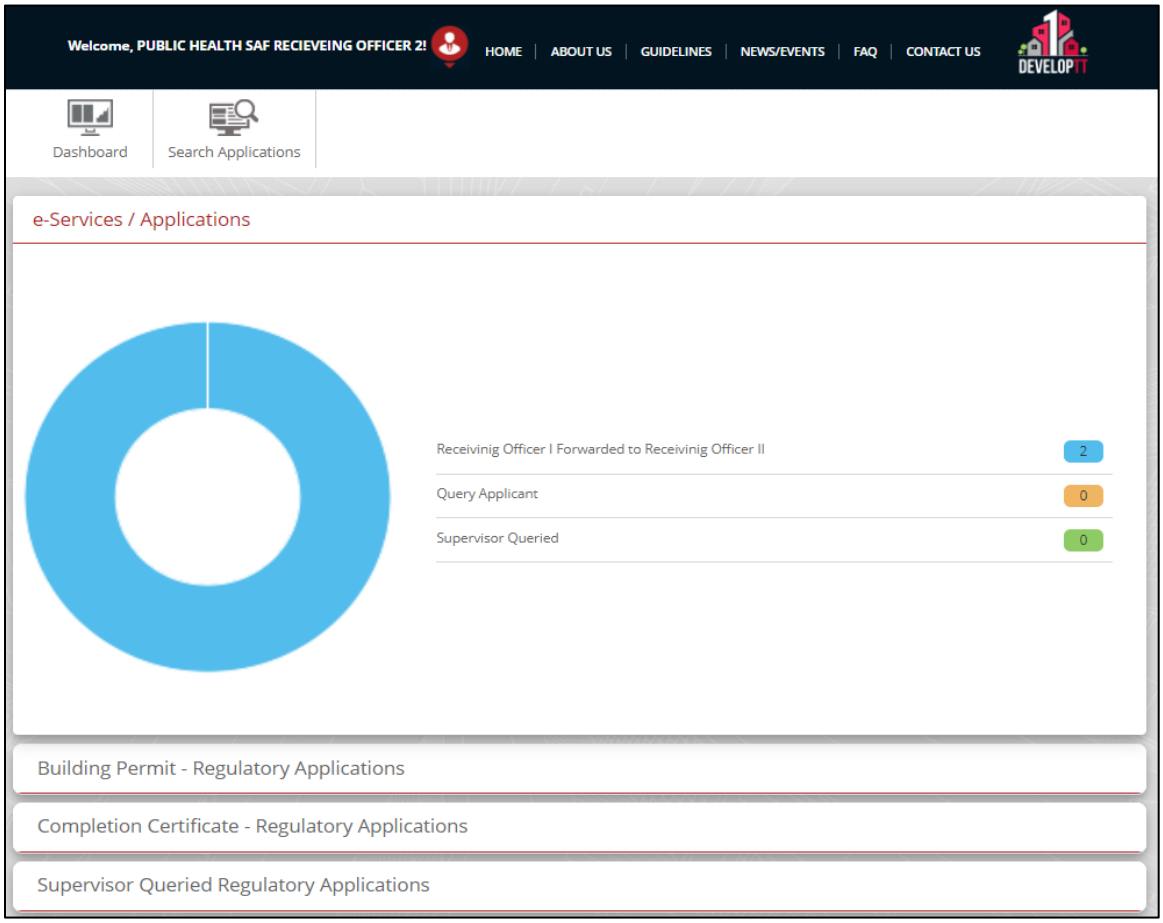


Figure 96 – PH Receiving Officer II Dashboard

Building Permit - Regulatory Applications - A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Building Permit.

Completion Certificate - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Completion Certificate.

Supervisor Queried Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications queried by the Inspector.

GOOD TO KNOW:

@

- Applications are given an automatically generated and unique Reference Number when created.
- Clicking on the heading of the table (i.e. section title) will minimize/ expand the table.

7.2 E-SERVICES/ APPLICATIONS

Application Statuses Chart

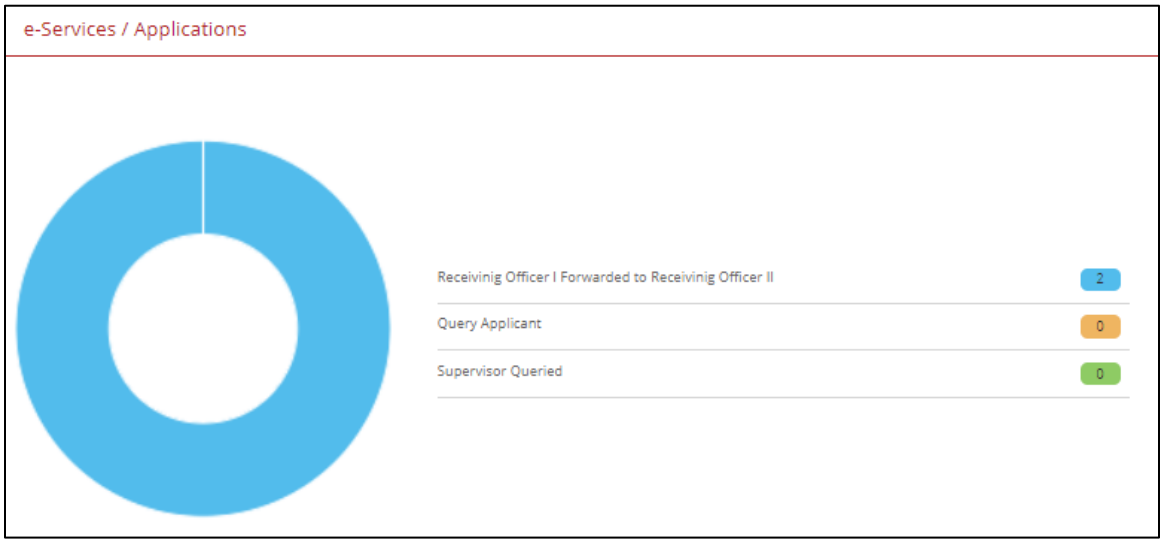


Figure 97 - PH Receiving Officer II e-Services/ Application section

- The chart is colour coded to reflect the status of the application in the system. It illustrates the number of applications for each application status category. A user can hover the mouse over each colour of the chart to see which status it represents, as seen in Figure 98 above.

- The colour denotations are listed below:

  - **Blue**- Applications forwarded from Receiving Officer I to Receiving Officer II
  - **Orange**- Applications where Receiving Officer I queried Applicant
  - **Green**- Applications where Receiving Officer II queried Receiving Officer I

7.3 BUILDING PERMIT – REGULATORY APPLICATIONS

The 'Building Permit - Regulatory Applications' pane lists the **Building Permit** applications pending the Receiving Officer's review. The screen overview is presented in Figure 99 (below). The applications are listed in a table with the different column headings as follows:

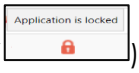
Reference No: Refers to the automatically generated unique reference number given to each application by the system. Reference numbers for Building Permit application (referred to as Planning numbers are illustrated in Figure 99 below (A).

Application Type: Refers to the type of application submitted such as Planning Permission.

Received Date: Refers to the date the application was submitted to the Public Health Department.

Status: Refers to the status of the application such as, 'Forwarded *to Receiving Officer II'*.

Community: *Refers to the general location of the application.*

Action: When an approver opens an application, it becomes locked to him i.e. another user may view the application but not allowed to process the application. This feature is shown with a lock under 'Action' column, as seen indicated by B in Figure 99 below. If a user hovers the mouse over the lock icon, a notification message is displayed (

).

If a user wishes to unlock an application locked to him, click on the lock. If the application is locked to you, the system would seek confirmation to unlock it (Figure 101next page). ***Note: A user can only unlock an application that is locked to him***. If the application is not locked to you a message displaying the current user would be shown (Figure 100 next page).

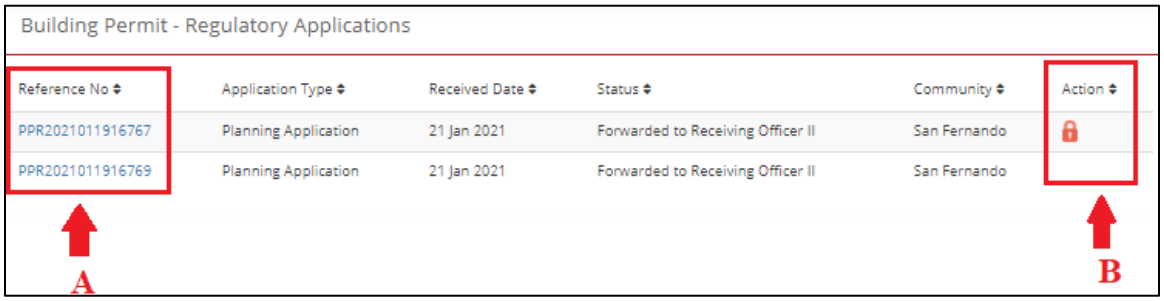


Figure 98 – Receiving Officer II Building Permit - Regulatory Applications section pane

Figure 99 - Application Locked by Specific User Message

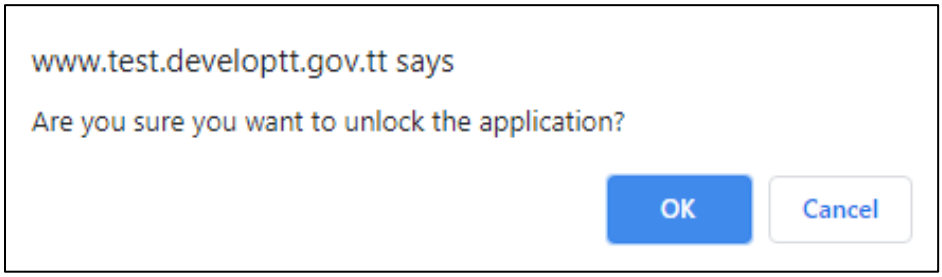


Figure 100 - Unlock Application Confirmation Message

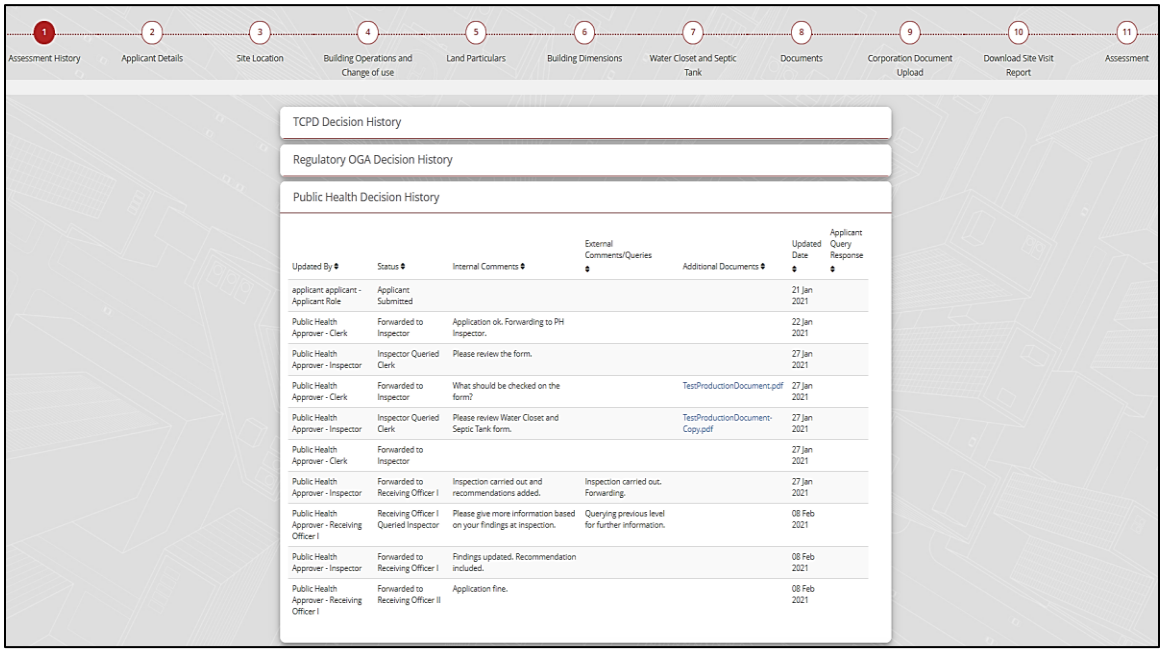
GOOD TO KNOW:

@

- Tap the icon to sort applications in ascending or descending order.
- Up to 10 records are displayed in the 'Planning Applications' pane.
- Navigation buttons, Back 1 2 Next, are only displayed when there are over 10 applications in a section. Click on the buttons or click a specific page number to navigate between various pages. Click '**NEXT**' to go to the next page and '**BACK**' to go to the previous page.

7.3.1 Steps to Process an Building Permit - Regulatory Application

1. Click on the **Reference Number** to view and process the application. All Planning Permission applications are pre-fixed with 'PPR' and hyperlinked. The application would open to the first tab 'Assessment History' as seen in Figure 102 below. Any remarks or comments made on the application also appears in this section.



Updated By	Status	Internal Comments	External Comments/Queries	Additional Documents	Updated Date	Applicant Query Response
applicant applicant - Applicant Role	Applicant Submitted				21 Jan 2021	
Public Health Approver - Clerk	Forwarded to Inspector	Application ok. Forwarding to PH Inspector.			22 Jan 2021	
Public Health Approver - Inspector	Inspector Queried Clerk	Please review the form.			27 Jan 2021	
Public Health Approver - Clerk	Forwarded to Inspector	What should be checked on the form?		TestProductionDocument.pdf	27 Jan 2021	
Public Health Approver - Inspector	Inspector Queried Clerk	Please review Water Closet and Septic Tank form.		TestProductionDocument-Copy.pdf	27 Jan 2021	
Public Health Approver - Clerk	Forwarded to Inspector				27 Jan 2021	
Public Health Approver - Inspector	Forwarded to Receiving Officer I	Inspection carried out and recommendations added.	Inspection carried out. Forwarding.		27 Jan 2021	
Public Health Approver - Receiving Officer I	Receiving Officer I Queried Inspector	Please give more information based on your findings at inspection.	Querying previous level for further information.		08 Feb 2021	
Public Health Approver - Inspector	Forwarded to Receiving Officer I	Findings updated. Recommendation included.			08 Feb 2021	
Public Health Approver - Receiving Officer I	Forwarded to Receiving Officer II	Application fine.			08 Feb 2021	

Figure 101 - Assessment History tab

2. Click on each tab to review the application.
   a. **Tab 2 – Applicant Details**: Applicants are required to complete the TCPD form i.e. to supply personal information, a brief description of their proposal, land details, purpose for which land or new/ altered/ extended building are proposed to be used and purpose for which land and/ or building are now used.

      In the Description of Proposal section, the Category of Development will be chosen, whether it is a New Building or Subdivision etc.

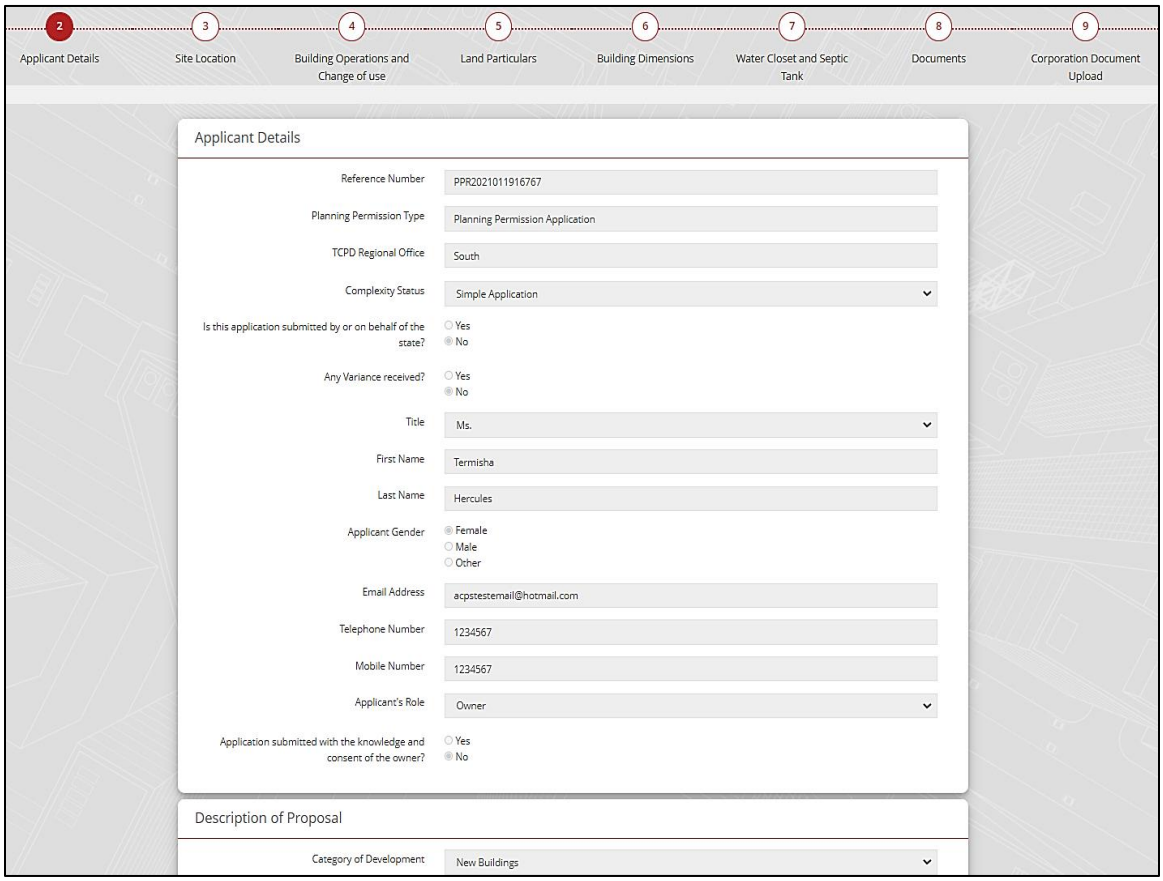


Figure 102 - Applicant Details tab

b. **Tab 3 – Site Location**: Displays a map where the applicant should have plotted their proposed site location. The system automatically zooms into the plotted area.

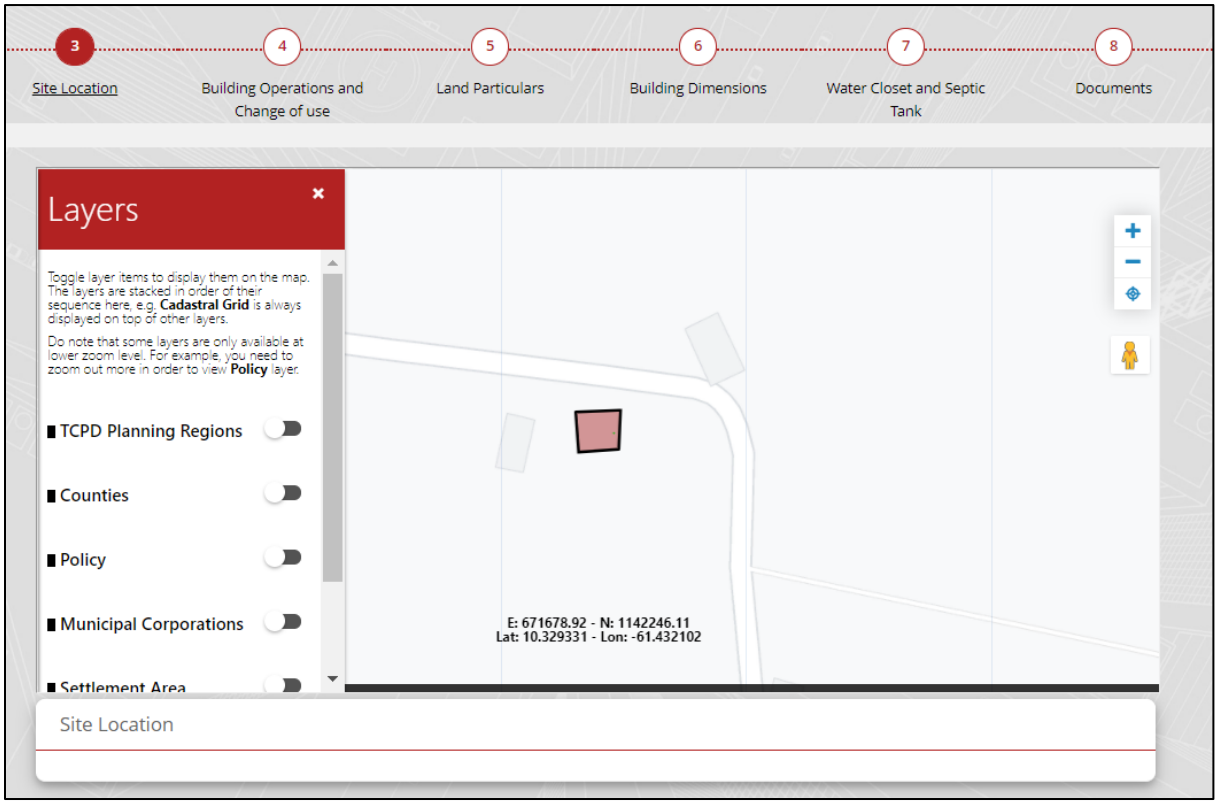


Figure 103 - Site Location tab

c. **Tab 4**

i. **Building Operations and Change of Use** – Applicants are required to supply information concerning their Category of Development chosen, New Buildings, Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. They supply general information and details of available services.

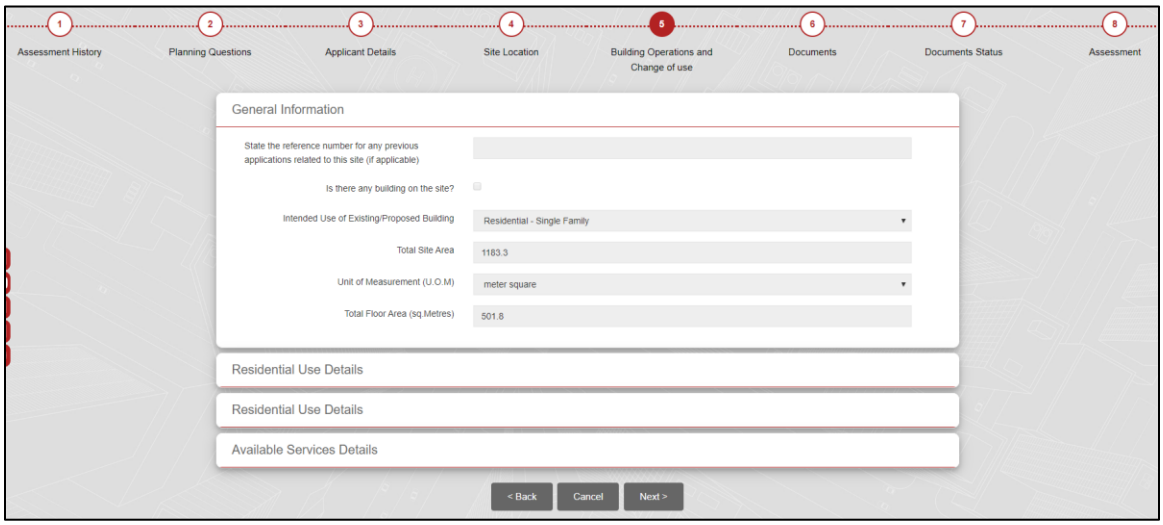


Figure 104 - Building Operations and Change of Use tab

ii. **Subdivision of Land** – Applicants are required to supply information concerning their subdivision of land. They supply information on the person who prepared design of layout, area, adjacent property owners and access details as seen in Figure 106.

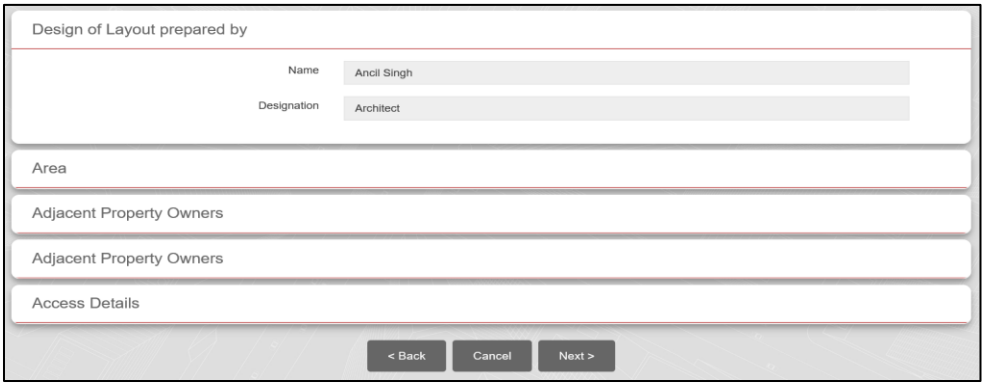


Figure 105 - Subdivision of Land

d. **Tab 5 – Land Particulars:** Applicants are required to supply information concerning Land Particulars to the Municipal Corporation in their request for a Building Permit.

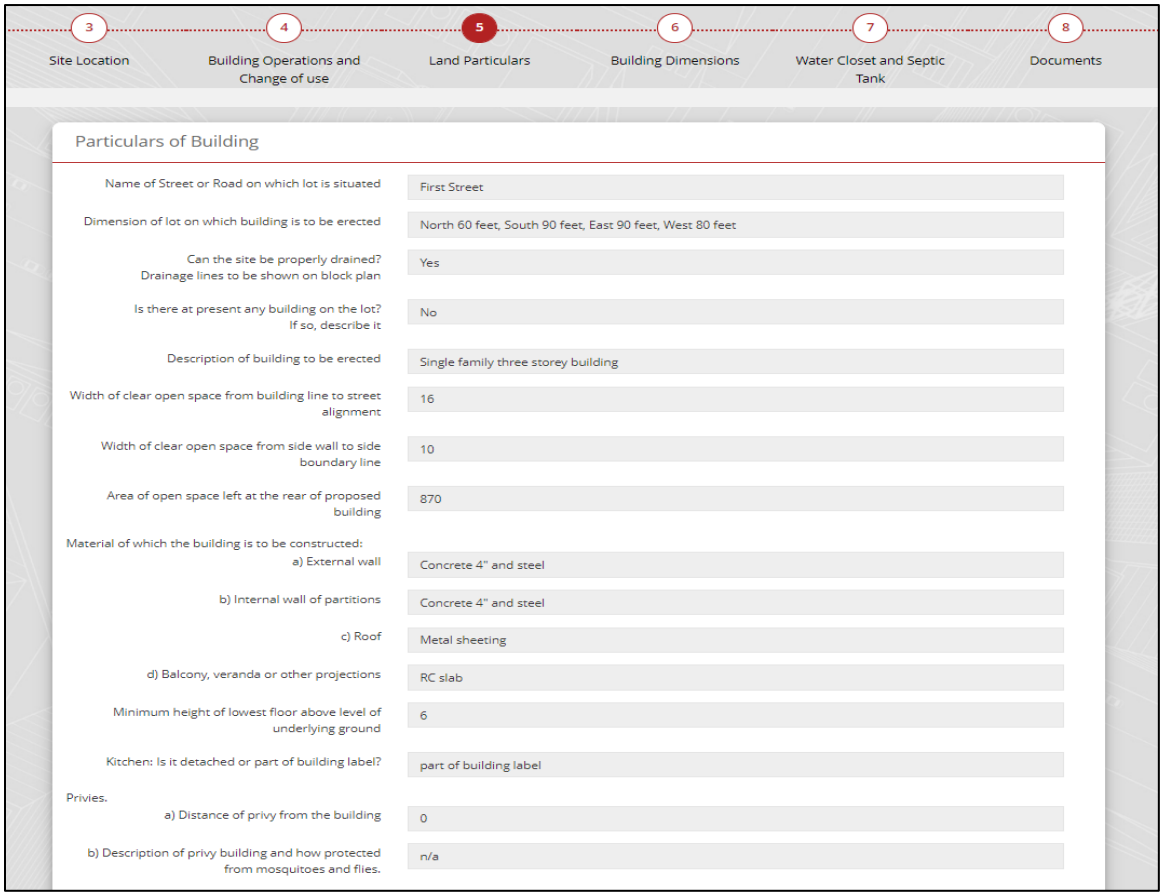
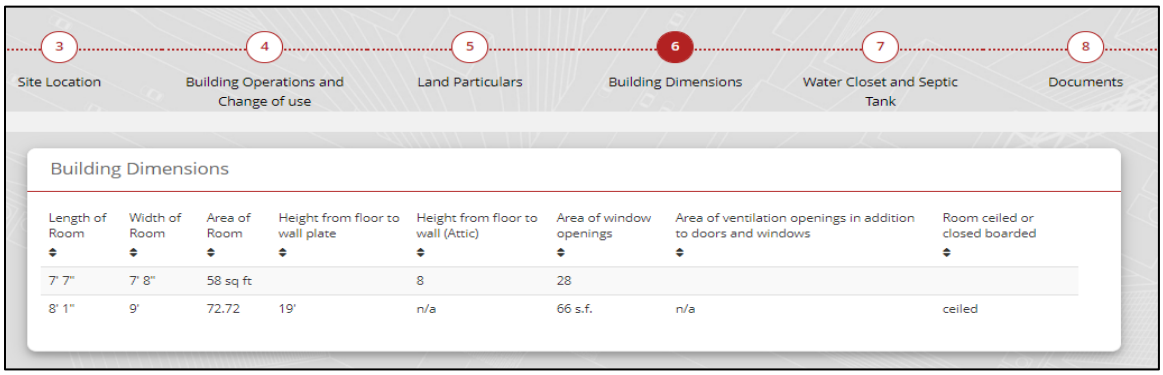


Figure 106 - Land Particulars Tab

e. **Tab 6 – Building Dimensions:** Applicants are required to supply information concerning Building Dimensions to the Municipal Corporation in their request for a Building Permit.



Length of Room	Width of Room	Area of Room	Height from floor to wall plate	Height from floor to wall (Attic)	Area of window openings	Area of ventilation openings in addition to doors and windows	Room ceiled or closed boarded
7' 7"	7' 8"	58 sq ft		8	28		
8' 1"	9'	72.72	19'	n/a	66 s.f.	n/a	ceiled

Figure 107 - Building Dimensions

f. **Tab 7 – Water Closet and Septic Tank:** Applicants are required to supply information concerning Building Dimensions to the Municipal Corporation in their request for a Building Permit.

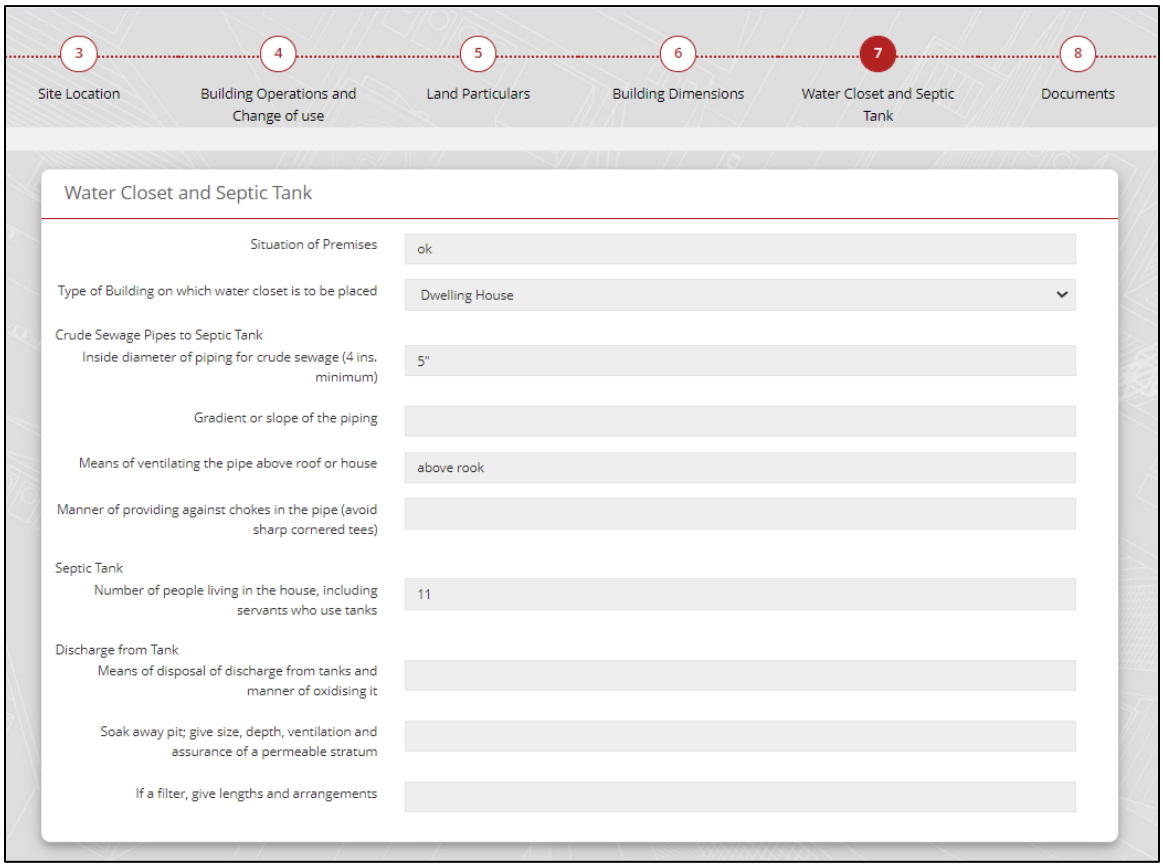


Figure 108 - Water Closet and Septic Tank

g. **Tab 8 – Documents**: All documents uploaded by the applicant at Planning Permission stage would be listed here. Click on the File Name to open documents. Plans from the 'Document Upload Section' would open as a PDF document in a new tab. The PDFTron tool would be used to view/process plans in the 'Planning Permission Building Plan Documents' section. PDFTron's measurement tool allows the approver to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix V).

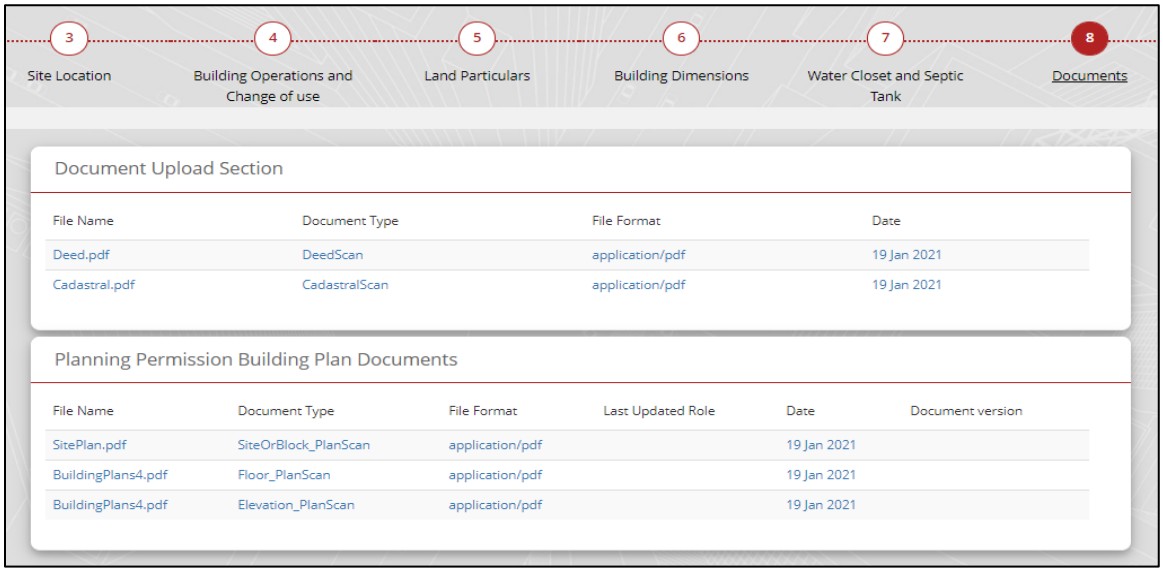


Figure 109 - Documents tab

h. **Tab 9 – Corporation Document Upload**: All documents uploaded by the applicant at request for Building Permit stage would be listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

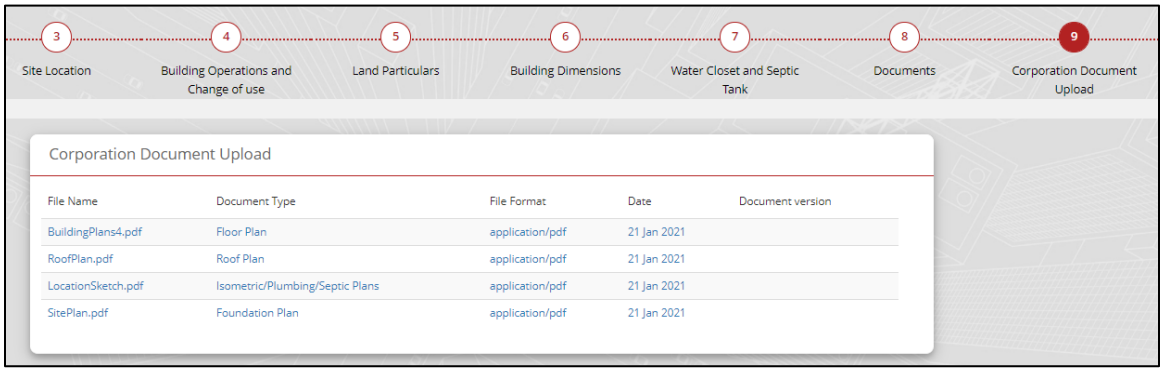


Figure 110 - Corporation Document Upload

i. **Tab 10 – Download Site Visit Report:** Once an application/s is carried out by the inspector, the Receiving Officer can review the inspections on this tab. This tab would be discussed in detail in step 3 below.

j. **Tab 11 – Assessment:** The Receiving Officer can enter remarks, add necessary documents and query the applicant/ inspector or forward to the Receiving Officer II. This tab would be discussed in detail in step 4 below.

3. Click 'Next' or Download Site Visit Report tab. All inspection reports would be found listed in this tab as seen in Figure 112 below. Click on report to view; report should open in another tab.

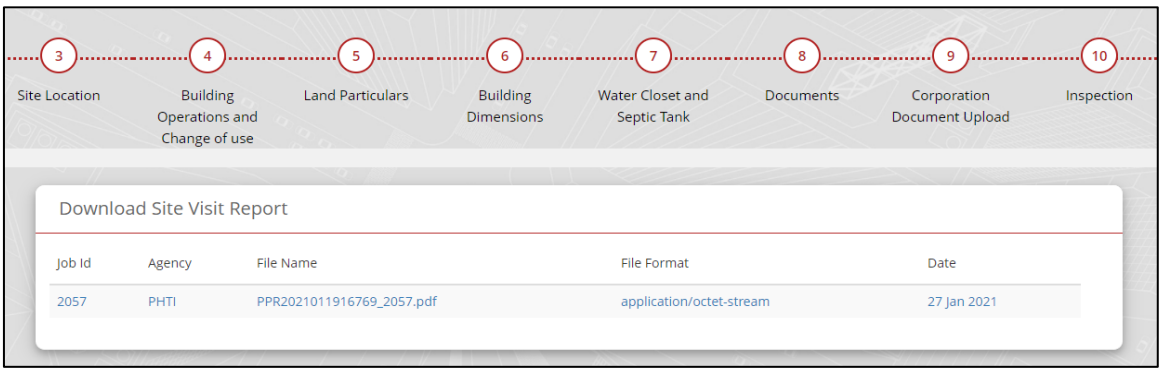


Figure 111 - Inspection tab

4. Click 'Next' or Assessment tab and fill in the relevant remarks. Remarks entered would be attached to application and visible for others to see.

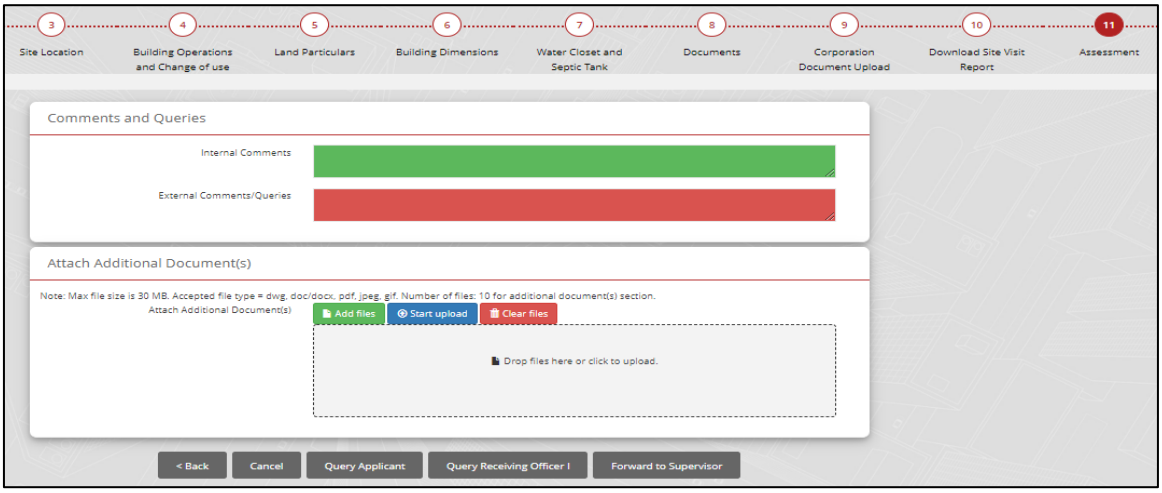


Figure 112 - PH Inspector Assessment tab

GOOD TO KNOW:

- Internal Remarks are visible only to the Public Health staff and External Remarks are visible to anyone with access to the application, including the applicant.

- The Receiving Officer can also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

a) **Query Applicant –** If additional information is required, the Receiving Officer can query the applicant using the Assessment tab. enter the query in External Comments and click the query button Query Applicant located at the bottom of the page to submit the query. You will be prompted with a confirmation message as seen in Figure 114 ; click '**Yes**' and you would be shown the success message seen in Figure 115 below. Click 'OK' to return to the Receiving Officer's dashboard.

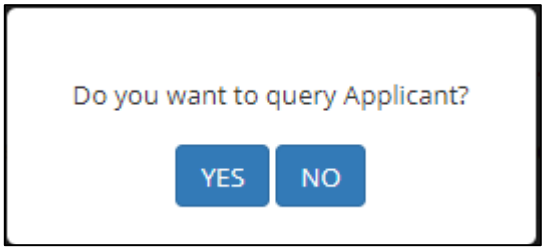


Figure 113 - Confirmation Message

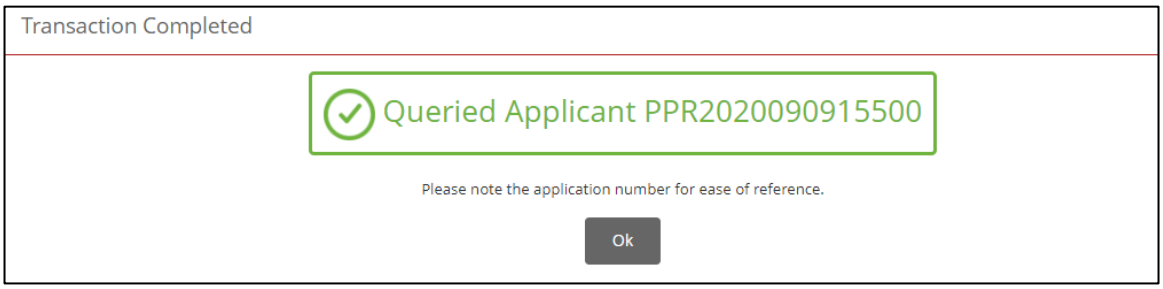


Figure 114 - Query Applicant Success Message

b) **Query Receiving Officer 1 -** Click the 'Query Receiving Officer 1' button [Query Receiving Officer I] located at the bottom of the tab to submit the query. Enter Internal Comments for the Receiving Officer 1 and/or External Comments for applicants and other agencies. You will be prompted with a confirmation message (as seen in Figure 113). The prompt will read: '**Do you want to Query Receiving Officer 1?'** Click '**Yes**' to confirm or 'No' to return to the Assessment tab. On clicking Yes, the success message would be displayed: [Queried Receiving Officer I PPR2021011916767].

c) **Forward to Supervisor –** Once the application is complete, enter remarks in comments, attach document (s) if desired and click the 'Forward to Supervisor' [Forward to Supervisor] button at the bottom of the page to forward the application. You will be prompted with a confirmation message (as seen in Figure 113). The prompt will read: '**Do you want to Forward to Supervisor?'** Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking Yes, the success message would be displayed: [Forwarded to Supervisor PPR2021011916767].

7.4 COMPLETION CERTIFICATE – REGULATORY APPLICATIONS

The 'Completion Certificate – Regulatory Applications' pane lists the **Completion Certificate** applications pending the Receiving Officer's review. The applications are listed in a table with column headings such as 'Application type', 'Action by date', 'Status', 'Community' and 'Action' in the screen overview below (Figure 116).

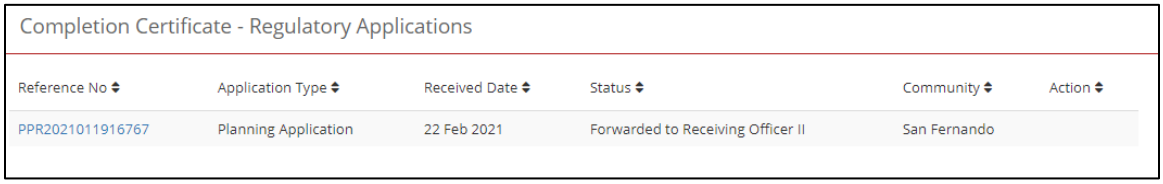


Figure 115 - Planning Permission Applications section

7.4.1 Steps to Process Completion Certificate – Regulatory Applications

1. Click on the **Reference Number** to open the application to the 'Assessment History' tab. The history of the application including remarks and attached documents from all agencies that may have processed the application. The Public Health Decision History of the application is shown in figure 117 (below). All comments and documents from Building Permit stage will be displayed here.

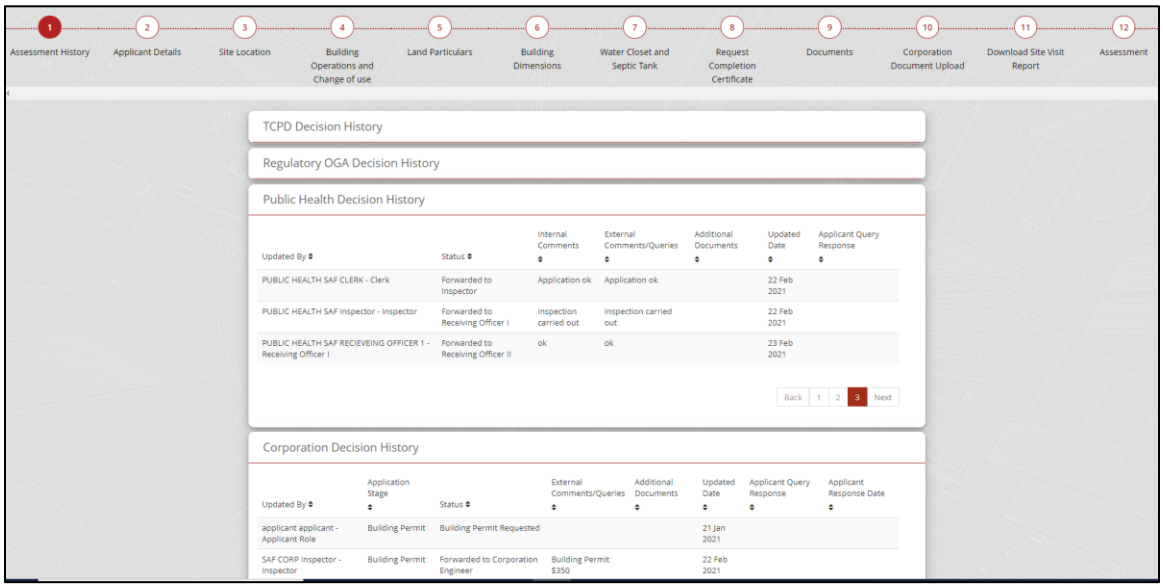


Figure 116 - Assessment History tab

2. Click on each tab to review the application to confirm all mandatory information and valid documents are submitted. All application information from Building Permit stage in addition to the new forms completed for Completion Certificate application request.

a. **Tab 2 – Applicant Details** Applicants are required to complete the TCPD form with particulars such as personal details, a brief description of proposal, land details, purpose for which land or new/altered/extended building are proposed to be used and purpose for which land and/ or building are now used.

In the Description of Proposal section, the Category of Development will be chosen and whether it is a New Building or Subdivision etc.

b. **Tab 3 – Site Location**: Displays a map of the proposed site location identified by the applicant. The system automatically zooms to the plotted area.

c. **Tab 4**

   i. **Building Operations and Change of Use** – Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity.

   ii. **Subdivision of Land** – Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access details as seen in Figure 105.

d. **Tab 5 – Land Particulars:** contains the Land Particulars details submitted by the applicant to the Municipal Corporation for a Building Permit Request.

e. **Tab 6 – Building Dimensions:** contains the Building Dimensions details submitted by the applicant to the Municipal Corporation in the Building Permit request application. Details such as the length, width, area, heights of the room and details within the room are captured here

f. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application.

g. **Tab 8 – Request Completion Certificate:** Comments on the request for Completion Certificate may be entered by applicant. ***This form is a new addition to the application.***

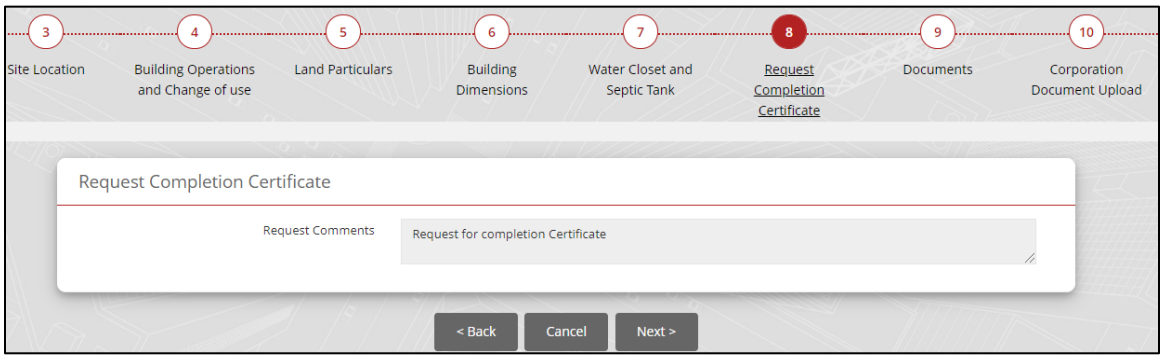


Figure 117 - Request Completion Certificate tab

h. **Tab 9 - Documents**: All documents uploaded by the applicant at Planning Permission stage would be listed here (same as Building Permit application).

i. **Tab 9 – Corporation Document Upload**: All documents uploaded by the applicant at request for Building Permit stage would be listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

j. **Tab 10 – Download Site Visit Report:** Once a site inspection is carried out by the inspector, the Receiving Officer can review the inspections in this tab. This tab would be discussed in detail in step 3 below.

k. **Tab 11 – Assessment:** The Receiving Officer can enter remarks, add necessary documents and query the applicant/ inspector or forward to the Receiving Officer II. This tab would be discussed in detail in step 4 below.

3. Click 'Next' or Download Site Visit Report tab. All inspection reports at both Building Permit and Completion Certificate would be found listed in this tab. Click on report to view in another tab.

4. Click 'Next' or Assessment tab and insert the relevant remarks. Similar to Building Permit, the PH Receiving Officer will have the option to enter comments and query the applicant/Receiving Officer 1 or forward to Supervisor. Remarks entered are attached to application and visible for other users to view.

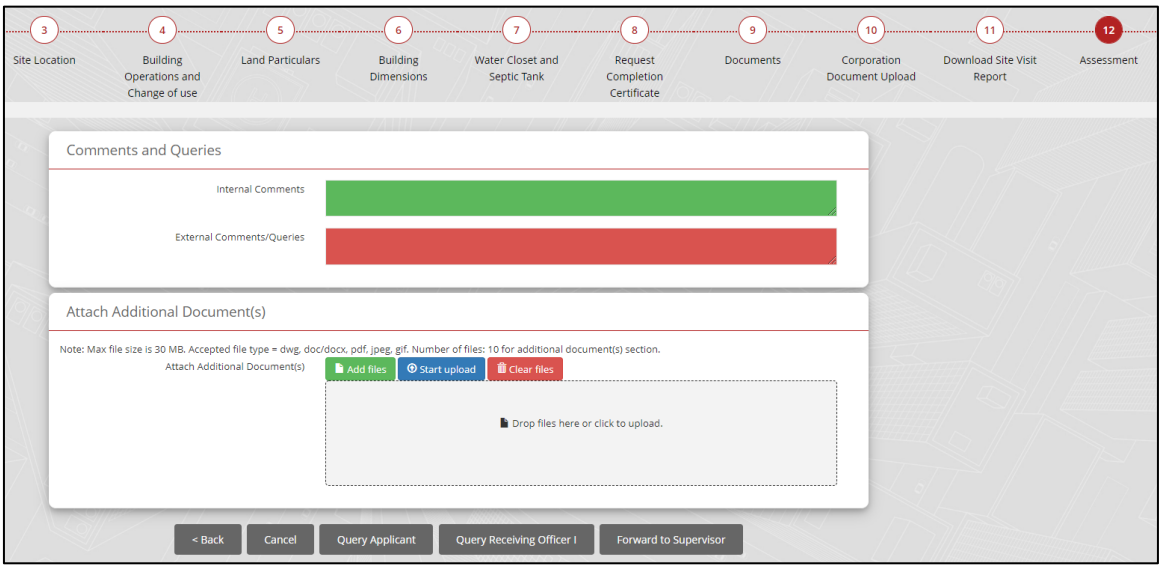


Figure 118 - PH Receiving Officer Assessment tab

GOOD TO KNOW:

- Internal Remarks are visible only to the Public Health Department staff and External Remarks are visible to anyone with access to the application, including the applicant.

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- The Receiving Officer can also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

a) **Query Applicant –** If additional information is required, the Receiving Officer can query the applicant using the Assessment tab. Enter the query in External Comments and click the query button (Query Applicant) to submit. You will be prompted with a confirmation message as seen in Figure 120. Click '**Yes**' and wait for the success message seen in Figure 121 below. Click 'OK' to return to the Receiving Officer's dashboard.

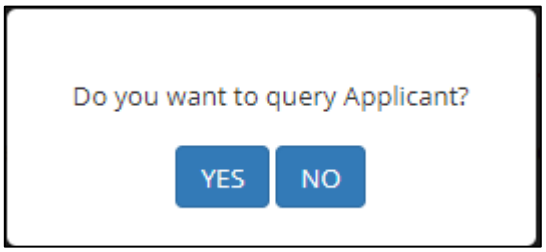

Figure 119 - Confirmation Message

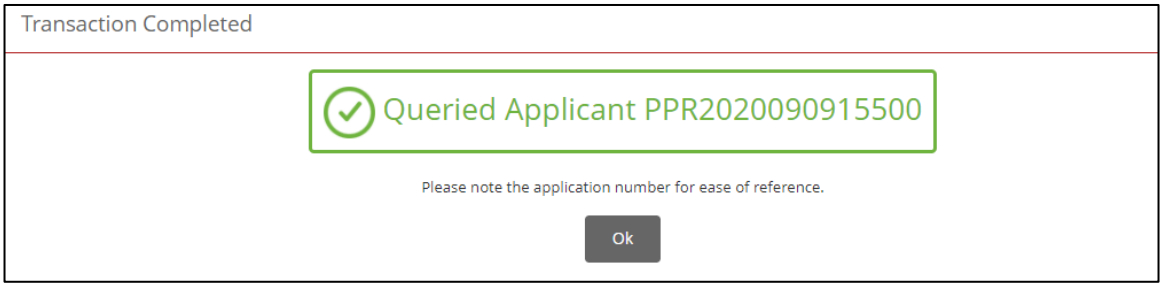

Figure 120 - Query Applicant Success Message

b) **Query Receiving Officer I - The** Receiving Officer II can click the 'Query Receiving Officer 1' button Query Receiving Officer I to submit the query. Enter Internal Comments for the Receiving Officer I and/or External Comments for applicants and other agencies. The confirmation prompt '**Do you want to Query Inspector?**' (Figure 119)will require action. Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. A the success message would be displayed when the query is successfully submitted Queried Receiving Officer I PPR2021011916767.

Forward to PH Supervisor – If the application is complete, enter remarks in comments, attach document (optional) and click the 'Forward to Receiving Officer II' Forward to Receiving Officer II button at the bottom of the page to forward the application. The confirmation prompt '**Do you want to Query Inspector'** will require action. Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking A the success message would be displayed when the query is successfully submitted Forwarded to Supervisor PPR2021011916767.

7.5 SUPERVISOR QUERIED REGULATORY APPLICATIONS

The 'Supervisor Queried Regulatory Applications' pane lists all **Building Permit** and **Completion Certificate** applications awaiting Receiving Officer II's review returned by the Supervisor. Regulatory Applications' pane lists the **Completion Certificate** applications pending the Receiving Officer's review. The applications are listed with column headings such as 'Application type', 'Action by date', 'Status', 'Community' and 'Action' in the screen overview below (Figure 122).

Figure 121 – Supervisor Queried Regulatory Applications section

7.5.1 Steps to Process a Supervisor Queried Regulatory Application

1. Click on the **Reference Number** to open the application to the 'Assessment History' tab. The history of the application including remarks and attached documents from all agencies that may have processed the application will be shown here.

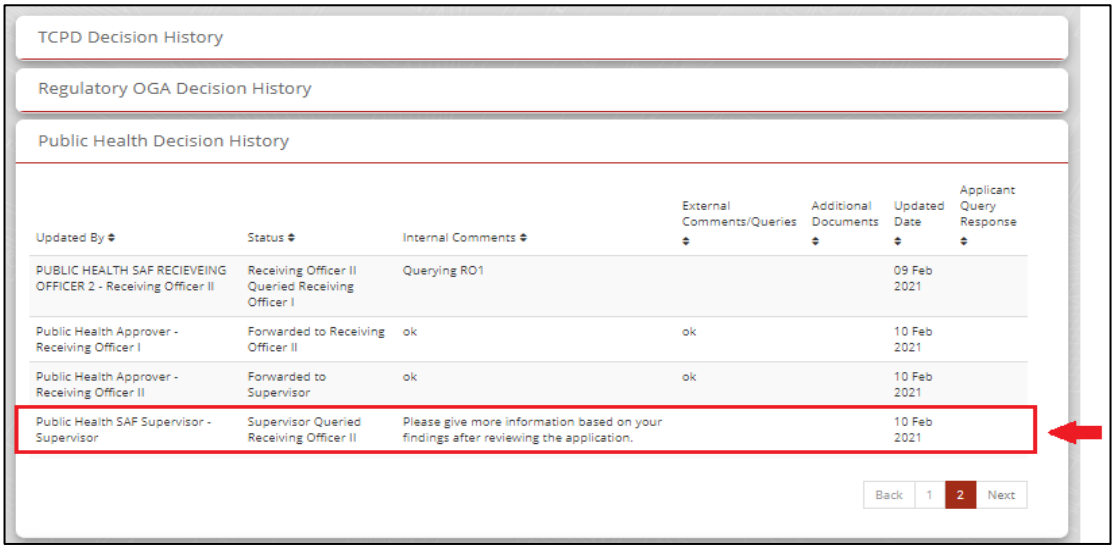

Figure 122 – Receiving Officer II's Updated Assessment History tab

2. Click on each tab to review the application information and attachments. (see Steps to Process Building Permit application) .

7.6 SEARCH APPLICATIONS

The 'Search Application' function allows the Receiving Officer to search an application using the appropriate search criteria. The function can be accessed by clicking on the 'Search Application' icon, indicated in the figure below, on the left of your screen.

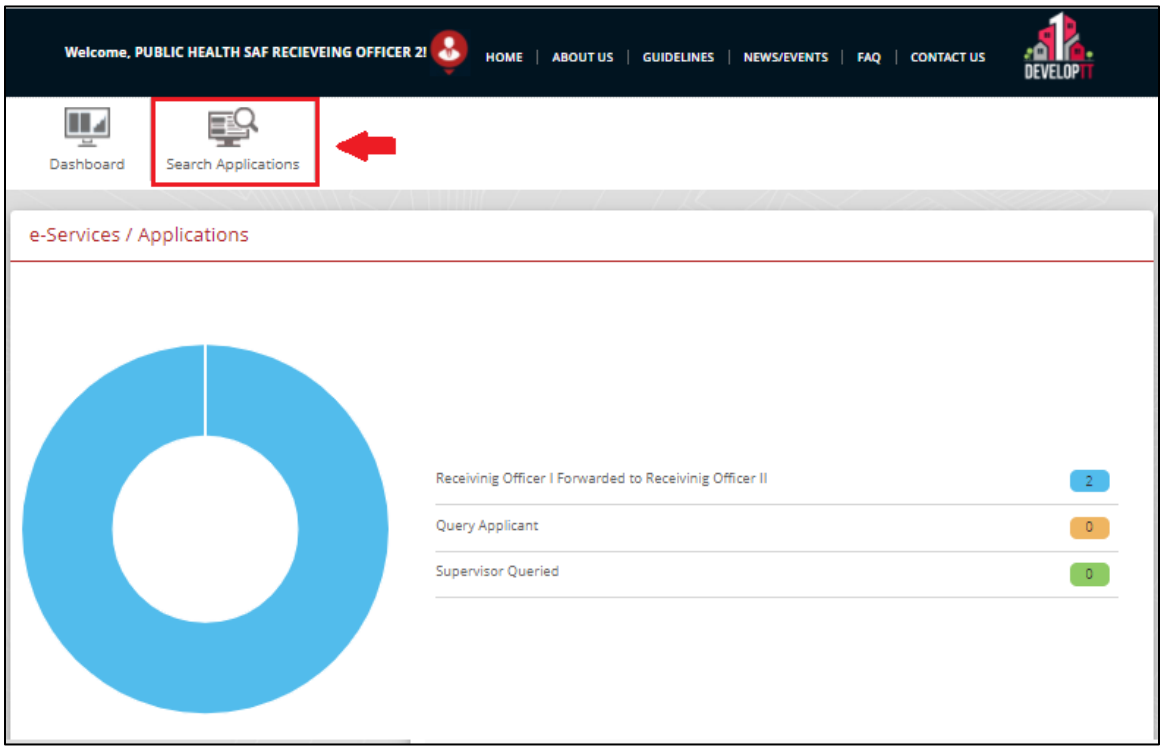

Figure 123 - Dashboard with Search Application button

For more information and steps on performing a search, go to Search Application function in the Appendix I.

8 SUPERVISOR

The Supervisor reviews the applications forwarded by the Receiving Officer II.

8.1 DASHBOARD

The dashboard is the default screen that will be displayed to the Supervisor after login. The dashboard consists of e-Services/ Applications with three (3) Categorized Applications sections: Building Permit – Regulatory Applications, Completion Certificate – Regulatory Applications and Chief Officer Queried Regulatory Applications. Click on a section title to expand the section.

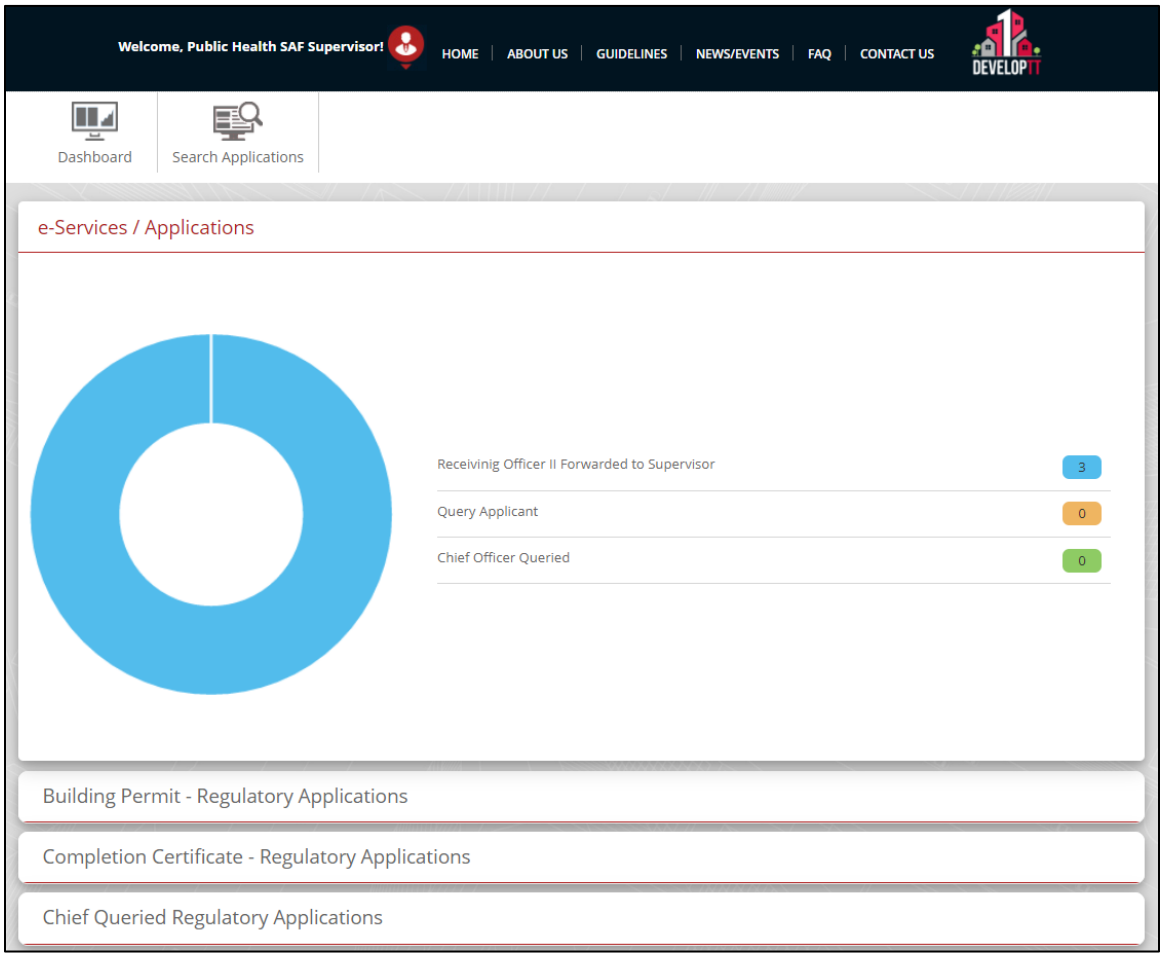

Figure 124 – PH Supervisor Dashboard

Building Permit - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Building Permit.

Completion Certificate - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Completion Certificate.

Chief Officer Queried Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications which have been queried by the Chief Officer.

GOOD TO KNOW:

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- Applications are assigned an automatically generated and unique Reference Number when created.
- Clicking on the heading of the table (i.e. section title) will minimize/ expand the table.

8.2 E-SERVICES/ APPLICATIONS

Application Statuses Chart

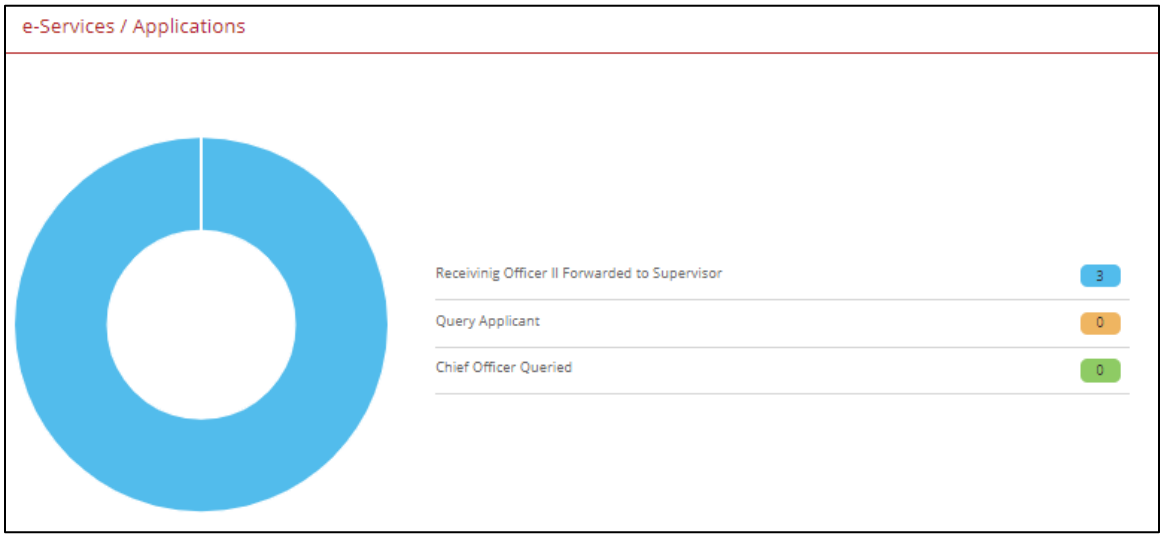


Figure 125 - PH Supervisor e-Services/ Application section

- The chart is colour coded to reflect the status of the application in the system. It illustrates the number of applications for each application status category. A user can hover the mouse over each colour of the chart to see which status it represents, as seen in Figure 126 above.

- The colour denotations are listed below:

  - **Blue**- Applications forwarded from Receiving Officer II to Supervisor
  - **Orange**- Applications queried by the Supervisor to the Applicant
  - **Green**- Applications queried by the Chief Officer to the Supervisor

8.3 BUILDING PERMIT – REGULATORY APPLICATIONS

The 'Building Permit - Regulatory Applications' pane lists the **Building Permit** applications pending the Supervisor's review. The screen overview is presented below in Figure 127. The applications are listed in a table with different column headings which would be explained below.

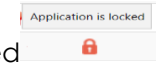
Reference No: Refers to the automatically generated unique reference number given to each application by the system. Reference numbers for Building Permit application (called Planning Permission in previous stage) begin with 'PPR'. For example other reference numbers are illustrated in Figure 127 below (A).

Application Type: Refers to the type of application submitted such as Planning Permission.

Received Date: Refers to the date the application was submitted to the Public Health Department.

Status: Refers to the status of the application for example '*Forwarded to Supervisor*'.

Community: Refers to the general location of the application.

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but would not be able to process the application. Once an application is locked, a lock will appear under this column, as seen indicated by **B** in Figure 127 below. If a user hovers the mouse over the lock, a notification message would be displayed 

.

An application that is locked by you can be unlocked by clicking on the lock. A prompt, "*Are you sure you want to unlock the application?*" will appear. Click 'OK' to confirm. If

the application is not locked to you, the system would indicate which user the application is locked to, (Figure 128). The Administrator of your agency can unlock these applications.

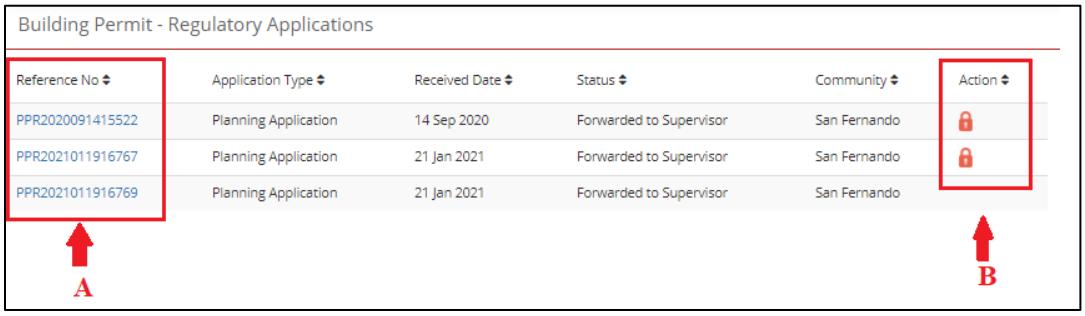


Figure 126 – Receiving Officer 1 Building Permit - Regulatory Applications section pane

Figure 127 - Application Locked by Specific User Message

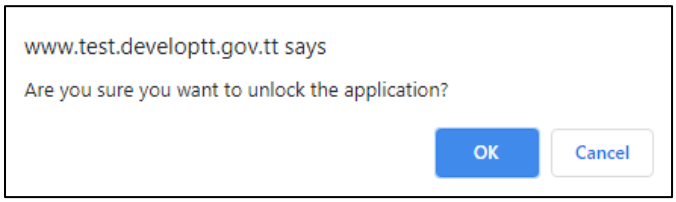


Figure 128 - Unlock Application Confirmation Message

GOOD TO KNOW:

@

- Tap the icon to sort applications in ascending or descending order.
- Up to 10 records are displayed in the 'Planning Applications' pane.
- Navigation buttons, Back 1 2 Next are only displayed when there are over 10 applications in a section. Click on the buttons or click a specific page number to navigate between various pages. Click '**NEXT**' to go to the next page and '**BACK**' to go to the previous page.

8.3.1 Steps to Process a Building Permit - Regulatory Application

1. *Click the **Reference Number** to view and process the application. Building Permit applications are pre-fixed with* 'PPR'. *All reference numbers listed in this section are hyperlinks.* The application would open to the first tab '*Assessment History*' as seen in figure 130 (next page). Any remarks or comments previously made on the application appear in this section, including remarks on the application from other agencies.

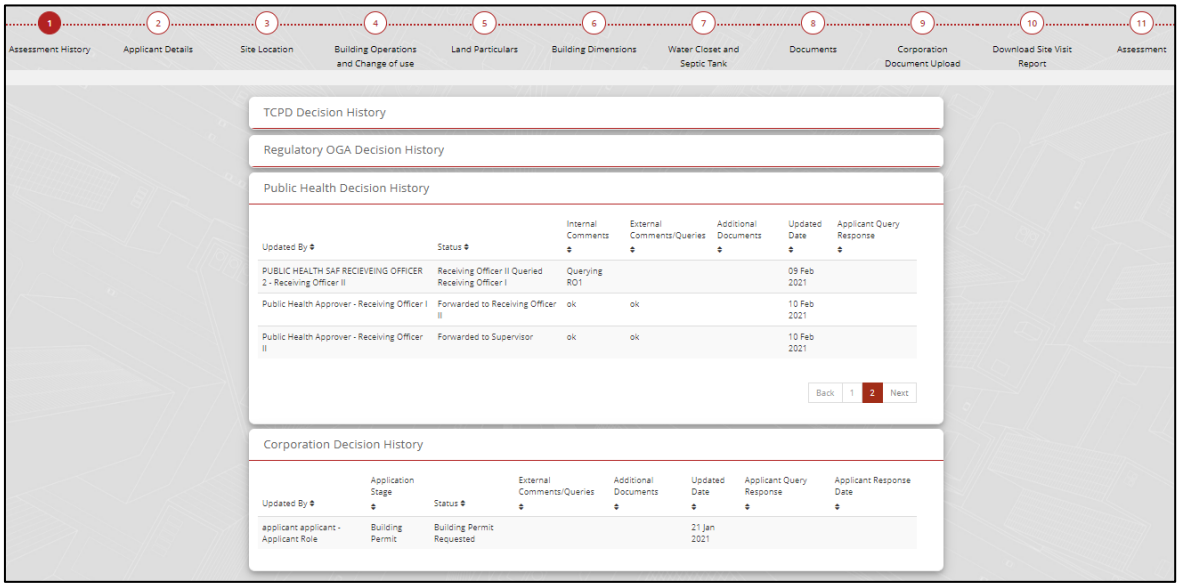


Figure 129 - Assessment History tab

2. Click on each tab to review the application and ensure that all mandatory fields are completed and valid documents submitted.

   a. **Tab 2 – Applicant Details**: Applicants are required to complete the TCPD form with particulars such as personal details, a brief description of proposal, land details, purpose for which land or new/altered/extended building are proposed to be used and purpose for which land and/ or building are now used.

   In the Description of Proposal section, the Category of Development will be chosen and whether it is a New Building or Subdivision etc.

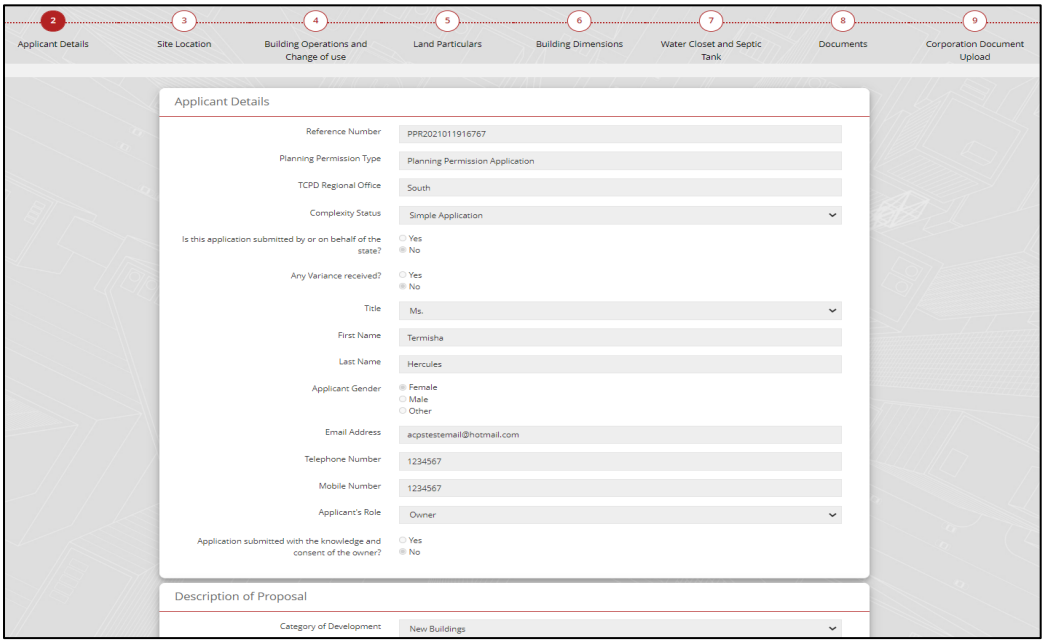


Figure 130 - Applicant Details tab

a. **Tab 3 – Site Location**: Displays a map where the applicant plotted the proposed site location. The system automatically zooms into the plotted area.

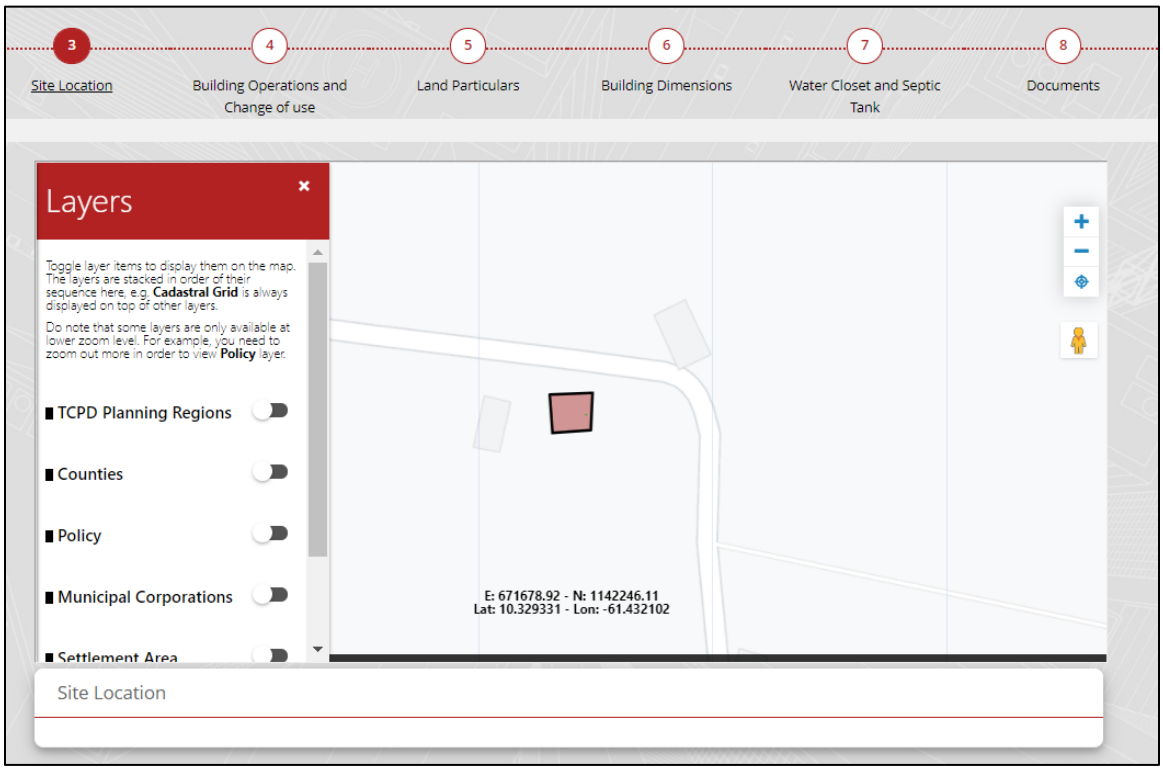


Figure 131 - Site Location tab

b. **Tab 4**

i. **Building Operations and Change of Use** – Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity.

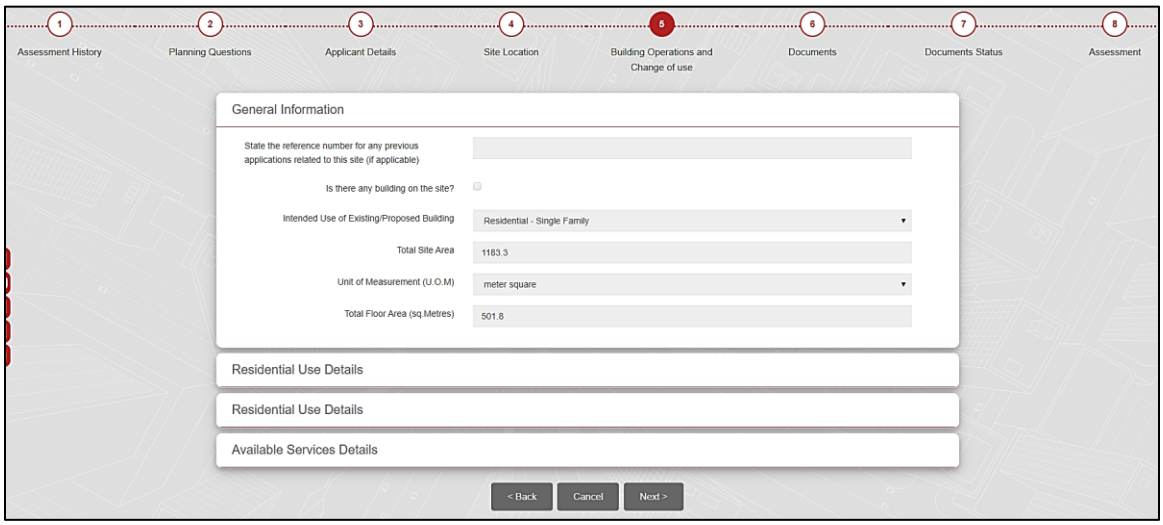


Figure 132 - Building Operations and Change of Use tab

ii. **Subdivision of Land** – Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access details as seen in Figure 134.

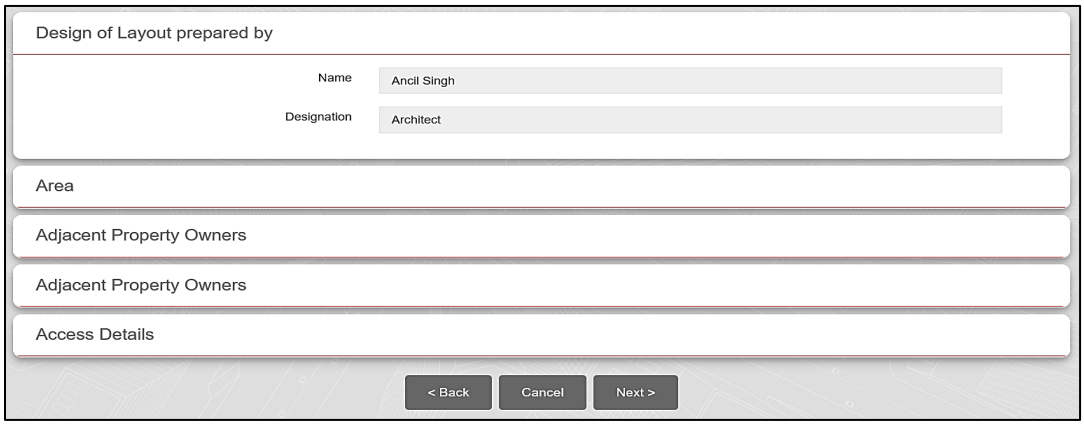


Figure 133 - Subdivision of Land

c. **Tab 5 – Land Particulars:** contains the Land Particulars details (Figure 135 below) submitted by the applicant to the Municipal Corporation for a Building Permit Request.

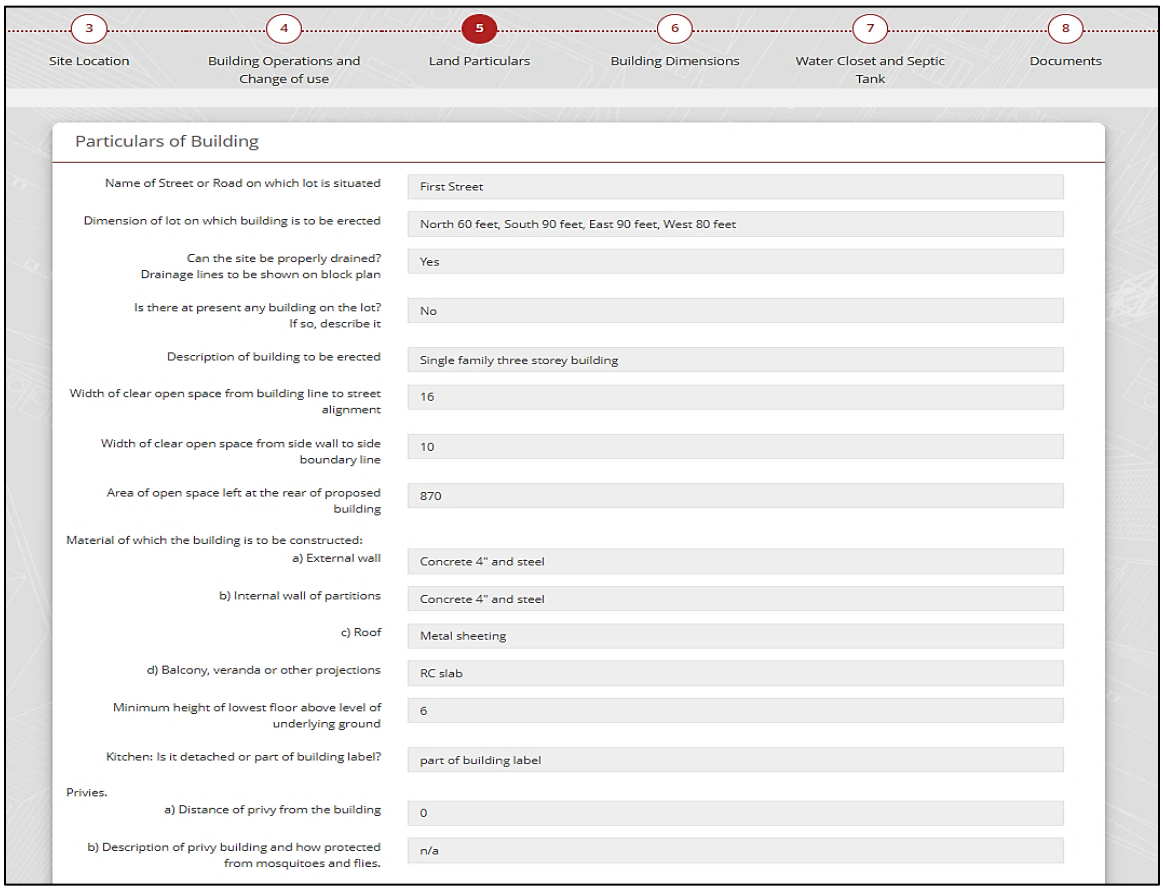


Figure 134 - Land Particulars Tab

d. **Tab 6 – Building Dimensions:** Applicants are required to supply information concerning Building Dimensions to the Municipal Corporation in the Building Permit request.

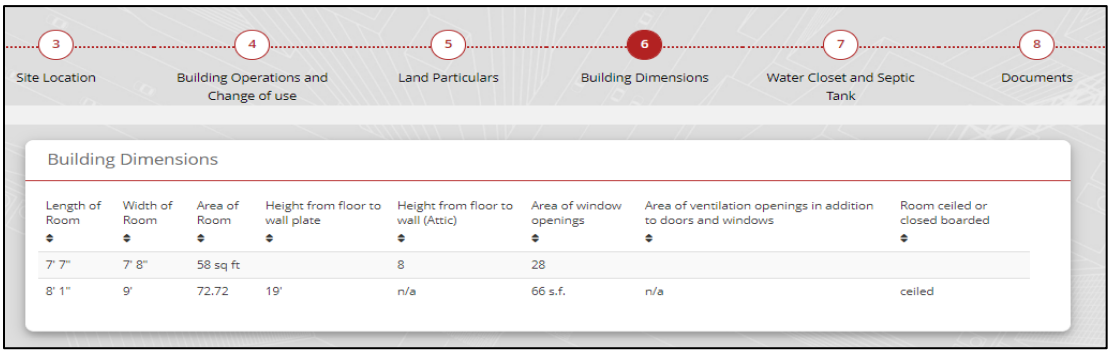


Figure 135 - Building Dimensions

e. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application. Figure 137 (below) shows the details captured in this tab.

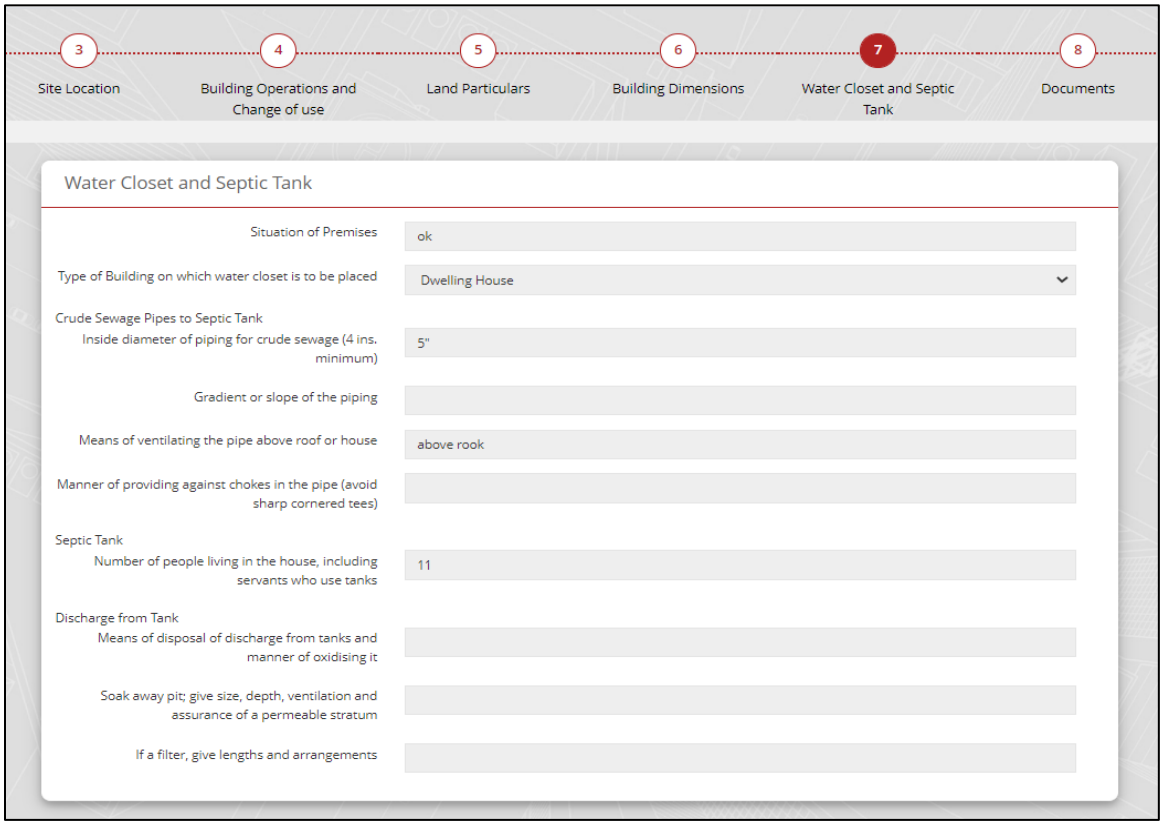


Figure 136 - Water Closet and Septic Tank

f. **Tab 8 – Documents**: All docu9ments uploaded by the applicant at Planning Permission stage would be listed here (Figure 138 below) . Click on the File Name to open documents. Plans from the 'Document Upload Section' would open as a PDF document in a new tab. The PDFTron tool would be used to view/process plans in the 'Planning Permission Building Plan Documents' section. PDFTron's measurement tool allows the approver to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix).

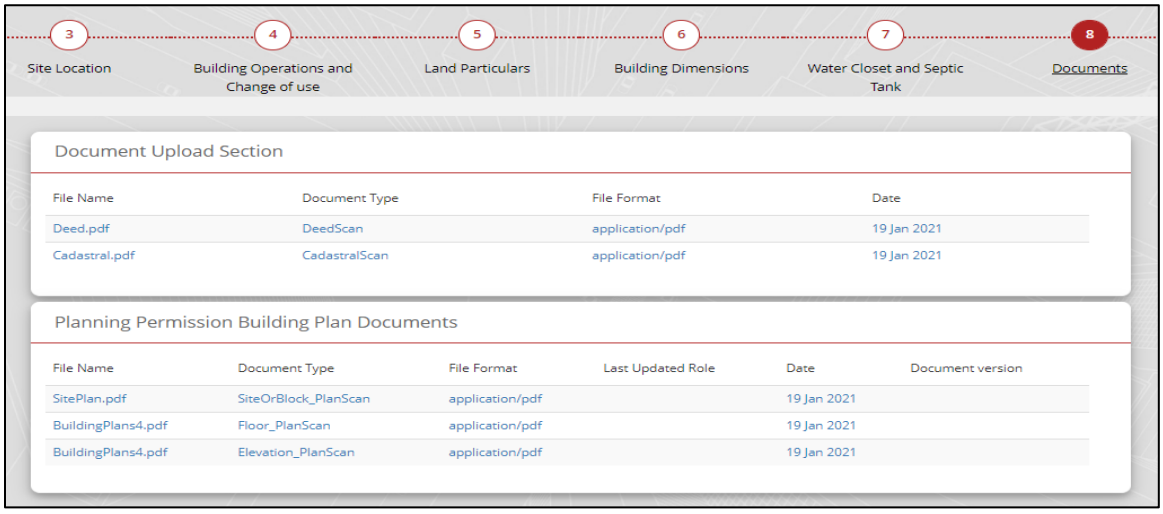


Figure 137 - Documents tab

g. **Tab 9 – Corporation Document Upload**: All documents uploaded by the applicant at request for Building Permit stage would be listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix).

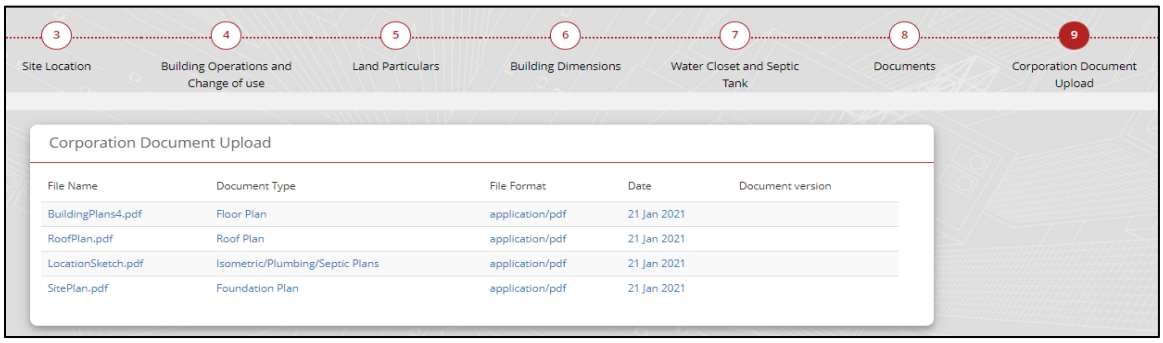


Figure 138 - Corporation Document Upload

h. **Tab 10 – Download Site Visit Report:** Once a site visit is carried out by the inspector, the Supervisor can review the inspections on this tab. This tab would be discussed in detail in step 3 below.

i. **Tab 11 – Assessment:** The Supervisor can enter remarks, add necessary documents and query the applicant/ Receiving Officer II or forward to the Chief Officer. This tab would be discussed in detail in step 4 below.

2. Click 'Next' or Download Site Visit Report tab. All inspection reports would be listed in this tab as seen in Figure 140 below. Click on report to view in another tab.

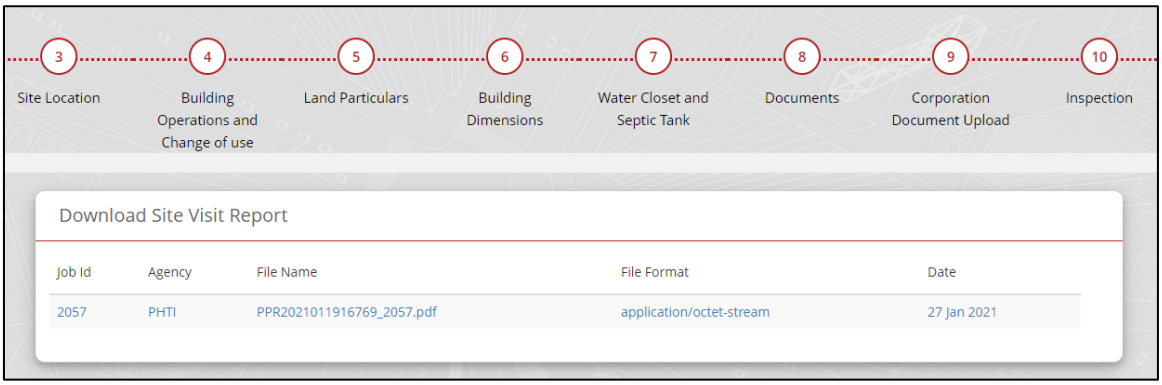


Figure 139 - Inspection tab

3. Click 'Next' or Assessment tab and enter the relevant remarks. Remarks entered would be attached to application and visible for others to see (Figure 141 below).

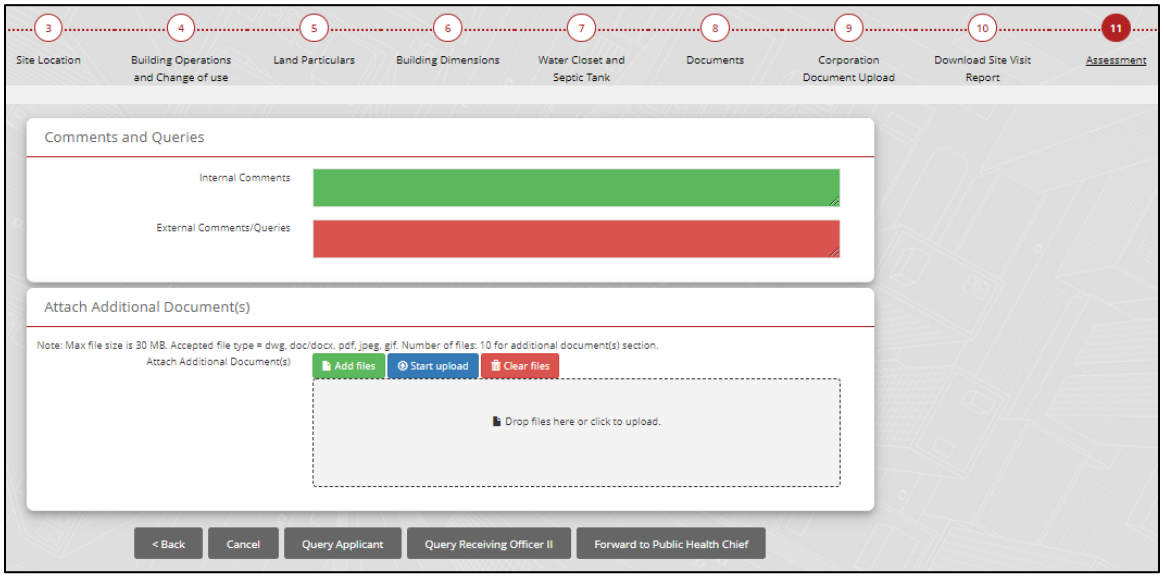


Figure 140 - PH Supervisor Assessment tab

GOOD TO KNOW:

- Internal Remarks are visible only to the Public Health Department staff and External Remarks are visible to anyone with access to the application, including the applicant.

- The Supervisor may attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix).

a) **Query Applicant –** If additional information is required, the Supervisor can query the applicant. On Assessment tab, enter the query in External Comments and click the Query Applicant button located at the bottom of the page to submit the query. A prompt confirming the query will be seen (Figure 142). Click 'Yes' to confirm Under the success message Click 'OK' to return to the Clerk's dashboard (Figure 143 next page).

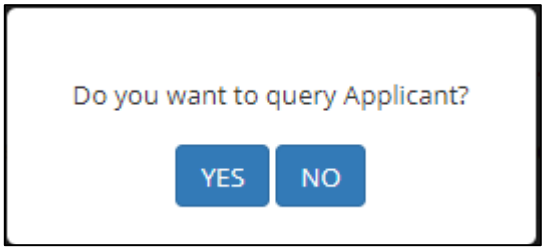


Figure 141 - Confirmation Message

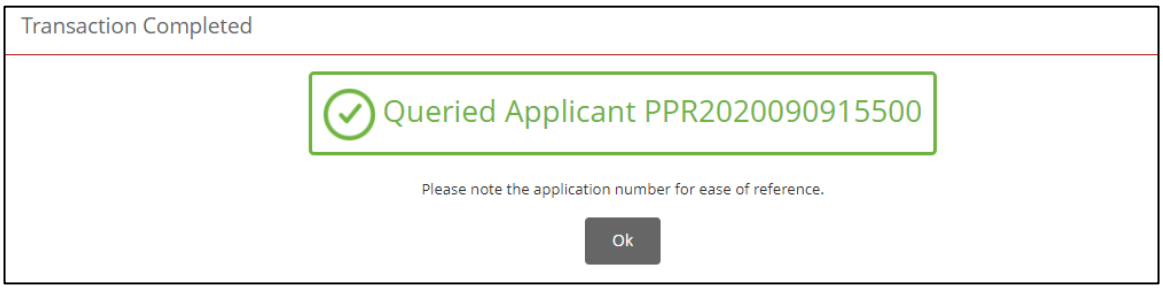


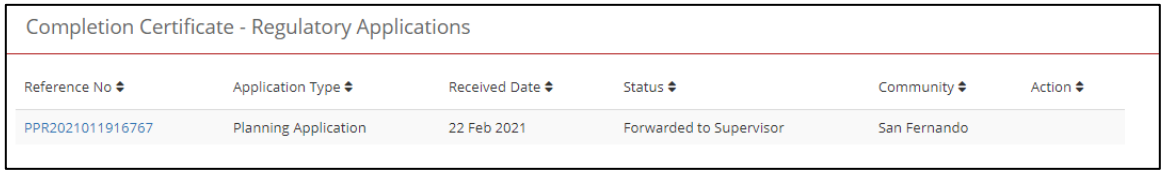
Figure 142 - Query Applicant Success Message

b) **Query Receiving Officer II -** The Supervisor can query the Receiving Officer II through the 'Query Receiving Officer II' button Query Receiving Officer II located at the bottom of the tab. Enter Internal Comments for the Receiving Officer II and/or External Comments for applicants and other agencies. A confirmation message '**Do you want to Query Receiving Officer II?'** (as seen in Figure 141) will require action. Click '**Yes**' to confirm or 'No' to return to the Assessment tab. On clicking Yes, the success message would be displayed: Queried Receiving Officer II PPR2021011916767.

c) **Forward to Chief Officer –** Once the application is complete, enter remarks in comments, attach document (s) if desired and click the 'Forward to Public Health Chief' Forward to Public Health Chief button at the bottom of the page to forward the application. A confirmation message '**Do you want to forward to Chief Officer?'** will require action. Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking Yes, the success message would be displayed: Forwarded to Chief Officer PPR2021011916769.

8.4 COMPLETION CERTIFICATE – REGULATORY APPLICATIONS

The 'Completion Certificate - Regulatory Applications' pane lists the **Completion Certificate** applications pending the Supervisor's review. The screen overview is presented in Figure 144) below. The applications are listed in a table with same column headings as Building Permit.



Completion Certificate - Regulatory Applications

Reference No	Application Type	Received Date	Status	Community	Action
PPR2021011916767	Planning Application	22 Feb 2021	Forwarded to Supervisor	San Fernando	

Figure 143 – Completion Certificate - Regulatory Applications section

8.4.1 Steps to Process a Completion Certificate - Regulatory Application

1. Click the reference number to navigate to the 'Assessment' tab to view and begin to process the application. The history of an application also includes remarks and attached documents from Municipal Corporation and any OGAs that processed the application. The Public Health Decision History of the application is shown in the figure 145 below. All comments and documents from Building Permit stage will be displayed here.

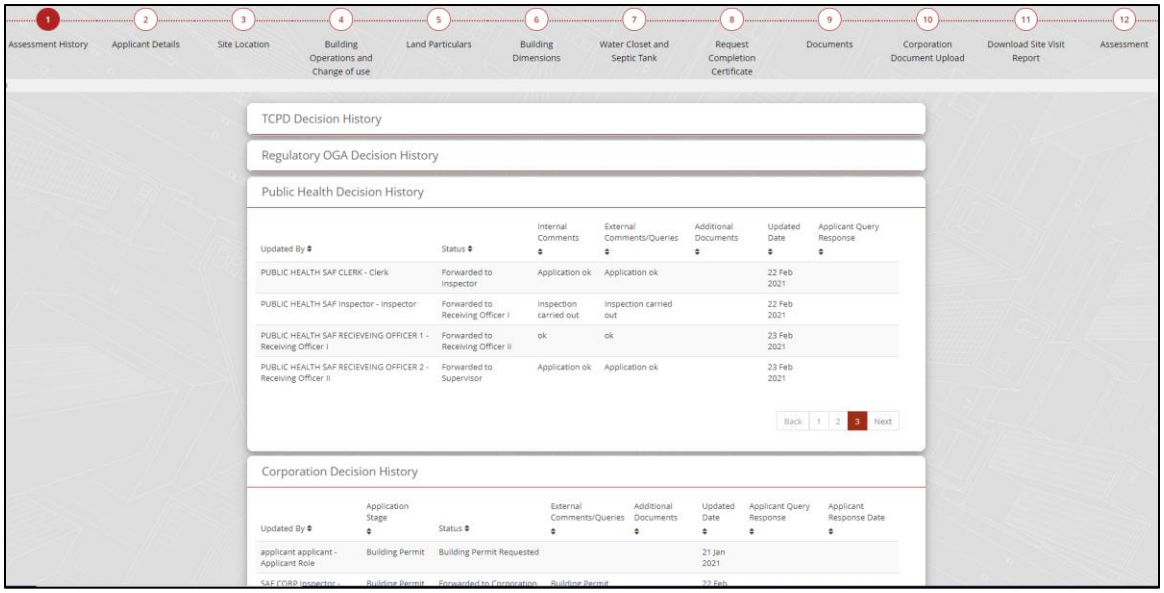


Figure 144 - Assessment History tab

2. Click on each tab to review the application and ensure that all mandatory fields are completed and valid documents submitted.

   b. **Tab 2 – Applicant Details**: Applicants are required to complete the TCPD form with particulars such as personal details, a brief description of proposal, land details, purpose for which land or new/altered/extended building are proposed to be used and purpose for which land and/ or building are now used.

      In the Description of Proposal section, the Category of Development will be chosen and whether it is a New Building or Subdivision etc.

   a. **Tab 3 – Site Location**: Displays a map of the proposed site location identified by the applicant. The system automatically zooms to the plotted area.

   b. **Tab 4** (same as Building Permit application)

      i. **Building Operations and Change of Use** – Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity.

      ii. **Subdivision of Land** – Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access details.

   c. **Tab 5 – Land Particulars:** contains the Land Particulars details submitted by the applicant to the Municipal Corporation for a Building Permit Request.

   d. **Tab 6 – Building Dimensions:** contains the Building Dimensions details submitted by the applicant to the Municipal Corporation in the Building Permit request application. Details such as the length, width, area, heights of the room and details within the room.

   e. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application.

   f. **Tab 8 – Request Completion Certificate:** Comments on request for Completion Certificate entered by applicant. ***This form is a new addition to the application.***

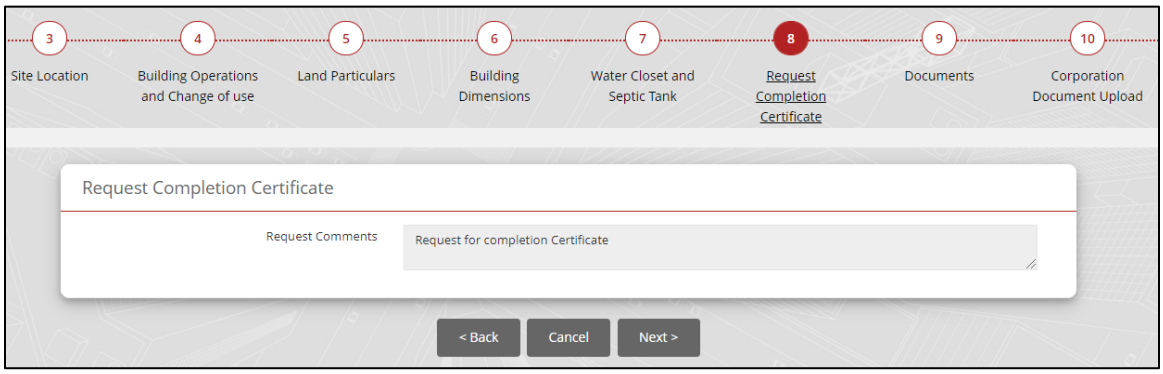


Figure 145 - Request Completion Certificate tab

g. **Tab 9 - Documents**: Click on the file name to open documents uploaded by the Applicant at the Planning Permission stage. Plans such the Certificate of Title or Cadastral Sheet (Figure 50) from the 'Document Upload Section' open as a PDF document in a new tab. The plans listed in the 'Planning Permission Building Plan Documents' will open using the PDFTron Tool. The PDFTron measurement feature allows the approver to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix V).

h. **Tab 10 – Corporation Document Upload**: All documents specifically required by the Municipal Corporation are listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

i. **Tab 11 – Download Site Visit Report:** After the site visit is conducted, the Inspector or Supervisor can review the inspection report recorded on this tab

j. **Tab 12 – Assessment:** The Supervisor can enter remarks, add necessary documents and query the applicant/ Receiving Officer II or forward to the Chief Officer. This tab would be discussed in detail in step 4 below.

3. Click 'Next' or Download Site Visit Report tab. Reports for all inspections performed at both Building Permit and Completion Certificate would be found listed in this tab. Click on report to view in another tab.

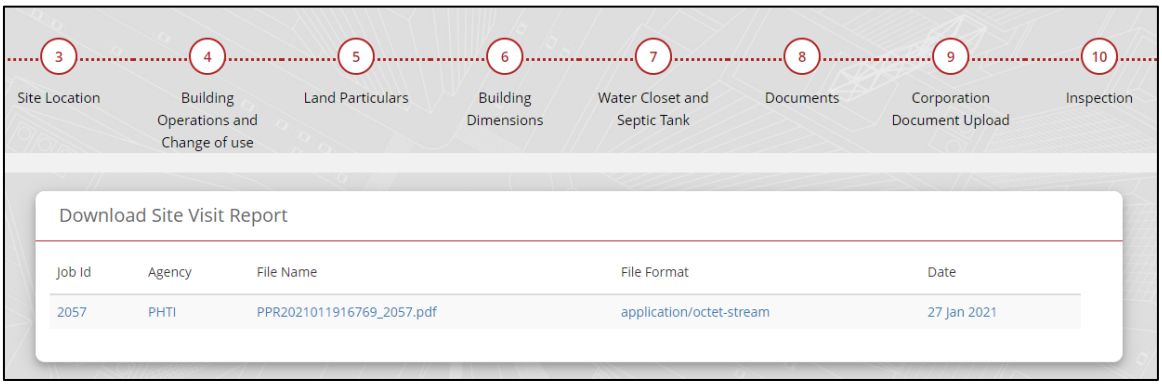


Figure 146 - Inspection tab

4. Click 'Next' or Assessment tab and fill in the relevant remarks. External remarks entered would be attached to application and visible for others to see.

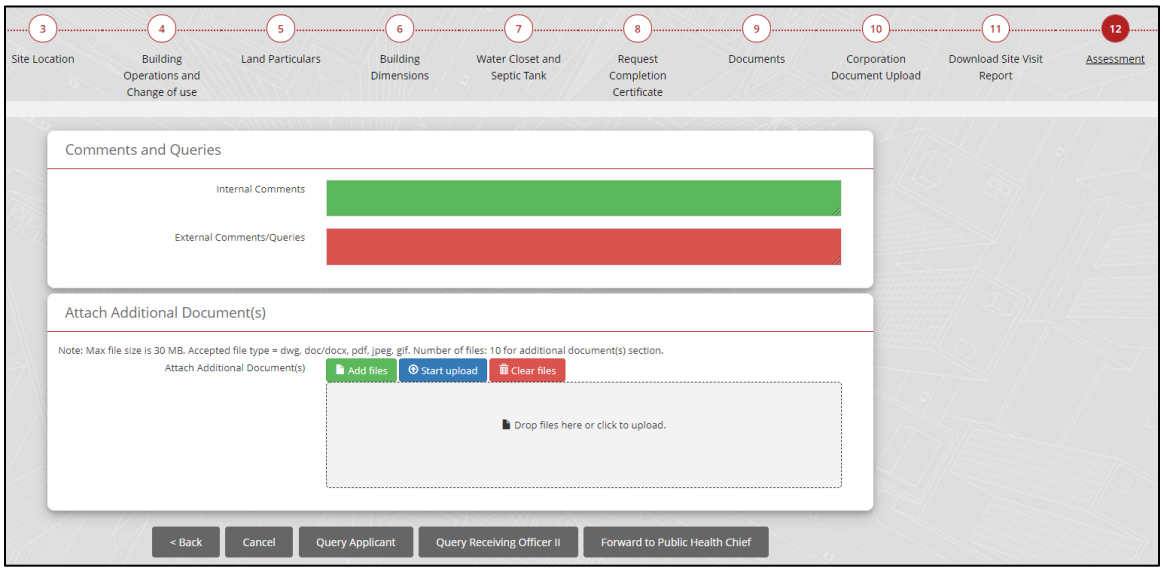


Figure 147 - PH Supervisor Assessment tab

GOOD TO KNOW:

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- Internal Remarks are visible only to the Public Health Department staff and External Remarks are visible to anyone with access to the application, including the applicant.

- The Supervisor can also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

Query Applicant – the Inspector may query the applicant for missing or additional information by submitting a query. In the Assessment tab, enter the query in External Comments and attach additional documents, if desired. Click on the 'Query Applicant' button [Query Applicant] located at the bottom of the page to submit. A confirmation message '**Do you want to Query Applicant?**' (Figure 149) will require action, Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking Yes, the success message would be displayed (Figure 150).

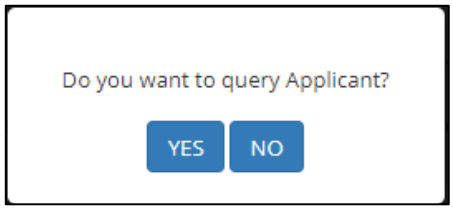


Figure 148 - Confirmation Message

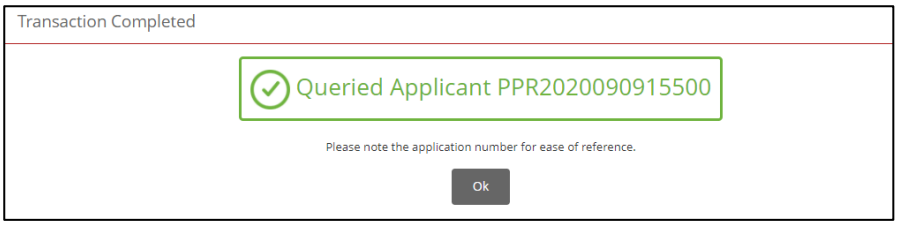
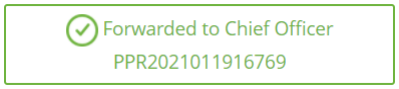


Figure 149 - Query Applicant Success Message

a) **Query Receiving Officer II - The** Supervisor can click the 'Query Receiving Officer II' button [Query Receiving Officer II] located at the bottom of the tab to submit the query. Enter Internal Comments for the Receiving Officer II and/or External Comments for applicants and other agencies. A confirmation message '**Do you want to Query Applicant?**' (Figure 149 above) will require action, Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking 'Yes', the success message would be displayed [Queried Receiving Officer II PPR2021011916767].

b) **Forward to Chief Officer –** If the application is complete, enter remarks in comments, attach document if desired and click the 'Forward to Public Health Chief' [Forward to Public Health Chief] button at the bottom of the page to forward the application. A confirmation message '**Do you want to Query Applicant?**' (Figure 149

above) will require action, Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking Yes, the success message would be displayed:



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Chief Queried Regulatory Applications - The 'Chief Queried Regulatory Applications pane lists all applications, including **Building Permit** and **Completion Certificate** applications pending the Supervisor's review, queried by the Chief Officer. The screen overview is presented in Figure 151 below. The applications are listed in a table with column headings such as 'Application type', 'Action by date', 'Status', 'Community' and 'Action'.

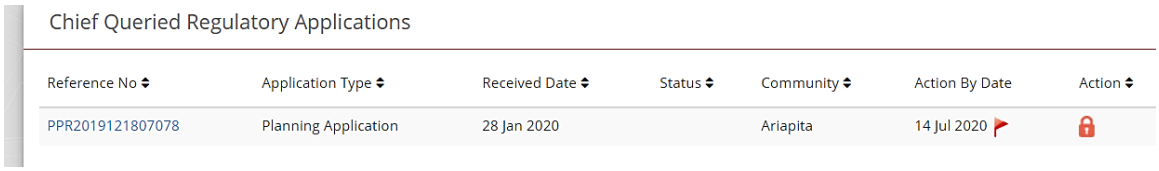

Figure 150 – *Chief Queried Regulatory Applications* section

8.4.2 Steps to Process a Chief Officer Queried Regulatory Application

1. Click the **Reference Number** to view and process the application. The application would open to the first tab 'Assessment History' with the updated Public Health Decision History section. The query message will be displayed in the Internal Comments along with any document attached to application. In the figure below, it is displayed in page 2 of the Public Health Decision History.

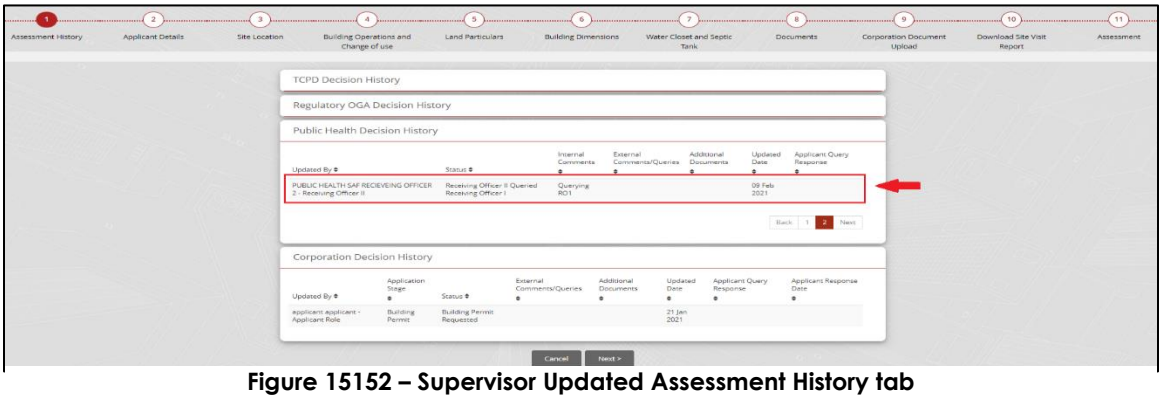

Figure 15152 – Supervisor Updated Assessment History tab

2. Click on each tab to review the application information and attachments (see [Steps to Process Building Permit application]).

8.5 SEARCH APPLICATIONS

The 'Search Application' function allows the Supervisor to locate an application using the appropriate criteria. The function can be accessed by clicking on the 'Search Application' icon, indicated in the figure below, on the left of your screen.

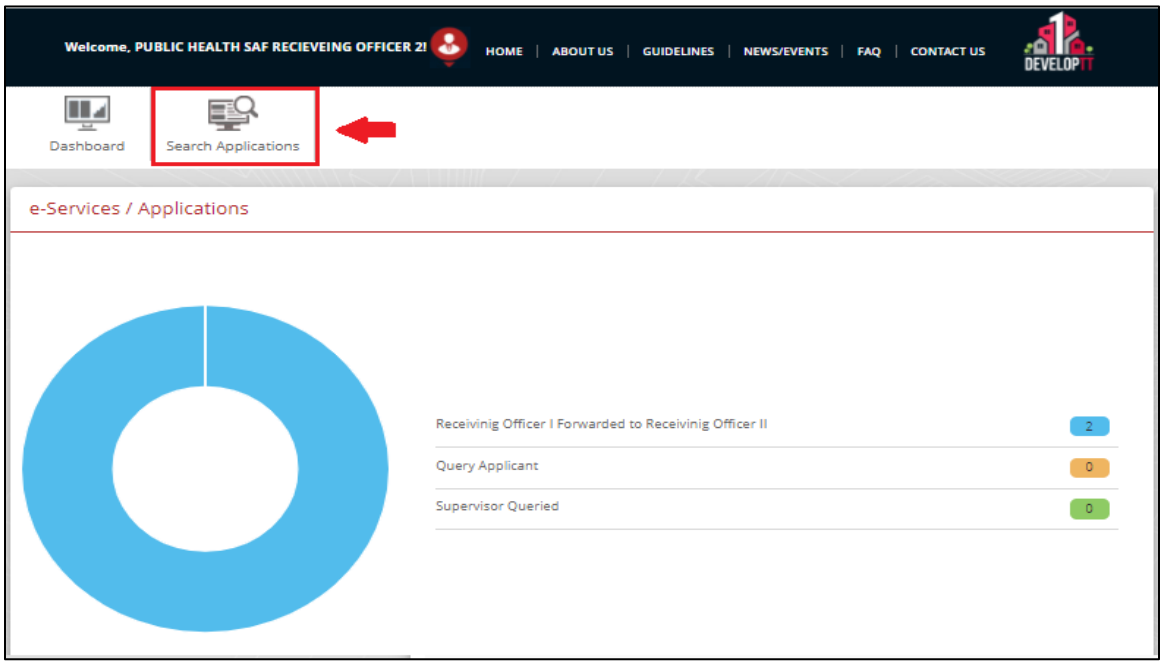

Figure 152 - Dashboard with Search Application button

For more information and steps on performing a search, go to Search Application function in the Appendix I

9 CHIEF OFFICER

The Chief Officer reviews the applications forwarded by the Supervisor.

9.1 DASHBOARD

The Dashboard is the default screen that will be displayed to the Chief Officer after login. The dashboard consists of e-Services/ Applications with two (2) Categorized Applications sections: Building Permit – Regulatory Applications and Completion Certificate – Regulatory Applications. Click anywhere on a section title on DevelopTT to expand the section.

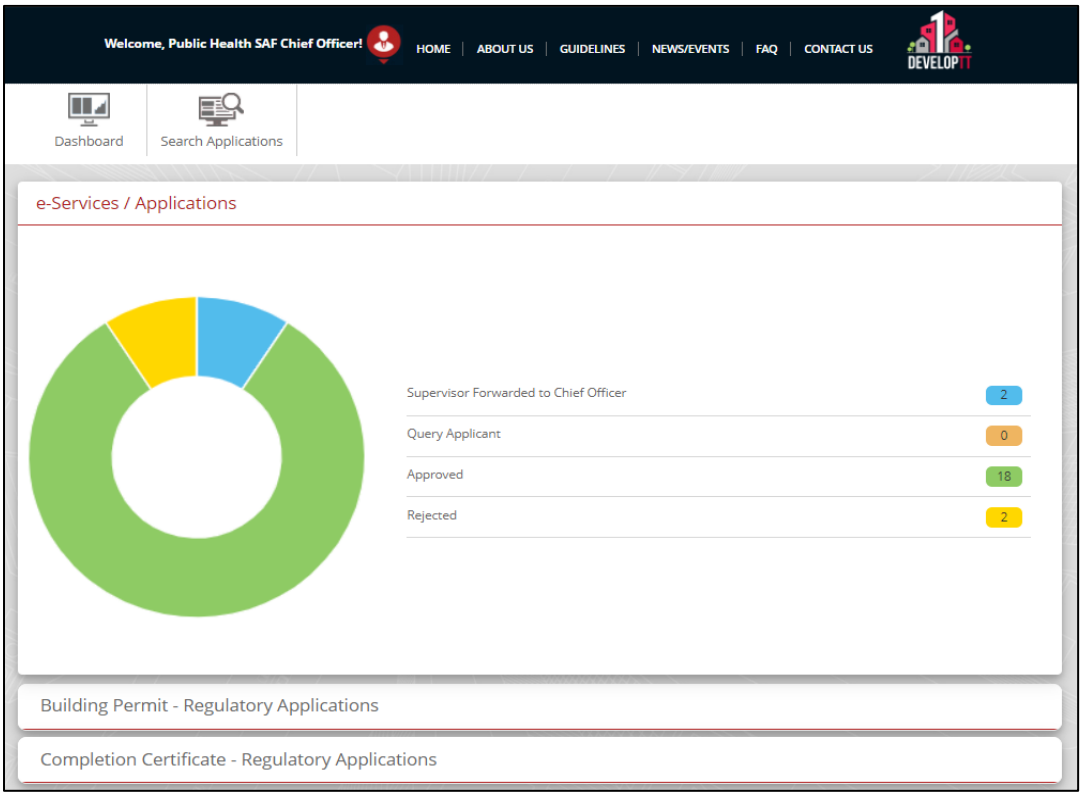

Figure 153 – PH Chief Officer Dashboard

Building Permit - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Building Permit.

Completion Certificate - Regulatory Applications: A list of all unprocessed Planning Permission and Outline + Planning Permission applications, submitted for a Completion Certificate.

GOOD TO KNOW:

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- Applications are given an automatically generated and unique Reference Number when created.
- Clicking on the heading of the table (i.e. section title) will minimize/ expand the table.

9.2 E-SERVICES/ APPLICATIONS

Application Statuses Chart

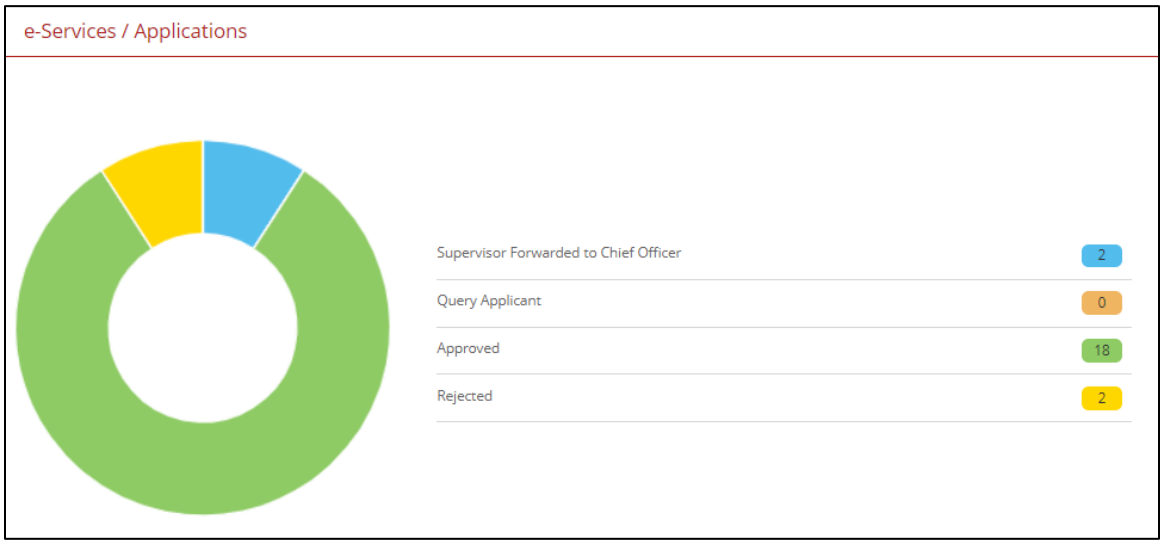


Figure 154 - PH Chief Officer e-Services/ Application section

- The chart is colour coded to reflect the status of the application in the system. It illustrates the number of applications for each application status category. A user can hover the mouse over each colour of the chart to see which status it represents as seen in Figure 155 above.

- The colour denotations are listed below:

  - **Blue**- Applications forwarded from Chief Officer to Supervisor

- **Orange**- Applications that Chief Officer queried Applicant
- **Green**- Applications that Chief Officer approved
- **Yellow**- Applications that Chief Officer rejected

9.3 BUILDING PERMIT – REGULATORY APPLICATIONS

The 'Building Permit - Regulatory Applications' pane lists the **Building Permit** applications pending the Chief Officer's review. The screen overview is presented below in Figure 156. The applications are listed in a table with different column headings which would be explained below.

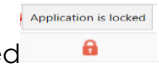
Reference No: Refers to the automatically generated unique reference number given to each application by the system. Reference numbers for Building Permit application (called Planning Permission in previous stage) begin with 'PPR'. For example, PPR2019091205095. Other reference numbers are illustrated in Figure 156 below (A).

Application Type Refers to the type of application submitted such as Planning Permission.

Received Date: Refers to the date the application was submitted to the Public Health Department.

Status: Refers to the status of the application for example '*Forwarded to Chief*'.

Community: Refers to the general location of the application.

Action: When a user opens an application, the application becomes locked to that user i.e. another user may view the application but cannot process the application. Once an application is locked, a lock will appear under this column, as seen indicated by **A** in Figure 156 below. If a user hovers the mouse over the lock, a notification message would be displayed 

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An application that is locked by you can be unlocked by clicking on the lock. A prompt, "Are you sure you want to unlock the application?" will appear. Click 'OK' to confirm. If the application is not locked to you, the system would indicate which user the application is locked to, (Figure 157 next page). The Administrator of your agency can unlock these applications.

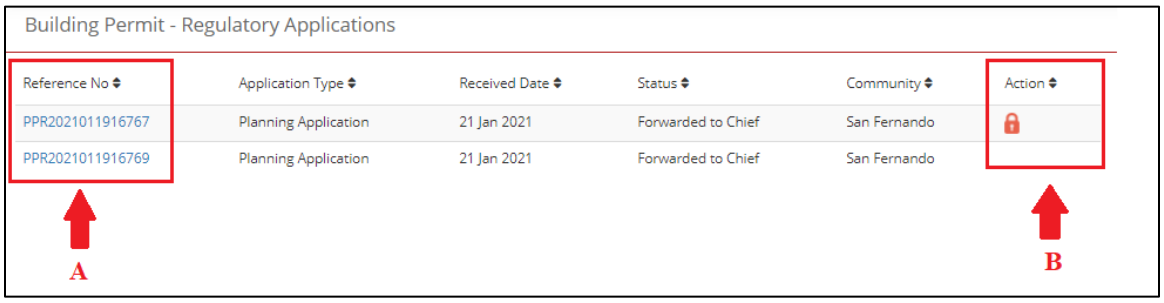


Figure 155 – Chief Officer Building Permit - Regulatory Applications section pane

Figure 156 - Application Locked by Specific User Message

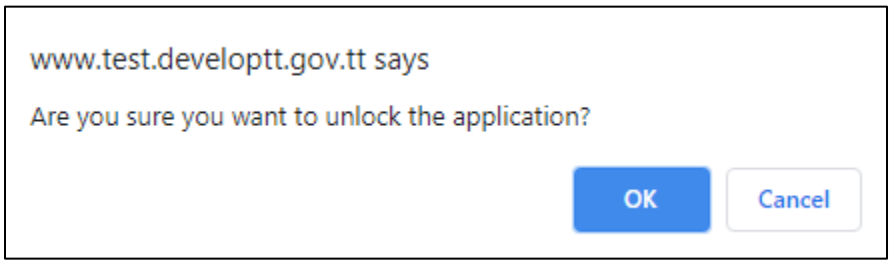


Figure 157 - Unlock Application Confirmation Message

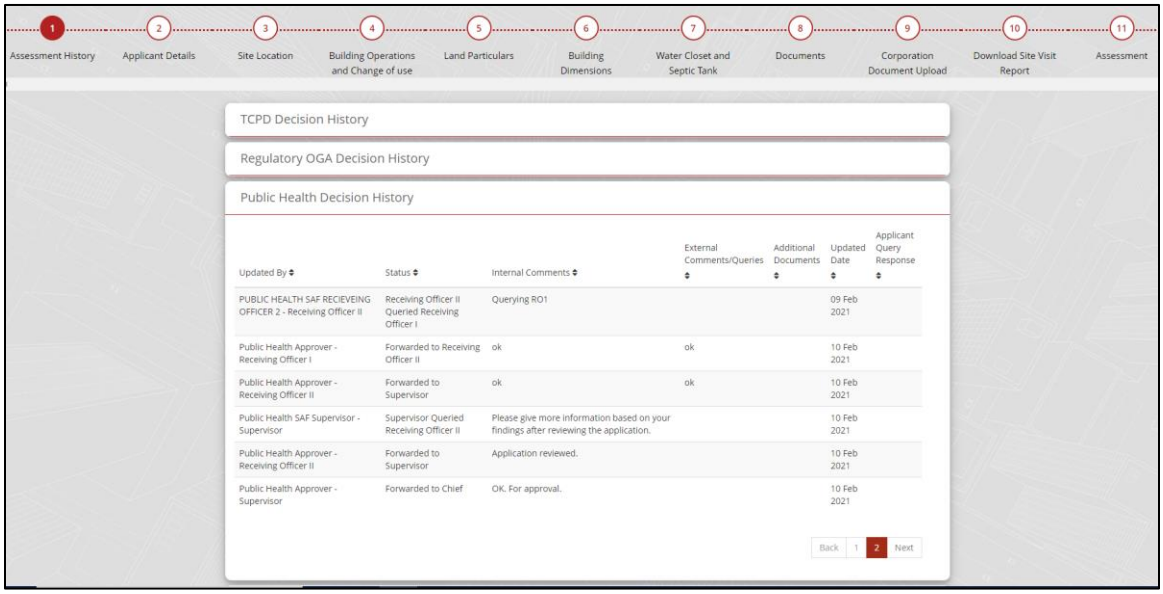
GOOD TO KNOW:

- Tap the icon to sort applications in ascending or descending order.
- Up to 10 records are displayed in the 'Planning Applications' pane.
- Navigation buttons,

, are only displayed when there are over 10 applications in a section. Click on the buttons or click a specific page number to navigate between various pages. Click '**NEXT**' to go to the next page and '**BACK**' to go to the previous page.

9.3.1 Steps to Process a Building Permit - Regulatory Application

1. *Click on the* ***Reference Number*** *to view and process the application. Building Permit applications are pre-fixed with* 'PPR'. *All reference numbers listed in this section are hyperlinks.* The application would open to the first tab '*Assessment History*' as seen in figure 159 below. Any remarks or comments previously made on the application appear in this section, including remarks on the application from other agencies.



Updated By	Status	Internal Comments	External Comments/Queries	Additional Documents	Updated Date	Applicant Query Response
PUBLIC HEALTH SAF RECIEVEING OFFICER 2 - Receiving Officer II	Receiving Officer II Queried Receiving Officer I	Querying RO1			09 Feb 2021	
Public Health Approver - Receiving Officer I	Forwarded to Receiving Officer II	ok	ok		10 Feb 2021	
Public Health Approver - Receiving Officer II	Forwarded to Supervisor	ok	ok		10 Feb 2021	
Public Health SAF Supervisor - Supervisor	Supervisor Queried Receiving Officer II	Please give more information based on your findings after reviewing the application.			10 Feb 2021	
Public Health Approver - Receiving Officer II	Forwarded to Supervisor	Application reviewed.			10 Feb 2021	
Public Health Approver - Supervisor	Forwarded to Chief	OK. For approval.			10 Feb 2021	

Figure 158 - Assessment History tab

2. Click on each tab to review the application and ensure that all mandatory fields are completed and valid documents submitted.

a. Tab 2 – Applicant Details: Applicants are required to complete the TCPD form with particulars such as personal details, a brief description of proposal, land details, purpose for which land or new/altered/extended building are proposed to be used and purpose for which land and/ or building are now used.

In the Description of Proposal section, the Category of Development will be chosen and whether it is a New Building or Subdivision etc

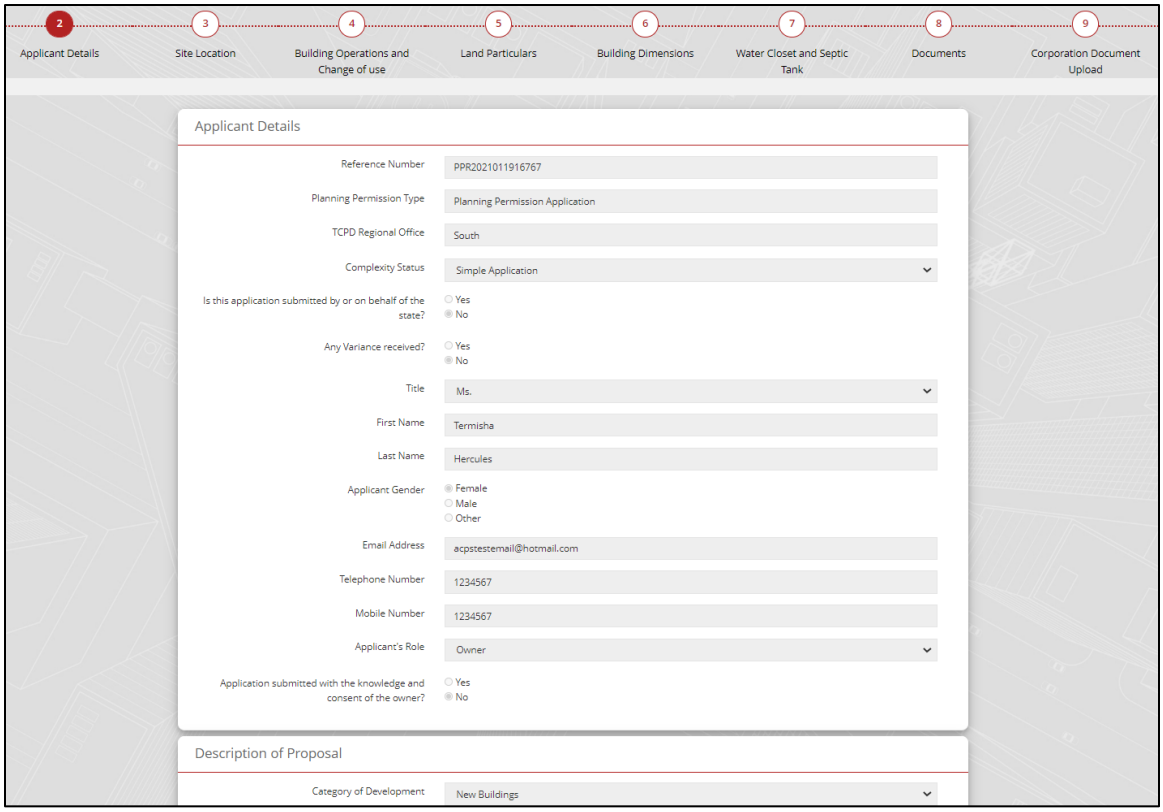


Figure 159 - Applicant Details tab

c. **Tab 3 – Site Location**: Displays a map of the proposed site location identified by the applicant. The system automatically zooms to the plotted area.

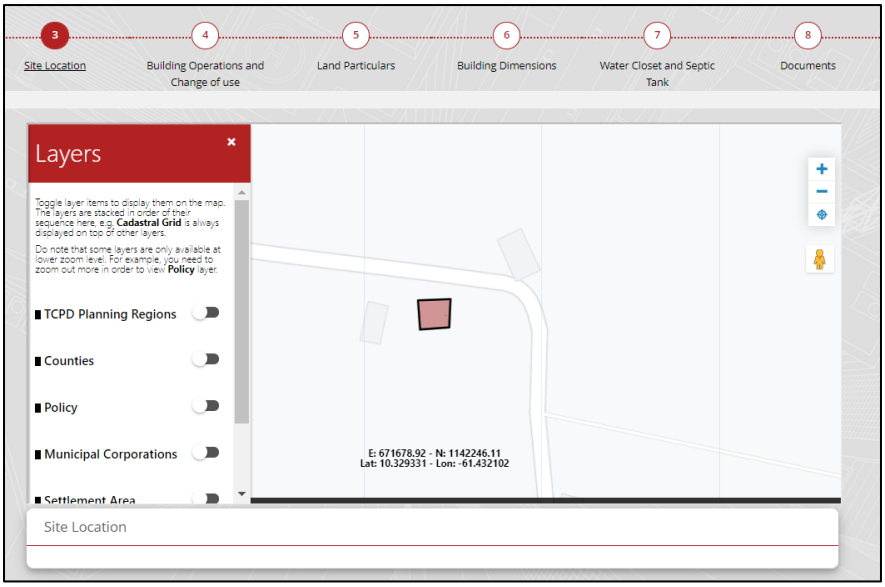


Figure 160 - Site Location tab

a. **Tab 4**

i. **Building Operations and Change of Use** – Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity. .

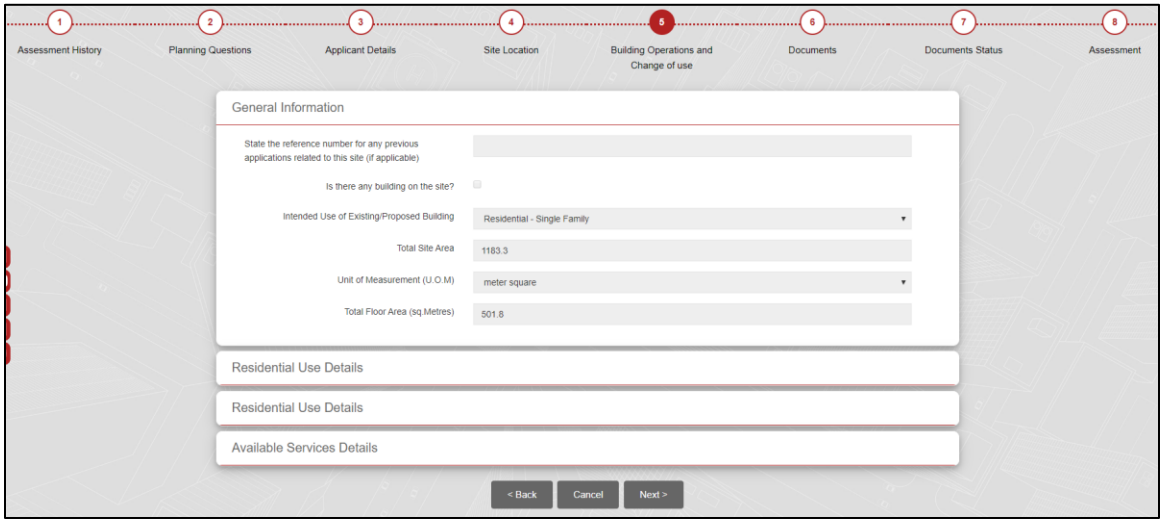


Figure 161 - Building Operations and Change of Use tab

Subdivision of Land – Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access details as seen in Figure 163.

Figure 162 - Subdivision of Land

b. **Tab 5 – Land Particulars:** contains the Land Particulars details (Figure 164 below) submitted by the applicant to the Municipal Corporation for a Building Permit Request.

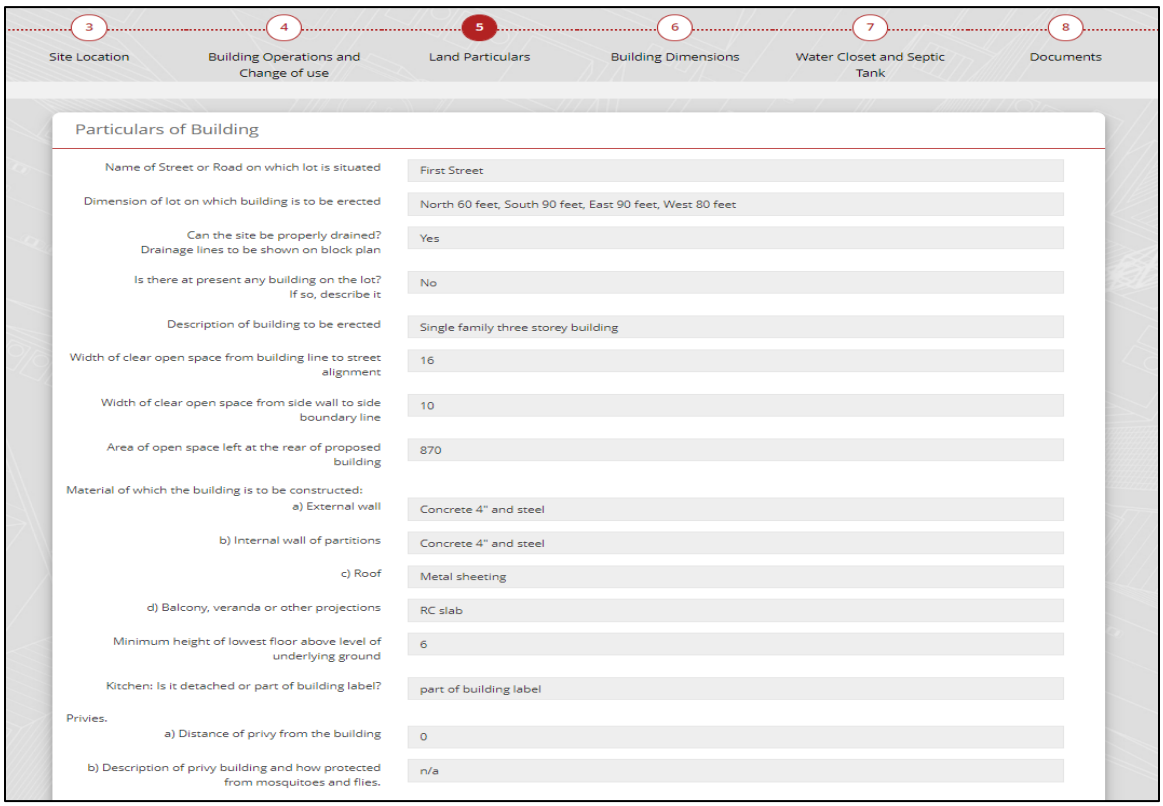


Figure 163 - Land Particulars Tab

c. **Tab 6 – Building Dimensions:** contains the Building Dimensions details submitted by the applicant to the Municipal Corporation in the Building Permit request application. Details such as the length, width, area, heights of the room and details within the room are captured here (Figure)

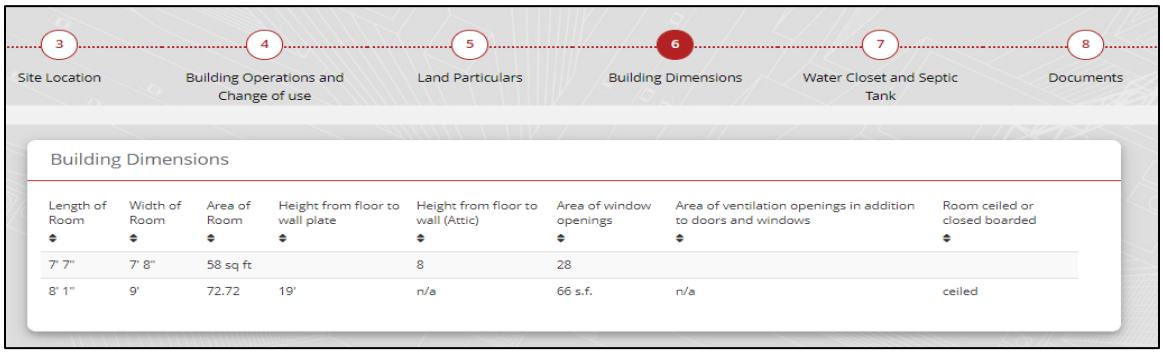


Figure 164 - Building Dimensions

d. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application. Figure 166 (below) shows the details captured in this tab

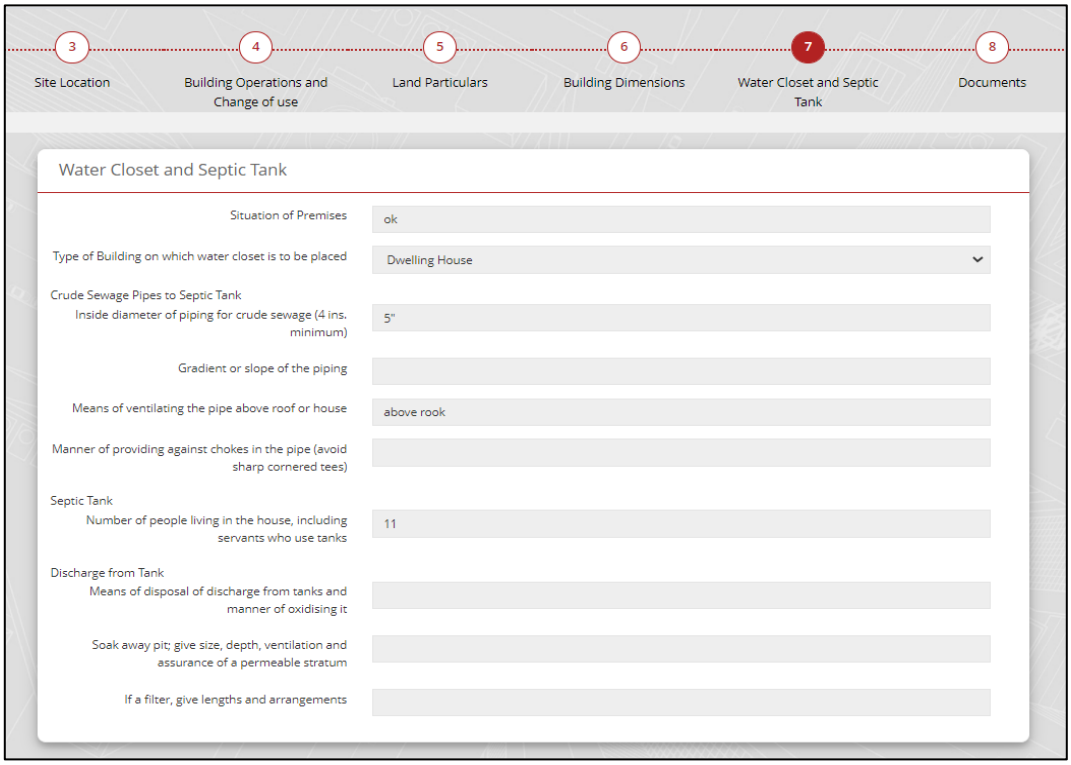


Figure 165 - Water Closet and Septic Tank

e. **Tab 8 – Documents**: Click on the file name to open documents uploaded by the Applicant at the Planning Permission stage. Plans such the Certificate of Title or Cadastral Sheet (Figure 167) from the 'Document Upload Section' open as a PDF document in a new tab. The plans listed in the 'Planning Permission Building Plan Documents' will open using the PDFTron Tool. The PDFTron measurement feature allows the approver to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix I).

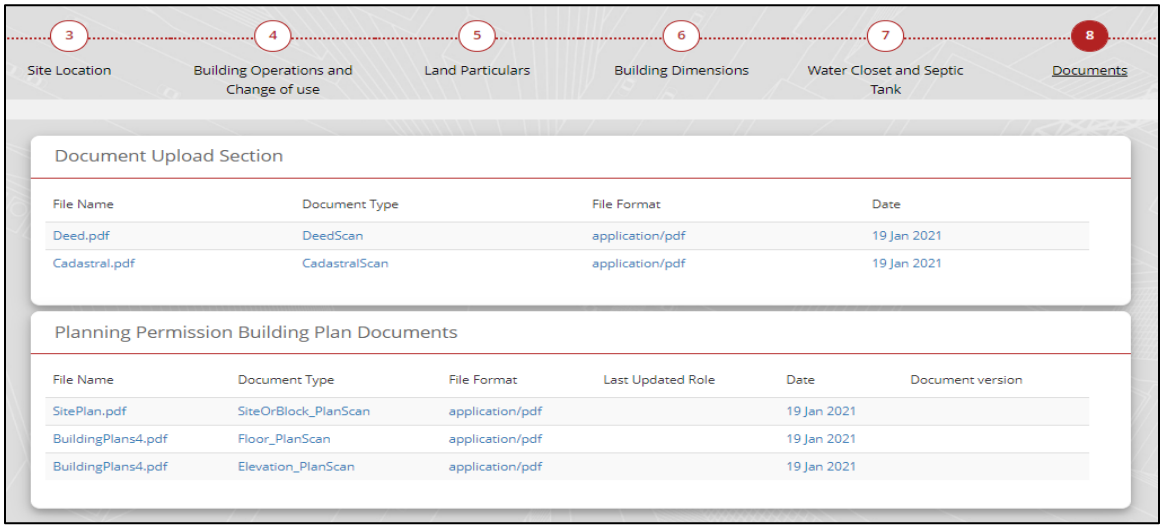


Figure 166 - Documents tab

f. **Tab 9 – Corporation Document Upload**: All documents specifically required by the Municipal Corporation are listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

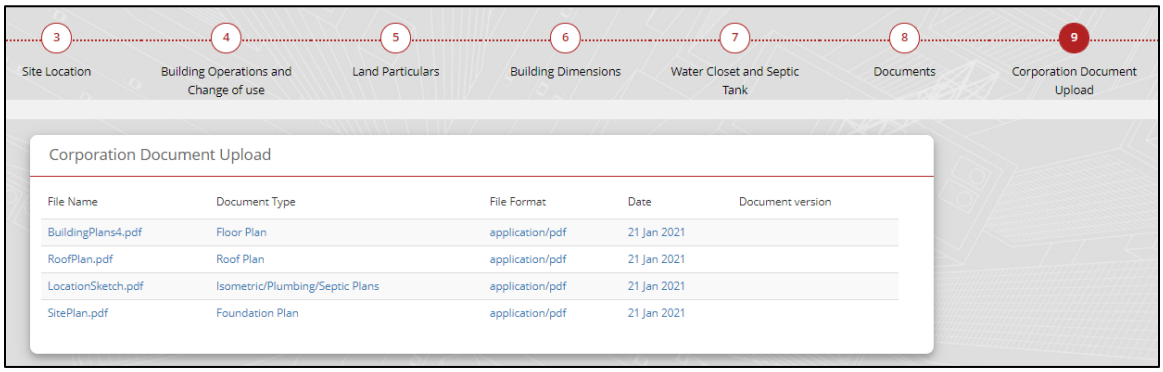


Figure 167 - Corporation Document Upload

g. **Tab 10 – Download Site Visit Report:** After the site visit is conducted, the Supervisor can review the inspection report recorded on this tab.

h. **Tab 11 – Assessment:** The Chief Officer can enter remarks, add necessary documents and query the applicant/ supervisor, approve or reject the application. This tab would be discussed in detail in step 4 below.

3. Click 'Next' or Download Site Visit Report tab. All inspection reports would be found listed in this tab as seen in Figure 169 below. Click on report to view; report should open in another tab.

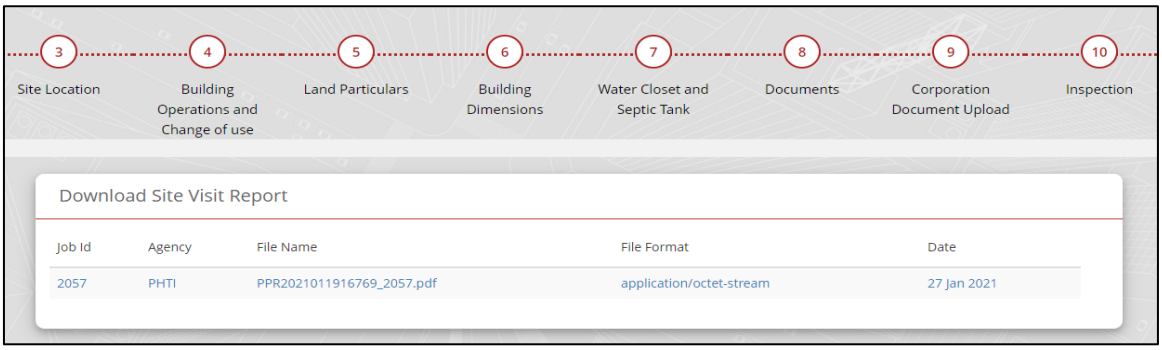


Figure 168 - Inspection tab

4. Click 'Next' or Assessment tab and fill in the relevant remarks. Remarks entered would be attached to application and visible for others to see.

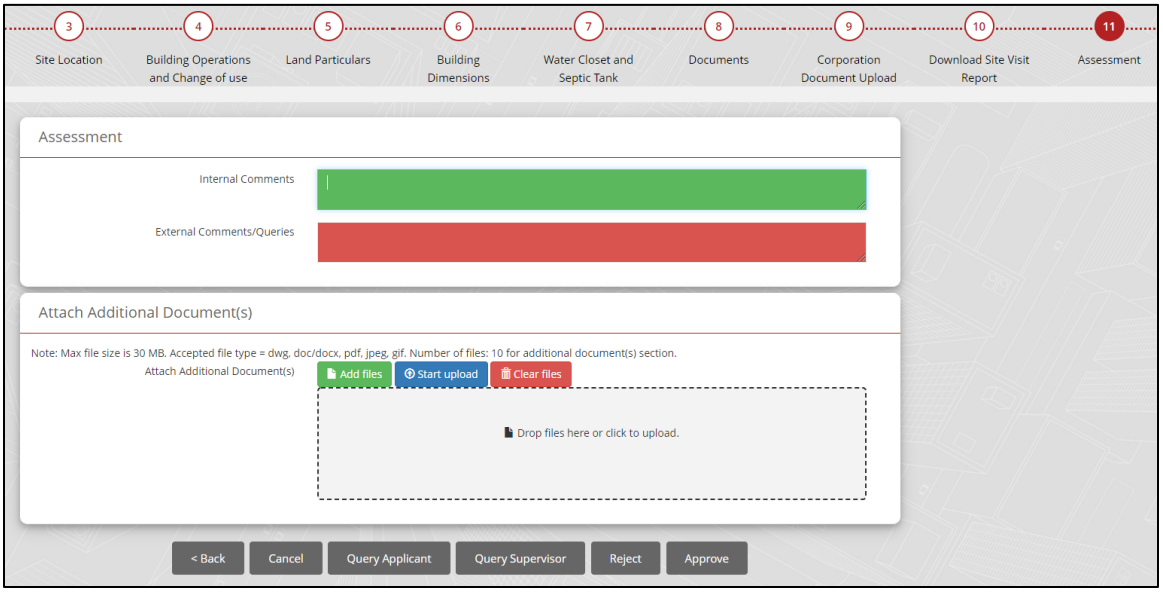


Figure 169 - PH Chief Officer Assessment tab

GOOD TO KNOW:

- Internal Remarks are visible only to the Public Health Department staff and External Remarks are visible to anyone with access to the application, including the applicant.

- The Chief Officer can also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

a) **Query Applicant –** If additional information is required, the Chief Officer can query the applicant. On Assessment tab, enter the query in External Comments and click the query button Query Applicant located at the bottom of the page to submit the query. A confirmation prompt will require action (Figure 171. Click '**Yes**' to confirm and click 'OK' (Figure 172 below) to return to the Receiving Officer's dashboard.

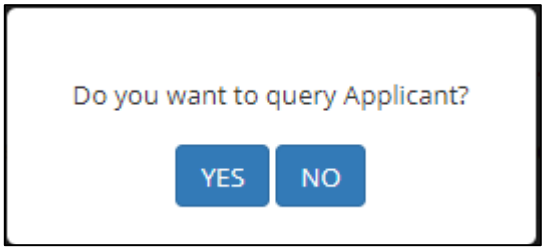


Figure 170 - Confirmation Message

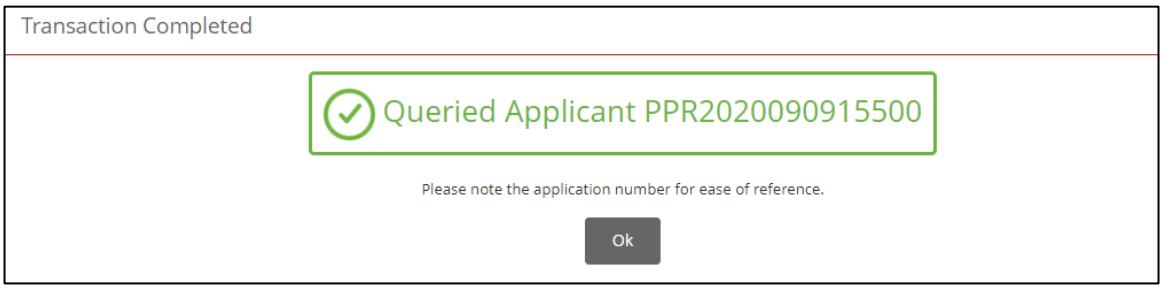


Figure 171 - Query Applicant Success Message

b) **Query Supervisor -** The Chief Officer can click the 'Query Supervisor' button Query Supervisor located at the bottom of the tab to submit the query. Enter Internal Comments for the Supervisor and/or External Comments for applicants and other agencies. A confirmation prompt (as seen in Figure 170) will require action' **Do you want to Query Supervisor?'** Click '**Yes**' to confirm and 'OK' to return to the Assessment tab. On clicking Yes, the success message would be displayed: Queried Supervisor PPR2021011916767.

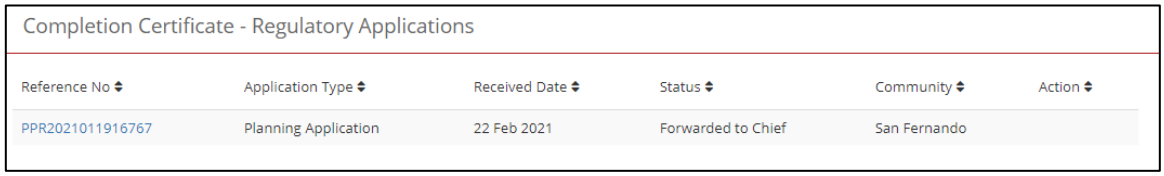
c) **Approve –** If the Chief Officer is ready to approve the application, he/she can enter remarks in comments, attach document/s if desired and click the 'Approve' Approve button at the bottom of the page. A confirmation prompt (as seen in Figure 170) will require action '**Do you want to approve application?'** Click '**Yes**' to confirm and '**OK**' to return to the Assessment tab. On clicking Yes, the success message would be displayed: Approved PPR2021011916767.

Once an application is approved, the Municipal Corporation would now be able to process the application.

d) **Reject –** If the Chief Officer desires to reject the application, remarks cab be entered in comments, attach document/s if desired and click the 'Reject' button at the bottom of the page. A confirmation prompt (as seen in Figure 170) will require action '**Do you want to reject application?'** Click '**Yes**' to confirm and '**OK**' to return to the assessment tab. On clicking Yes, the success message would be displayed: Rejected PPR2021011916769.

9.4 COMPLETION CERTIFICATE – REGULATORY APPLICATIONS

The 'Completion Certificate - Regulatory Applications' pane lists the **Completion Certificate** applications pending the Chief Officer's review. The screen overview is presented below. The applications are listed in a table with same column headings as Building Permit.



Completion Certificate - Regulatory Applications

Reference No	Application Type	Received Date	Status	Community	Action
PPR2021011916767	Planning Application	22 Feb 2021	Forwarded to Chief	San Fernando	

Figure 172 - Planning Permission Applications section

9.4.1 Steps to Process a Completion Certificate - Regulatory Application

1. *Click on the* ***Reference Number*** *to view and process the application. Building Permit applications are pre-fixed with* 'PPR'. *All reference numbers listed in this section are hyperlinks.* The application would open to the first tab '*Assessment History*' as seen in figure 174 below. Any remarks or comments previously made on the application appear in this section, including remarks on the application from other agencies.

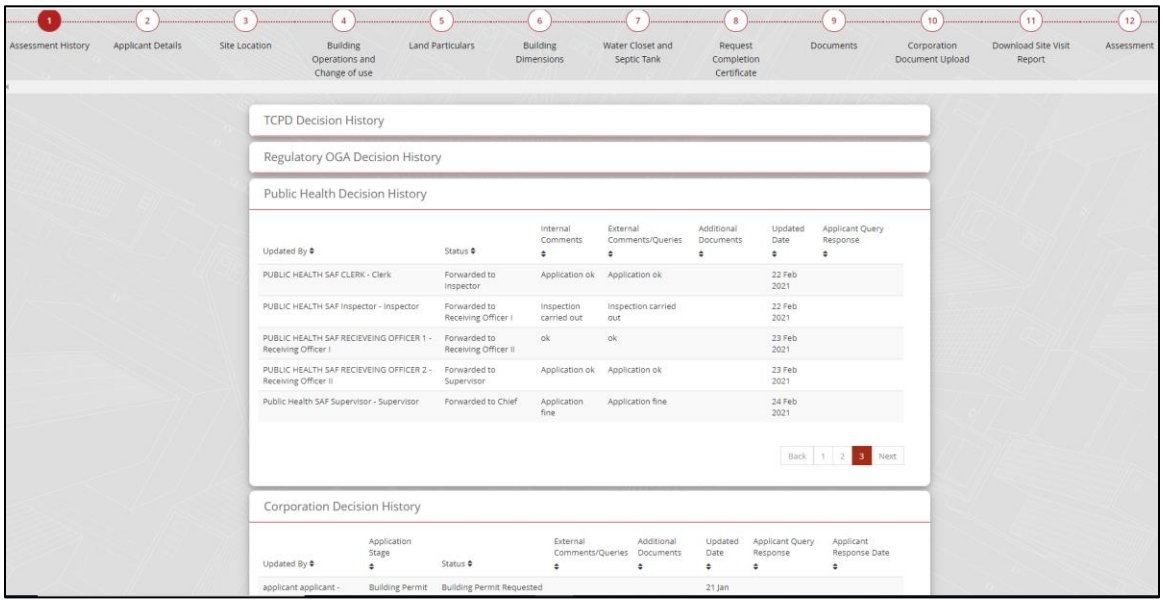


Figure 173 - Assessment History tab

2. Click on each tab to review the application and ensure that all mandatory fields have been completed and valid documents submitted. All application information from Building

Permit stage would be found on the application with the addition of new forms completed for Completion Certificate application request.

a. **Tab 2 – Applicant Details**: Applicants are required to complete the TCPD form with particulars such as personal details, a brief description of proposal, land details, purpose for which land or new/altered/extended building are proposed to be used and purpose for which land and/ or building are now used.

   In the Description of Proposal section, the Category of Development will be chosen and whether it is a New Building or Subdivision etc.

b. **Tab 3 – Site Location**: Displays a map of the proposed site location identified by the applicant. The system automatically zooms to the plotted area.

c. **Tab 4** (same as Building Permit application)

   i. **Building Operations and Change of Use** – Applicants are required to supply information relating to the Category of Development, New Buildings, and Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention. It also contains general information and details of available services for example, water and electricity

   ii. **Subdivision of Land** – Applicants are required to supply information concerning their subdivision of land. They supply information on the person who prepared design of layout, area, adjacent property owners and access details.

d. **Tab 5 – Land Particulars:** Applicants are required to supply information such as the person who prepared design of layout, area, adjacent property owners and access details.

e. **Tab 6 – Building Dimensions:** contains the Building Dimensions details submitted by the applicant to the Municipal Corporation in the Building Permit request application. Details such as the length, width, area, heights of the room and details within the room are captured here (same as Building Permit application).

f. **Tab 7 – Water Closet and Septic Tank:** contains the details submitted by the applicant of the water closet and septic tank to the Municipal Corporation in the Building Permit request application.

g. **Tab 8 – Request Completion Certificate:** Comments on request for Completion Certificate entered by applicant. This form is a new addition to the application (Figure 175 below).

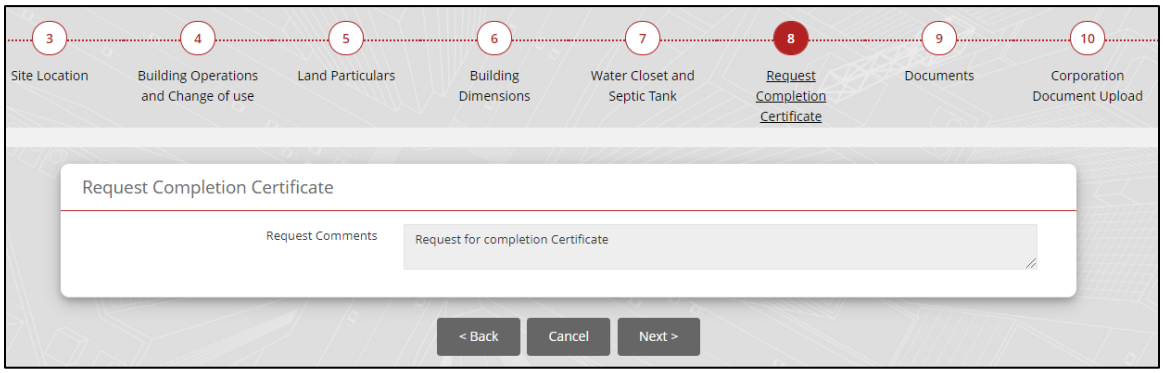


Figure 174 - Request Completion Certificate tab

h. **Tab 9 - Documents**: Click on the file name to open documents uploaded by the Applicant at the Planning Permission stage. Plans such the Certificate of Title or Cadastral Sheet (Figure 50) from the 'Document Upload Section' open as a PDF document in a new tab. The plans listed in the 'Planning Permission Building Plan Documents' will open using the PDFTron Tool. The PDFTron measurement feature allows the approver to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix V).

i. **Tab 10 – Corporation Document Upload**: All documents specifically required by the Municipal Corporation are listed here. Click on the File Name to open documents. All documents in this section would be opened in the PDFTron tool. Detailed information on the tool can be found in the PDFTron section (Appendix V).

j. **Tab 11 – Download Site Visit Report:** Once an application/s is carried out by the inspector, the Chief Officer can review the inspections on this tab. This tab would be discussed in detail in step 3 below.

k. **Tab 12 – Assessment:** The Chief Officer can enter remarks, add necessary documents and query the applicant/ Supervisor or Approve/Reject. This tab would be discussed in detail in step 4.

3. Click 'Next' or 'Download Site Visit Report' tab. Reports for all inspections performed at both Building Permit and Completion Certificate would be found listed in this tab. Click on report to open in another tab.

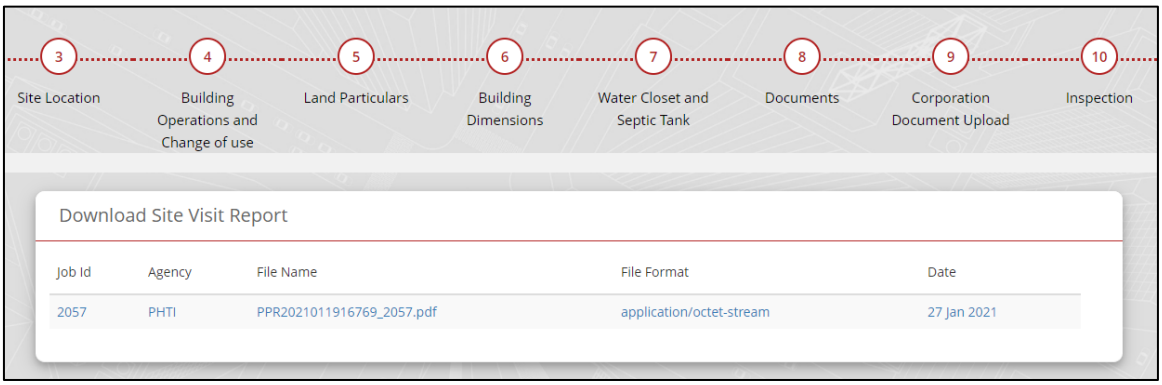


Figure 175 - Inspection tab

4. Click 'Next' or Assessment tab and fill in the relevant remarks. External remarks entered would be attached to application and visible for others to see.

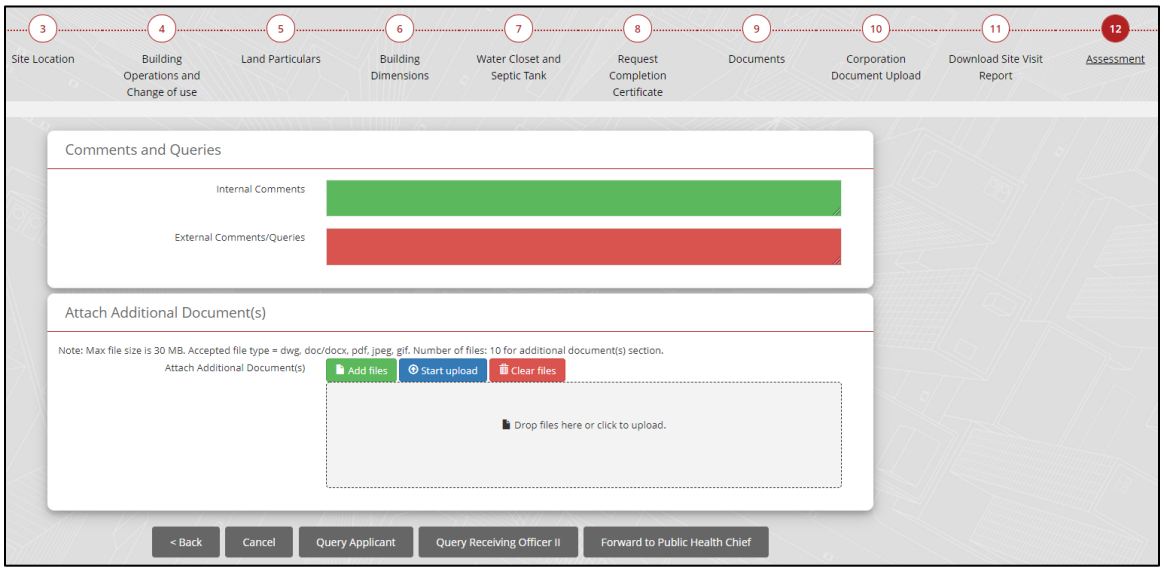


Figure 176 - PH Supervisor Assessment tab

GOOD TO KNOW:

@

- Internal Remarks are visible only to the Public Health staff and External Remarks are visible to anyone with access to the application, including the applicant.

- The Chief Officer can also attach relevant documents (optional) pertaining to the application for reference. This document will be visible to anyone with access to the application, including the applicant. For further instructions on attaching a document, see How to Upload Additional Documents (Appendix VI).

a) **Query Applicant –** If additional information is required, the Chief Officer can query the applicant. On Assessment tab, enter the query in External Comments and click the query button Query Applicant located at the bottom of the page to submit the query. A confirmation prompt (Figure 178) will require confirmation. Click '**Yes**' and click 'OK' to return to the Receiving Officer's dashboard (Figure 179).

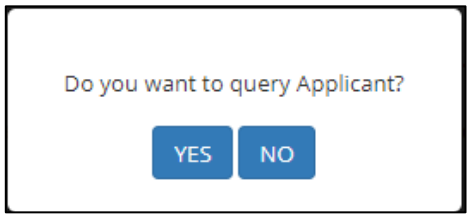


Figure 177 - Confirmation Message

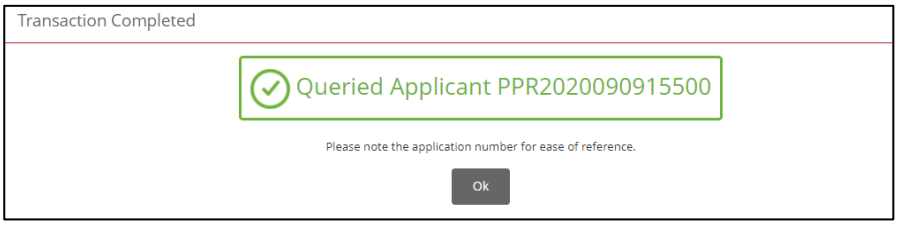


Figure 178 - Query Applicant Success Message

b) **Query Supervisor - The** Chief Officer can click the 'Query Supervisor' button Query Supervisor located at the bottom of the tab to submit the query. Enter Internal Comments for the Supervisor and/or External Comments for applicants and other agencies. A confirmation prompt '**Do you want to Query Supervisor?'** will require action. Click '**Yes**' to confirm and 'OK' to return to the Assessment tab. On clicking Yes, the success message would be displayed Queried Supervisor PPR2021011916767.

c) **Approve** – If the Chief Officer is ready to approve the application, he/she can enter remarks in comments, attach document/s if desired and click the 'Approve' Approve button at the bottom of the page. A confirmation prompt '**Do you want to approve application?'** will require action. Click '**Yes**' to confirm and 'OK' to return

to the Assessment tab. On clicking 'Yes', the success message would be displayed

Approved PPR2021011916767

.

d) **Reject** - If the Chief Officer desires to reject the application, he/she can enter remarks in comments, attach document/s if desired and click the 'Reject' Reject button at the bottom of the page. A confirmation prompt '**Do you want to reject application?'** will require action. Click '**Yes**' to confirm and 'OK' to return to the Assessment tab. On clicking 'Yes', the success message would be displayed

Rejected PPR2021011916769

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9.5 SEARCH APPLICATIONS

The 'Search Application' function allows the Chief Officer to locate an application using the appropriate criteria. The function can be accessed by clicking on the 'Search Application' icon, indicated in the figure below, on the upper left of the screen.

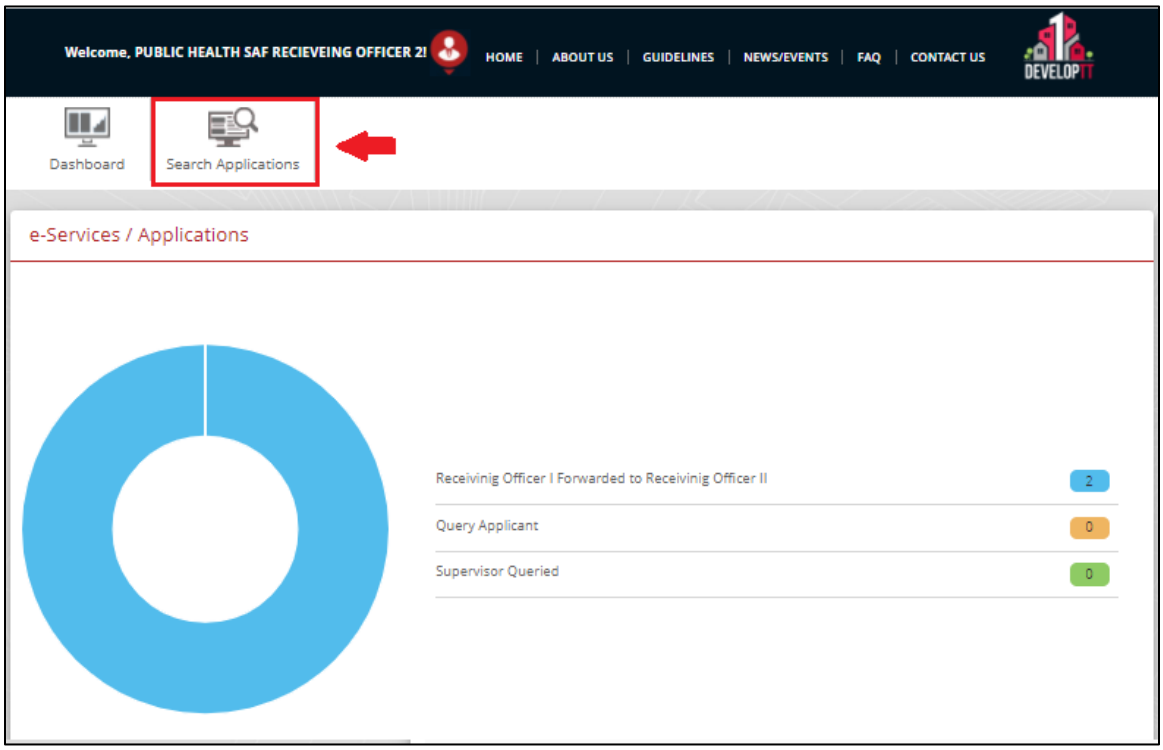


Figure 179 - Dashboard with Search Application button

For more information and steps on performing a search, go to Search Application function in the Appendix I

10 PUBLIC HEALTH ADMINISTRATOR

The Public Health Administrator acts as a Super user for Public Health with the ability to unlock applications locked to any approving level as well as create, edit, modify or delete inspection form and/or report templates.

The Public Health Department has many approving levels on DevelopTT. Once an application is received, and an approving user opens the application, it is locked to the specific user. Other users can view the application but cannot process the application unless it is unlocked by the User or Administrator.

10.1 DASHBOARD

The dashboard is the default screen displayed to the Administrator after successful login (Figure 183 below). It shows the sub-navigation bar (indicated as A) along with a list of locked applications (indicated as B).

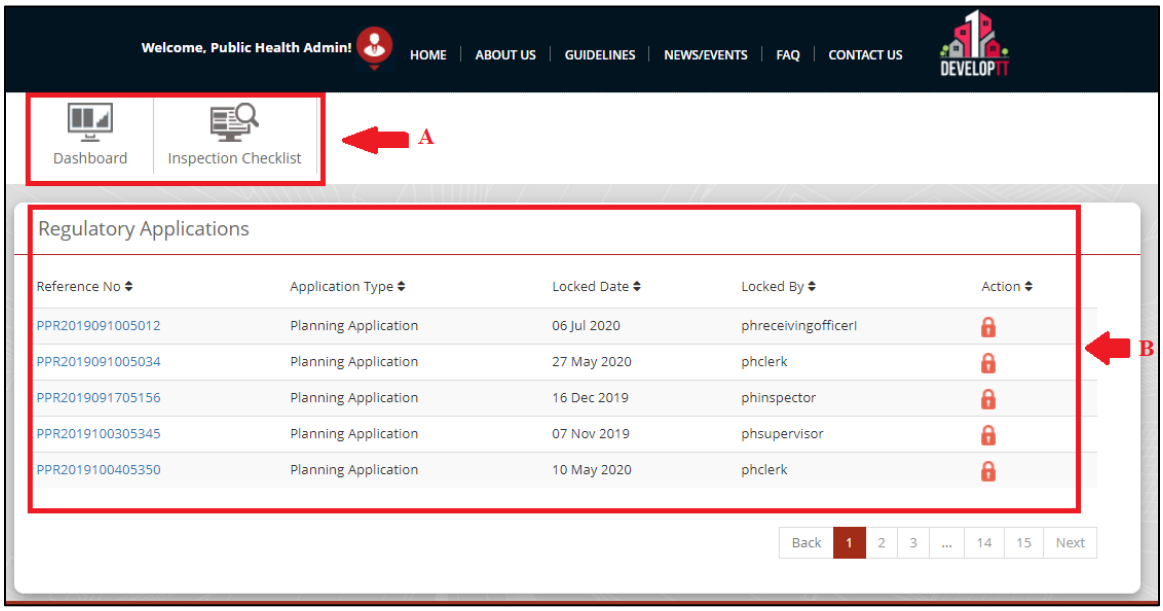


Figure 180: Public Health Administrator Dashboard

10.2 UNLOCK APPLICATIONS

An application becomes locked once it is opened by an approver. The 'Unlock Applications' section lists the applications which are in locked mode. You can view the Reference Number and the user the application is locked to.

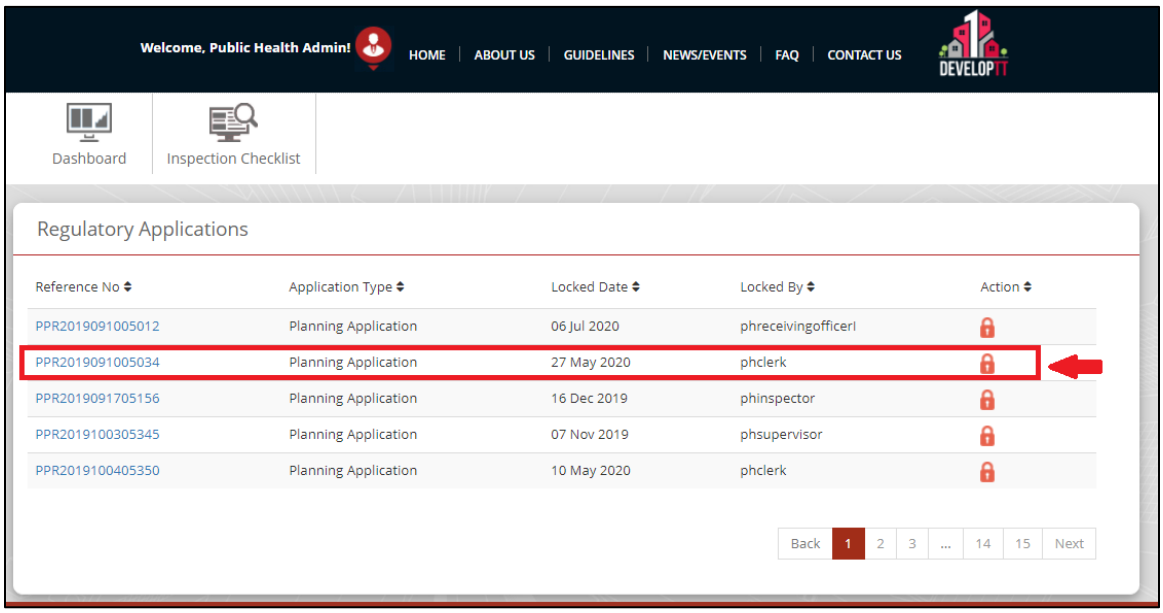


Figure 181: Public Health Administrator - Unlock Applications Section

GOOD TO KNOW:

- Tap the icon to sort applications in ascending or descending order.
- Up to 10 records are displayed in the 'Unlock Applications' pane.
- Click on the navigation buttons or click a specific page number to navigate between various pages. Click '**NEXT**' to go to the next page and '**BACK**' to go to the previous page.

For example, if a Public Health Inspector forwards an application, the application appears in the dashboards of all Public Health Receiving Officers. Once a Receiving Officer opens the application (before any other Receiving Officer), it is becomes locked to that Receiving Officer for processing. Subsequent to becoming locked to an approver, it appears on the Administrator's 'Unlock Applications' Section. Other Receiving Officers may view the

application but cannot process it. The Administrator has the ability to unlock the application and allow another Receiving Officer to process it.

10.2.1 STEPS TO UNLOCK AN APPLICATION

1. Search the list of applications for the relevant application by reference number. To view the application details, click the reference number.
2. Click the lock icon next to the application. A confirmation message will require action (Figure 185). Click 'OK'

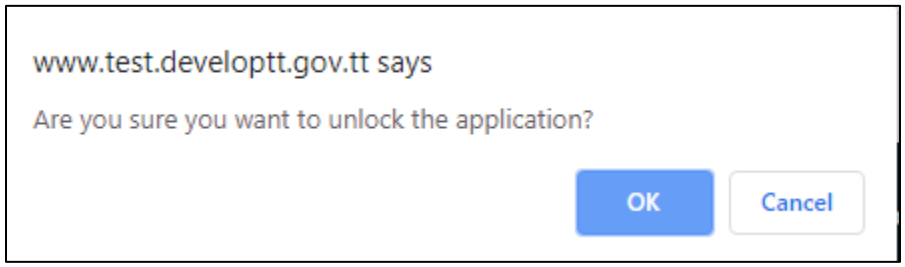


Figure 182: Unlock Application Confirmation Message

3. Click 'Dashboard' button in sub-navigation bar to refresh the page. Once successful, application does not appear on the list (see Figure 186 below).

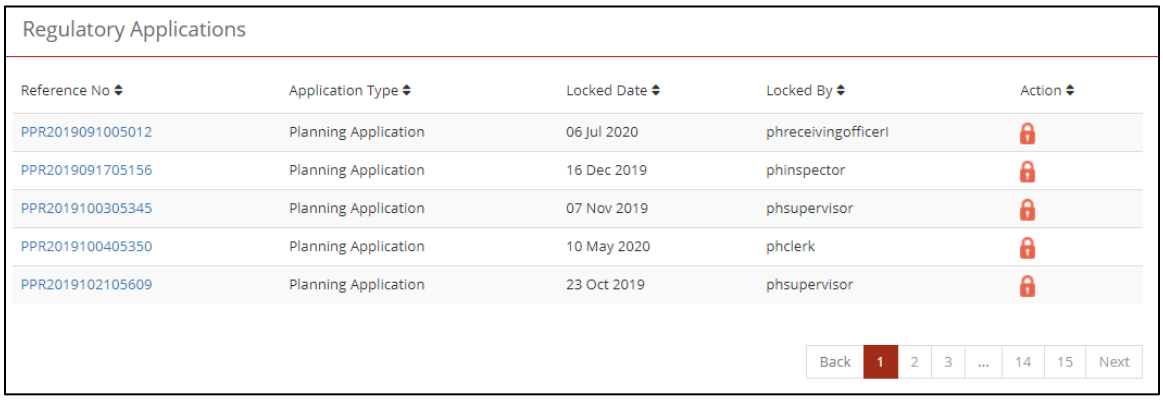


Figure 183: Unlock Application section after PPR2019091005034 was unlocked

10.3 INSPECTION CHECKLIST

This function allows the Public Health Administrator to manage templates for Inspection Job forms (used by Public Health Inspectors for site inspections) and reports. Click the Checklist button Inspection Checklist , to open the Job Form Template screen. Click the 'Plan' button to switch between the two (2) functions.

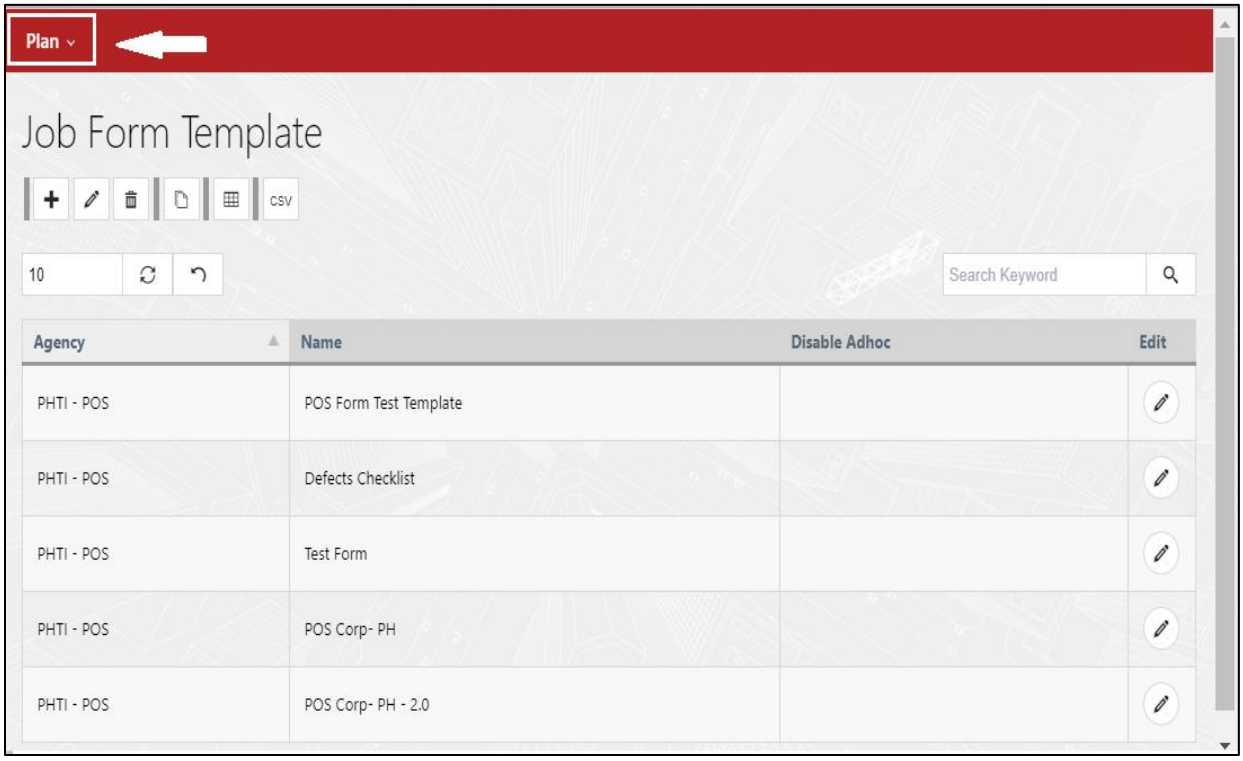


Figure 184: Inspection Checklist window

10.3.1 Job Form Template

Form Templates are used to capture information when performing a site inspection. A corresponding report template must be created to view information entered on the form.

1. Select Plan icon and '**Job Form Template**' from the dropdown list. A table containing a list of job forms templates will be shown (Figure 188).

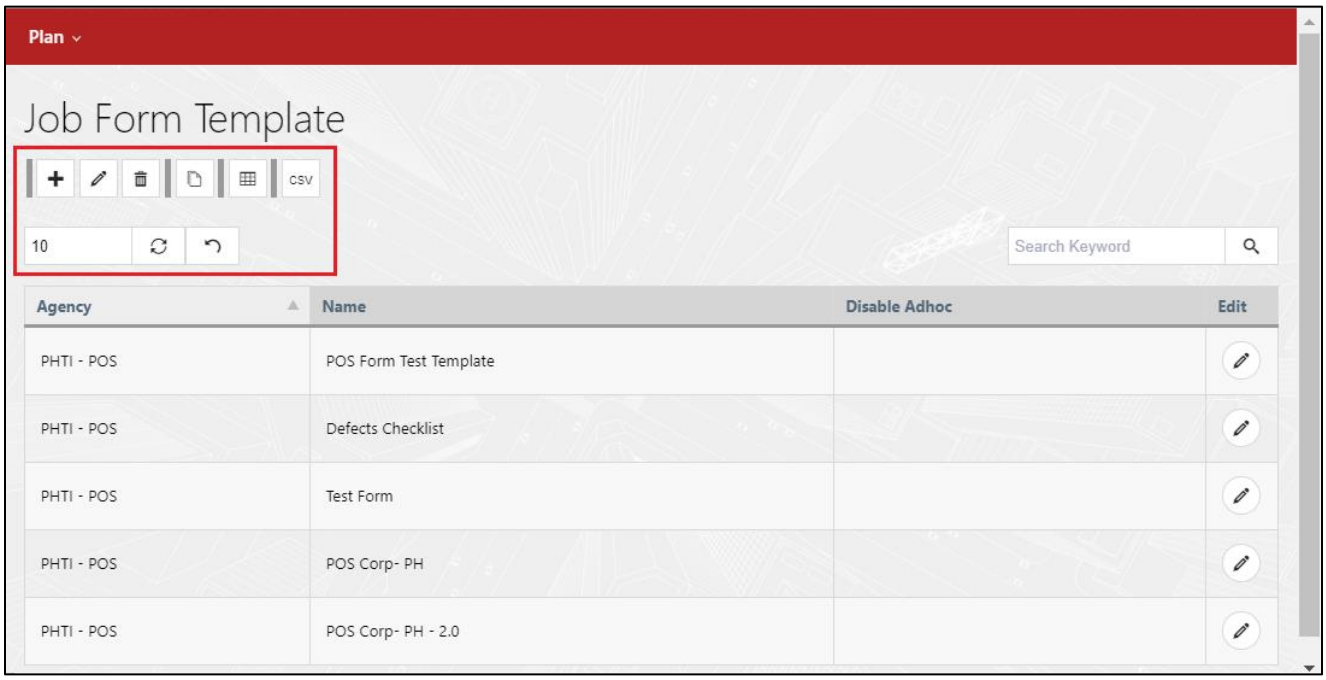
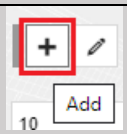
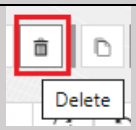
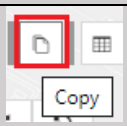
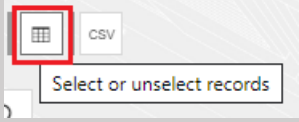
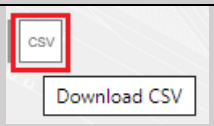


Figure 185: Job Form Template window

10.3.2 Icons Explained

Table 3: Job Form/Report Template Icons Explained

Icon	Action
	Create a new Job Form/Report Template
	Edit an existing Job Form/Report Template
	Delete a Job Form/Report Template
	Copy an existing Job Form/Report Template
	Select or unselect all records in the table

Icon	Action
	Download list of table records
	Indicate number of records to show in table at a time
	Refresh table
	Undo last action on table

2. Click the 'Add' button to create a new template. The 'Add Job Form Template' would be shown. The Agency name is automatically populated.

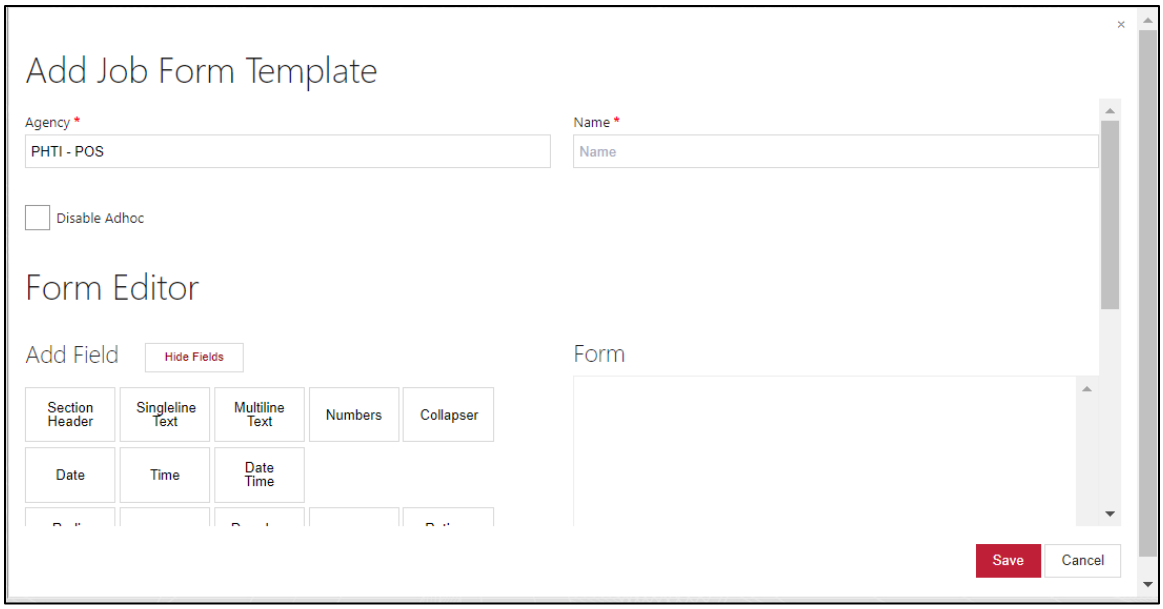


Figure 186: Add Job Form Template

3. Enter a name for the job form (Figure 189).

4. Select necessary fields from Form Editor Section and add to form.
   a. Click on a field button under the 'Add Field' section. The field should appear under the 'Form' section to the right (Figure 190).

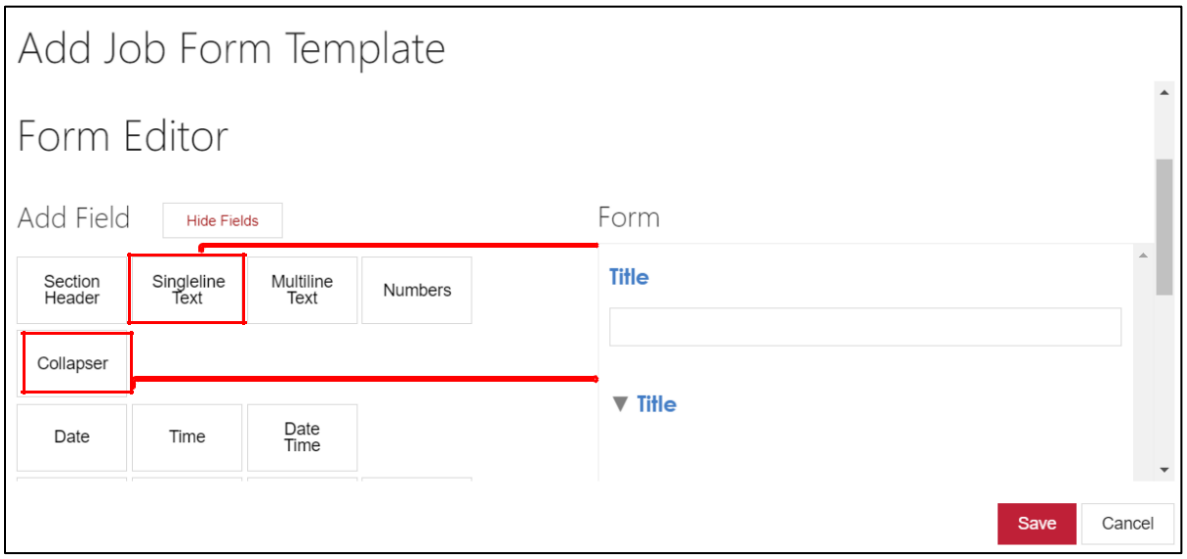


Figure 187: Form Editor with Field Types

b. Click on the field under 'Form' section and settings would be open to the left under the 'Form Editor' section in the section 'Label'.

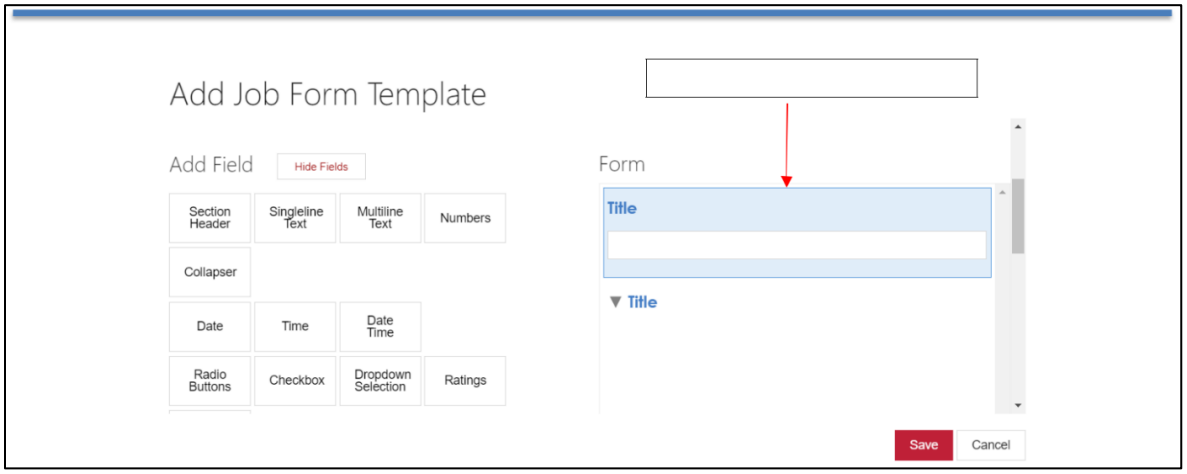


Figure 188: Editing a Field

Scroll down to the bottom of the window to edit the field settings. Some field settings as seen in the figure below are:

Title – Name of field.

Mandatory - The field can be made Mandatory by checking the box seen.

Editable - Enables a response to be entered during inspection.

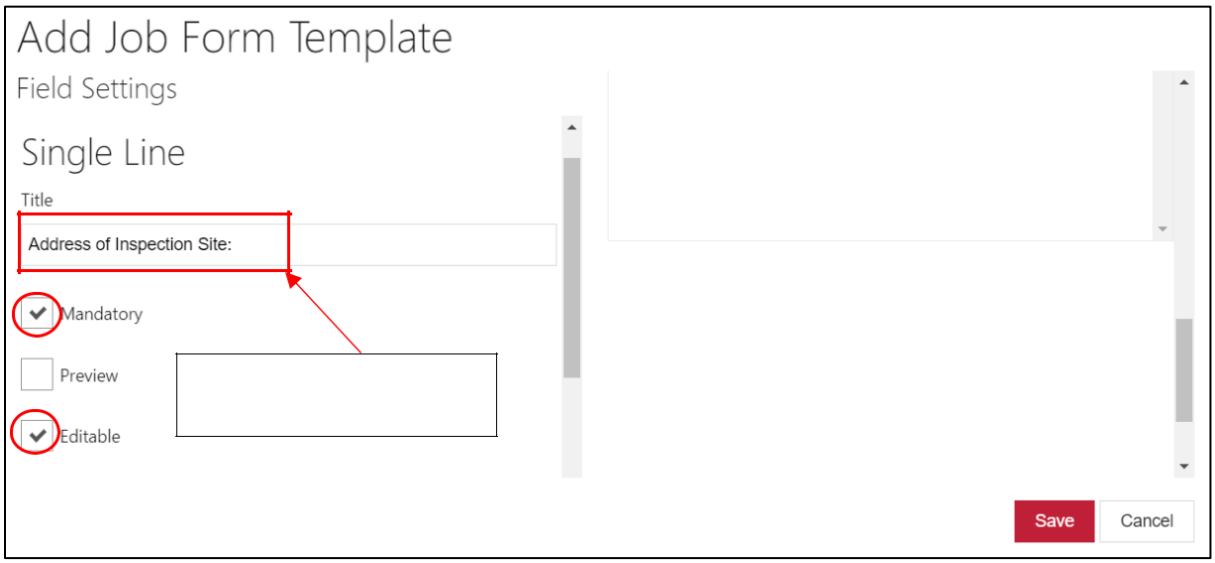


Figure 189: Adding Field Information

c. Once all required field settings are entered, scroll to the top under heading Form. The newly edited fields will be shown on the right-hand side under Form.

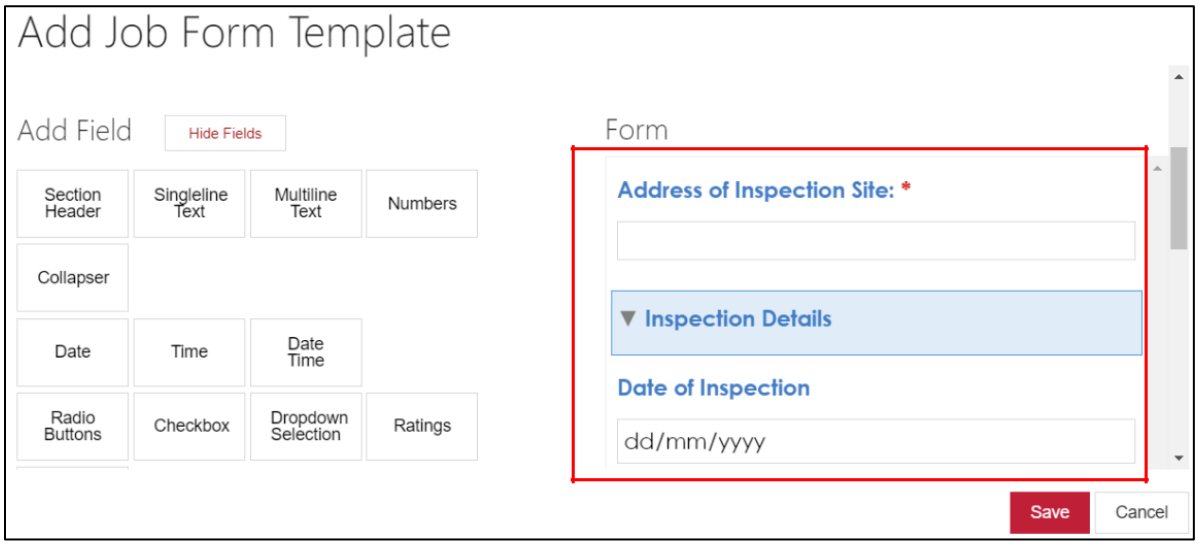


Figure 190: Edited Fields

d. Select the 'Save' button to save the form template created. A success message prompt will indicate that all changes were registered and can be seen in the Job Form Template table (Figure 194 below).

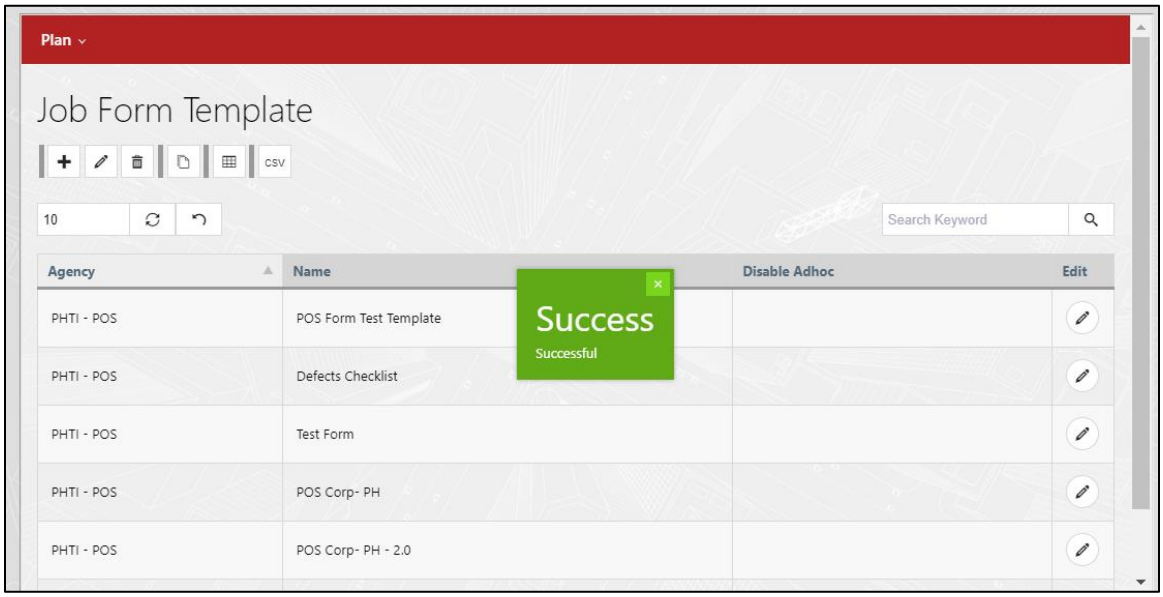


Figure 191: Job Form Template Success Message

10.3.3 Job Report Template

Report Templates are used to display the report of an inspection that was carried out in the field. It has a corresponding form template, where information would be pulled from to populate the report.

1. Select Plan icon and a dropdown list will be shown, select from the list '**Job Report Template**' for the list of all job report templates. The icons are the same as the Job Form Template icons.
2. Click the 'Add' button to create a new template. The 'Add Job Report Template' would be shown. The Agency would be automatically populated.

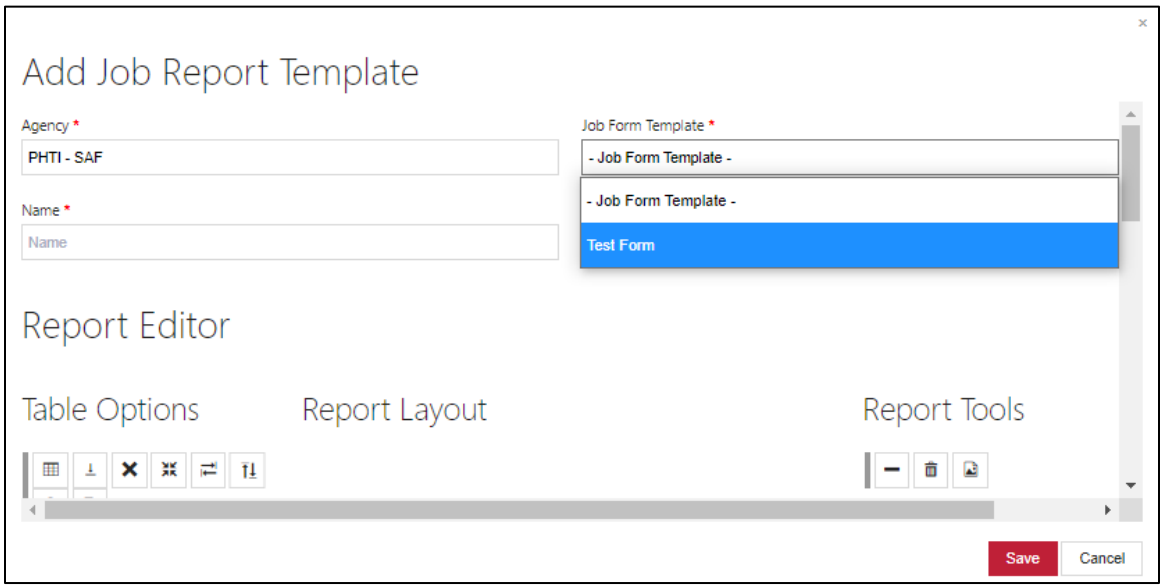


Figure 192: Add Job Report Template window

3. Select a Job Form Template for the report to be created.
4. Enter a name for the job report.
5. Specify size of table for the report. Enter the number of Rows and Columns needed then click on the table icon (see Figure 193 below).

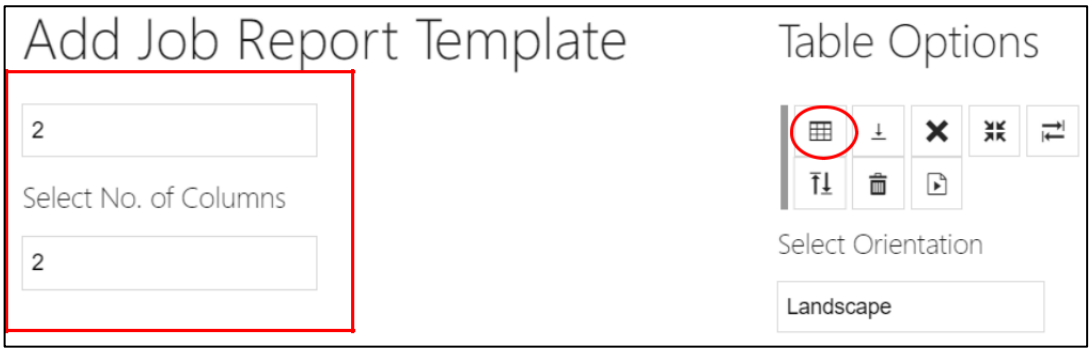


Figure 193: Job Report Grid Layout

After creating table, it should appear under the Report Layout section in the middle (Figure 197 below).

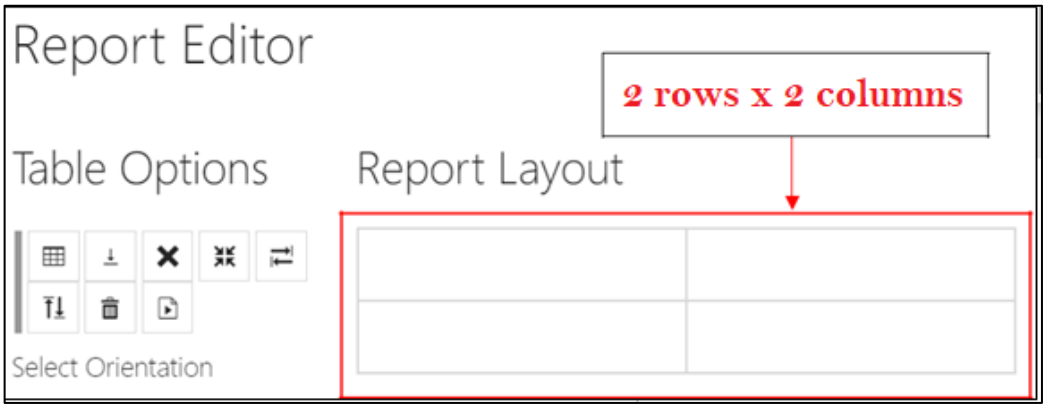
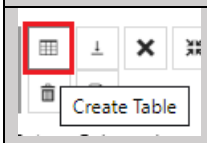
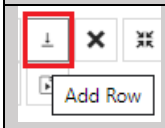
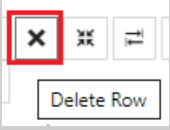
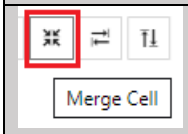
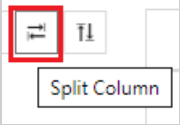
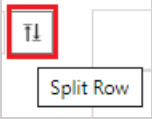
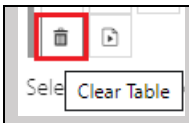
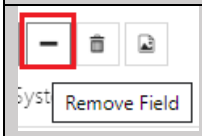
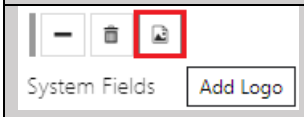


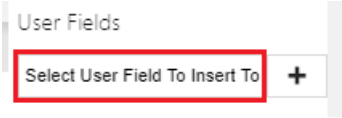
Figure 194: Job Report Layout

Report Editor Icons

Table Options (Left of window)	
	Create table button. The number of rows and columns MUST be specified before clicking the button.
	Add a row to the report table.
	Delete a row from the report table.
	Merge cells in the report table.
	Split merged column in report table.
	Split merged row in report table.

	Clears entire table
Report Tools (right of window)	
	Remove a particular field. Field must be selected before clicking this button.
	Clear the entire table.
	Add a logo to the report.

6. Select the necessary fields from Report Tools section on the right to be added to report.
   a. Fields created on the form template would be found under 'User Fields'. Click on 'Select User Field to Insert To' (indicated in the red box) to view the drop-down box with all fields.



   b. On the report layout, select the cell where the first field is to be placed. It will be highlighted blue.

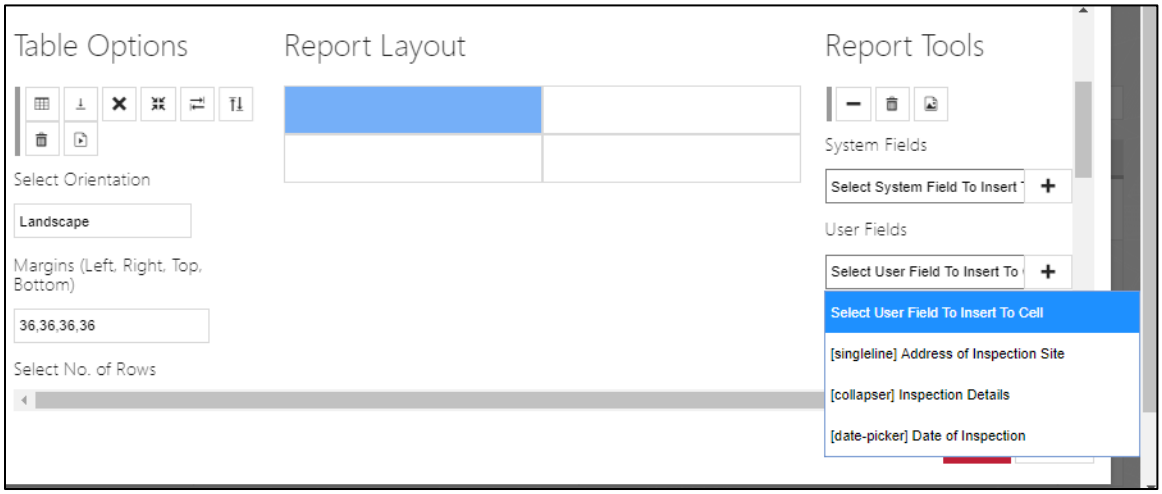


Figure 195: Cell Selected and User Field Drop-Down List shown

c. Click the field from the list which you wish to add and it would appear in the report table.

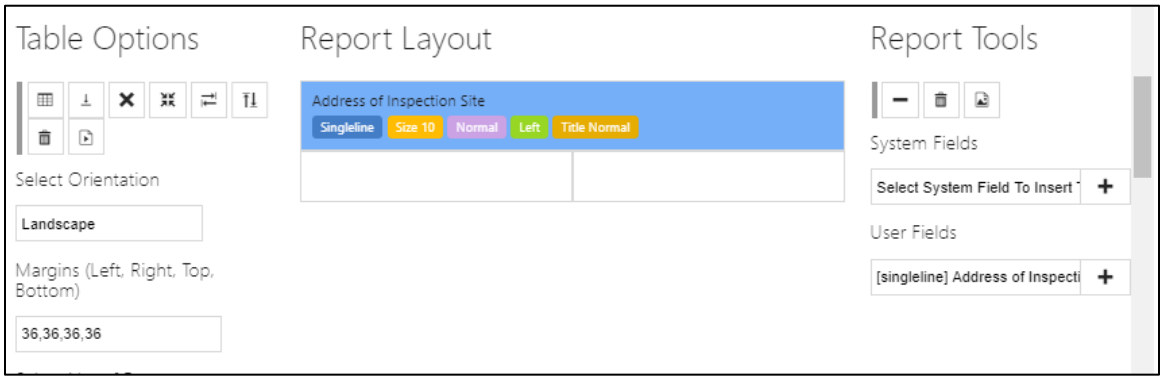


Figure 196: Field added to report table

d. With field still highlighted, scroll to the bottom left, down to 'Cell Options' section (see Figure 197 below). You may change font size, style, alignment or title style here. Once you have entered the desired setting, click the arrow next to it for changes to show. Click on the field again to deselect it.

e. Repeat steps a – d to add other fields to the report table.

Figure 197: Cell Options

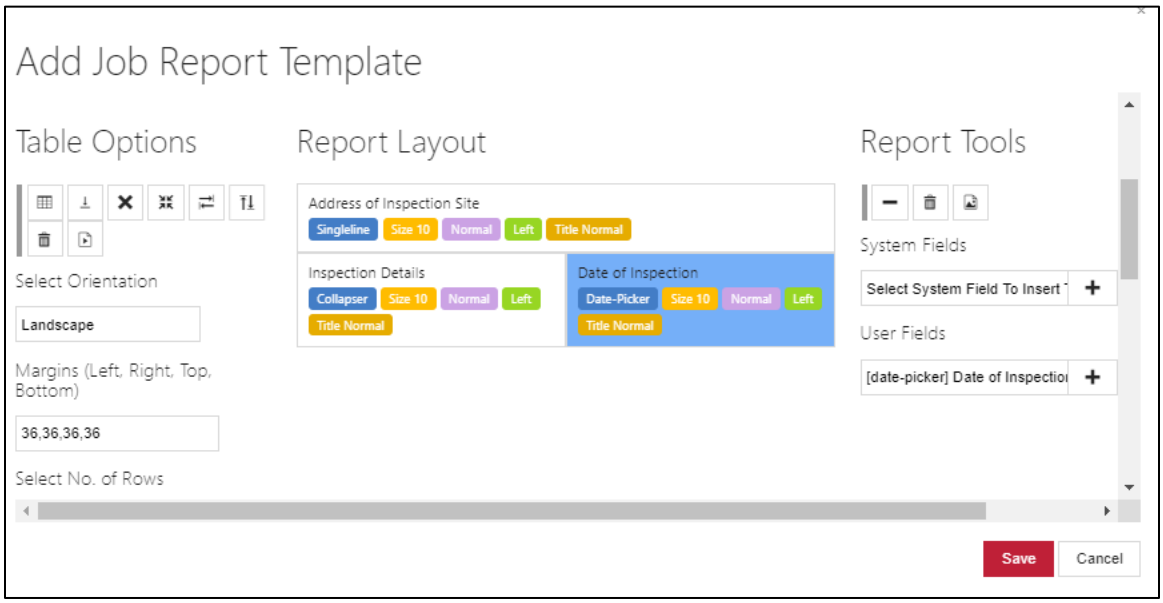


Figure 198: Complete Report Template

f. Once successfully completing the report template, click 'Save' button. A success message appears and the new form would be seen in the Job Report Template table.

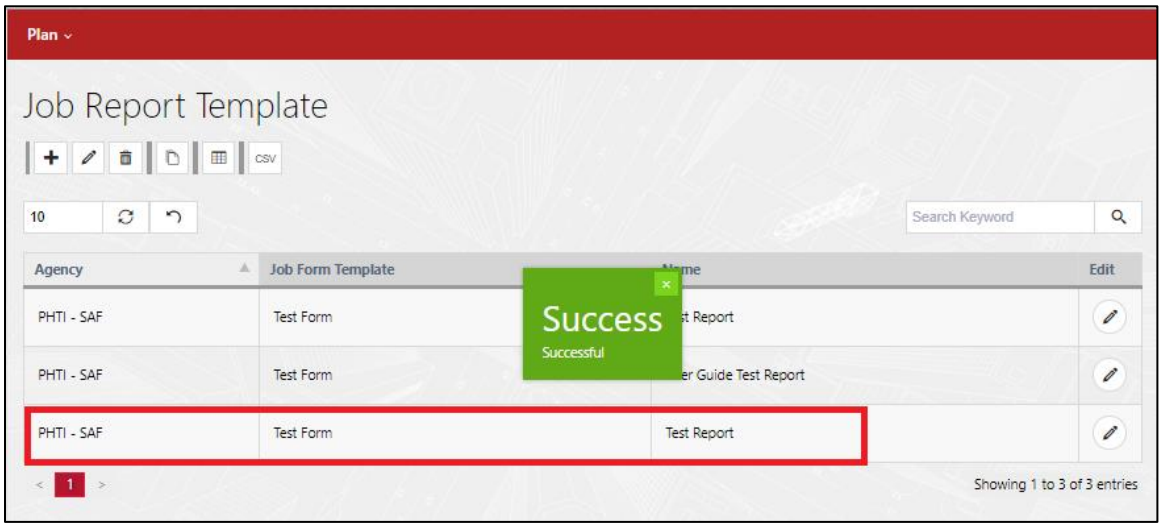


Figure 199: Job Report Template Success Message

APPENDIX I – SEARCH APPLICATION FUNCTION

Search Applications Function

The 'Search Application' function allows a user to locate an application using the appropriate criteria. Once an application was submitted by the applicant, any Public Health approver can search for and view the application.

1. Click on 'Search Applications' icon from the menu. The search page would be displayed as seen in Figure 203 below.

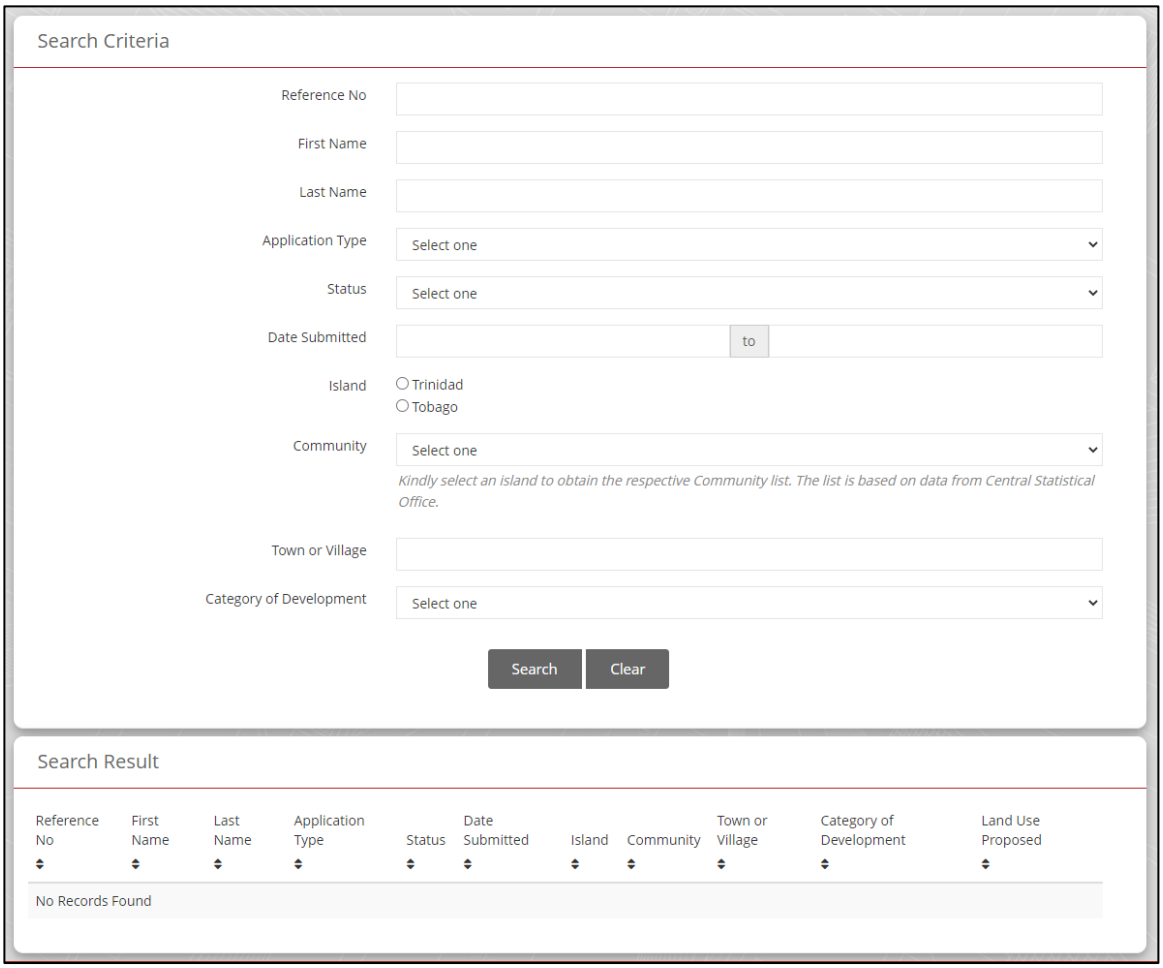


Figure 200 - Search Application page

2. Enter at least one (1) search criterion to perform the search operation. The different search criteria are seen in Figure 200 above.

There are lists to choose from for four (4) of the criteria:

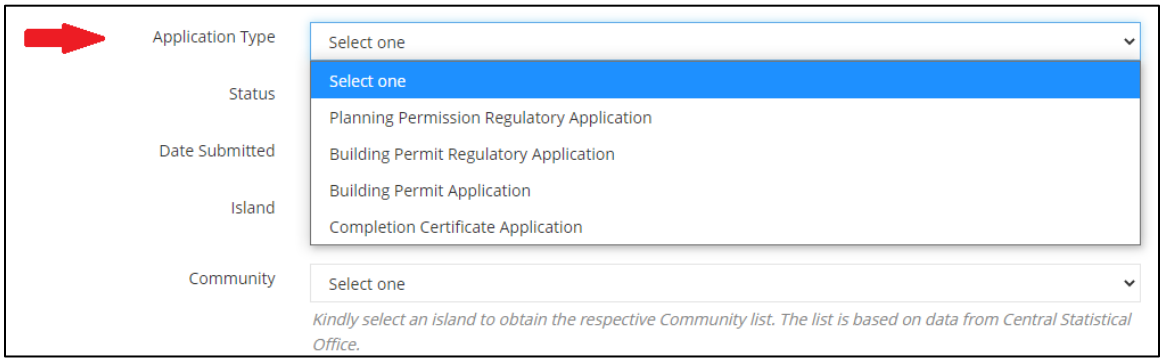


Figure 201 - Application Type drop-down list

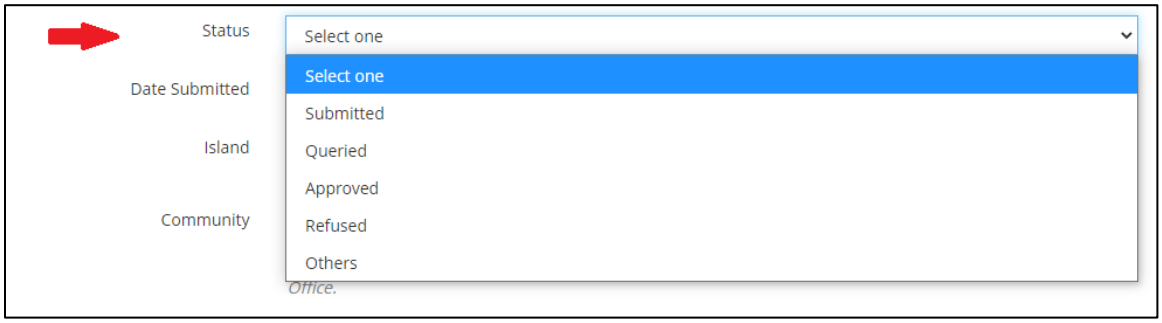


Figure 202 - Status drop-down list

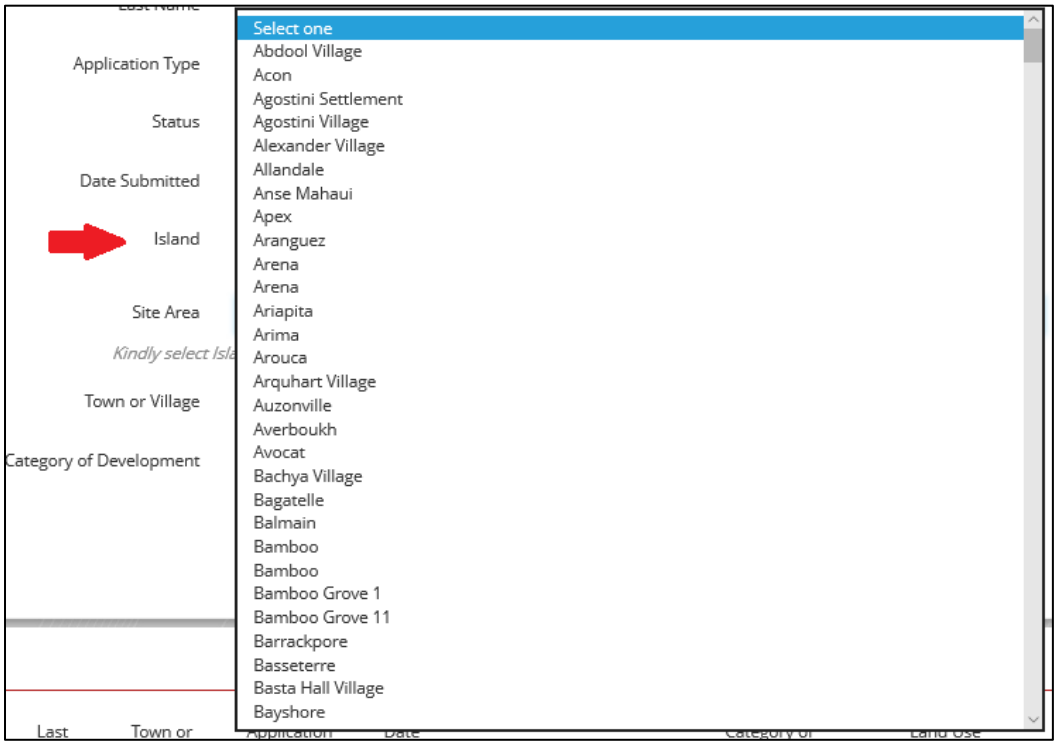


Figure 203 - Island drop down list

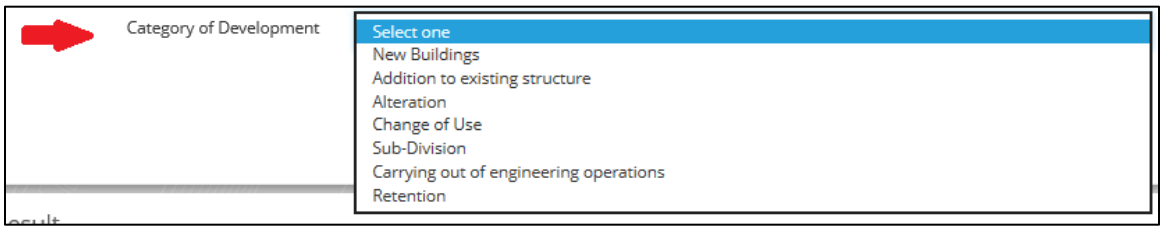


Figure 204 - Category of Development drop down list

3. Click Search button Search and the results will be displayed in the 'Search Result' section below.

4. Results would be provided three (3) per results page. Click Next or a page number to view another results page. A sample search is shown in Figure 205 below.

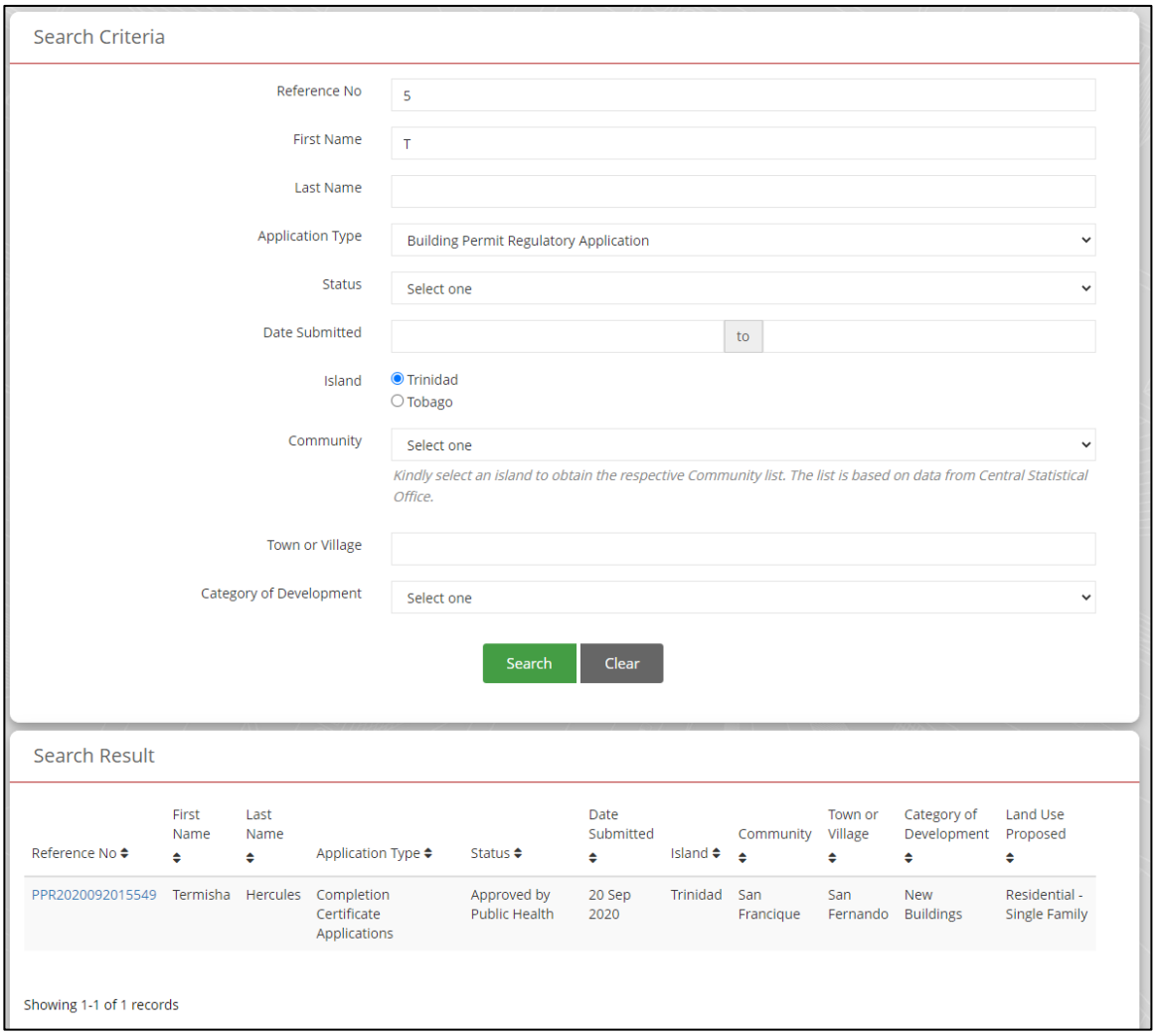


Figure 205 - Sample search with results

Note, the full Reference Number is not required, First Name or Last Name for your search.

5. Click the reference number to view the application. Note, if the application was not assigned to you or is at another level, you would only be able to view the application. If the application was assigned to you, you would have the ability to process it.

APPENDIX II - ABOUT THE SITE LOCATION

The Site Location tool function allows applicants to define a "virtual boundary of a plot" around a real-world geographic area. This enables DevelopTT approvers to identify the exact location of the site in the application submitted. The plotter is also able to plot a site location on the map.

Plotting on the map

Figure 206 - Example of Site Location plotted by plotter

A – Displays Drawing Tools, Show Applicant's Drawing toggle, Search Radius.

Drawing Tools : These are used for plotting the location.

Show Applicant's Drawing: The plotter may toggle this on and off by clicking on the toggle bar, .

Search Radius: Allows the user to set the search radius (measured from around the applicant's plotted area) to show neighbouring applications.

Set the Search radius and click Search button.

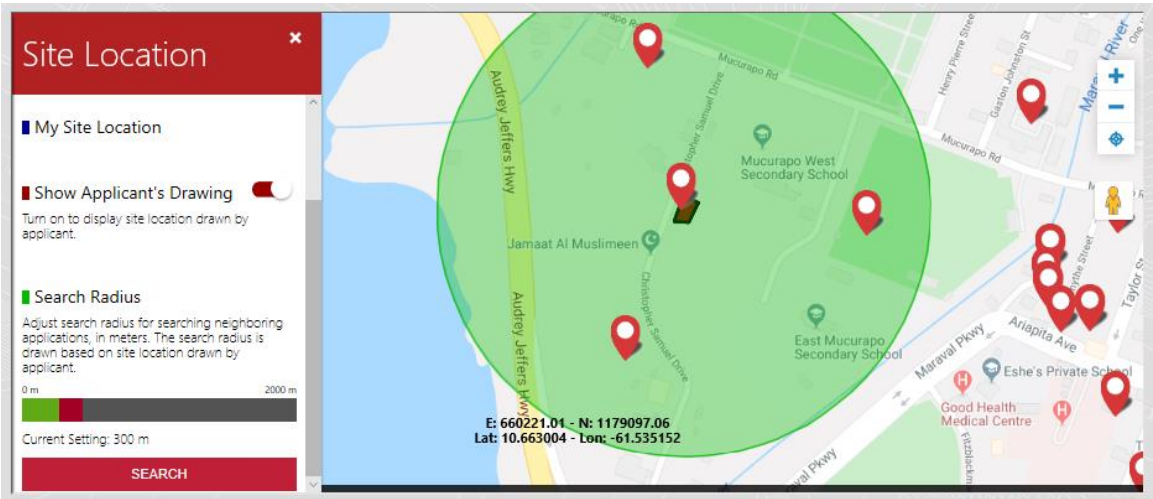


Figure 207 - Search feature

B – Displays instructions on plotting a location.

Map Icons

Click the 'X' next to Site Location on the left (Site Location ×). The map will appear with icons on the left and right side as seen in Figure 208 below.

Figure 208 - Site Location

a) **Site Location tab** – As seen in Figure 211 above, all maps for DevelopTT approvers see this tab open as default.

b) **Landmark tab** – Landmarks may be added to the map, (Figure 212 below).

Figure 209 - Site Location Landmark tab

c) **Layers tab** – There are six (6) layers that can be toggled on and off any of the layers. In Figure 210 below, the Planning layer is on. A legend is provided to the top right and the different layers displayed. Click 'X' next to Layers to exit.

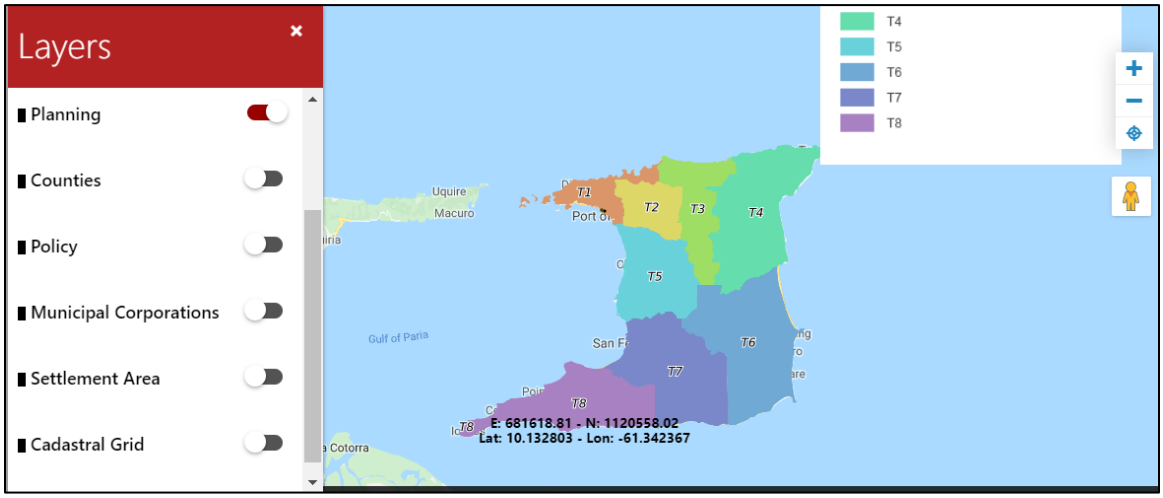


Figure 210 - Site Location Layers tab

d) **Search tab** – The map can be searched as seen in Figure 214 below. Enter the part of or the full name of the location and click Enter; the green pin (circled in Figure 214 below) shows the exact location.

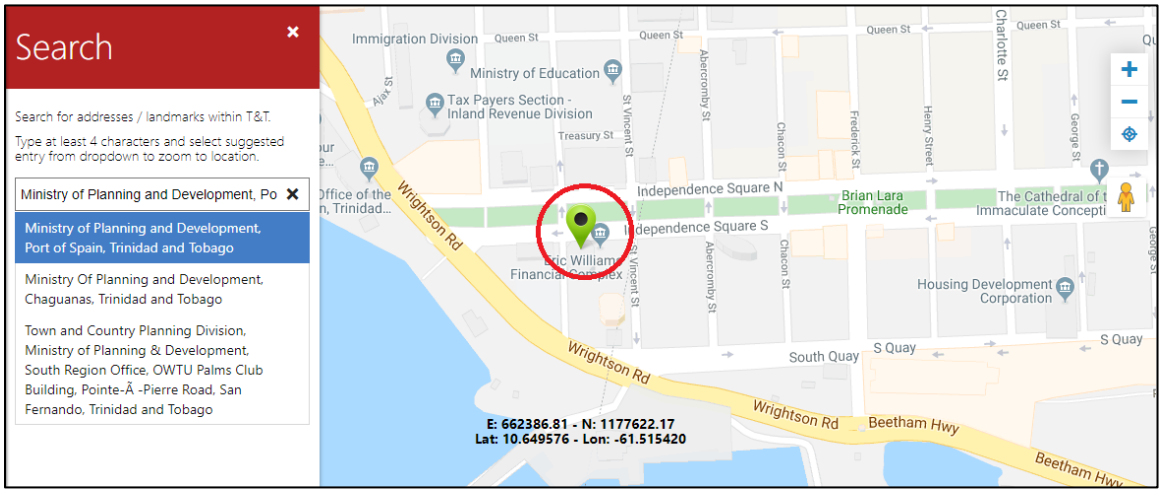


Figure 211-Site Location Search tab

e) **Change map tab** – This feature allows you to see the map in four (4) different ways: Normal, Terrain, Satellite and Hybrid. Normal view mode is the default.

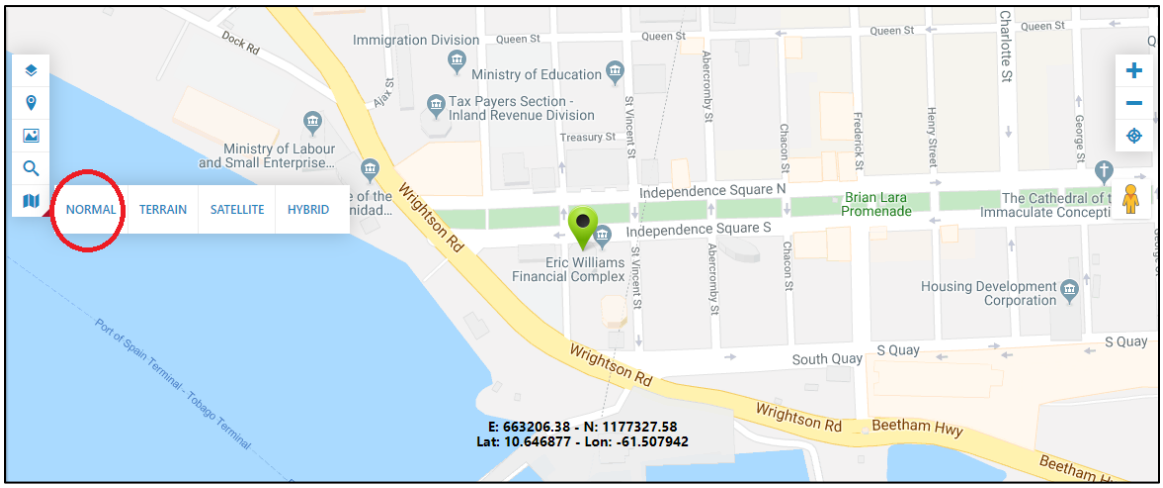


Figure 212 - Site Location Change Map tab

APPENDIX III - HOW TO SCHEDULE AN INSPECTION

A DevelopTT approver may desire to carry out an inspection on the site before processing the application. These steps provide details on scheduling an inspection.

GOOD TO KNOW:

- More than one inspection can be scheduled and performed for a single application.
- An inspection **MUST** be scheduled before going on site with the mobile application. If it is not scheduled, it will not show up on DevelopTT mobile application.

Steps to Schedule an Inspection

1. Click on the reference number to view the application.
2. Click 'Next' or go to Schedule Inspection tab. Click the checkbox indicated as 'A' in Figure 216 below. If no inspection is required, click 'Next'.

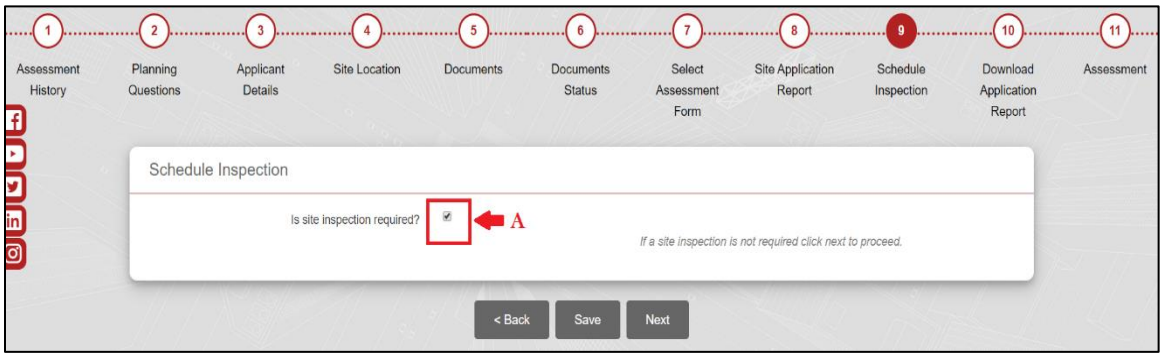


Figure 213 - Schedule Inspection tab

When the approver checks the checkbox, the inspection window pops up to the 'Add Inspection Job' window as seen in Figure 214 below. The Application Ref. No. would be automatically populated. Agency would always be 'PHTI – SAF'.

3. Select Job Form Template and Job Report Template from the drop-down list. The previously created job form would show up below; scroll down to view the form.

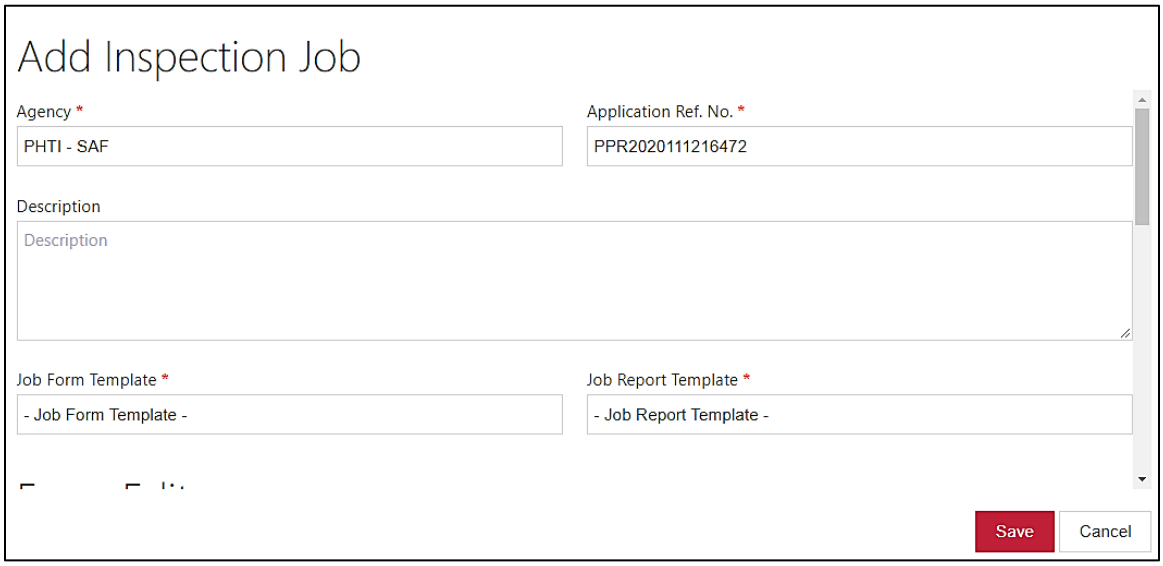


Figure 214 - Add Inspection Job window

4. Click 'Save' and the approver will see a success message and be redirected to the Inspection Job window (Figure 218 below). Scroll down to see the table with the job.

Figure 215 - Inspection Job window

5. Click the add button in the blue box to expand. Click the edit button to change the job form or report selected. You would be taken back to the *Add Inspection Job* window shown in Figure 219.

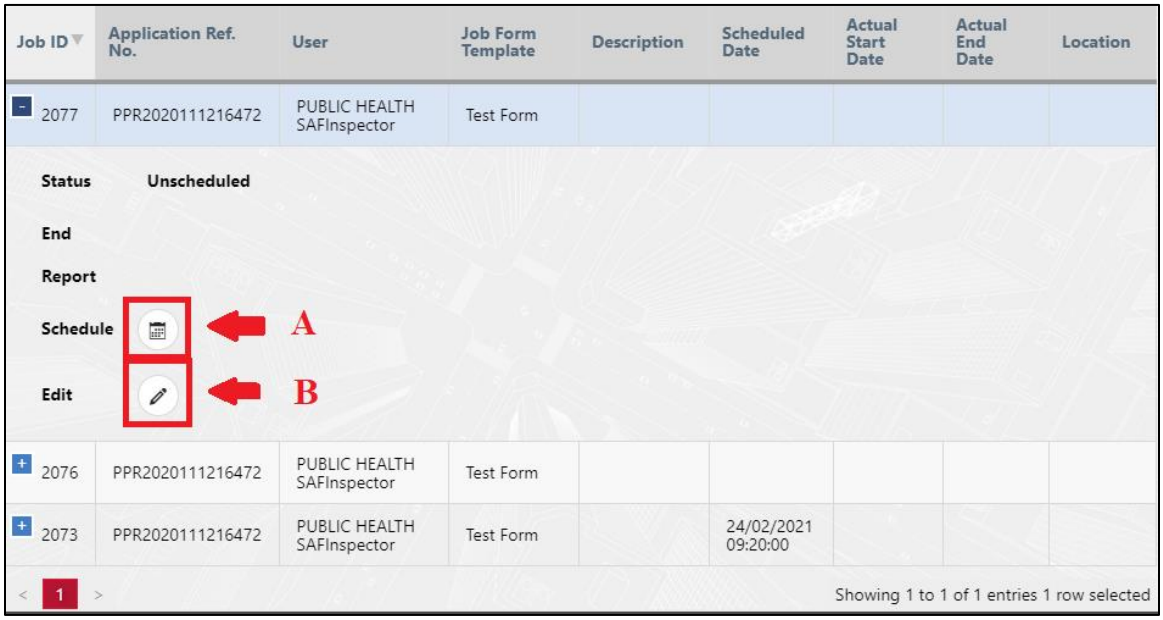


Figure 216 - Schedule Inspection step

6. Click the schedule button to schedule the inspection. The Schedule Inspection window would pop up. Click in Specify Date and Time textbox shown in Figure 217 below and choose a date and time for the inspection and click OK.

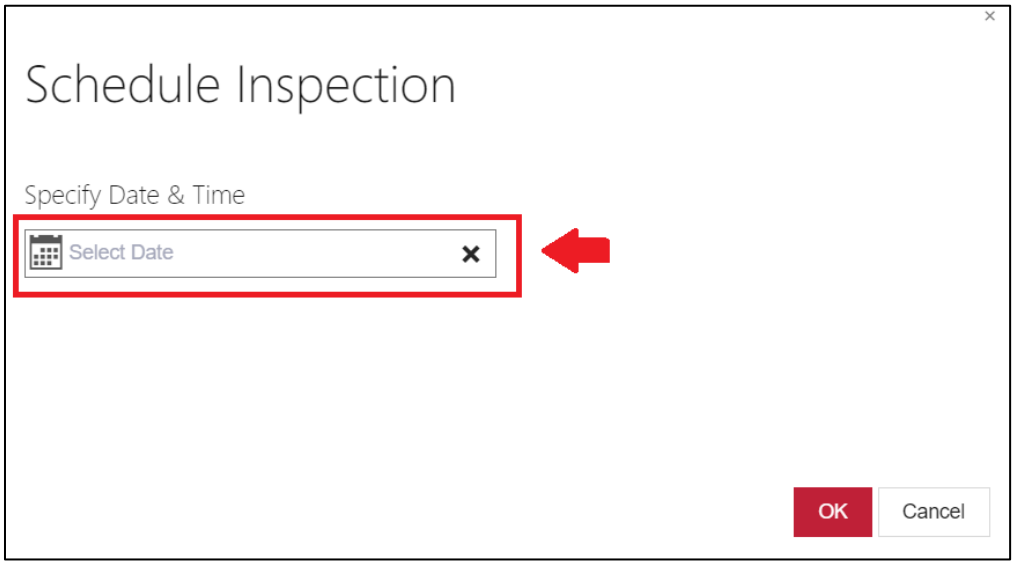


Figure 217 - Schedule Inspection window

A Success message will appear and will be redirected to the *Inspection Job* window where the status of the job would have changed to 'Scheduled' and scheduled inspection date added to table as seen in Figure 221 below.

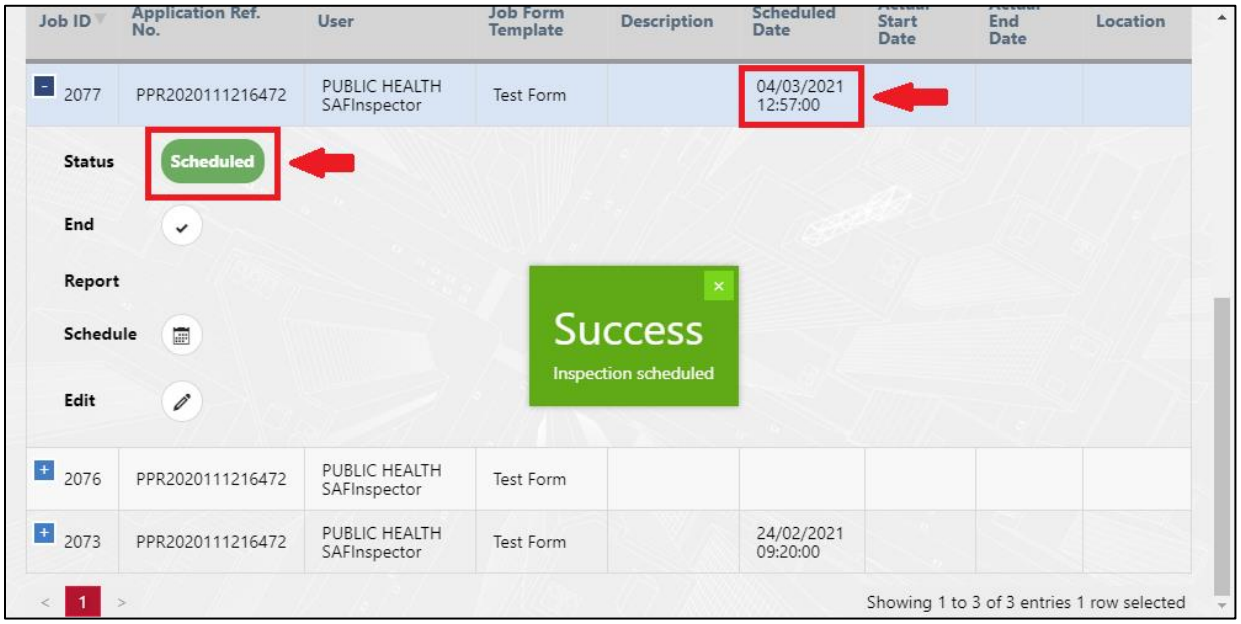


Figure 218 - Scheduled Inspection

The approver can now go to the mobile application to carry out the inspection. This would be described in detail in the DevelopTT Mobile Application section.

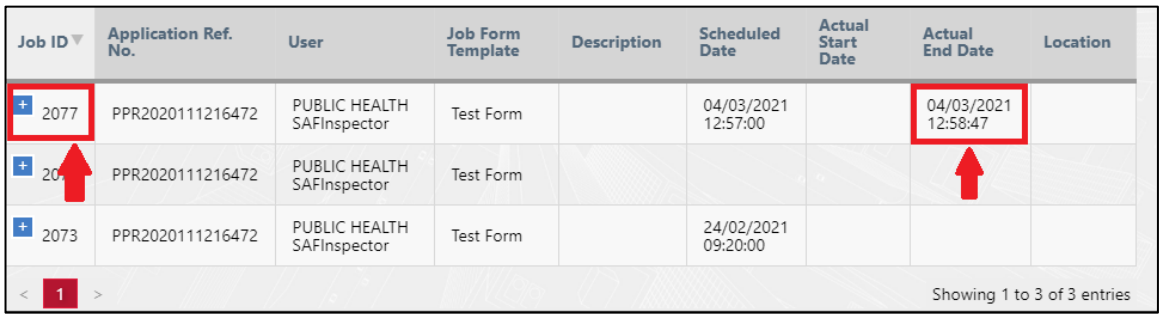
After the Inspection is Performed

After an approver carries out inspection, he/she is required to save the form. Once the mobile device is connected to the internet, the form is automatically be uploaded to the website and report generated by the system. An approver can view the report in two ways:

1. **Schedule Inspection tab**

If the approver has carried out the inspection personally, this options can be used.

a. Go to the Schedule Inspection tab and click the checkbox.
b. Navigate to the Inspection Job window as seen in Figure 215 above.
c. Scroll down to view the list of inspection jobs. You would see an Actual End Date for your completed inspection (Figure 222 next page).

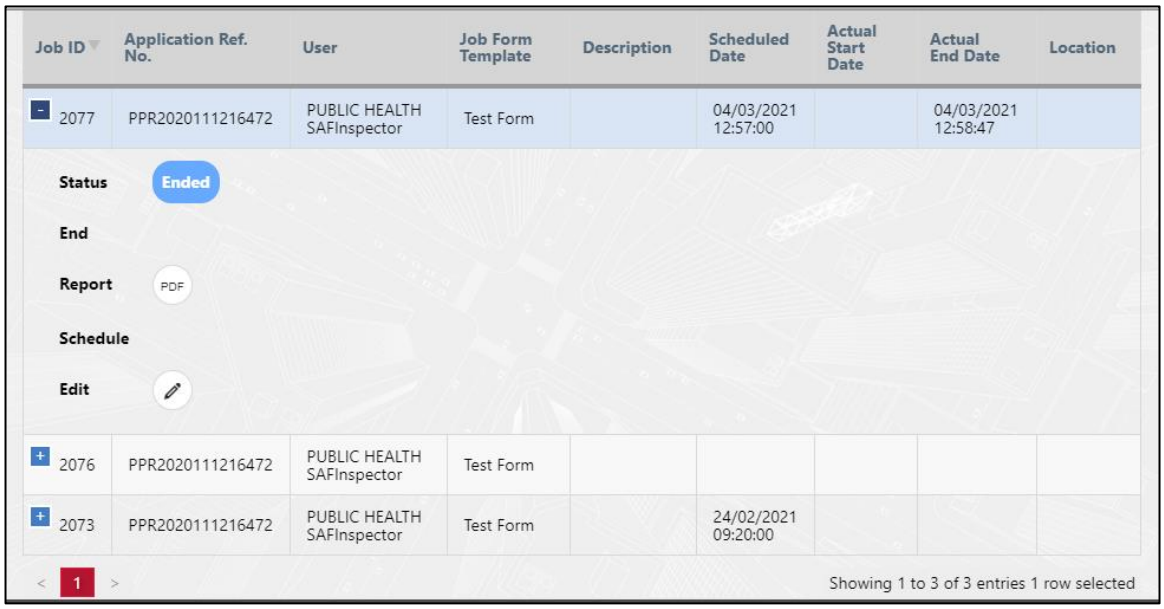


Job ID	Application Ref. No.	User	Job Form Template	Description	Scheduled Date	Actual Start Date	Actual End Date	Location
2077	PPR2020111216472	PUBLIC HEALTH SAFInspector	Test Form		04/03/2021 12:57:00		04/03/2021 12:58:47	
20	PPR2020111216472	PUBLIC HEALTH SAFInspector	Test Form					
2073	PPR2020111216472	PUBLIC HEALTH SAFInspector	Test Form		24/02/2021 09:20:00			

Showing 1 to 3 of 3 entries

Figure 219 - Job List (Actual End Date inserted)

d. Click the add button in the blue box, indicated in Figure 222 above, to expand the record. You will notice the status of the job has changed to ended and a PDF icon appeared next to Report (Figure 220 below)



Job ID	Application Ref. No.	User	Job Form Template	Description	Scheduled Date	Actual Start Date	Actual End Date	Location
2077	PPR2020111216472	PUBLIC HEALTH SAFInspector	Test Form		04/03/2021 12:57:00		04/03/2021 12:58:47	
2076	PPR2020111216472	PUBLIC HEALTH SAFInspector	Test Form					
2073	PPR2020111216472	PUBLIC HEALTH SAFInspector	Test Form		24/02/2021 09:20:00			

Figure 220 - Updated Status and PDF Report icon

e. Click the PDF icon to view the Inspection Job Report. A new webpage will be opened and your report will be displayed (Figure 222 below).

2. Download Application Report tab

Only DevelopTT approvers that can view inspection reports would be able to view this tab.

a. Go to Download Application Form Report tab. You will see a list of reports by Job ID (Figure 224 below).

b. Click on the Job ID and the report will open in PDF format (Figure 222 below).

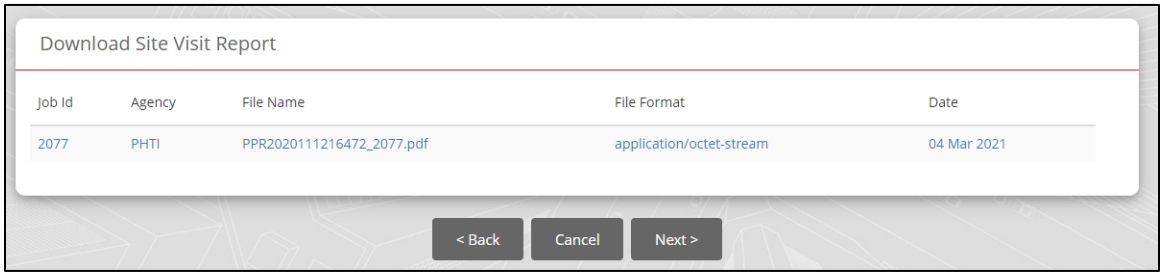


Figure 221 - Download Application Report tab

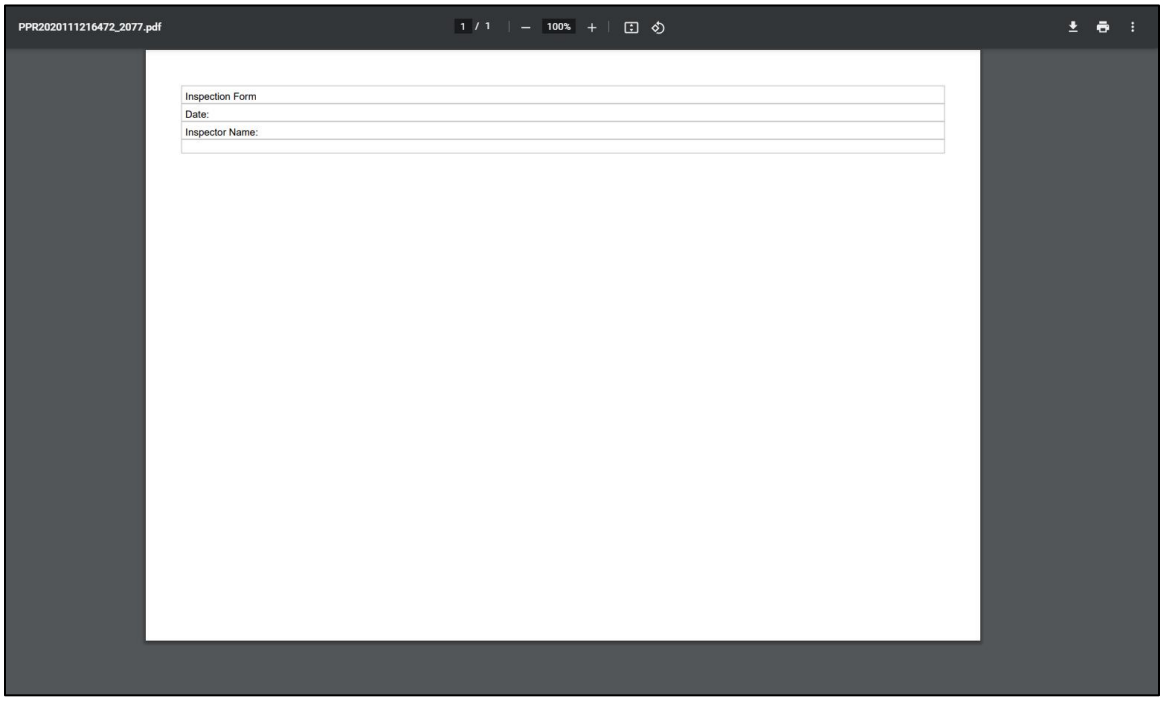


Figure 222 - Inspection Report

APPENDIX IV - USING DEVELOPTT MOBILE APPLICATION

The DevelopTT Mobile Application is created to allow reports from site inspections to be uploaded to DevelopTT automatically. Inspection forms and reports are created by an Administrator. The inspection on the DevelopTT app can be conducted with or without connection to a network.

1. After successfully scheduling an inspection, open the DevelopTT app on the tablet assigned. The app will open to the Login page as seen in Figure 223 below.

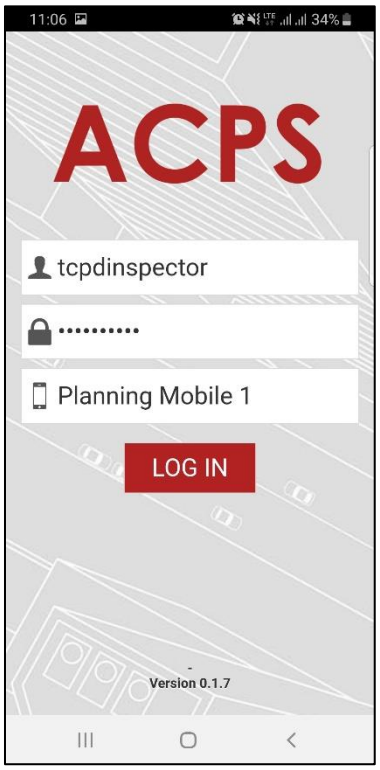


Figure 223 - DevelopTT App Login Page

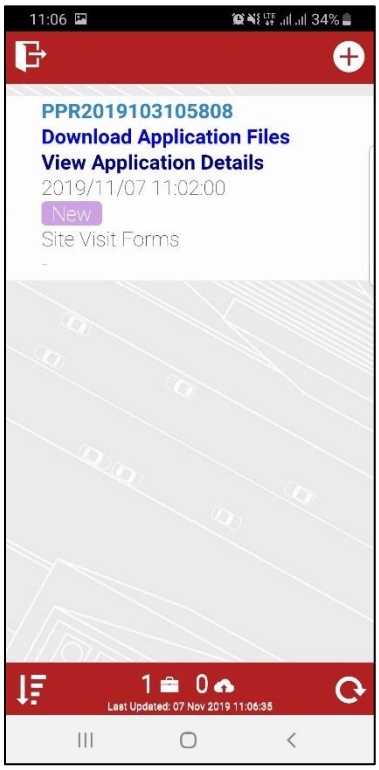


Figure 224 - DevelopTT App dashboard

2. Enter your DevelopTT user credentials and click 'Log In'. The dashboard will list all inspections that scheduled.

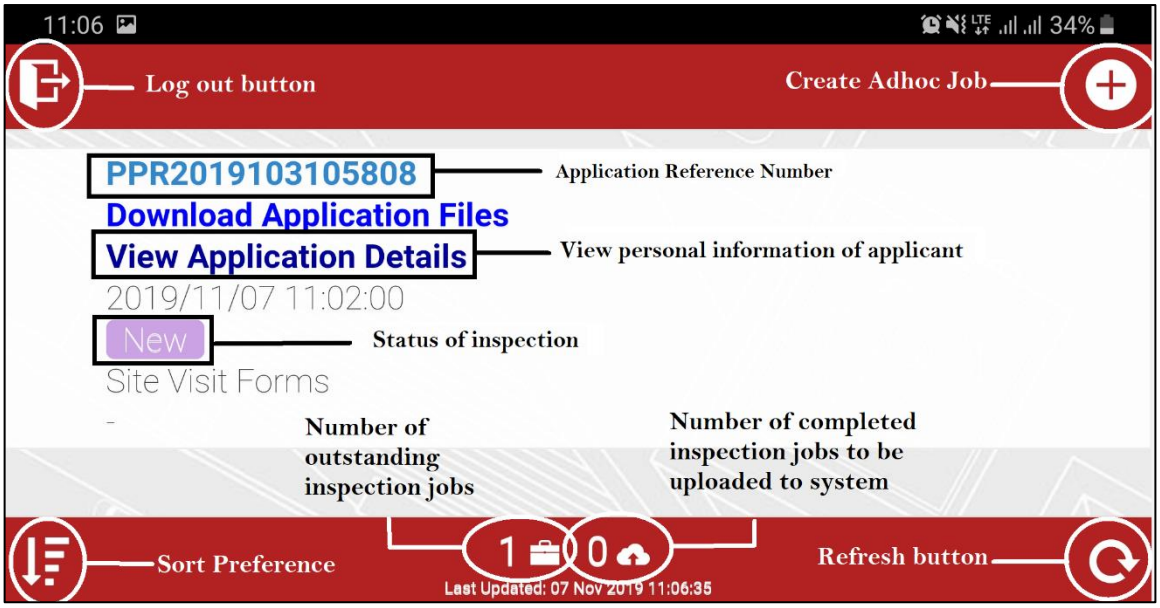


Figure 225 - Dashboard explained

Start at the dashboard to carry out the following:

i. Create an Ad hoc Job from the mobile app (Figure 226). This allows the user to select the form template to use from those created by the Admin. **(Figure 230)**
ii. View the personal information of the applicant (Figure 228).
iii. Change preference from automatic to manual and change the order of inspection jobs (Figure 229).

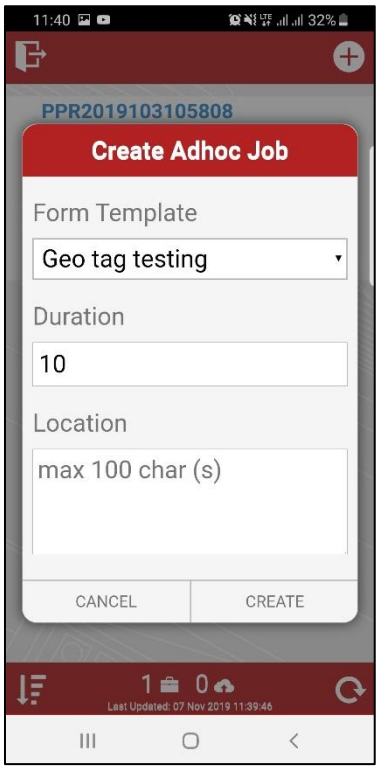


Figure 226 - Create Ad hoc Job

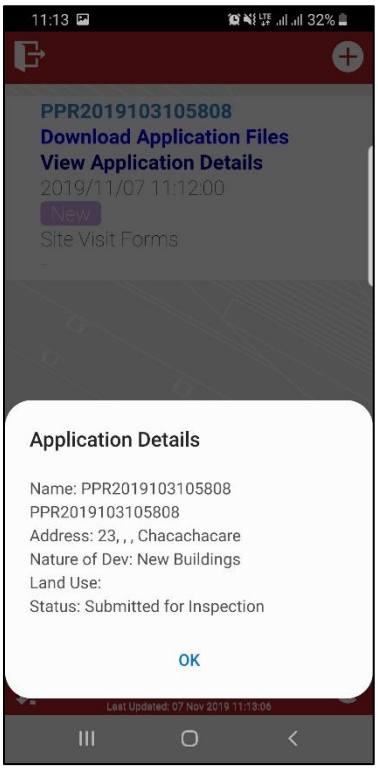


Figure 228 - View Application Details

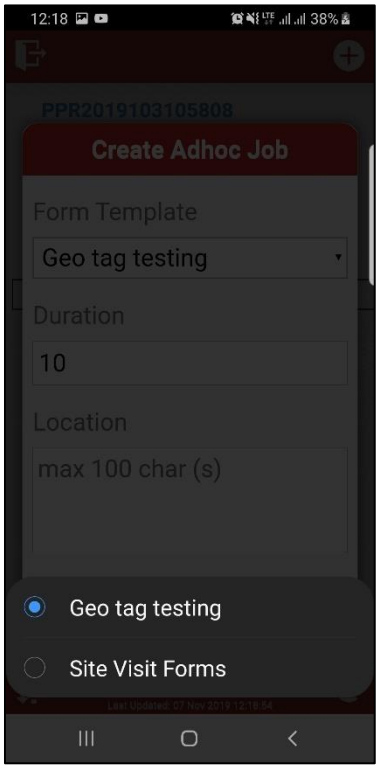


Figure 227 - Select form for Ad hoc Job

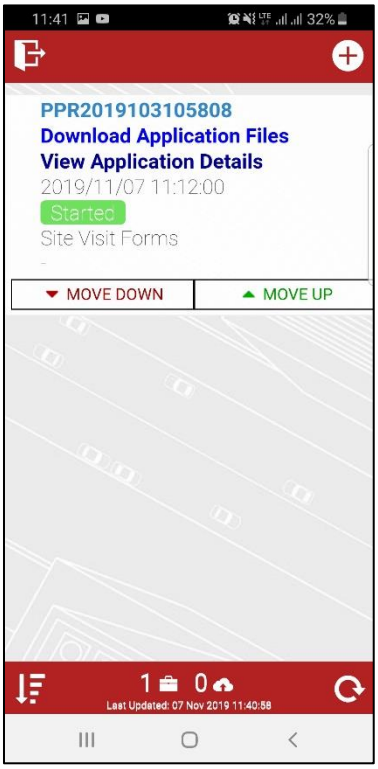


Figure 229 - Sort Preference

3. Click the application number to start the inspection. A confirmation message will require action (seen in Figure 230 below), click '**CANCEL**' to return to the dashboard or click '**OK**' to start inspection.

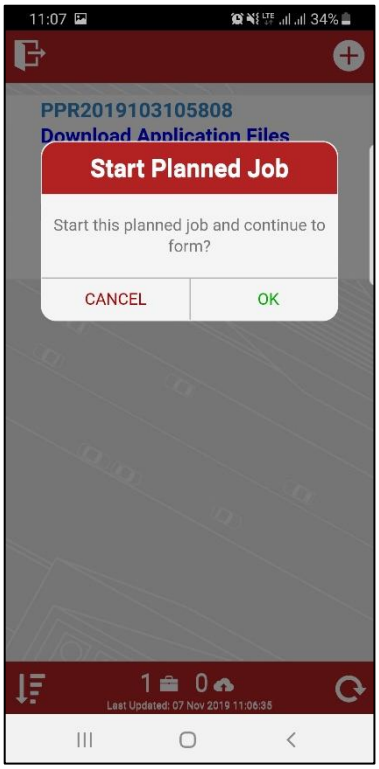


Figure 230 - Start job confirmation message

Figure 231 - Sample inspection form in app

4. Complete the form. Save the form by clicking on the save icon when completing the form. If you return to the dashboard by clicking back button before submitting, you will see the status of the job has changed.

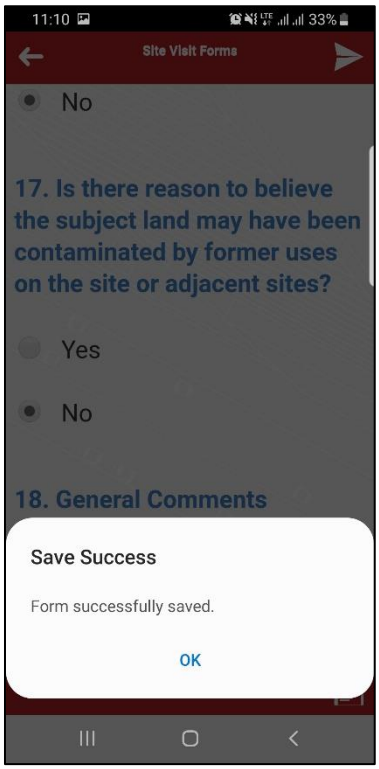


Figure 232 - Successful Save message

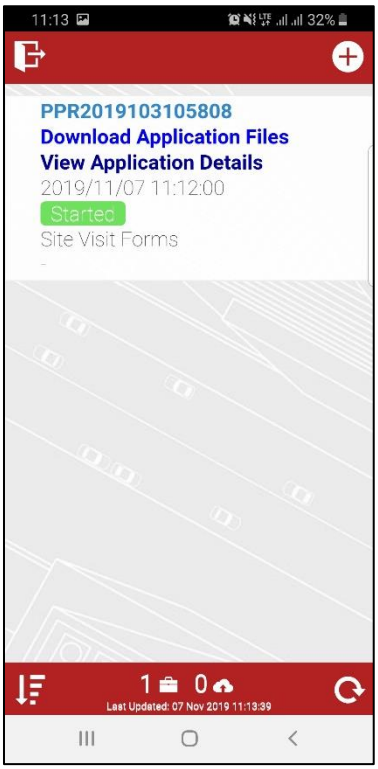


Figure 233 - Dashboard with Updated Status

5. Once the form is completed, click 'Submit' icon to the top right. A confirmation message will require action. Click **CANCEL** to stay on the form; click **OK** to submit form to return to the dashboard. This inspection would no longer be on the dashboard. In the example, the number of completed inspections to be uploaded has been incremented by 1.

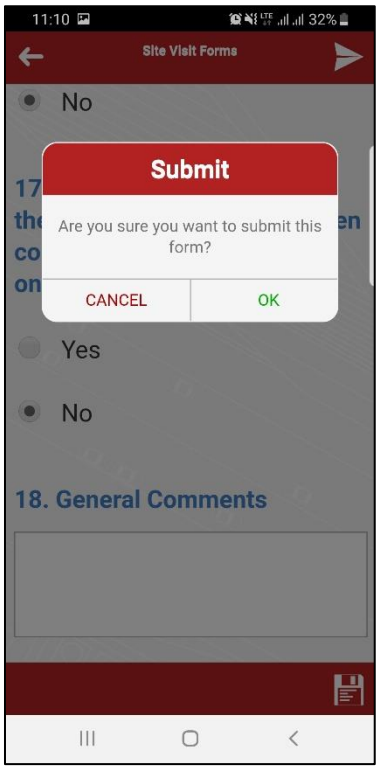


Figure 234 - Submit form confirmation message

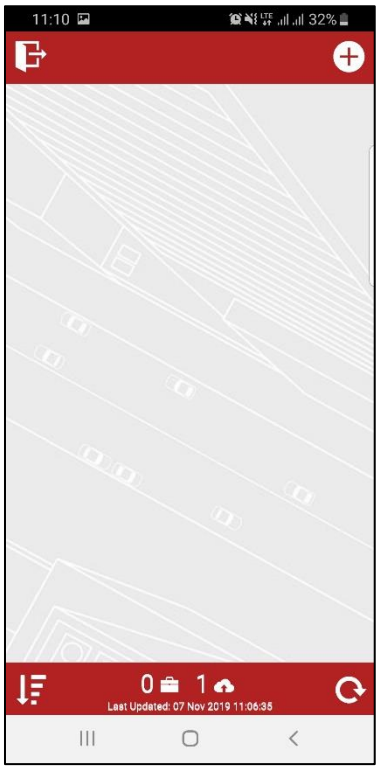


Figure 235 - Updated dashboard (completed inspection removed)

6. Return to the web application to view the report.

Once connected to the internet, the application would automatically upload the report to DevelopTT system and you would be able to access the report from the web application.

APPENDIX V- PDFTRON

PDFTron contains the many tools to help the user to navigate through the application.

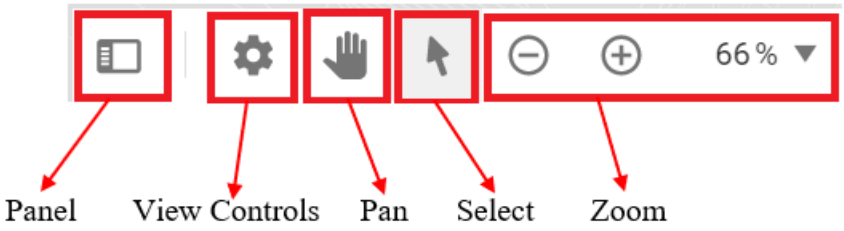


Figure 236 - Menu (left)

Panel – The Panel displays

- Thumbnails of all pages in the document
- Outlines of all pages in the document
- Notes/ Annotations in the document

View Controls – The user is presented with tools for

- Page transitions – Allows the user to view the PDF document page by page or continuously
- Layout – Allows the user to view the document by single pages, double pages or just the cover page.
- Rotate – Allows the user to rotate counter-clockwise or clockwise

Pan – Panning and scrolling are additional ways to view specific areas of the document. If the user decides to work at high magnification levels or with large drawings, the whole drawing may not be seen. Panning and scrolling allow the user to move the page around in the drawing window to view previously hidden areas.

Select – The Select tool is designed to select regions from the document to allow the user further interaction.

Zoom – These controls allow the user to focus on the document. With the zoom option, the user can determine the level of detail necessary.

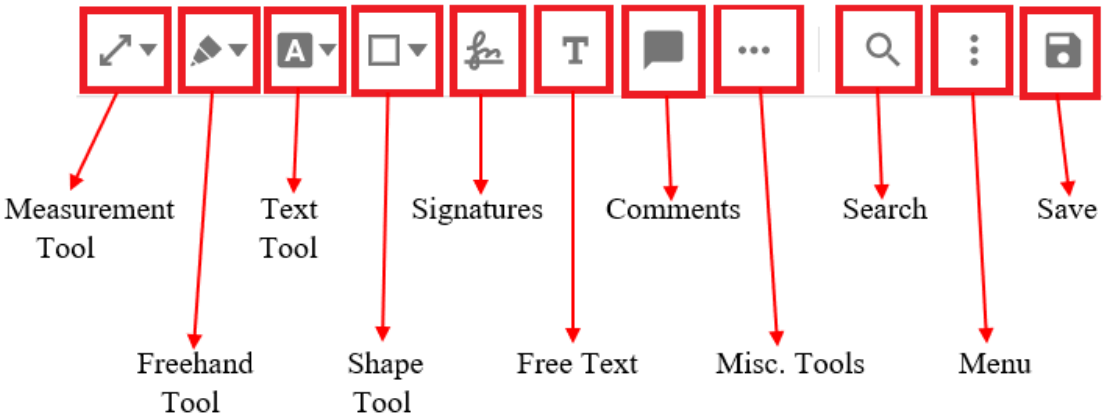


Figure 237 - Menu (right)

Measurement Tool – This allows the user the ability to measure distance, trace a perimeter or calculate the area. It enables accurate measurement with snap-to-point and adjusts the scale of measurement to meet drawing specs. Opacity, thickness, scale and precision can be determined the user.

- Opacity – There is a scale that allows the user to choose the opacity level. Opacity is measured by percentage.
- Thickness – There is a scale that allows the user to choose the thickness of the lines.
- Scale – There are two scales within the tool. The first scale is to scale to document size. This gives options to measure in inches, millimetres, centimetres and points. The second scale is scaled to lifesize scale. This gives options to measure in inches, millimetres, centimetres, points, feet, metres, yards, kilometres and miles. The user can select any of these option and enter the figure.
- Precision – The user can select how precise the scale should be. It can be precise to 0.1, 0.01, 0.001 or 0.0001.

Freehand Tool – This tool allows the user to draw freely on the document in a number of colours. A number of different colours, thickness and different percentage of opacity can be chosen.

Text Tool – This tool allows the user to highlight, underline or place a strikethrough any text on the document. A number of different colours and different percentage of opacity can be chosen.

Shape Tool – This tool allows the user to draw various shapes on the document. Opacity and thickness can be selected by the user.

Signatures – This tool allows the user to create and save signatures. These signatures can be selected and placed anywhere on the document.

Free Text – This tool allows you to add text to the document. Opacity, thickness, text size can be selected by the user.

Comments – This tool allows a user to create an annotation on the document.

Misc. Tools – This tool enables the user to add a callout or stamp (as image) to the document.

Search – This tool allows the user to search for words in the document.

Menu – This tool gives the user options for Full Screen, Download and Print.

Save – The user can Save the document after annotiations have been completed. The user can click Stay button to remain on page or Close button to save annotations and close page.

APPENDIX VI- HOW TO UPLOAD ADDITIONAL DOCUMENTS

The Public Health Approver can upload any additional documents in the 'Attach Additional Document' sections on the respective Assessment tabs. This can include defects letters/list for example.

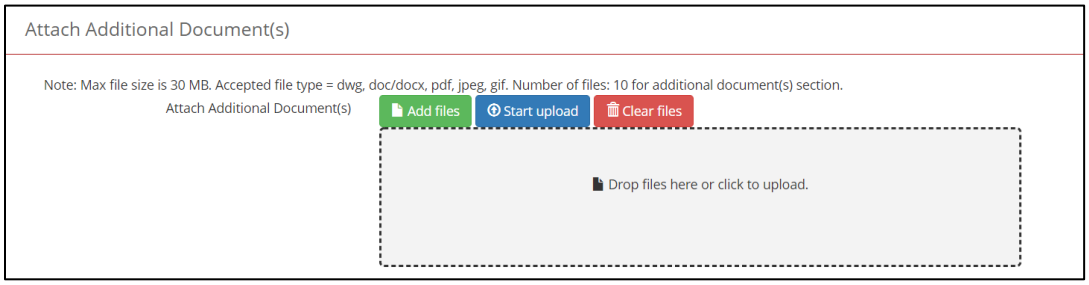


Figure 238 - Attach Additional Documents section

Steps

1. Click on ***Add Files***, then select the files to upload.
2. Click on ***Start Upload***, this will upload the file(s) selected on the system. Pay attention to the file types and size allowed.
3. If required, click on ***Clear Files*** to remove the files attached.

GOOD TO KNOW:

@

- **As an alternative to Step 1, files can be dragged from any location on your system directly to the Documents section where it can then be uploaded.**

Add Files:

- Click **Add Files** to browse and add the supporting documents in the Document Section.

Figure 239 – Adding a File

- Click the **Remove File** hyperlink to delete the file from the Document Section.

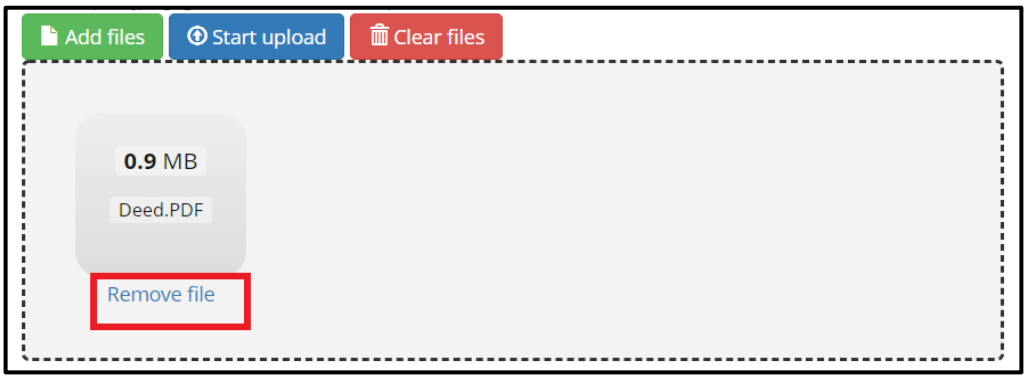


Figure 240 - Removing a file

Start Upload:

- Once the Document has been added, click **Start Upload** to upload the Document in the Document Section.

Figure 241 - Uploading a file

Clear Files:

- Click **Clear Files** to delete the Document which has been recently uploaded.

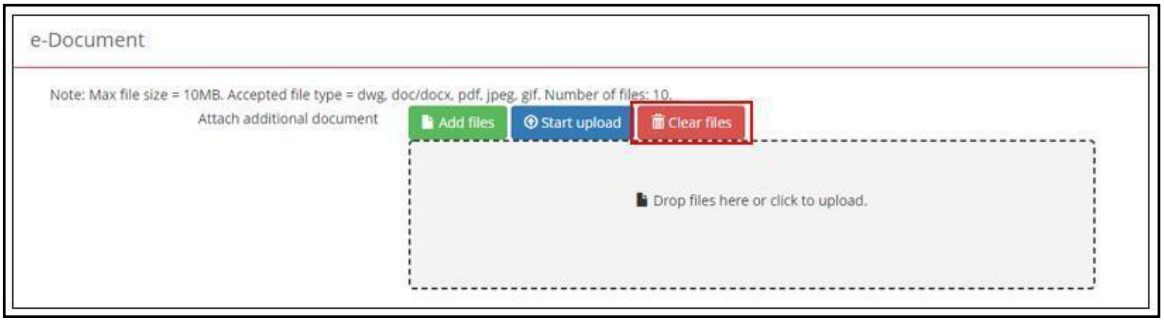


Figure 242 - Clearing a file

APPENDIX VII - POSSIBLE ERRORS

There are a few errors that you may encounter when using the system. Possible errors and fixes are listed.

- **Missing Information error –** Certain fields within the application form are mandatory. If a user attempts to forward the application without completing all mandatory fields, an error message will appear. An example is seen in Figure 246 below.

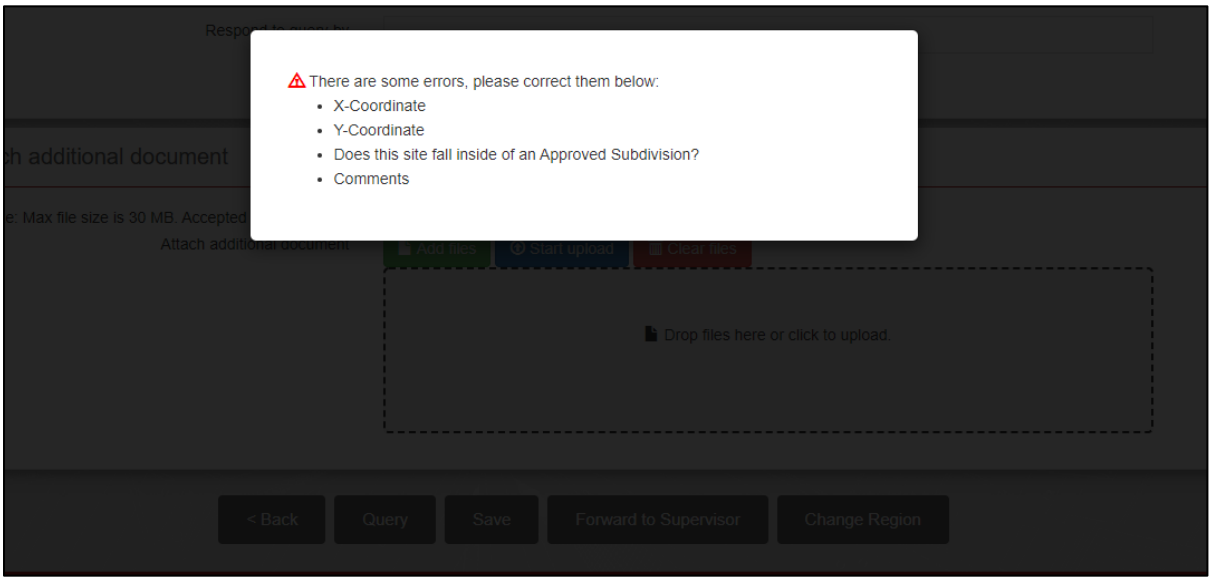


Figure 243 - Missing Information error

In this example, the plotter is attempting to forward the application to the supervisor with incomplete mandatory Site Location information. The error message lists the fields that are missing.

Solution: Click on the field to be directed to the tab with the field and complete

- **Server Error 401 –** A user may get this error if, after leaving DevelopTT idle for an extended time (called session timeout – explained below) and attempt to complete a function without login.

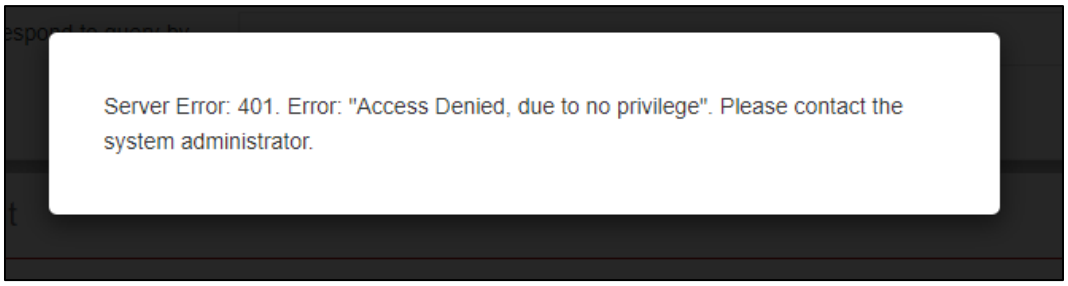


Figure 244 - Server Error 401

Solution: Refresh the webpage and log in through the Homepage.

- **Session Timeout -** A session is created when a user logs in to DevelopTT. Each session is given a specific ID and a session ends when the user logs out. If a user remains idle on DevelopTT for an extended period, the system can end a user's session. Users would be given notifications when the system is going to end a session (session timeout).

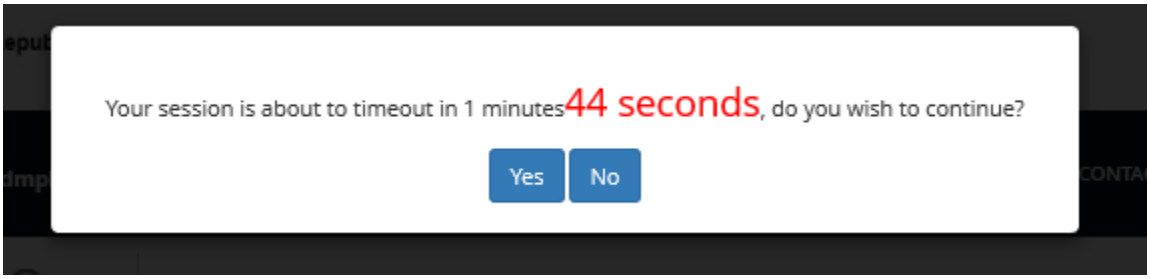


Figure 245 - Session Timeout

Session Timeout prompt will be shown after sixty (60) minutes of inactivity. Idleness can be interrupted by clicking any button on the website.

The countdown timer would start from 10 minutes 0 seconds. Click **Yes** to return to the website logged in; click **No** to log out. When the system ends the session, the webpage would be redirected to the homepage.

- **Server Error 500 –** This error is presented when the server faces an unexpected condition that prevents it from fulfilling a request.

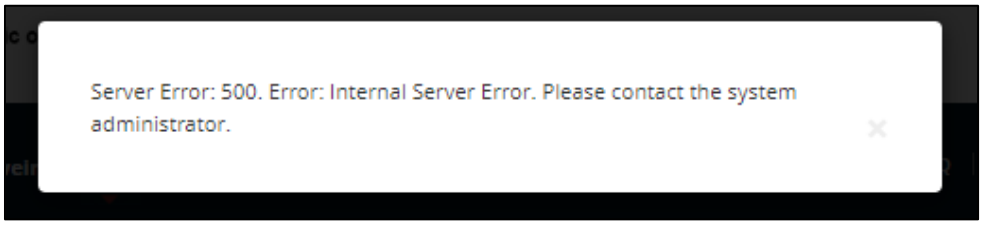


Figure 246 - Server Error 500

Solution: There are a few steps to follow with this error. Follow the steps in the order given below. Perform one step and attempt to process your application to see if issue is resolved.

i. Reload the webpage.
ii. Clean your cache.
iii. Clear browser cookies.
iv. Restart the browser.
v. Contact your system administrator.