DEVELOPTT

USER GUIDE – Town and Country Planning Division
VERSION 1.3

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Delivered to:
Ministry of Planning and
Development

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CONTENTS

DEFINITION AND ABBREVIATIONS

Sr No.	Abbreviation	Description
1	ACPS	Automated Construction Permit System
2	Advertisement Application	An application for the display of any sign, placard, board, notice, device or representation for the purpose of advertisement.
3	Advisory Agency	An advisory agency is an agency that provides professional expertise dependent on their area of expertise; or provides other valuable input and reviews to applications for development.
4	Approver	Any user that is not an applicant is considered an approver. All TCPD staff are considered DevelopTT approvers.
5	Car Rental Correspondence	A non-objection request for the use land/ site as a small car rental facility.
6	Customs Bonded Correspondence	A non-objection request to create a customs bond area within a warehouse as storage for large quantities of alcohol.
7	Drop down list	A drop-down list allows a user to choose one value from a list. When a drop-down list is inactive, it displays a single value.
8	e-Services	Electronic Services – An e-service is the electronic representation of paper forms. These include, but are not limited to, Planning Permission, Liquor License Correspondence and Mining applications.
9	IRC	Internal Review Committee
10	Liquor Licence Correspondence	A liquor licence is required for any person or business that wishes to sell alcohol, wines or spirits of any kind on any land or in any building which can be consumed on or off the premises.

11	Mining Application	Application for planning permission for mining (mineral and material extraction) and processing activities.
12	MPD	Ministry of Planning and Development
13	MTI	Ministry of Trade and Industry
14	Navigation Buttons	Navigation buttons allow you to move through sections to view all pages with information
15	OGA	Other Government Agencies
16	PP	Planning Permission - Planning Permission is needed for all categories of development such as Building operations, Engineering options, Mining operations, Subdivision of land, Reclamation of land.
17	Public Application Register	This register is a searchable database of applications submitted to the Town and Country Planning Division. The TCPD land use policy can also be accessed here.
18	Outline Application for Planning Permission	An Outline Application for Planning Permission informs an applicant as to whether the type of development proposed is consistent with existing land use policy and provides overall development standards applicable to the particular site
19	Regulatory Agency	A public authority or government body which ensures compliance with the provisions of any legislation or regulations which guide and regulate development.
20	SLA	Service Level Agreement
21	Stamp Duty Exemption	A request for information on the status (land use policy and previous permissions) of a parcel of land for stamp duty purposes.
22	Status of Land Correspondence	A request for information on the status (land use policy and previous permissions) of a parcel of land.
23	Submit an Unauthorized Development Complaint	A complaint against any development of land which appears to have been carried out without the required Planning Permission.

24	TCPD	Town and Country Planning Division; Ministry of Planning and Development
25	TMB	Traffic Management Branch; Ministry of Works and Transport
26	Variation Request	Site- specific request for minor variations to the land use policy or site development standards.

1   INTRODUCTION

1.1   ABOUT THIS GUIDE

Welcome to the DevelopTT, the online portal for the Automated Construction Permit System (ACPS), user guide. DevelopTT is designed to fulfil the objectives of reducing the administrative burden placed on individuals and the business community; to improve the quality of service to builders, property owners and developers, and to provide accurate and timely information to decision makers, managers, and staff throughout the system. This manual is intended to aid all TCPD staff with using the system.

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 TCPD staff member. It describes the features of the system and how its online method mimics the manual procedure for processing applications.

In DevelopTT, there are two categories of users: applicant and approvers. All TCPD roles are considered approver roles/ levels and would be referred to as such in this guide. The applicant submits applications electronically to TCPD staff who can perform several actions,

such as query applicant, forward application, query other TCPD staff, give approval etc, on the application.

This document gives TCPD staff a step by step guide for performing all actions on the system and in accessing features of the system which enhances their job where processing applications is concerned.

The TCPD Approver levels covered in this guide are Clerk, Plotter, Supervisor, Inspector, Planner, Specialist, Director, Mining Planner, Enforcement Officer and Executive.

1.3 SCOPE

The user guide covers all the features that are available to TCPD staff at various levels represented on DevelopTT. It aims to help the TCPD staff to efficiently perform the below tasks using DevelopTT:

- Process Submitted Applications

- Search Applications

- Query Applications

- Schedule and Perform Inspections

- Search Appeal Request

1.4 DOCUMENT CONVENTIONS

Refer to this section to familiarise yourself 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 your 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.

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 section to familiarize yourself with DevelopTT Interface.

2.1   LOG IN

To login to the DevelopTT as a TCPD Staff:

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.
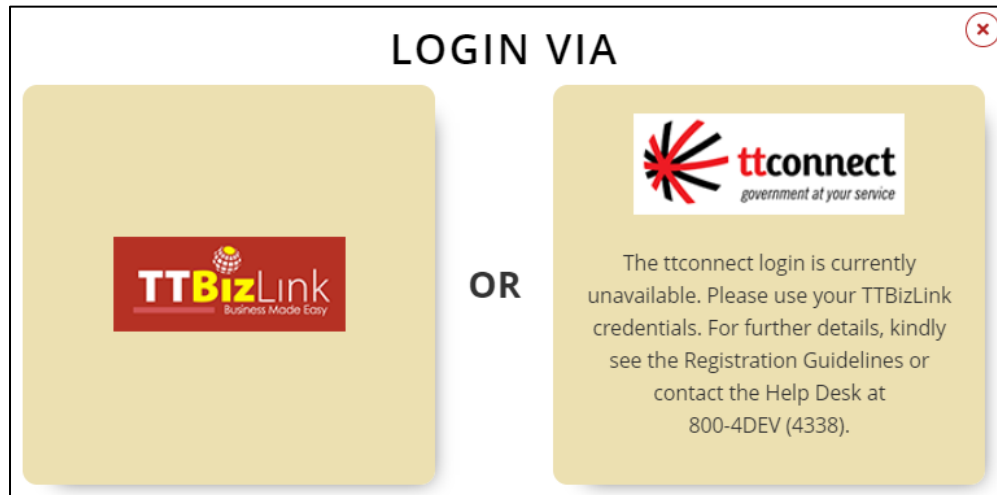
Figure 2 - Login Window

3.   Click TTBizLink logo or ttconnect logo to log in via the respective portals. For this User Guide, we will login via TTBizLink.

4.   You will be redirected to the TTBizLink login webpage (Figure 3). Enter the username and password in the fields provided and click the **LOG IN** button. Upon successful login, you will be redirected to your DevelopTT dashboard (example shown in Figure 4).

GOOD TO KNOW:

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-   If you are using TTBizLink option to login, your username would be the email attached to your TTBizLink account.

-   If you are using the ttconnect option to login, your username would be the email attached to your ttconnect account.

Figure 3 - TTBizLink Login webpage
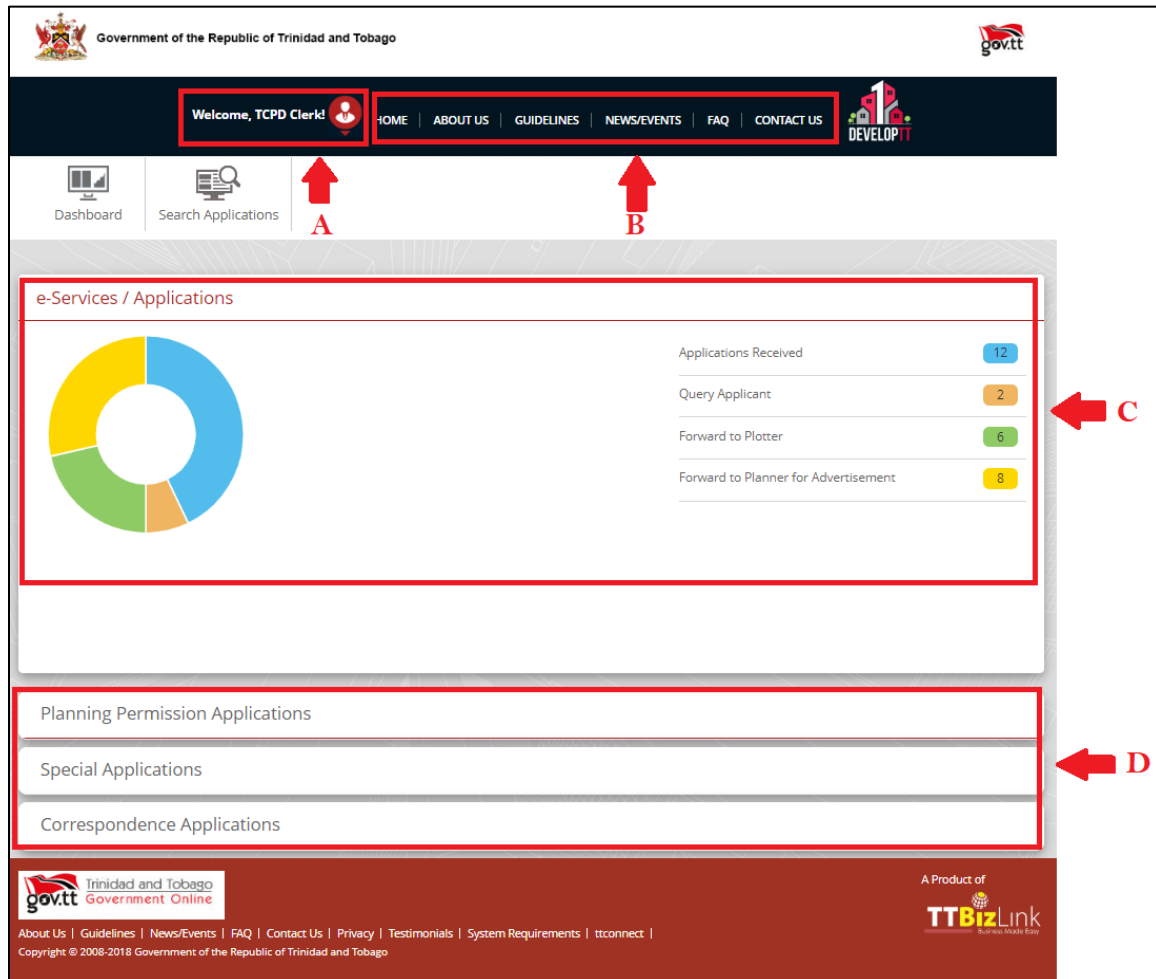
Figure 4 - Dashboard for TCPD Clerk

A – Welcome message and Option Menu icon: On the left of the page, you would see the Welcome message displayed along with your full name. Next to your name, there is the icon for the Options Menu, which would be described below.

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 different categories.

D – Categorized Applications sections: Different sections, minimized in Figure 4, list applications grouped in different categories for your attention. From these sections, you would be able to interact with a specific application.

2.2   LOG OUT

This function allows the user to log out of the system at any time. The user can log out by

clicking the 🔴 button next to their username.

1. This will open the Option Menu as seen in Figure 5 below. Click 'Log out' at the bottom of the menu.
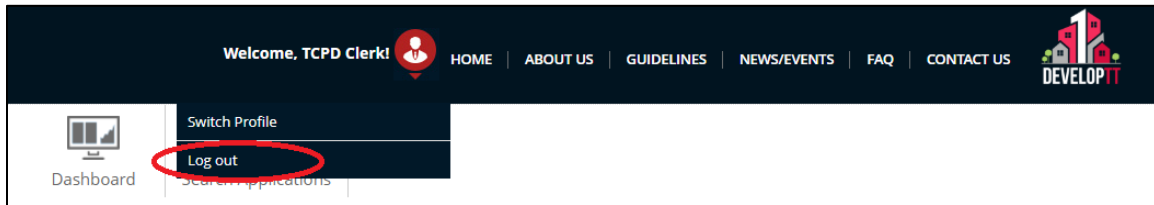
Figure 5 - Log out of DevelopTT

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

2.3   OPTION MENU

Switch Profile:

The user can switch from one role to another (if assigned multiple roles in the system) by clicking the down arrow on the Option Menu icon and selecting **SWITCH PROFILE** available at the upper left corner of the main menu.
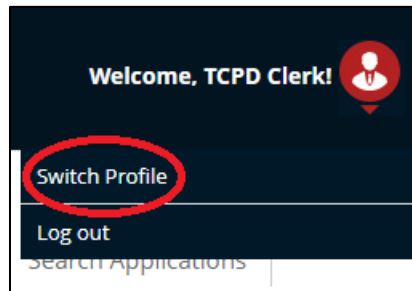
Figure 6 - Main Menu showing Switch Profile and Log Out Options

1. Upon clicking, the 'Role Switch' page is displayed. Select the appropriate role from the drop-down list and click '**OK'** to login as a different user; the new user's dashboard would load.
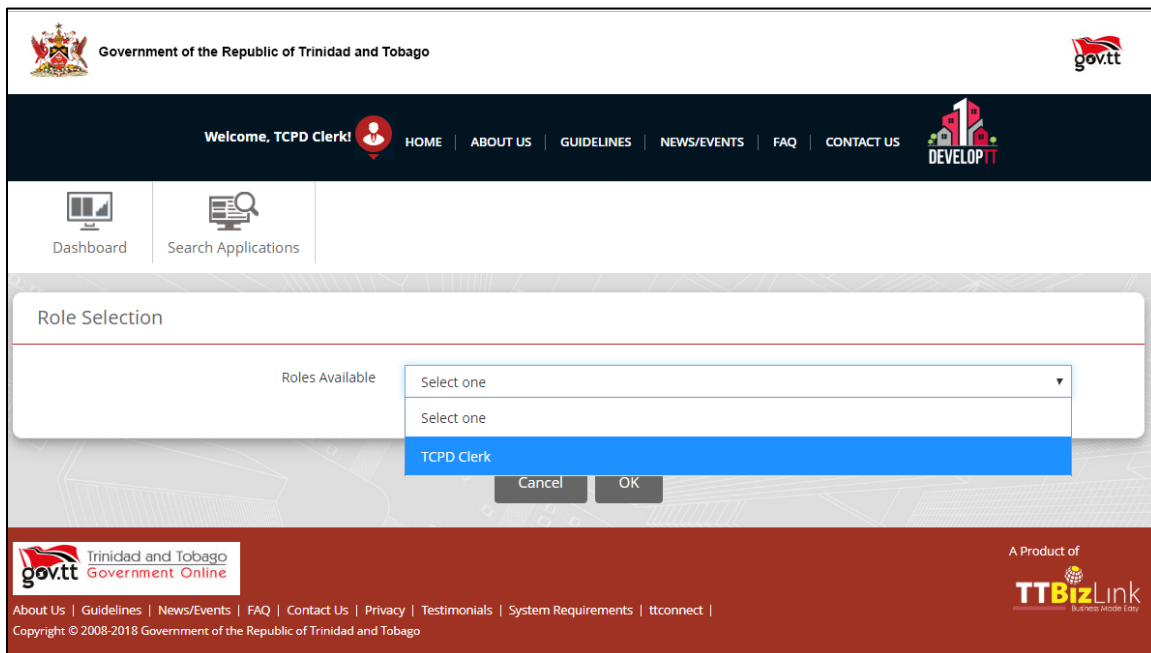
Figure 7 - Role Switch page

3   CLERK

The Clerk reviews and validates the application submitted by the applicant. An application is considered complete once all mandatory fields have been filled out and valid documents submitted i.e. survey plan, deed etc. The clerk can query the application if there is a need for additional information. Once all the relevant information is received, the clerk can forward to plotter for further assessment.

3.1   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: Planning Permission Applications, Special Applications and Correspondence Applications. You can click on a section title anywhere on DevelopTT to expand the section.
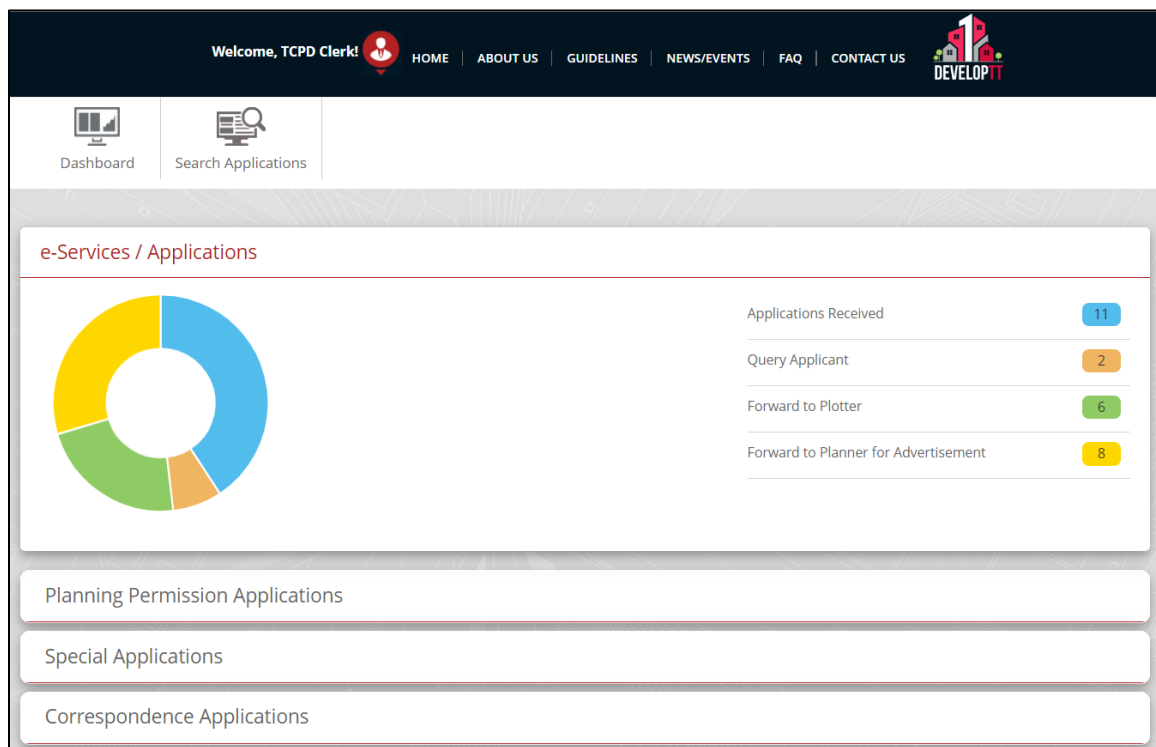
Figure 8 - TCPD Clerk's Dashboard

Planning Permission Applications: A list of all Planning Permission Applications submitted by applicants which have not been processed, would be found in this application section.

Special Applications: A list of all Advertisement Applications and Mining Applications submitted which have not been processed, would be found in this application section.

Correspondence Applications: A list of all Brown File Matters submitted which have not been processed, would be found in this application section. Brown File Matters include:-

- Car Rental Correspondence

- Customs Bonded Correspondence

- Liquor Licence Correspondence

- Status of Land Correspondence

- Stamp Duty Exemption.

GOOD TO KNOW:

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- Applications are given an automatically generated and unique Reference Number when created.

- Applications would be listed by reference numbers in each Categorized Application section.

3.2   E-SERVICES/ APPLICATIONS

Application Statuses Chart
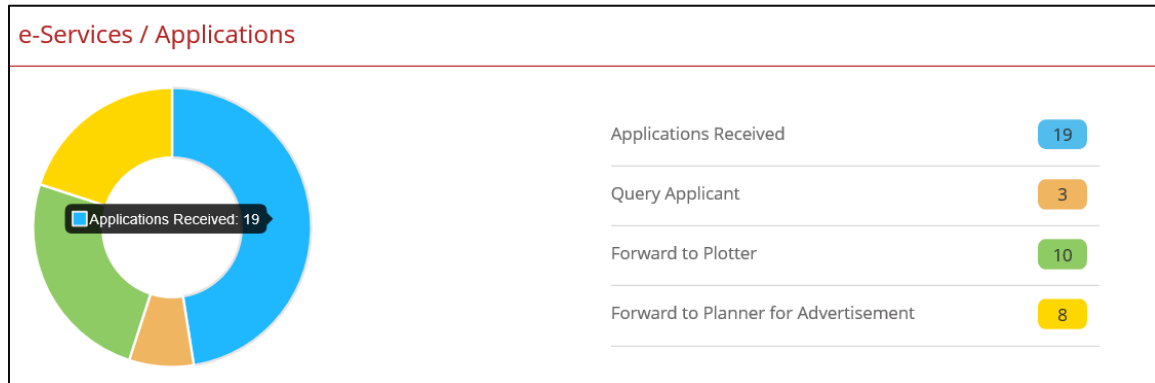
Figure 9 - TCPD Clerk's e-Services/ Applications section

-   The chart is colour coded to reflect the status of the application in the system. It illustrates the number of applications 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 9 above.

-   The colour denotations are listed below:

    -   **Blue** - Applications Received
    -   **Orange** - Applications Queried
    -   **Green** - Applications forwarded to Plotter
    -   **Yellow** - Applications forwarded to Planner for Advertisement

3.3   PLANNING PERMISSION APPLICATIONS

The 'Planning Permission Applications' pane lists the **Planning Permission** applications pending the clerk's review. Both Outline Application for Planning Permission and Planning Permissions would be found in this section. The screen overview is presented below in Figure 10. The applications are listed in a table with different column headings:

Reference No: Refers to the automatically generated and unique reference number given to each application by the system. Reference numbers for Planning Permission begin with 'PPR'. For example, PPR2019091205095 . Other reference numbers are illustrated in Figure 10 below (B).

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

Submission Date: Refers to the date the application was submitted by the applicant.

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

Island: Refers to the island in which the application was made in. This would be either Trinidad or Tobago. For TCPD Clerks that work in Tobago office, this would always read Tobago as only Tobago applications will be routed to you.

Action by Date: Refers to the date by which the application should be processed. The clerk has an SLA of certain days (which is configurable), within which they should perform some action on the applications submitted by the applicant. In case of SLA breach, the applications are flagged in **RED,** as seen indicated by **A** in Figure 10 below**,** which indicates immediate action needs to be taken. If a user hovers the mouse over the flag, a notification message would be displayed:

Overdue please process
22 Oct 2019

Listed below is the Clerk's SLA for different Categorized Application sections.

Planning Permission

      i.   Outline Application for Planning Permission: 3 days

      ii.   Planning Permission: 3 days

Special Applications: 2 days

Correspondence Applications: 2 days

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but wouldn't 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 10 below. If a user hovers the mouse over the lock, a notification message would be displayed: .

If a user wishes to unlock an application, they can click on the lock and they would be prompted with a message displaying who the user that the application is locked by (Figure 11). Once the application is locked by you, the system would then ask whether you are sure you wish to unlock it (Figure 12). A user can only unlock an application that is locked to them. If the application is not locked by you, the system would simply state who the application is locked by, as in Figure 11.

Figure 10 - Clerk's Planning Permission Applications section pane

Figure 11 - Application Locked by Specific User Message
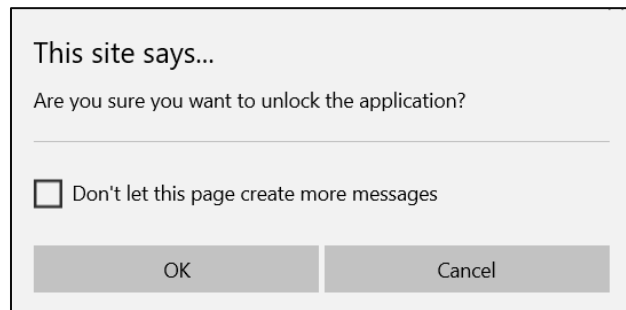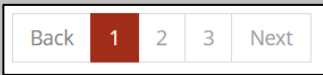
Figure 12 - Unlock Application Confirmation Message

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.

- Click on the navigation buttons [Back | 1 | 2 | 3 | Next] 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. (Indicated as C in Figure 10)

3.3.1 Steps to Process a Planning Permission application

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 13 below. Any remarks or comments made on the application previously would appear in this section, e.g. if application was queried and returned to clerk.
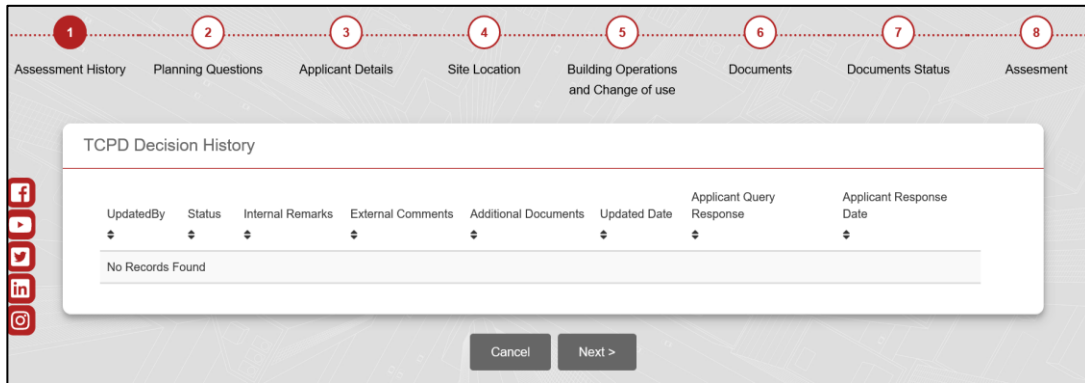
Figure 13 - Planning Questions: First View of Application

2. Click on each tab to review the application and ensure that all mandatory fields have been filled out and valid documents submitted.

   a. **Tab 2 – Planning Questions**: Questions concerning the applicant's application. They are required to answer all six (6) questions.
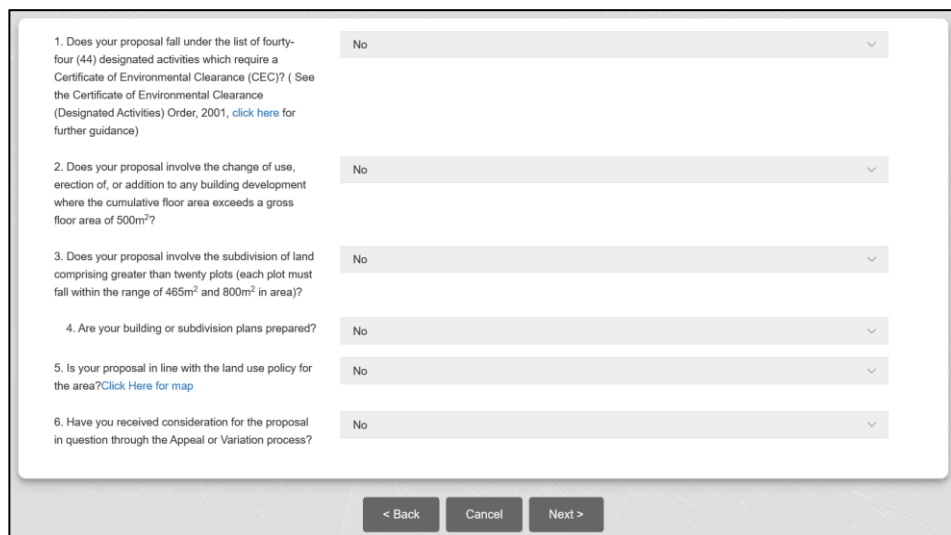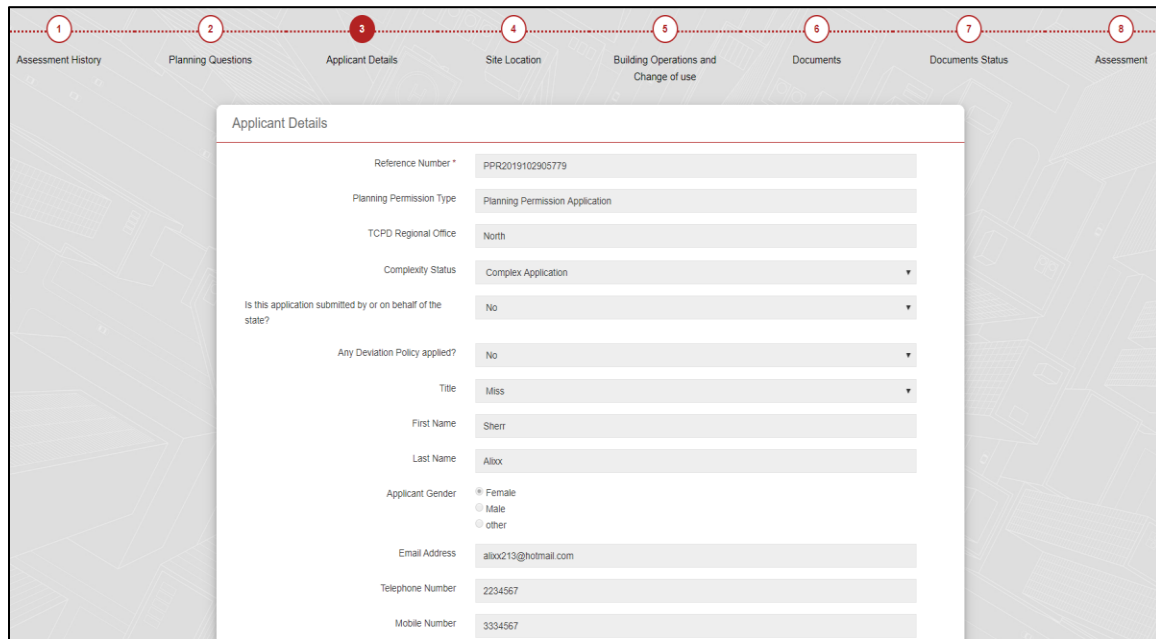
Figure 14 - Planning Questions tab

   b. **Tab 3 – Applicant Details**: Applicants are required 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. Depending on category chosen, tab 5 would have different information.

Figure 15 - Applicant Details tab

c. **Tab 4 – Site Location**: Displays a map where the applicant should have plotted their proposed site location. The system automatically zooms into the plotted area.
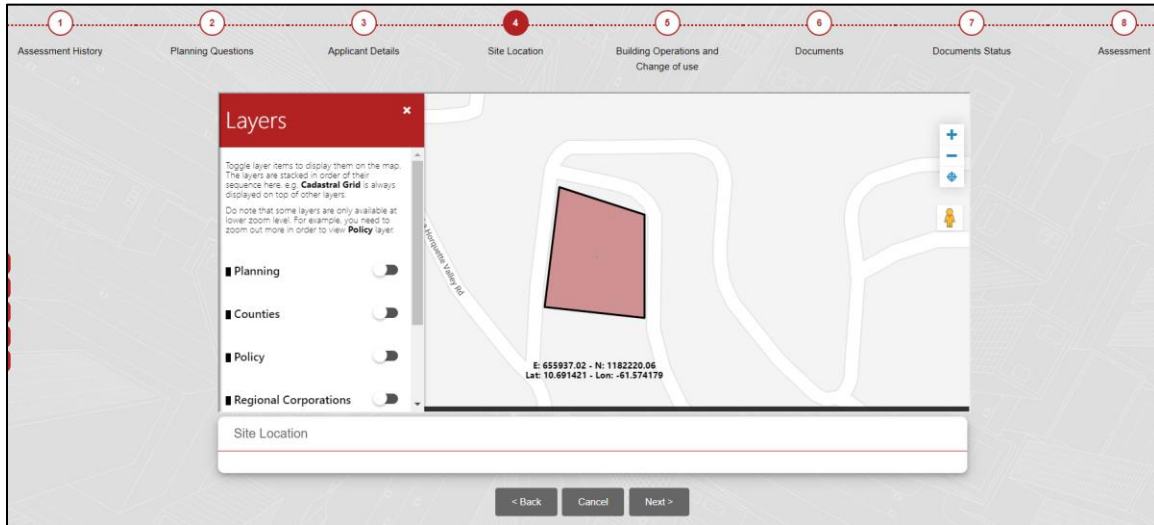
Figure 16 - Site Location tab

d. **Tab 5** (only shown for Planning Permission applications)

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.
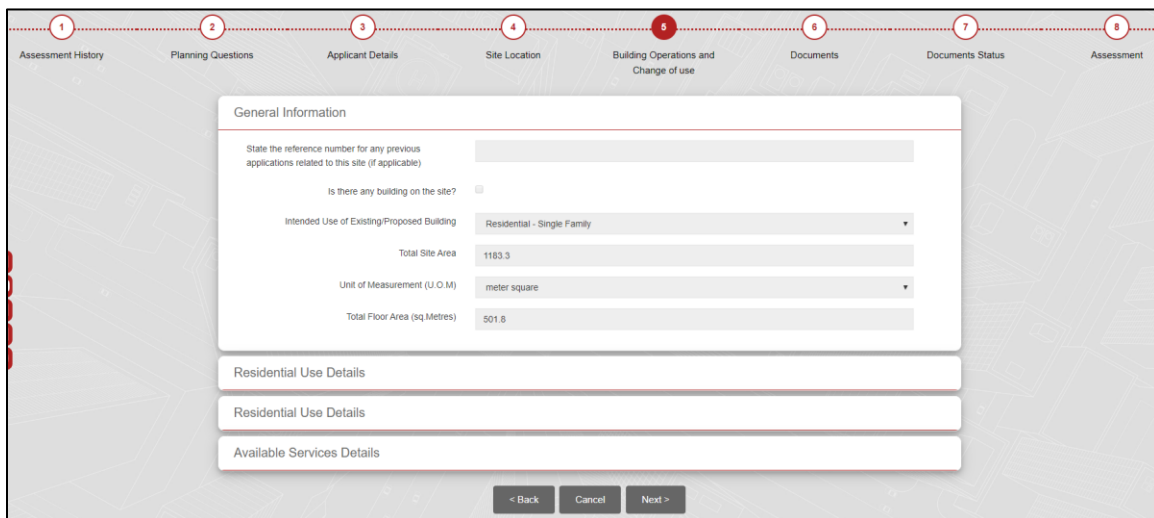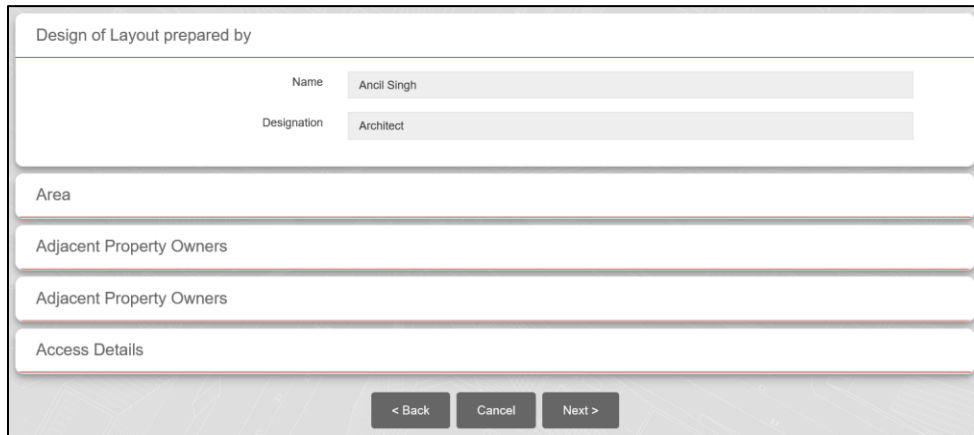
Figure 17 - Building Operations and Change of Use tab

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 18.

Figure 18 - Subdivision of Land

e. **Tab 6 – Documents**: All documents uploaded by the applicant would be listed here.

Figure 19 - Documents tab

f. **Tab 7 – Document Status**: A checklist to indicate which documents the applicant has supplied.

g. **Tab 8 – Assessment**: A clerk can enter remarks as well as necessary documents then query or forward the application.

3. The clerk should indicate which documents were uploaded. Click tab 7 – Document Status and complete the checklist as seen in Figure 20 below. Click the 'Save' button

    Save to save your work and return to it later.
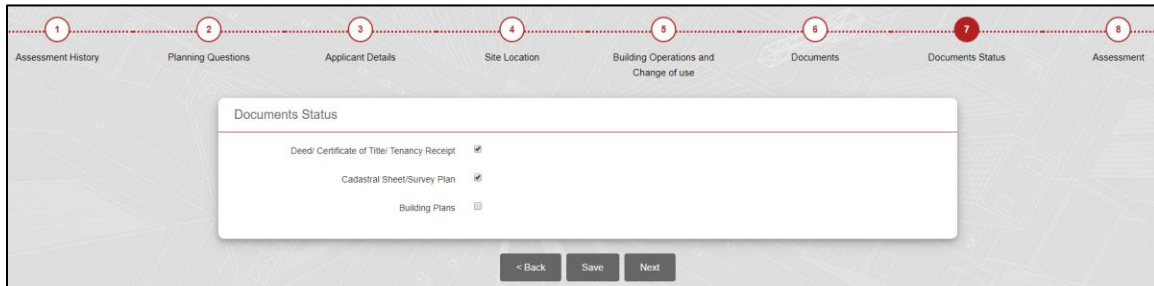
Figure 20 - Documents Status tab

4. Click 'Next' or tab 8 to go to Assessment tab and fill in relevant remarks. Remarks entered would be attached to application and visible for others to see.
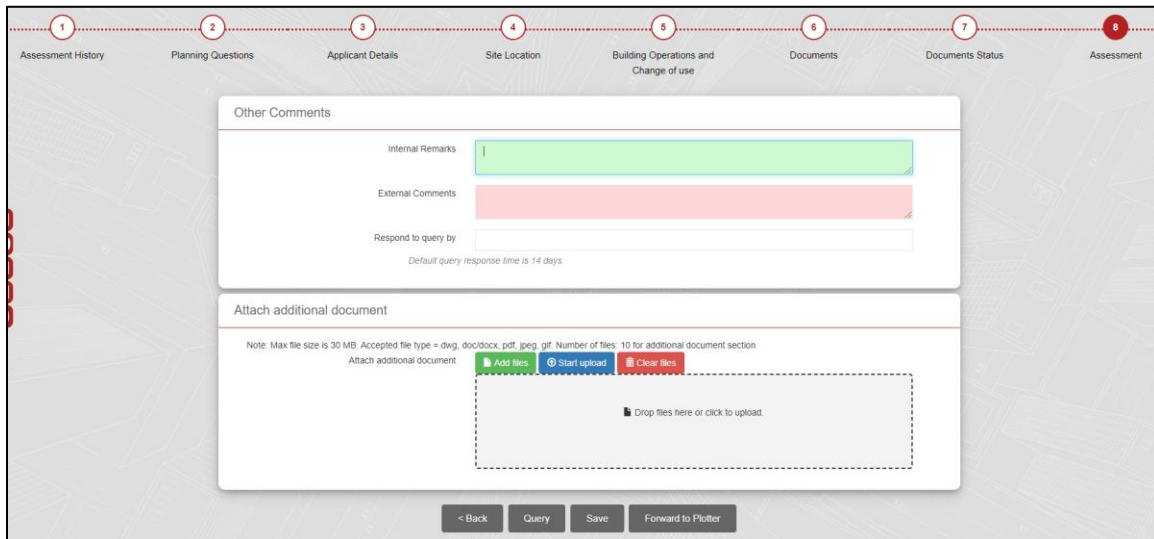
Figure 21 – Clerk's Assessment tab

GOOD TO KNOW:

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- Internal Remarks are visible only to the TCPD 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.

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 enter the date that the applicant is required to respond by using the query response date field. Click on the 'Query' button located at the bottom of the page to submit the query. You will be prompted with a confirmation message as seen in Figure 22; click 'Yes' and you would be shown the success message seen in Figure 23. Click 'OK' to return to the clerk's dashboard.
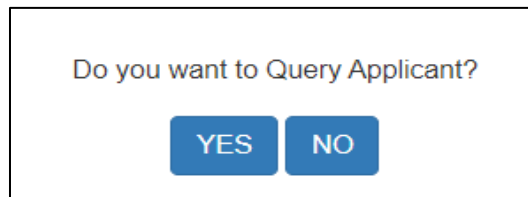
Figure 22 - Confirmation Message (Query Applicant)
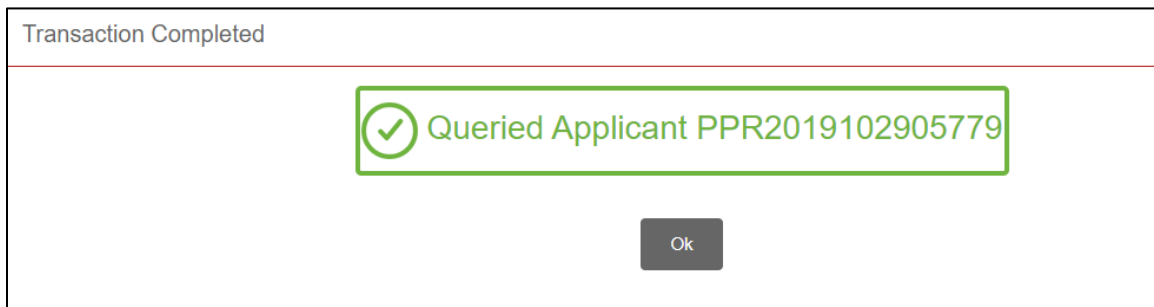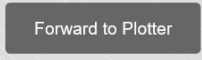
Figure 23 - Successfully Queried Applicant

b. **Forward application to Plotter:** If the application is complete, enter remarks in Internal Remarks and click the Forward to Plotter [Forward to Plotter] button at the bottom of the page to forward the application.

You will be prompted with the confirmation message (as seen in Figure 22). The prompt will read: '**Do you want to forward to the Plotter?**' 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: [✓ Forwarded to Plotter PPR2019102905779] .

3.4   SPECIAL APPLICATIONS

The 'Special Applications' pane lists the **Advertisement** and **Mining** applications pending the Clerk's review. The screen overview is presented below. The applications are listed in a table with same column headings a table in Planning Permission section.

Reference No ⇕	Application Type ⇕	Submission Date ⇕	Status ⇕	Island ⇕	Action By Date	Action ⇕
MIN2019091000149	Mining Permission	10 Sep 2019	Applicant Submitted	Trinidad	12 Sep 2019 🚩	🔒
ADV2019102600494	Advertisement Permission	26 Oct 2019	Applicant Submitted	Trinidad	29 Oct 2019 🚩	
ADV2019102900496	Advertisement Permission	29 Oct 2019	Applicant Submitted	Trinidad	31 Oct 2019	
MIN2019102900168	Mining Permission	29 Oct 2019	Applicant Submitted	Trinidad	31 Oct 2019	
ADV2019102900500	Advertisement Permission	29 Oct 2019	Applicant Submitted	Trinidad	31 Oct 2019	
ADV2019103000504	Advertisement Permission	30 Oct 2019	Applicant Submitted	Trinidad	01 Nov 2019	
ADV2019103000503	Advertisement Permission	30 Oct 2019	Applicant Submitted	Trinidad	01 Nov 2019	

Figure 24 - Special Application section

All the **Advertisement** applications (reference numbers) are pre-fixed with 'ADV' and **Mining** applications (reference numbers) are pre-fixed with 'MIN'.

3.4.1   Steps to Process a Special Application

1.   For the purpose of this guide, we will process an Advertisement Application. All reference numbers listed in this section are hyperlinks. Click the **Reference Number** to view and process the application. The application would open to the first tab 'Advertisement Application' (Figure 25).

Figure 25 - Advertisement Application tab

2. Click on each tab to review the application and ensure that all mandatory fields have been filled out and valid documents submitted.

   a. **Tab 1 - Advertisement Application:** Applicants are required to supply personal information, agent details and advertisement details, as seen in Figure 25 above.

   b. **Tab 2 – Site Location:** Similar to Site Location tab in Planning Permission, this tab displays a map where the applicant should have plotted their proposed site location.

   c. **Tab 3 – Documents:** Similar to Documents tab in Planning Permission, all documents uploaded by the applicant will be shown here.

   d. **Tab 4 – Assessment History:** Similar to Assessment History tab in Planning Permission, any remarks or comments made on the application previously would appear in this section e.g. if application was queried and returned to clerk.

   e. **Tab 5 – Corporation Selection:** The clerk can select the corporation that the application should be routed to. (See step 3)

f. **Tab 6 – Assessment:** A user can enter remarks as well as necessary documents then query or forward the application. (See step 4)

3. The clerk is required to select a corporation. Click tab 5 - Corporation Selection and select a corporation from the drop-down list as seen in Figure 26 below.
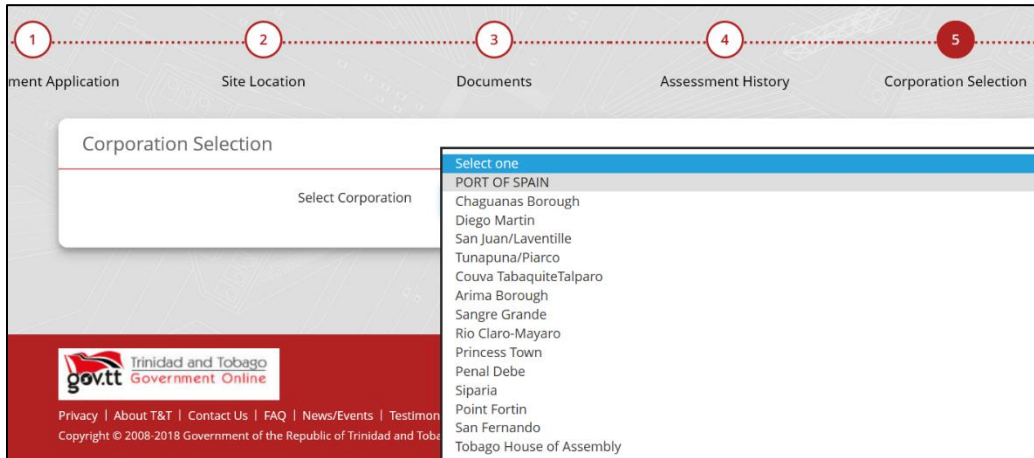
Figure 26 - Corporation Selection tab

4. Click 'Next' or Tab 6 to go to Assessment tab and complete the relevant remarks. Remarks entered will be attached to the application and visible for other to see.
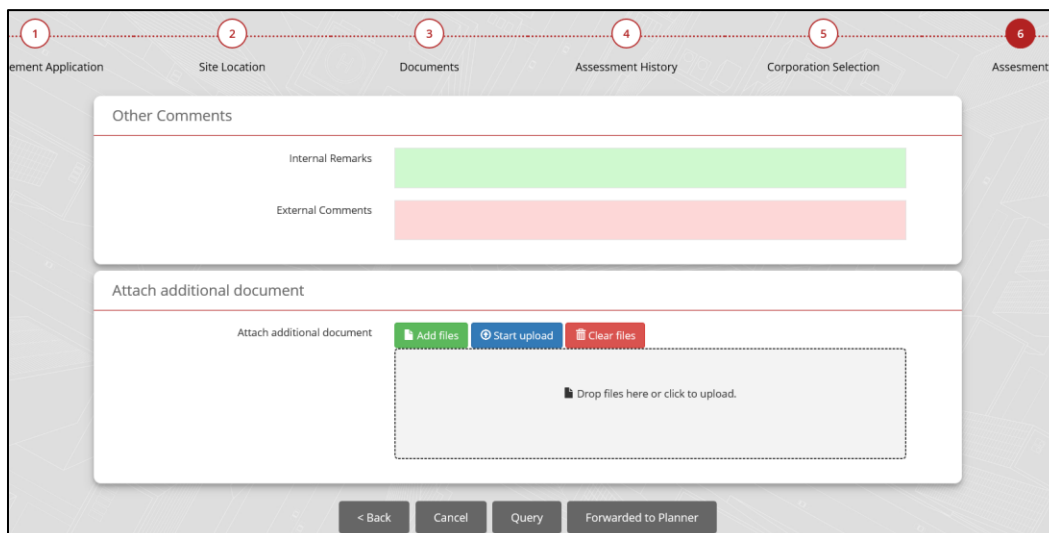
Figure 27 - Assessment tab
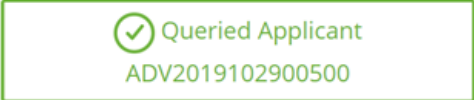
The clerk can query the applicant or forward application to planner. Success messages like those given in Planning Permission would be displayed as seen in Figures below.

a. **Query applicant:** Enter External Comments and click the query button.

You will be prompted with the confirmation message (like Figure 22 in Planning Applications 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: .

b. **Forward to Planner:** Enter Internal Remarks and click the Forward to Planner button .

You will be prompted with the confirmation message (like Figure 22 in Planning Applications steps). The prompt will read: '**Do you want to Forward to Planner?**' 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: .

3.5   CORRESPONDENCE APPLICATIONS

The 'Correspondence Applications' pane lists the **Car Rental Correspondence** (reference numbers pre-fixed with 'CAR'), **Customs Bonded Correspondence** (reference numbers pre-fixed with 'CUS'), **Liquor Licence Correspondence** (reference numbers pre-fixed with 'LIQ'), **Status of Land Correspondence** (reference numbers pre-fixed with 'LAN') and **Stamp Duty Exemption** (reference numbers pre-fixed with 'STA') applications pending the clerk's review. The screen overview is presented in Figure 28 below.

Figure 28 - Correspondence Applications section

3.5.1   Steps to Process an Application

The application would be processed in a similar manner to previous sections. For the purpose of this guide, we will process a Car Rental Correspondence.

1. Click the **Reference Number** to view and process the application. The application would open to the first tab Car Rental Details as seen in Figure 29 below.

Figure 29 - Car Rental Details tab
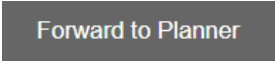
2. Click on each tab to review the application and ensure that all mandatory fields have been filled out and valid documents submitted.

   a. **Tab 1 – Car Rental Details:** Applicants are required to supply car rental details as seen in Figure 29 above.

   b. **Tab 2 – Site Location:** Displays a map where the applicant should have plotted their proposed site location. Site Location map is like that of Planning Permission.

   c. **Tab 3 – Documents:** All documents uploaded by the applicant would be displayed here.

   d. **Tab 4 – Assessment History:** Any remarks or comments made on the application previously would appear in this section e.g. if application was queried and returned to clerk

   e. **Tab 5 – Assessment:** A user can enter remarks as well as necessary documents then query or forward the application.

3. After reviewing the application details, the clerk can go to Assessment tab. Click tab 5 – Assessment and fill in relevant remarks. Remarks entered would be attached to application and visible for others.

The clerk can query the applicant or forward application to planner. Similar success and confirmation messages would be displayed.

a. **Query applicant:** Enter External Comments and click the query button.

You will be prompted with the confirmation message. You will be prompted with the confirmation message. The prompt will read: '**Do you want 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: .

b. **Forward to Planner:** Enter Internal Remarks and click the Forward to Planner button .

You will be prompted with the confirmation message. You will be prompted with the confirmation message. The prompt will read: '**Do you want Forward to Planner?**' 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: .

3.6   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.
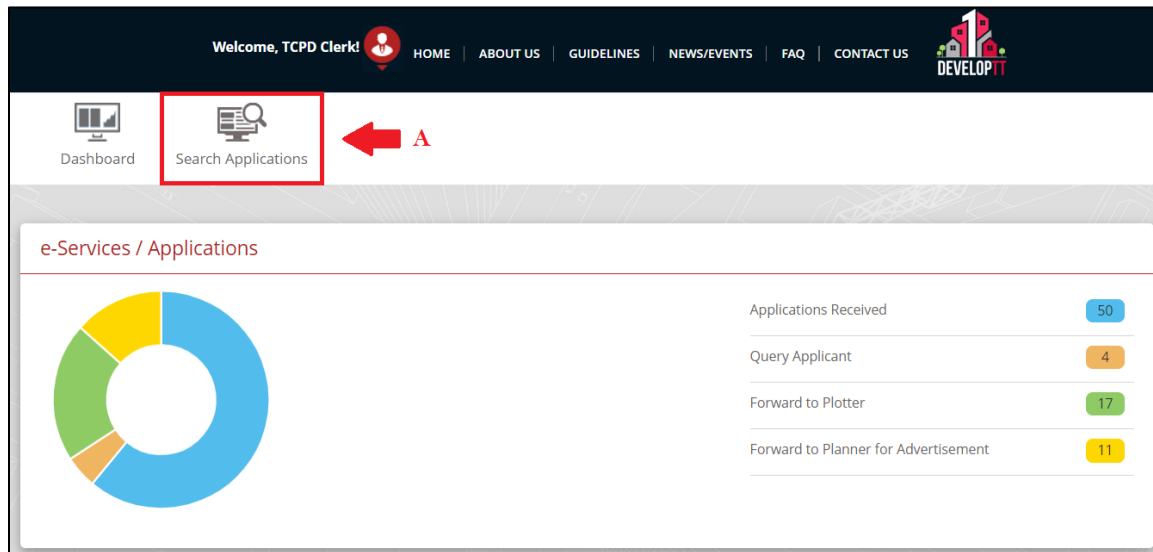
Figure 30 - Clerk's Dashboard showing Search Application function

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

4 PLOTTER

The plotter reviews the application forwarded by the clerk. An application is considered complete when all mandatory fields are provided along with valid documents. The plotter can view and correct the site location, choose to query an applicant, forward to supervisor if the application is complete or change the region if necessary.

4.1 DASHBOARD

The dashboard is the default screen that will be displayed to the plotter after login. The dashboard consists of e-Services/Applications section, with three (3) Categorized Application sections: Planning Permission Applications, Special Applications and Correspondence Applications. You can click on a section title anywhere on DevelopTT to expand the section.
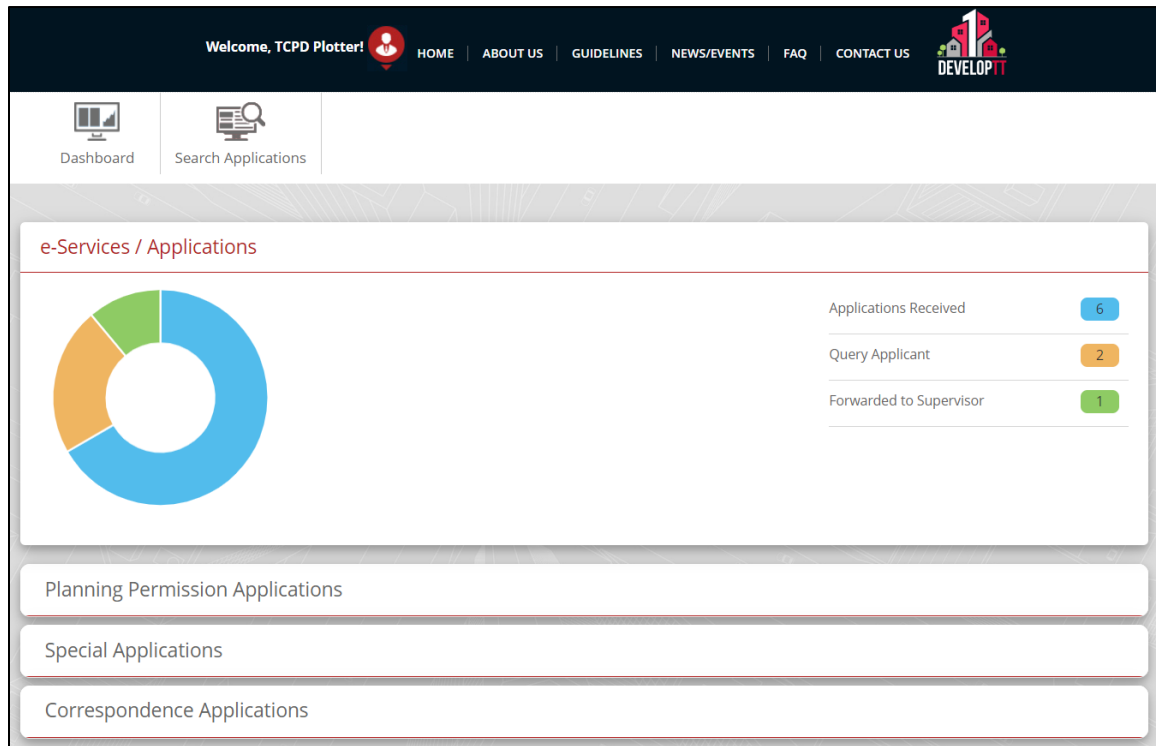
Figure 31 – TCPD Plotter's Dashboard

Planning Permission Applications: A list of all Planning Permissions forwarded by the clerk which have not been processed, would be found in this application section.

Special Applications: A list of all Mining Applications submitted which have not been processed, would be found in this application section.

Correspondence Applications: A list of all Brown File Matters forwarded by the clerk which have not been processed, would be found in this application section. Brown File Matters include Car Rental Correspondence, Customs Bonded Correspondence, Liquor Licence Correspondence, Status of Land Correspondence and Stamp Duty Exemption.

GOOD TO KNOW:

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- Applications are given an automatically generated and unique Reference Number when created.

- Applications would be listed by reference numbers in each Categorized Application section.

4.2   E-SERVICES/ APPLICATIONS

Application Statuses Chart
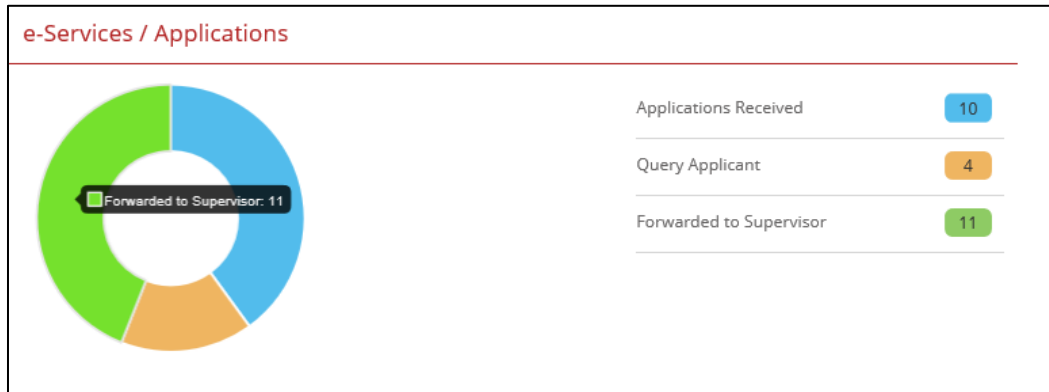
Figure 32 – TCPD Plotter's e-Services/ Applications section

- 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 32 above.

- The colour denotations are listed below:

  - **Blue** - Applications Received
  - **Orange** - Applications Queried
  - **Green** - Applications forwarded to Supervisor

4.3   PLANNING PERMISSION APPLICATIONS

The 'Planning Permission Applications' pane lists the **Planning Permission** applications pending the Plotter's review. Both Outline Application for Planning Permissions and Planning Permissions would be found in this section. The screen overview is presented below in Figure 33. The applications are listed in a table with different column headings which would be explained below.

Reference No: Refers to the automatically generated reference number given to each application by the system. Reference numbers for Planning Permission begin with 'PPR'. For example, PPR2019091205095 . Other reference numbers are illustrated in Figure 33 below (B).

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

Submission Date: Refers to the date the application was submitted by the applicant.

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

Island: Refers to the island in which the application was made in. This would be either Trinidad or Tobago. For TCPD Plotters that work in Tobago office, this would always read Tobago as only Tobago applications will be routed to you.

Action by Date: Refers to the date by which the application should be processed. The plotter has an SLA of certain days (which is configurable), within which they should perform some action on the applications forwarded by the clerk. In case of SLA breach, the applications are flagged in **RED,** indicated as **A** in Figure 33 below, which indicates immediate action needs to be taken. If a user hovers the mouse over the flag, a notification message would be displayed: Overdue please process
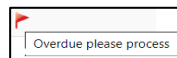
Listed below is the Plotter's SLA for difference Categorized Application sections.

Planning Permission

      i.   Outline Application Planning Permission: 3 days

     ii.   Planning Permission: 3 days

Special Applications: 3 days

Correspondence Applications: 3 days

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but wouldn't 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 33 below. If a user hovers the mouse over the lock, a notification message would be displayed: 🔒 Application is locked

If a user wishes to unlock an application, they can click on the lock and they would be prompted with a message displaying who the user that the application is locked by (Figure 34). Once the application is locked by you, the system would then ask whether you are sure you wish to unlock it (Figure 35). A user can only unlock an application that is locked to them. A user can only unlock an application that is locked to them. If the application is not locked by you, the system would simply state who the application is locked by, as in Figure 33.

Figure 33 – Plotter's Planning Permission Applications section pane

Figure 34 – Application Locked by Specific User
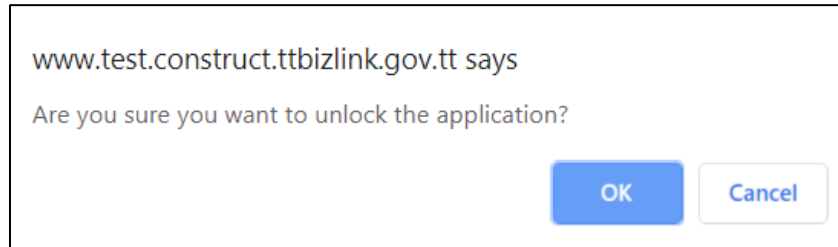
Figure 35 - Unlock Application Confirmation Message
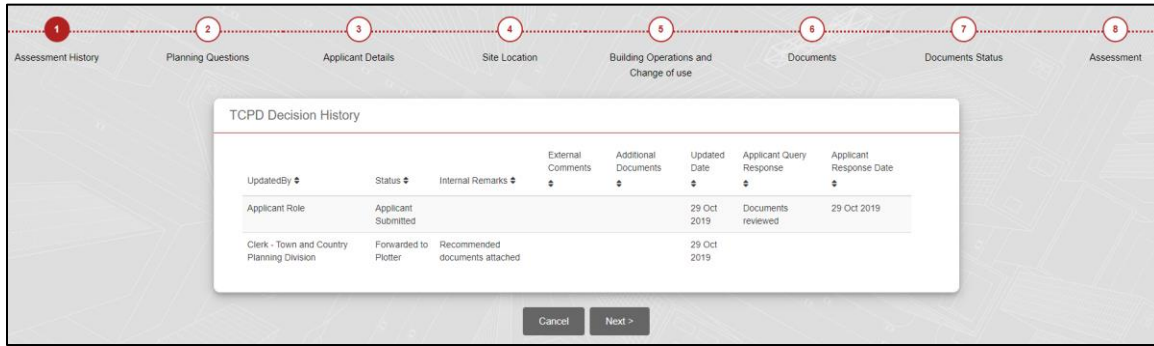
GOOD TO KNOW:

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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.

- Click on the navigation buttons [Back **1** 2 Next] 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. (Indicated as C in Figure 32)

4.3.1 Steps to Process a Planning Application

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 see in Figure 36 below. Any remarks or comments made on the application would appear in this section.

Figure 36 - Assessment History tab

2. Click on each tab to review the application and ensure that all site location is plotted accurately.

a. **Tab 2 – Planning Questions:** Questions concerning the applicant's application. They are required to answer all six (6) questions.

Figure 37 - Planning Questions tab

b. **Tab 3 – Applicant Details:** Applicants are required 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, Category of Development would be chosen whether New Building or Subdivision etc. Depending on category chosen, tab would have different information.

Figure 38 - Applicant Details tab

c.   **Tab 4 – Site Location:** Displays a map where the applicant should have plotted their proposed site location. This tab would be explained in greater detail in step 3 since the plotter is required to interact more with the site location.

d.   **Tab 5** (only shown for Planning Permission applications)

   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.
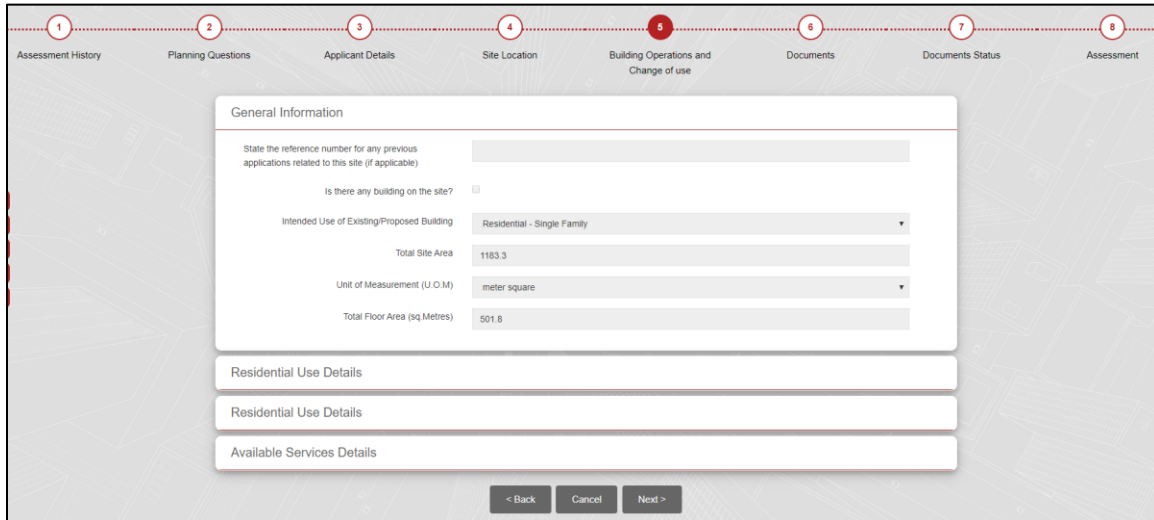
Figure 39 - Building Operations and Change of Use tab

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 40.

Figure 40 - Subdivision of Land tab

e. **Tab 6 – Documents:** All documents uploaded by the applicant would be listed here.

Figure 41 - Documents tab

f. **Tab 7 – Document Status:** A checklist, filled out by the clerk, to indicate which documents the applicant has supplied.

Figure 42 - Document Status tab

g. **Tab 8 – Assessment:** A plotter can enter remarks as well as necessary documents then query the applicant or forward the application. This tab would be explained in detail in step 4 as the plotter is required to enter information based on his assessment of the application.

3. The plotter upon inspection of the site plotted (indicated as **A** in Figure 43), may correct the site location. Instructions on how to plot a site location is stated in the How to draw your site location section below the map (indicated as C in Figure 43). An example of this is indicated as B in Figure 43 below.

A detailed description of the map and how to plot a site location is found in the About the Site Location section.
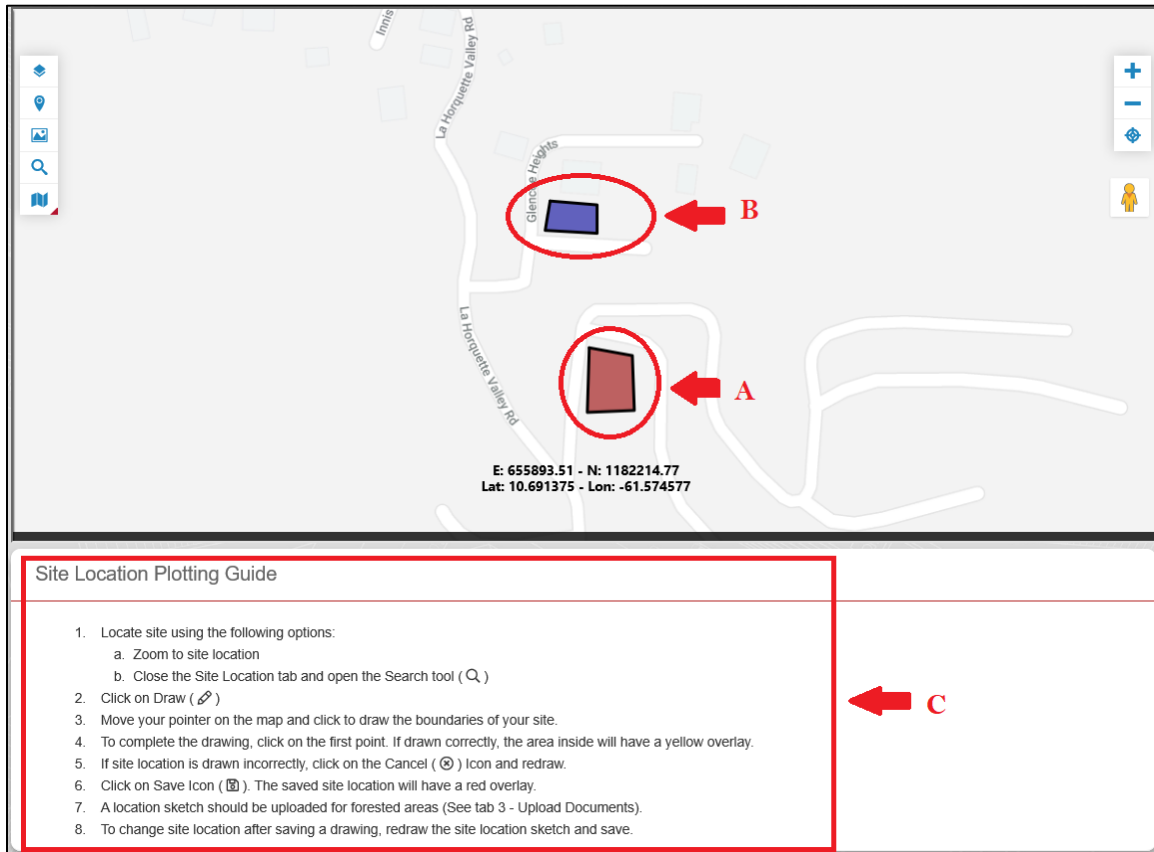
Figure 43 - Site Location tab

The plotter is also required to enter Cross-Reference Details, Co-ordinates, Site Details for Geographic Features which Impact the Site or Surrounding Area and Geographic Features Impacting the site. The form, depicting these fields, is seen in Figure 44 below. It shows which fields are mandatory for the plotter.

Cross-Reference Details

Cross-Reference

Cross References ⬍	X-Coordinate ⬍	Y-Coordinate ⬍
No Records Found		

Co-ordinates

X-Coordinate *

Y-Coordinate *

Site Details for Geographic Features which Impact the Site or Surrounding Area

Oil Well ☐

Oil Pipeline ☐

River/ Ravine ☐

Swamp ☐

TTEC High Tension Wire ☐

Geographic Features Impacting the Site

Does this site fall inside of an Approved Subdivision? *   Select one   ▼

Comments *

Figure 44 - Site Location tab sections expanded

4. Click tab 7 (tab 8 for PP) Assessment tab and fill in relevant remarks. Remarks entered would be attached to application and visible for others to see.
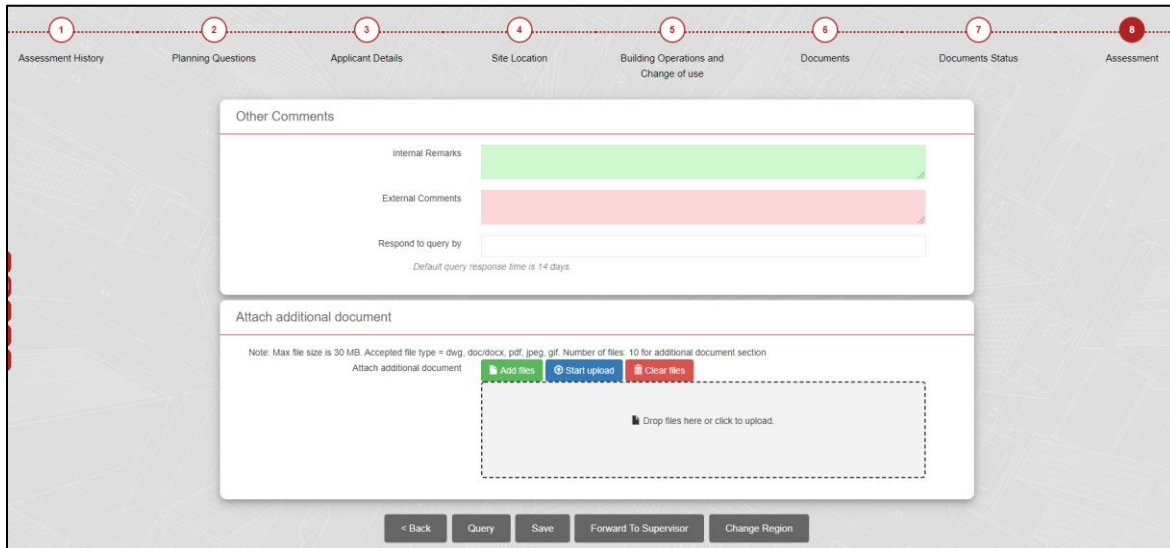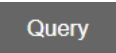
Figure 45 - Assessment tab

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

- The plotter 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.

a. **Query Applicant:** If there is any missing information, the plotter can query the applicant. On Assessment tab, enter the query in External Comments and enter the date that the applicant is required to respond by using the query response date field. Click the query button [Query] located at the bottom of the page to submit the query.

You will be prompted with the confirmation message shown in Figure 46 below. Click '**Yes'** to confirm or '**No'** to return to the Assessment tab.
On clicking Yes, the success message shown in Figure 47 would be displayed.
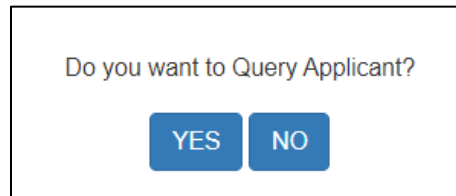
Figure 46 - Confirmation Message (Query Applicant)
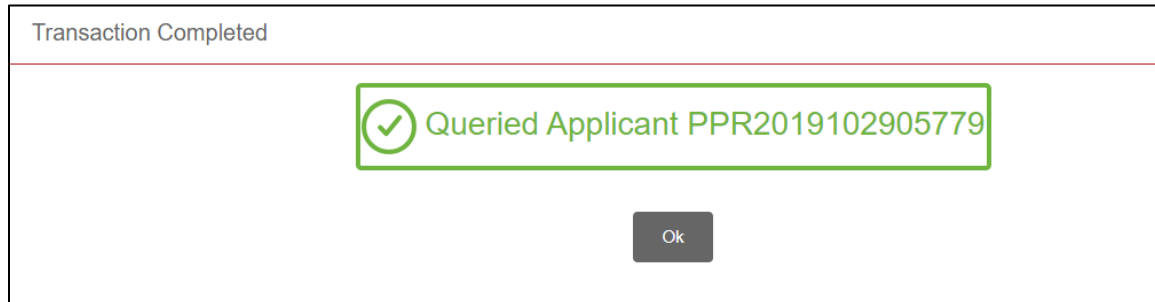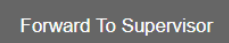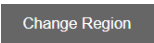
Figure 47 - Successfully Queried Applicant

b. **Forward to Supervisor:** If the application is complete, enter remarks in Internal Remarks and click Forward to Supervisor button ![Forward To Supervisor] at the bottom of the page to forward the application.

You will be prompted with the confirmation message (like Figure 46 in [Planning Permission steps]). You will be prompted with the confirmation message: '**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:

.
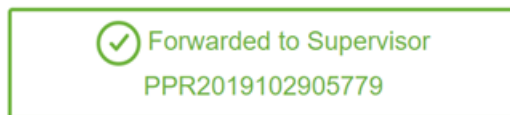
c. **Change Region:** If upon inspection of the application, the plotter realizes that it should be sent to another region, he/she has the option to 'forward' the application to the plotter in another region. Click the Change Region button ![Change Region] to perform this function. You would be given the option to choose which region from a list as seen in Figure 48 below. Choose a region and click the OK button.

Figure 48 - Change Region function

You will see a success message, Figure 49, and the system will automatically redirect to the plotter's dashboard.
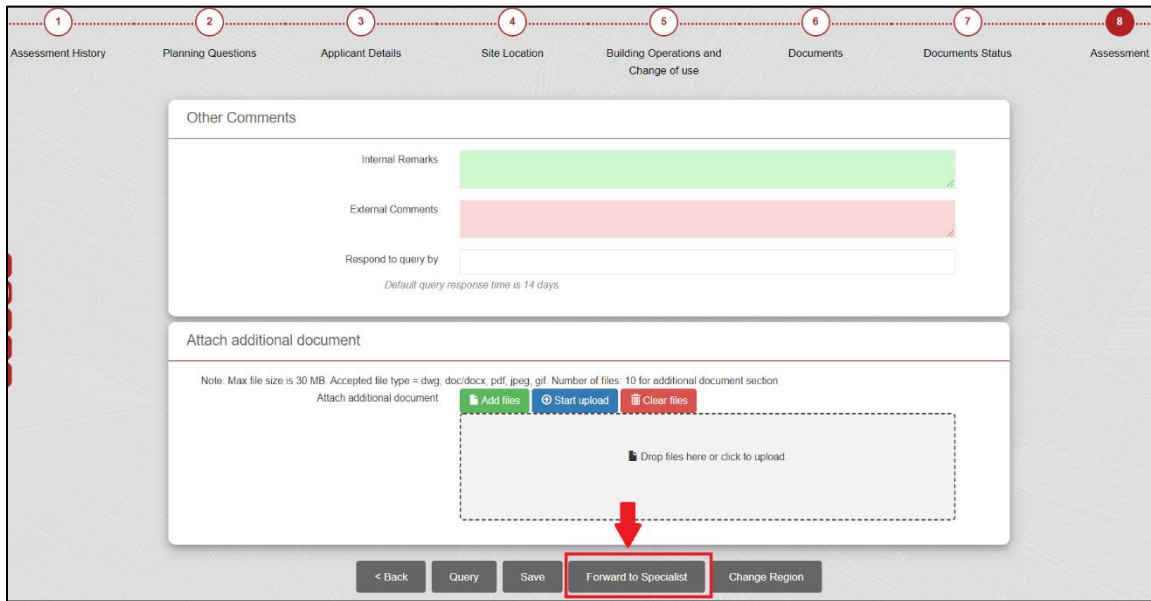
Figure 49 - Successfully Change Region

State Application

Clerks and Plotters at the Regional office are required to complete their action in an expedited manner and forward to Development Control Specialist if it is a state application. The Assessment tab would be slightly different as seen in Figure 50 below. Once all information provided by the applicant is accurate, the plotter would be given the opportunity to forward the application to the Specialist.

Figure 50 - Assessment tab (State Application)

5. Click the Forward to Specialist button Forward to Specialist at the bottom of the page.

   You will be prompted with the confirmation message (like Figure 46 in Planning Permission steps). The prompt will read: '**Do you want to forward to Specialist?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

   On clicking Yes, the success message would be displayed:

   .

4.4   SPECIAL APPLICATIONS

The 'Special Applications' pane lists the **Mining** applications pending the plotter's review. The screen overview is presented in Figure 51 below. The applications are listed in a table with same column headings as [Planning Permission].

Figure 51 - Special Application section

All the **Mining** Applications (reference numbers) are pre-fixed with 'MIN'.

4.4.1   Steps to Process a Special Application

1. Click the **Reference Number** to view and process the application. The application would open to the first tab 'Mining Operations' as seen in Figure 52 below.

Figure 52 - Mining Operations tab

2. Click on each tab to review the application and ensure that site location is plotted accurately.

a. **Tab 1 – Mining Operations:** Applicants are required to supply personal information along with other information such as description of land, information on infrastructure services, drainage, parking and whether application is for industrial use as seen in Figure 52 above.

b. **Tab 2 – Site Location:** Displays a map where the applicant would have plotted their proposal site location. This tab would be explained in greater detail in step 3 since the plotter is required to interact more with the site location.

c. **Tab 3 – Documents:** All documents uploaded by the applicant would be listed here.

Figure 53 - Documents tab

d. **Tab 4 – Assessment History:** Any remarks or comments made on the application would appear in this section. E.g. Comments made by the clerk.

Figure 54 - Assessment History tab

e. **Tab 5 – Plotting Outcome:** This tab is Similar to the Planning Applications' Assessment tab. A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 4 as the plotter is required to enter information based on his assessment of the application.

3. The plotter, upon inspection of the plotted site, may correct the site location. Instructions on how to plot a site location is stated in the section below the map, as seen in Figure 55.
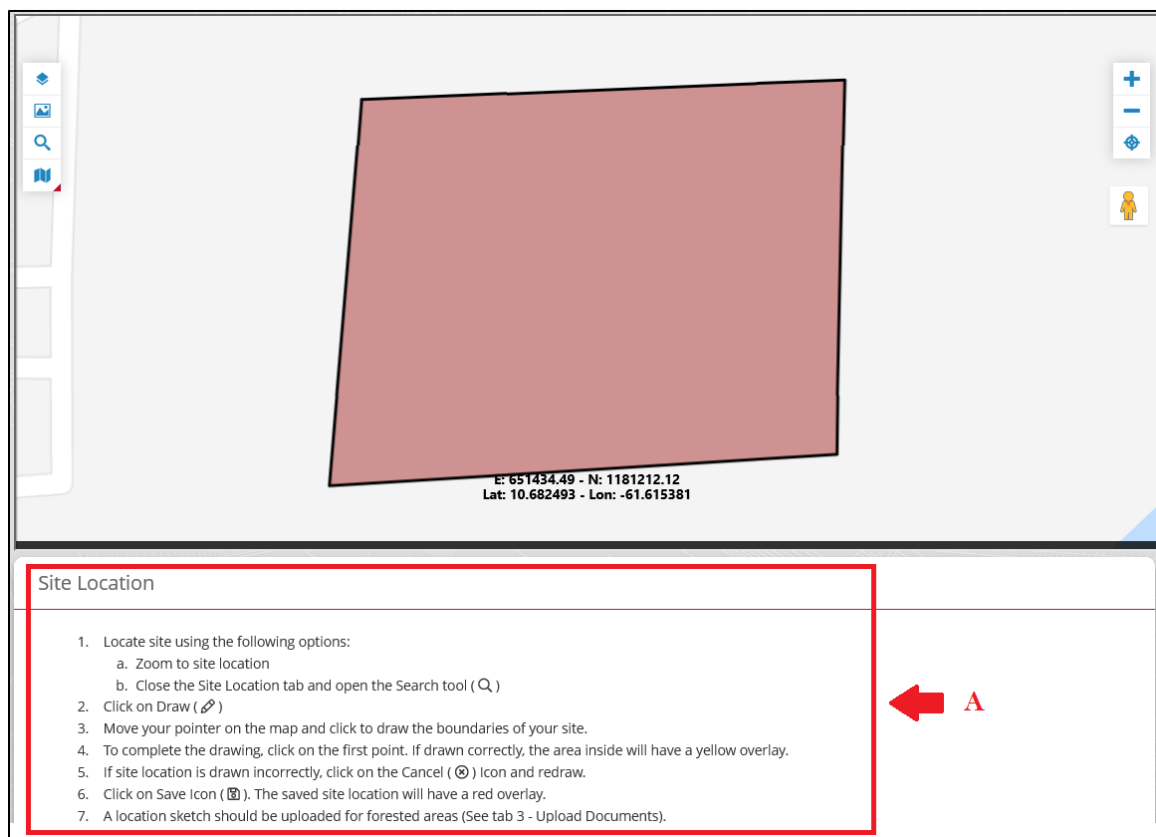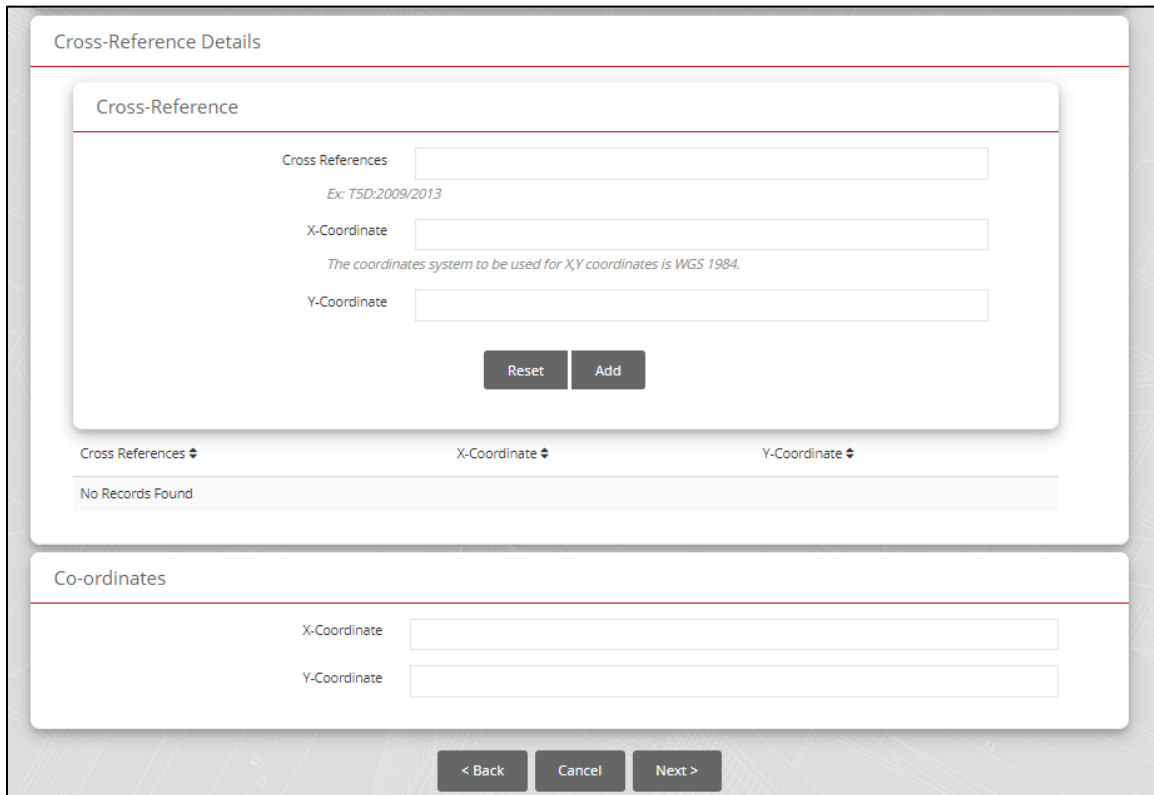
Figure 55 - Site Location tab

The plotter is also required to enter Cross-Reference Details, Co-ordinates, Site Details for Geographic Features which Impact the Site or Surrounding Area and Geographic Features Impacting the site. The form, depicting these fields, is seen in Figure 56 below. It shows which fields are mandatory for the plotter.

Figure 56 - Site Location tab sections expanded

4.   Click tab 5 - Plotting Outcome and fill in relevant remarks. Remarks entered would be attached to application and visible for other to see.

Figure 57 - Plotting Outcome tab

The plotter can query the applicant or forward the application to the Mining Planner. Success and confirmation messages like those seen in Planning Permissions would be displayed as seen in figures below.

a. **Query applicant:** Enter External Comments and click the query button

Query
.

You will be prompted with the confirmation message (like Figure 46 in Planning Permission 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:

Queried Applicant
MIN2019102600166

.
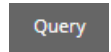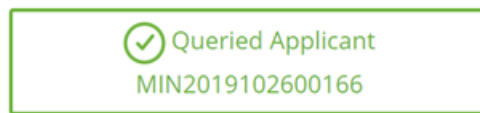
b. **Forward to Mining Planner:** Enter Internal Remarks and click the Forward to Planner button Forward to Planner .

You will be prompted with the confirmation message (like Figure 46 in Planning Permission steps). The prompt will read: '**Do you want to Forward to Planner?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

Forwarded to Planner
MIN2019102600166

.
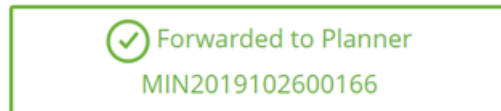
4.5   CORRESPONDENCE APPLICATIONS

The 'Correspondence Applications' pane lists the **Car Rental Correspondence** (reference numbers pre-fixed with 'CAR'), **Customs Bonded Correspondence** (reference numbers pre-fixed with 'CUS'), **Liquor Licence Correspondence** (reference numbers pre-fixed with 'LIQ'), **Status of Land Correspondence** (reference numbers pre-fixed with 'LAN') and **Stamp Duty Exemption** (reference numbers pre-fixed with 'STA') applications pending the plotter's review. The screen overview is presented in Figure 58 below.

Figure 58 - Correspondence Applications section

4.5.1   Steps to Process a Correspondence Application

The application would be processed in a similar manner to previous sections. For the purpose of this guide, we will process a Car Rental Correspondence.

1.   Click the **Reference Number** to view and process the application. The application would open to the first tab Car Rental Details as seen in Figure 59 below.
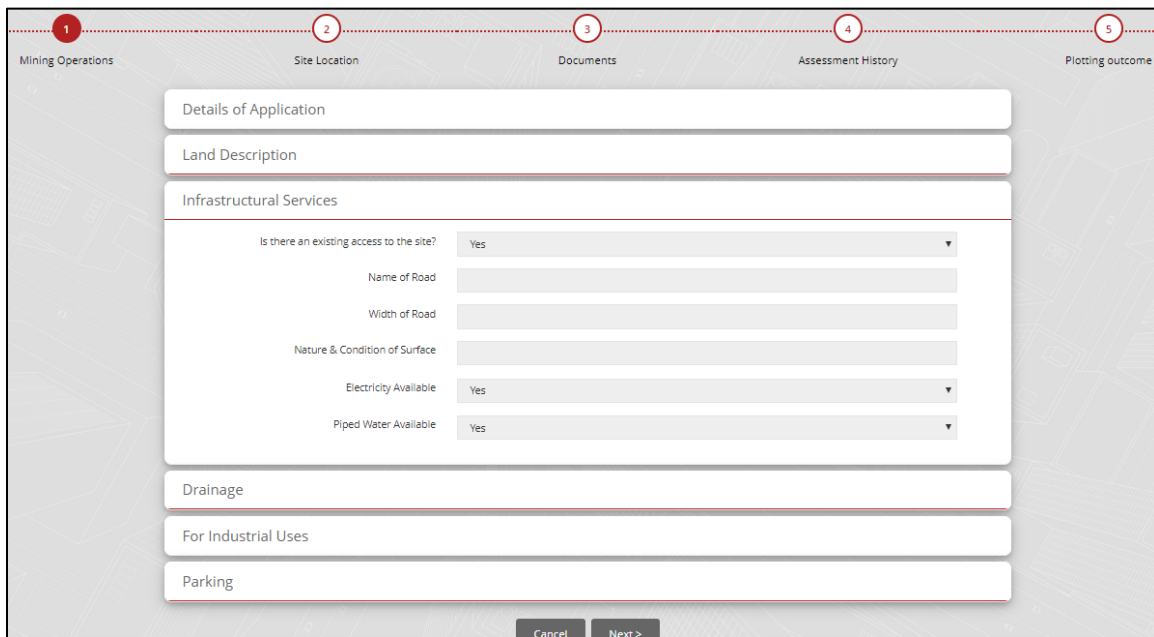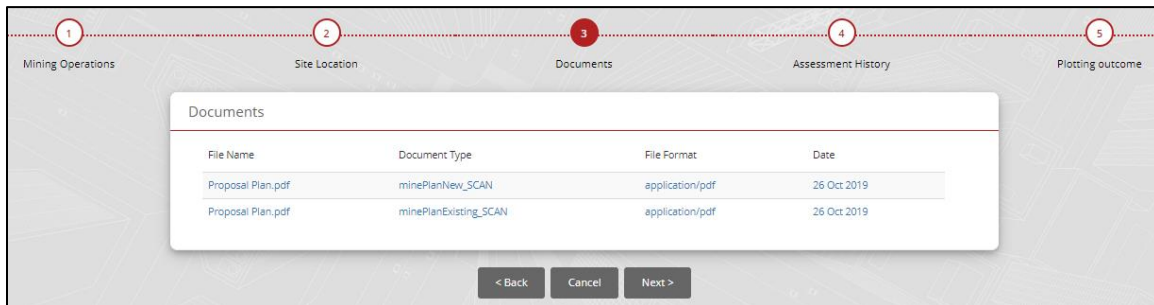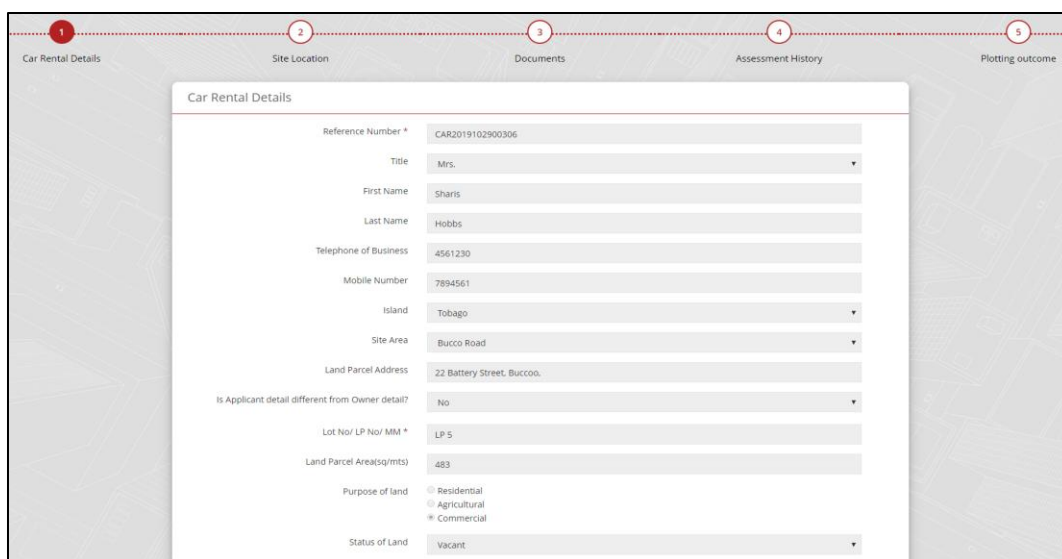

Figure 59 - Car Rental tab

2. Click on each tab to review the application and ensure that site location is plotted accurately.

   a. **Tab 1 – Car Rental Details:** Applicants are required to supply car rental details as seen in Figure 59 above.

   b. **Tab 2 – Site Location:** Displays a map where the applicant should have plotted their proposed site location. Site Location map is like that of Planning Permission and would be discussed in step 3 since the plotter is required to interact more with the site location.

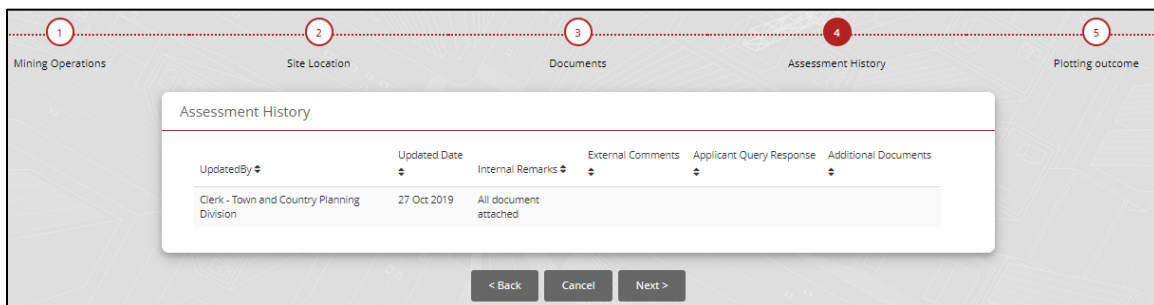   c. **Tab 3 – Documents:** All documents uploaded by the applicant would be displayed here.

   d. **Tab 4 – Assessment History:** Any remarks or comments made on the application previously would appear in this section. E.g. Any comments made by the clerk.

   e. **Tab 5 – Plotting Outcome:** Similar to the Planning Applications' Assessment tab. A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 4 as the plotter is required to enter information based on his assessment of the application.

3. The plotter, upon inspection of the plotted site, may correct the site location. Instructions on how to plot a site location is stated in the section below the map, as seen in Figure 60.
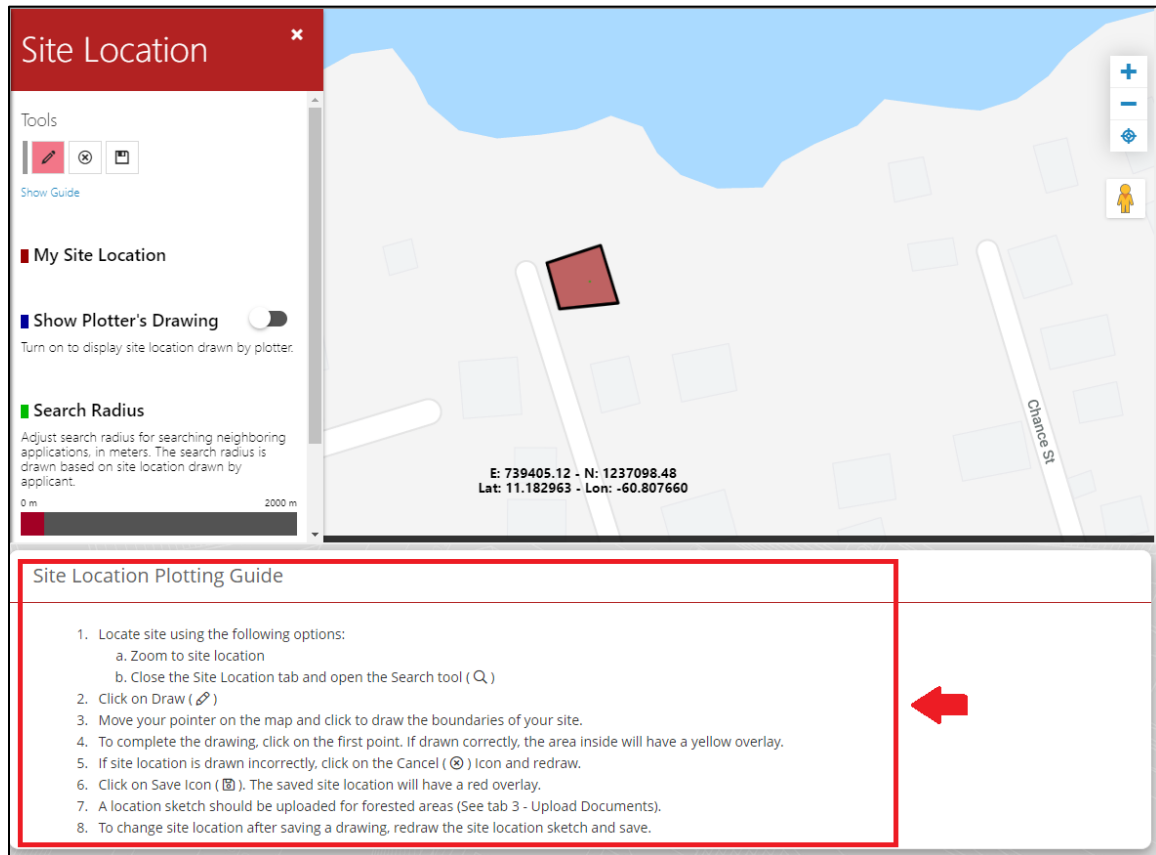
Figure 60 - Site Location tab

The plotter is also required to enter Cross-Reference Details and Co-ordinates. The form, depicting these fields, is seen in Figure 61 below. It shows which fields are mandatory for the plotter.

Figure 61 - Site Location tab sections expanded

4. Click tab 5 - Plotting Outcome and fill in relevant remarks. Remarks entered would be attached to application and visible for other to see.

Figure 62 - Plotting Outcome tab
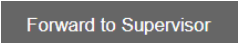
The plotter can query the applicant or forward the application to the Supervisor. Success and confirmation messages like those seen in Planning Permissions would be displayed as seen below.

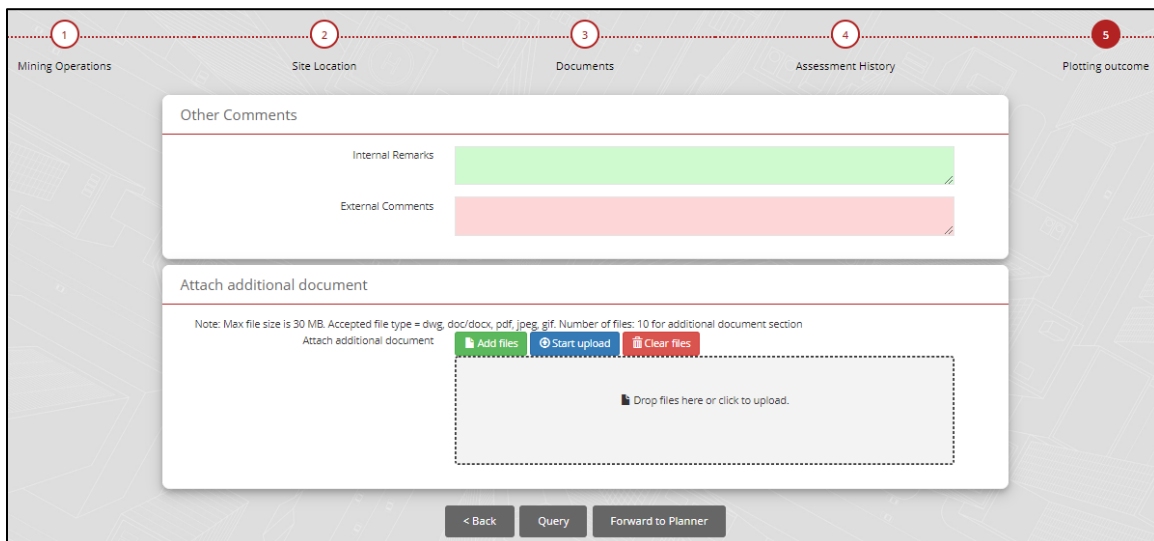a. **Query applicant:** Enter External Comments and click the query button [Query]. You will be prompted with the confirmation message (like Figure 46 in Planning Permission steps). The prompt will read: '**Do you want to Query Applicant?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

✓ Queried Applicant
CAR2019102900306
.
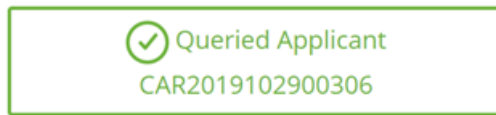
b. **Forward to Supervisor:** Enter Internal Remarks and click the Forward to Planner button [Forward to Supervisor].

You will be prompted with the confirmation message (like Figure 46 in Planning Permission steps). 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
CAR2019102900306
.
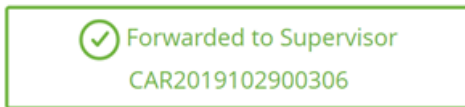
4.6   SEARCH APPLICATIONS

The 'Search Application' function allows the plotter 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.
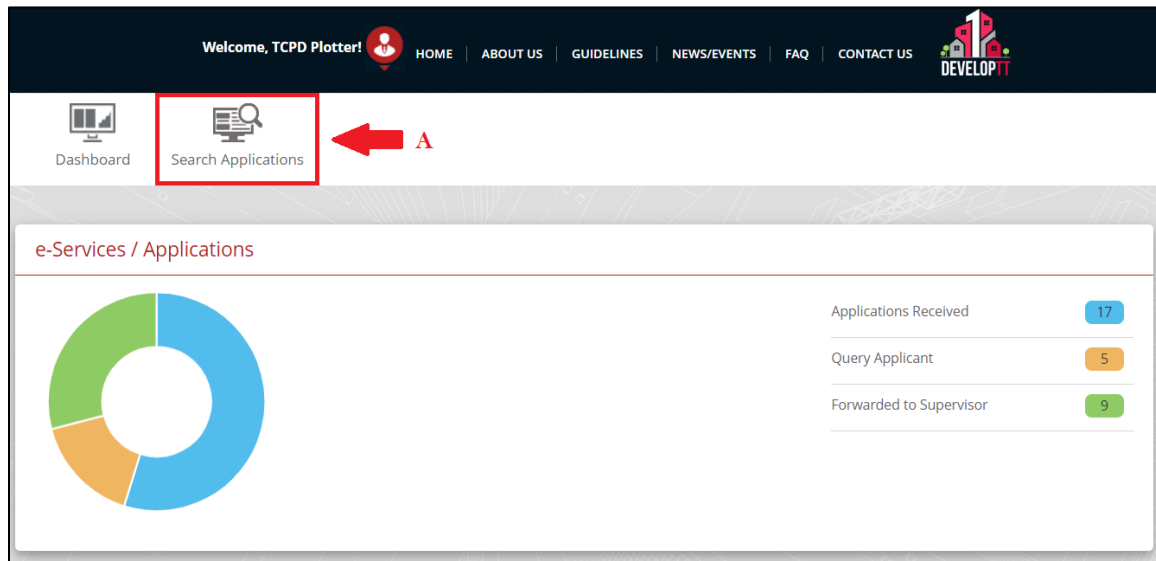
Figure 63 - Dashboard with Search Application button

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

5   SUPERVISOR

The supervisor reviews the applications forwarded by the plotter. An application is considered complete once the clerk has confirmed all documents, plotter has accurately identified the site, inspector has reviewed contents, visited the site and submitted a complete inspection report etc. If clarification of the application is needed, the supervisor can either query the applicant or query the plotter accordingly. Once the application is complete, the supervisor can forward application to an inspector for further assessment.

5.1   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: Outline Applications, Planning Permission Applications and Correspondence Applications. You can click on a section title anywhere on DevelopTT to expand the section.
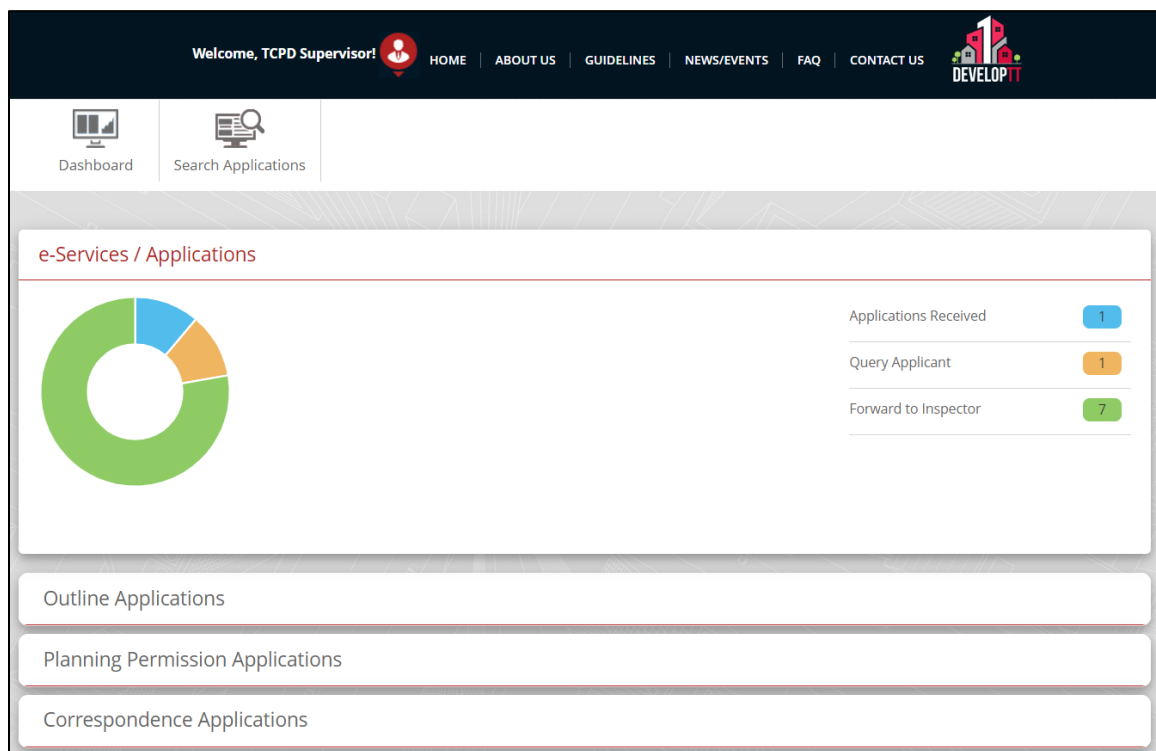
Figure 64 - TCPD Supervisor Dashboard

Outline Applications: A list of all Outline Applications for Planning Permission forwarded by plotter which have not been processed, would be found in this section.

Planning Permission Applications: A list of all Planning Permissions forwarded by the plotter which have not been processed, would be found in this section.

Correspondence Applications: A list of all Brown File Matters submitted which have not been processed, would be found in this application section. Brown File Matters include Car Rental Correspondence, Customs Bonded Correspondence, Liquor Licence Correspondence, Status of Land Correspondence and Stamp Duty Exemption.

GOOD TO KNOW:

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- Applications are given an automatically generated and unique Reference Number when created.

- Applications would be listed by reference numbers in each Categorized Application section.

5.2 E-SERVICES/ APPLICATIONS

Application Statuses Chart
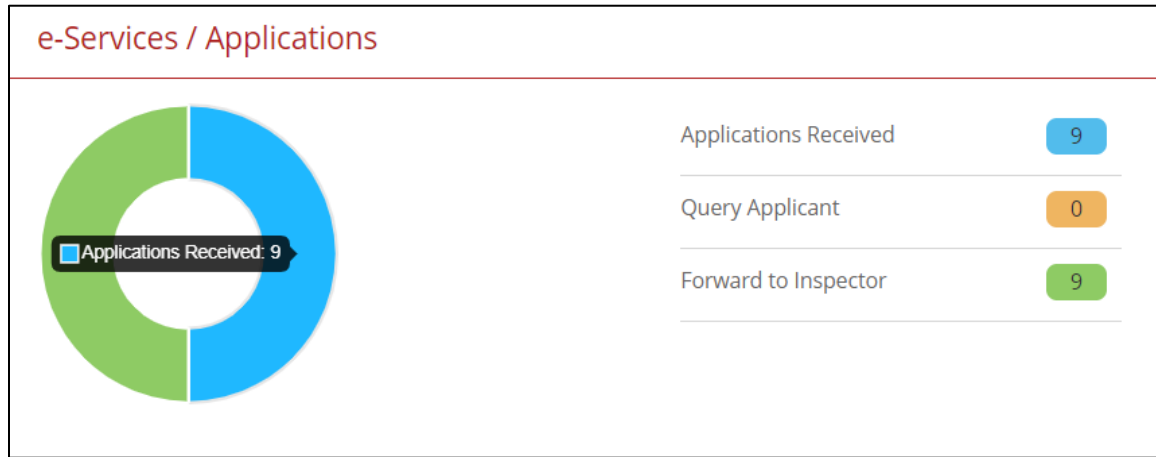
Figure 65 - TCPD Supervisor's e-Services/ Application section

- The chart is colour coded to reflect the status of the application in the system. It illustrates the number of applications 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 65 above.

- The colour denotations are listed below:

- **Blue**- Applications Received
- **Orange**- Applications Queried
- **Green**- Applications forwarded to Inspector

5.3   OUTLINE APPLICATIONS

The 'Outline Applications' pane lists the **Outline Applications for Planning Permission** pending the inspector's assignment. Only Outline Applications would be found in this section. The screen overview is presented below in Figure 66. The applications are listed in a table with different column headings:

Reference No: Refers to the automatically generated reference number given to each application by the system. Reference numbers for Planning Permission begin with 'PPR'. For example, PPR2019091205095 . Other reference numbers are illustrated in Figure 66 below (A).

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

Submission Date: Refers to the date the application was submitted by the applicant.

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

Island: Refers to the island in which the application was made in. This would be either Trinidad or Tobago. For TCPD Supervisors that work in Tobago office, this would always read Tobago as only Tobago applications will be routed to you.

Action by Date: Refers to the date by which the application should be processed. The supervisor has an SLA of certain days (which is configurable), within which they should perform some action on the applications forwarded by the plotter. In case of SLA breach, the applications are flagged in **RED,** indicated as **B** in Figure 66 below, which indicates immediate action needs to be taken. If a user hovers the mouse over the flag, a

notification message would be displayed: Overdue please process
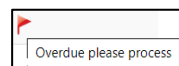
Listed below is the Supervisor's SLA for difference Categorized Application sections.

Planning Permission

       i.   Outline Application for Planning Permission: 5 days

      ii.   Planning Permission: 5 days

Special Applications: 3 days

Correspondence Applications: 3 days

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but wouldn't be able to process the application. Once an application is locked, a lock will appear in this column, as seen indicated by **B** in Figure 66 below. If a user hovers the mouse over the lock, a notification message would be displayed: 🔒 Application is locked

If a user wishes to unlock an application, they can click on the lock and they would be prompted with a message displaying who the user that the application is locked by (Figure 67). Once the application is locked by you, the system would then ask whether you are sure you wish to unlock it (Figure 68). A user can only unlock an application that is locked to them. If the application is not locked by you, the system would simply state who the application is locked by, as in Figure 67.

Figure 66 – Supervisor's Outline Applications section pane

Figure 67 - Application Locked by Specific User Message
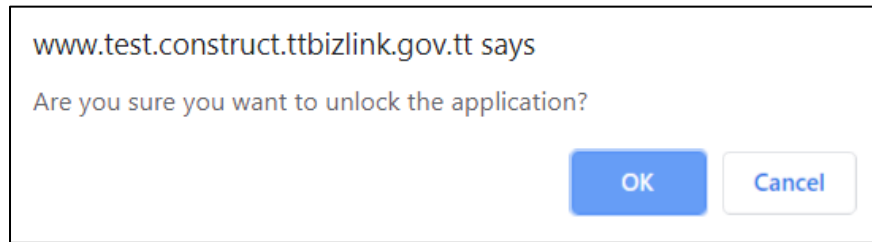
Figure 68 - Unlock Application Confirmation Message
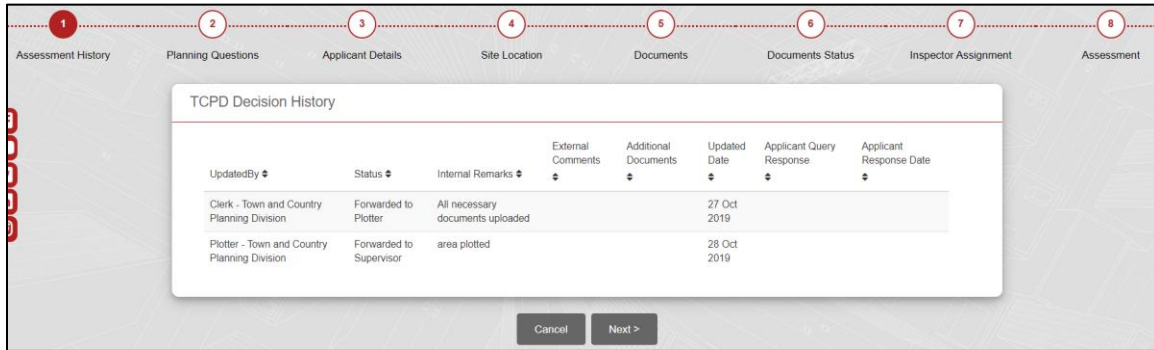
GOOD TO KNOW:	
@	- Tap the ⬍ icon to sort applications in ascending or descending order. - Up to 10 records are displayed in the 'Planning Applications' pane. - Navigation buttons, [Back **1** 2 Next], are only displayed when there are over 10 applications in a section. Click on the buttons or click 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.

5.3.1 Steps to Process an Outline Application

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 see in Figure 69 below. Any remarks or comments made on the application would appear in this section.

Figure 69 - Assessment History tab

2. Click on each tab to review the application.

   a. **Tab 2 – Planning Questions:** Questions concerning the applicant's application. They are required to answer all six (6) questions.

Figure 70 - Planning Questions tab

   b. **Tab 3 – Applicant Details:** Applicants are required 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.
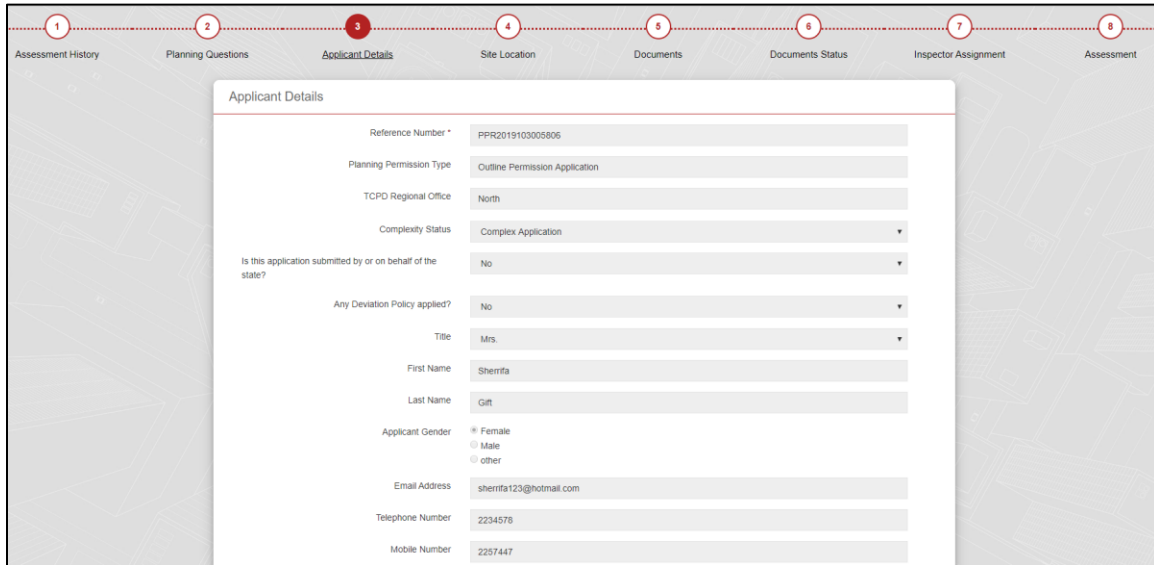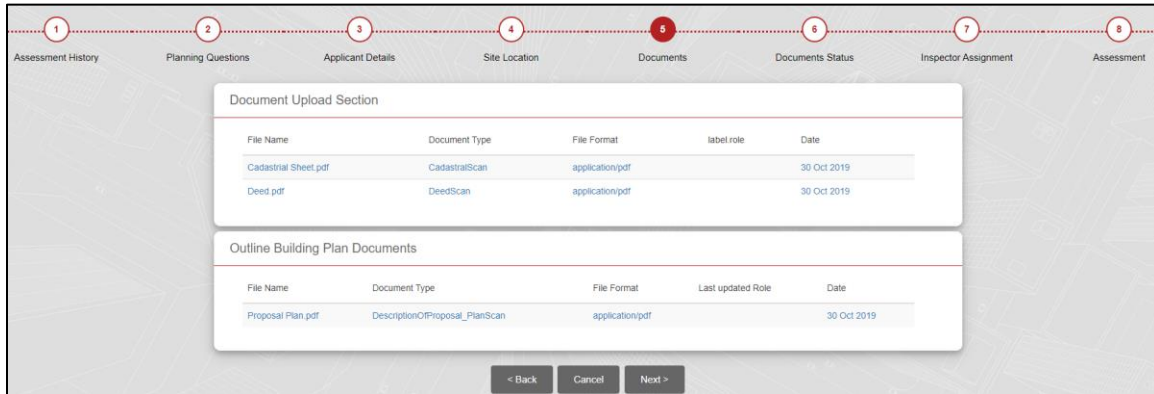
Figure 71 - Applicant Details tab

c. **Tab 4 – Site Location**: Displays a map where the applicant should have plotted their proposal site location. The plotter would have inspected the plotted location and added Cross-Reference information, Co-ordinates and Geographic features that impact the site. This tab would be explained in greater detail in step 3 since the supervisor may add Cross-Reference details.

Figure 72 - Site Location tab

d. **Tab 5 – Documents**: All documents uploaded by the applicant would be listed here.

Figure 73 - Documents tab

e. **Tab 6 – Documents Status**: A checklist, filled out by the clerk, to indicate which documents the applicant has supplied.

Figure 74 - Documents Status tab

f. **Tab 7 – Inspector Assignment**: A supervisor is required to select an inspector to forward the application to. A supervisor can also change the complexity level as per requirement.

g. **Tab 8 – Assessment:** A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 4 as the supervisor is required to enter information based on his/her assessment of the application.

3. The supervisor can enter new cross-reference information or alter cross-reference application details previously as seen in Figure 75 below.

Figure 75 - Site Location tab expanded

4. The supervisor is presented with the following information shown in Figure 76 below. He/she is presented with a list of inspectors to choose from as well as the workload of each inspector. The system, based upon the applicant's response to questions, determines whether the application is simple or complex. The supervisor may also change the complexity status of the application as per requirement.
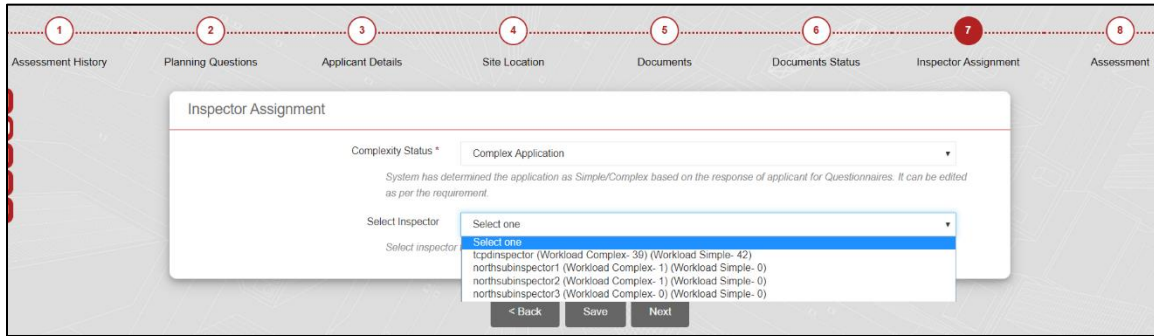
Figure 76 - Inspector Assignment tab

5. Click tab 8 - Assessment tab and fill in relevant remarks. Remarks entered would be attached to application and visible for other to see
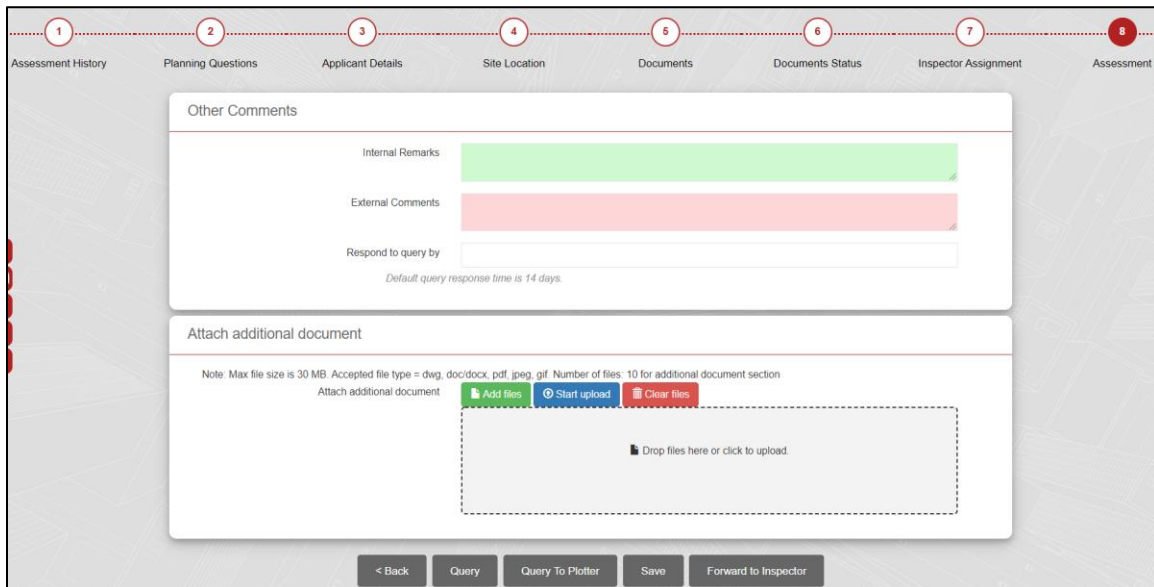
Figure 77 - Assessment tab

GOOD TO KNOW:
- Internal Remarks are visible only to the TCPD 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.

a. **Query Applicant –** If there is any missing information, the supervisor can query the applicant. On Assessment tab, enter the query in External Comments and enter the date that the applicant is required to respond by using the query response date field. Click the query button `Query` located at the bottom of the page to submit the query. You will be prompted with a confirmation message as seen in Figure 78; click 'Yes' and you would be shown the success message seen in Figure 79 below. Click 'OK' to return to the plotter's dashboard.
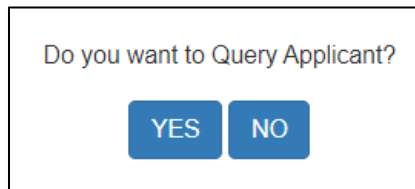
Figure 78 - Confirmation Message (Query Applicant)
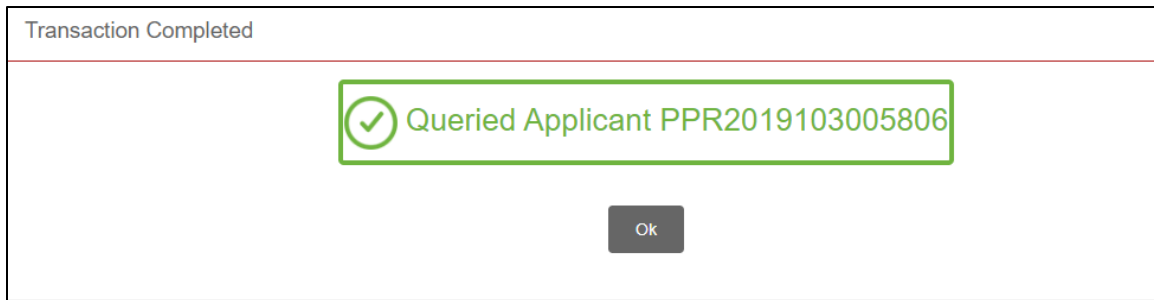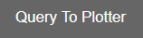
Figure 79 - Successfully Queried Applicant

b. **Query to Plotter –** If there is any misunderstanding concerning the site location, the supervisor can query the plotter for more information or to review information entered. Click the query to plotter button `Query To Plotter` located at the bottom of the page to submit the query.

You will be prompted with the confirmation message (as seen in Figure 78 in Planning Permission 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: .

c. **Forward to Inspector -** If the application is complete, enter remarks in Internal

Remarks and click Forward to Inspector button [Forward to Inspector] at the bottom

of the page to forward the application.

You will be prompted with the confirmation message (like Figure 78 in Planning

Permission steps). The prompt will read: '**Do you want to forward to Inspector?**'

Click '**Yes'** to confirm or '**No'** to return to the Assessment tab.

On   clicking   Yes,   the   success   message   would   be   displayed:

.
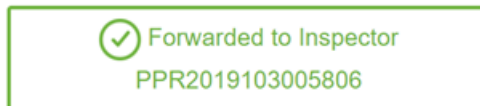
5.4   PLANNING PERMISSION APPLICATIONS

The 'Planning Permission Applications' pane lists the **Planning Permission** applications pending the supervisor's review and inspector assignment. Only Planning Permissions would be found in this section. The screen overview is presented below in Figure 80. The applications are listed in a table with same column headings as <u>Outline Applications</u>.

Planning Permission Applications

Reference No ⇕	Application Type ⇕	Submission Date ⇕	Status ⇕	Island ⇕	Action By Date	Action ⇕
PPR2019091205089	Planning Permission	12 Sep 2019	Submitted Final Application	Trinidad	28 Oct 2019 ⚑	🔒
PPR2019091205093	Planning Permission	12 Sep 2019	Forwarded To Supervisor	Trinidad	23 Oct 2019 ⚑	🔒
PPR2019091305121	Planning Permission	13 Sep 2019	Inspector Queried Supervisor	Trinidad	21 Oct 2019 ⚑	🔒
PPR2019092505228	Planning Permission	25 Sep 2019	Submitted Final Application	Trinidad	14 Nov 2019 ⚑	
PPR2019092905270	Planning Permission	29 Sep 2019	Submitted Final Application	Trinidad	21 Nov 2019 ⚑	🔒
PPR2019101405480	Planning Permission	14 Oct 2019	Forwarded To Supervisor	Trinidad	21 Oct 2019 ⚑	🔒
PPR2019101505523	Planning Permission	15 Oct 2019	Forwarded To Supervisor	Trinidad	22 Oct 2019 ⚑	
PPR2019101605533	Planning Permission	16 Oct 2019	Submitted Final Application	Trinidad	14 Nov 2019 ⚑	
PPR2019101605561	Planning Permission	16 Oct 2019	Forwarded To Supervisor	Trinidad	23 Oct 2019 ⚑	
PPR2019101705586	Planning Permission	17 Oct 2019	Forwarded To Supervisor	Trinidad	24 Oct 2019 ⚑	🔒

Back | 1 | 2 | Next

Figure 80 - Planning Permission Applications section

5.4.1   Steps to Process a Planning Permission Application

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 see in Figure 81 below. Any remarks or comments made on the application would appear in this section from TCPD or any Regulatory OGA.
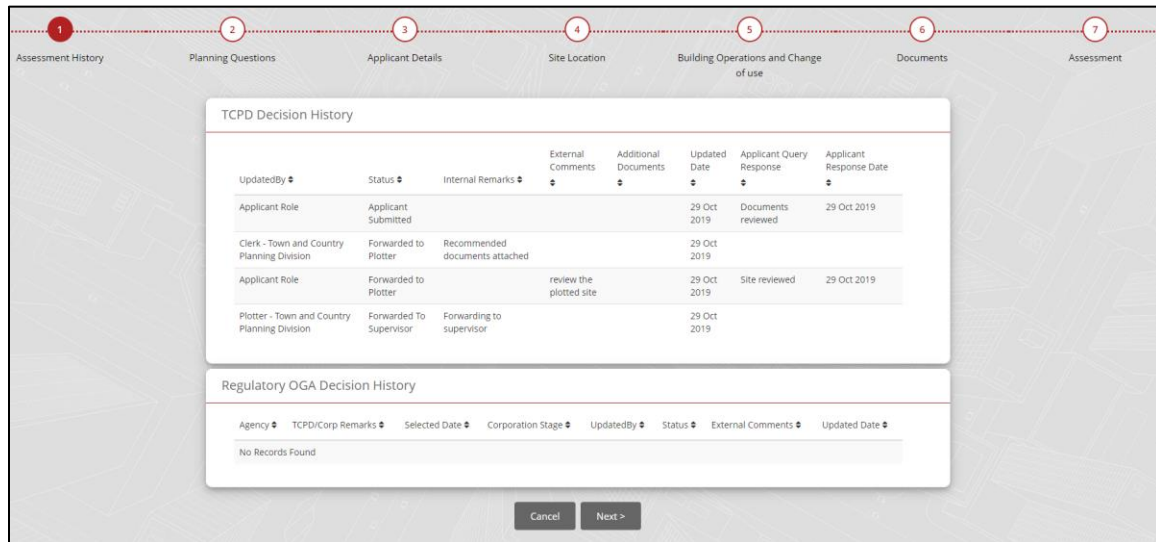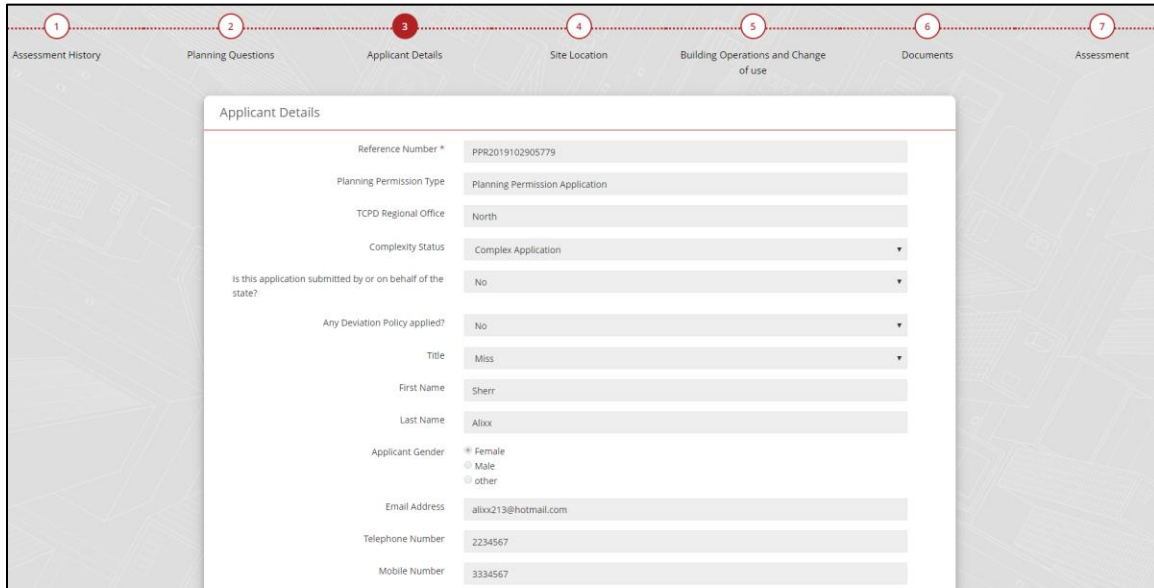
Figure 81 - Assessment History tab

2. Click on each tab to review the application.

a. **Tab 2 – Planning Questions:** Questions concerning the applicant's application. They are required to answer all six (6) questions. These are the same questions from Planning Questions tab for Outline Application for Planning Permission above.

b. **Tab 3 – Applicant Details:** Applicants are required 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, Category of Development would be chosen whether New Building or Subdivision etc. Depending on category chosen, tab would have different information.

Figure 82 - Applicant Details tab

c. **Tab 4 – Site Location**: Similar to the Site Location tab in Outline Application for Planning Permission, this tab displays a map where the applicant should have plotted their proposed site location. The plotter would have inspected the plotted location and added Cross-Reference information, Co-ordinates and Geographic features that impact the site. This tab would be explained in greater detail in step 3 since the supervisor may add Cross-Reference details.

d. **Tab 5** (visible only for Planning Permission)

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.
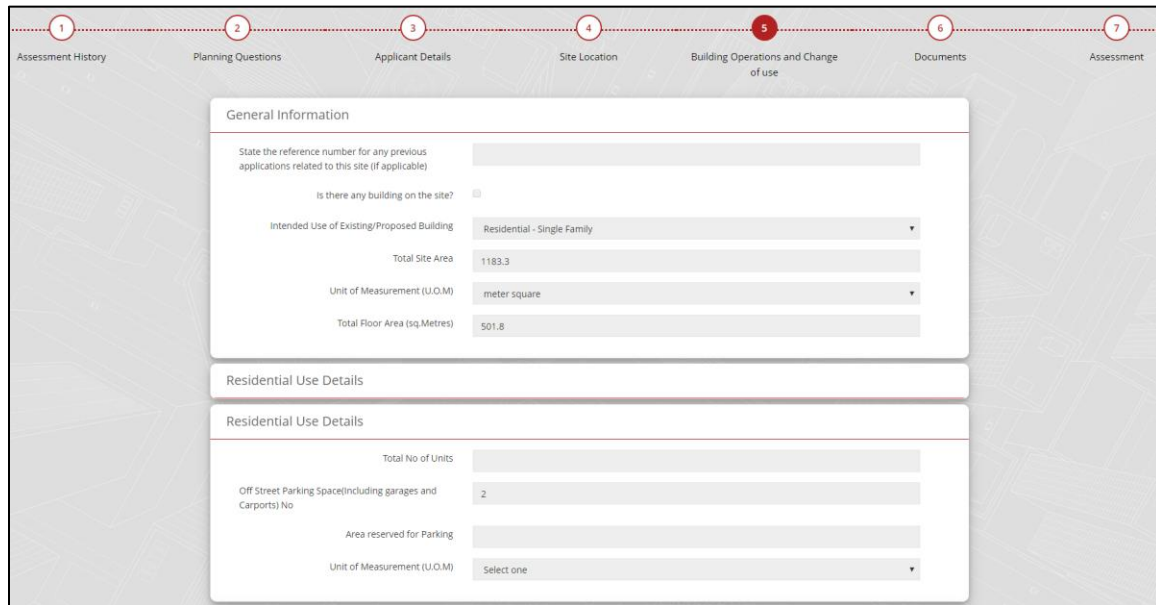
Figure 83 - Building Operations and Change of Use

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.

e. **Tab 6 – Documents**: Similar to the Documents tab in Outline Application, all documents uploaded by the applicant would be listed here.

f. **Tab 7 – Assessment:** A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 4 as the supervisor is required to enter information based on his/her assessment of the application

3. On Site Location tab, the supervisor can also enter new cross-reference information or alter previous cross-reference application details as in Outline Application.

4. Click tab 7 - Assessment to select inspector and give remarks. This tab offers the same options as Outline Application for Planning Permission; a supervisor can query the applicant, query the plotter, save any information entered or forward to inspector.
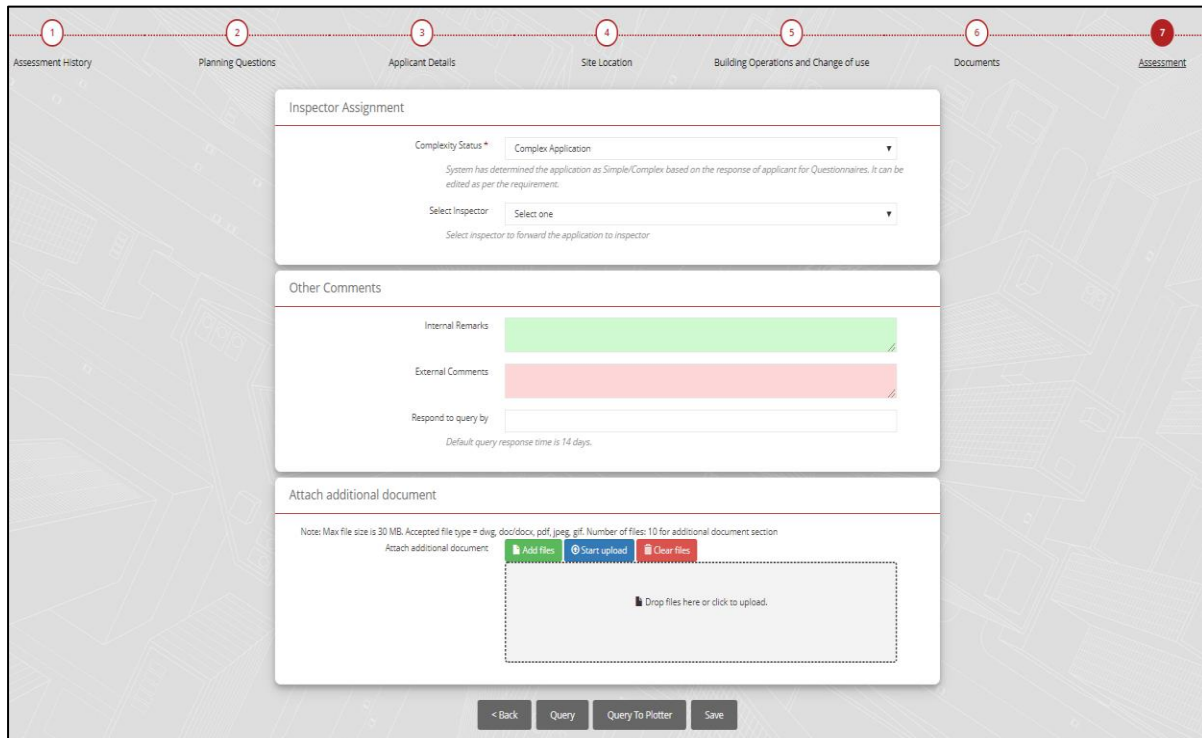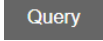
Figure 84 - Assessment tab (No Inspector chosen)

GOOD TO KNOW:

@

- Internal Remarks are visible only to the TCPD 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.

a. **Query Applicant –** Click the query button [Query] located at the bottom of the page to submit the query to the applicant.

You will be prompted with the confirmation message (similar to Figure 78 in Planning Permission 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:

.

b. **Query to Plotter –** Click the query to plotter button [Query To Plotter] located at the bottom of the page to submit the query.

You will be prompted with the confirmation message (similar to Figure 78 in Planning Permission steps). The prompt will read: '**Do you want to Query Plotter?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

.

c. **Forward to Inspector -** If the application is complete, the supervisor is required to select an inspector. If no inspector is chosen, he/she would not be allowed to forward the application. Enter remarks in Internal Remarks and click Forward to Inspector button [Forward to Inspector] at the bottom of the page (which is displayed after an inspector is chosen as seen in Figure 85 below) to forward the application.

Figure 85 - Assessment tab (Inspector chosen)

You will be prompted with the confirmation message (similar to Figure 78 in Planning Permission steps). The prompt will read: '**Do you want to Forward to Inspector?**' Click '**Yes'** to confirm or '**No'** to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

.
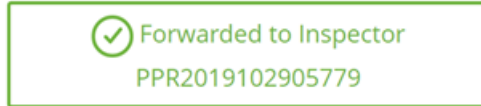
5.5 CORRESPONDENCE APPLICATIONS

The 'Correspondence Applications' pane lists the **Car Rental Correspondence** (reference numbers pre-fixed with 'CAR')**, Customs Bonded Correspondence** (reference numbers pre-fixed with 'CUS')**, Liquor Licence Correspondence** (reference numbers pre-fixed with 'LIQ')**, Status of Land Correspondence** (reference numbers pre-fixed with 'LAN') and **Stamp Duty Exemption** (reference numbers pre-fixed with 'STA') applications pending the supervisor's review. The screen overview is presented in Figure 86 below.

Figure 86 - Correspondence Applications section

5.5.1 Steps to Process a Correspondence application

The application would be processed in a similar manner to previous sections. For the purpose of this guide, we will process a Car Rental Correspondence.

1. Click the **Reference Number** to view and process the application. The application would open to the first tab Car Rental Details as seen in Figure 87 below.

Figure 87 - Car Rental tab

2. Click on each tab to review the application and ensure that site location is plotted accurately.

   a. **Tab 1 – Car Rental Details:** Applicants are required to supply car rental details as seen in Figure 87 above.

   b. **Tab 2 – Site Location:** Displays a map where the applicant should have plotted their proposed site location. Site Location map is like that of Planning Permission; the system would automatically zoom in to the plotted location.

   c. **Tab 3 – Documents:** All documents uploaded by the applicant would be displayed here.

   d. **Tab 4 – Assessment History:** Any remarks or comments made on the application previously would appear in this section. E.g. Any comments made by the clerk.

   e. **Tab 5 - Assessment:** A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 3 as the supervisor is required to enter information based on his/her assessment of the application.

3. Click tab 5 - Assessment and fill in relevant remarks. Remarks entered would be attached to application and visible for other to see.

Figure 88 - Plotting Outcome tab

The supervisor can query the applicant or forward the application to the inspector. Success and confirmation messages like those seen in Planning Permissions would be displayed as seen in figures below.

a. **Query applicant:** Enter External Comments and click the query button

Query .

You will be prompted with the confirmation message (similar to Figure 78 in Planning Permission steps). The prompt will read: '**Do you want to Query Applicant?**' Click '**Yes'** to confirm or '**No'** to return to the Assessment tab.

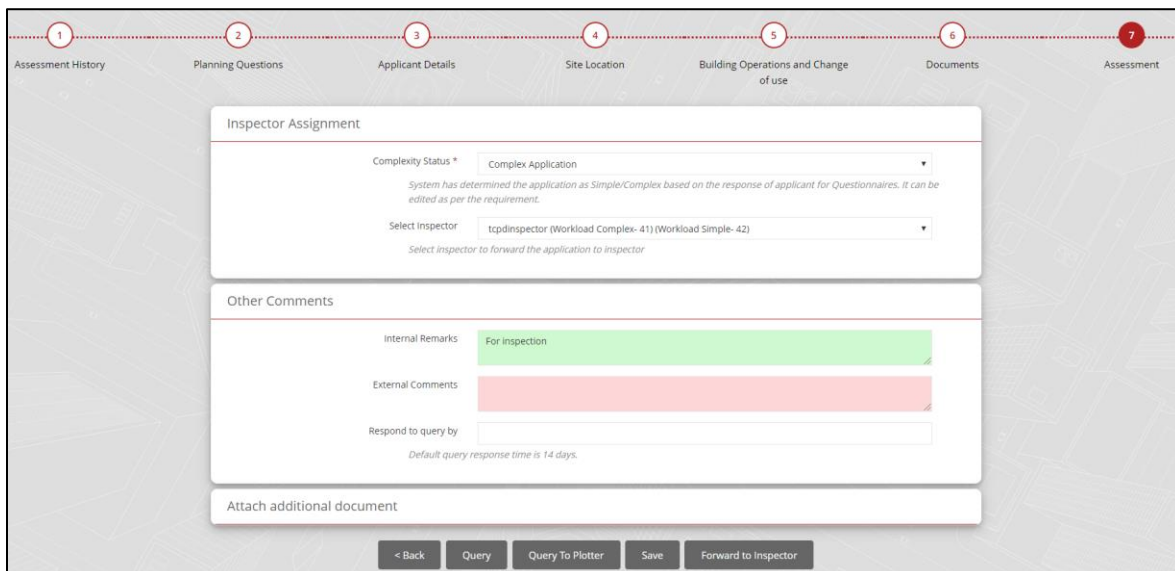On clicking Yes, the success message would be displayed:

✓ Queried Applicant
CAR2019102900306
.
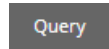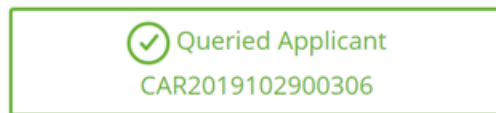
b. **Forward to Inspector:** Enter Internal Remarks and click the Forward to Planner button Forward to Inspector .
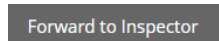
You will be prompted with the confirmation message (similar to Figure 78 in Planning Permission steps). The prompt will read: '**Do you want to Forward to Inspector?**' Click '**Yes'** to confirm or '**No'** to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

✓ Forwarded to Inspector
CAR2019102900306
.
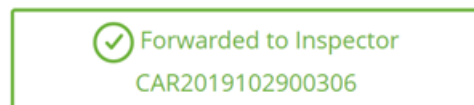
5.6   SEARCH APPLICATIONS

The 'Search Application' function allows the supervisor 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.
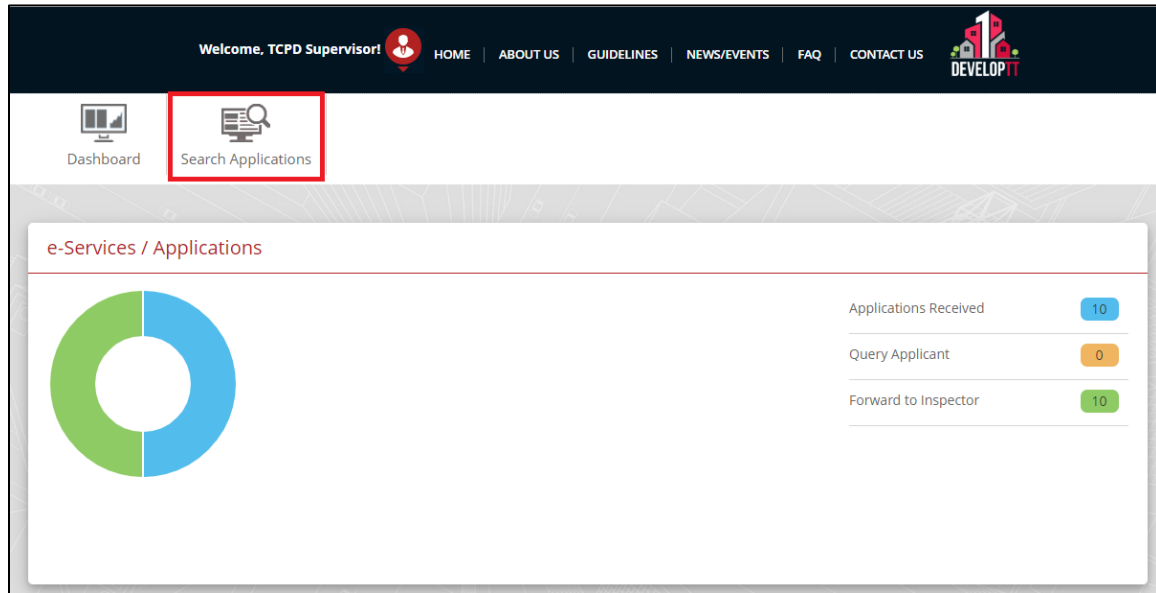
Figure 89 - Dashboard with Search Application button

For more information and steps on performing a search, go to <u>Search Application function</u> in the Appendix.

6   INSPECTOR

The inspector checks the site plan, floor plans and other plans submitted against the relevant site development standards as it relates to the particular site, makes calculations, schedules and completes site inspection and submits report with recommendations to the Planner.

During the Outline Application phase, the application is checked for its conformance with the Land Use Policy and standards. If required, inspector may decide to visit the site once or multiple times for inspection.

During the site visit, inspector checks various factors on the site, according to preconfigured checklists and records the observations. Once inspection is complete, a report with inspector's recommendations would be generated and is available for the planner's review.

The Internal Remarks field can be used by the inspector to pass any special information such as indicating agencies to be conditioned etc. while forwarding to planner.

6.1   DASHBOARD

The dashboard is the default screen that will be displayed to the inspector after login. The dashboard consists of e-Services/ Applications, with three (3) Categorized Application sections: Outline Applications Awaiting inspection, Planning Permission Applications Awaiting Inspection and Correspondence Applications. You can click on a section title anywhere on DevelopTT to expand the section.
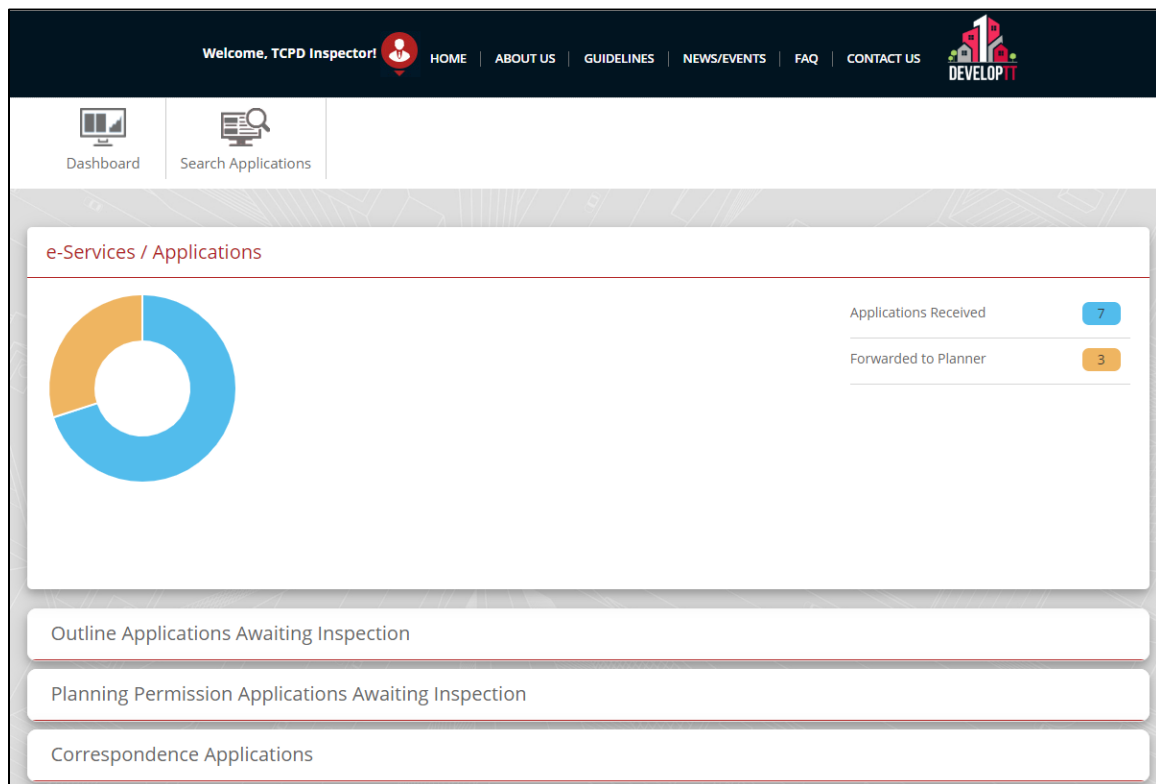
Figure 90 - TCPD Inspector's dashboard

Outline Applications Awaiting inspection: A list of all Outline Applications for Planning Permissions forwarded by the supervisor for inspection which have not been processed, would be found in this section.

Planning Permission Applications Awaiting Inspection: A list of all Planning Permission applications forwarded by the supervisor for inspection which have not been processed, would be found in this section.

Correspondence Applications: A list of all Brown File Matters submitted which have not been processed, would be found in this application section. Brown File Matters include Car

Rental Correspondence, Customs Bonded Correspondence, Liquor Licence Correspondence, Status of Land Correspondence and Stamp Duty Exemption.

GOOD TO KNOW:

@
- Applications are given an automatically generated and unique Reference Number when created.

- Applications would be listed by reference numbers in each Categorized Application section.

6.2   E-SERVICES/ APPLICATIONS

Application Statuses Chart
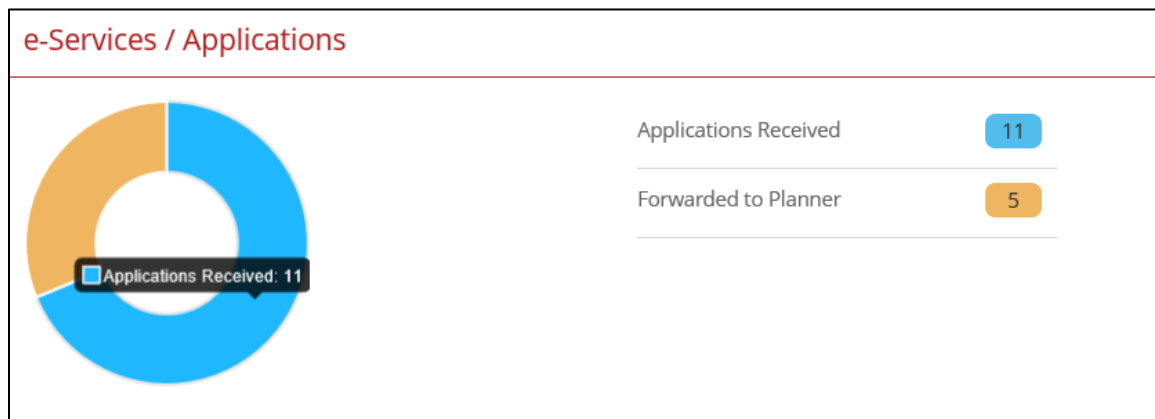
Figure 91 - TCPD Inspector's e-Services/Applications section

- 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 91 above.

- The Colour denotations are listed below:

  - **Blue**- Applications Received
  - **Orange**- Applications forwarded to Planner

6.3   OUTLINE APPLICATIONS AWAITING INSPECTION

The 'Outline Applications Awaiting Inspection' pane lists the **Outline Applications for Planning Permission** pending inspections by the inspector. The screen overview is presented below in Figure 92. The applications are listed in a table with different column headings which are explained below:

Reference No: Refers to the automatically generated reference number given to each application by the system. Reference numbers for Planning Permission begin with 'PPR'. For example, PPR2019091205095 . Other reference numbers are illustrated in Figure 92 below (A).

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

Submission Date: Refers to the date the application was submitted by the applicant.

Status: Refers to the status of the application. At this level, the application status can read '*Submitted for Inspection'*.

Island: Refers to the island in which the application was made in. This would be either Trinidad or Tobago. For TCPD Inspectors that work in Tobago office, this would always read Tobago as only Tobago applications will be routed to you.

Action by Date: Refers to the date by which the application should be processed. The supervisor has an SLA of certain days (which is configurable), within which they should perform some action on the applications forwarded by the clerk. In case of SLA breach, the applications are flagged in **RED,** indicated in Figure 92 below, which indicates immediate action needs to be taken. If a user hovers the mouse over the flag, a

notification message would be displayed: Overdue please process
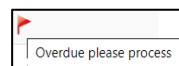
Listed below is the Inspector's SLA for difference Categorized Application sections.

Planning Permission

        i.   Outline Application for Planning Permission: 10 days

       ii.   Planning Permission: 15 days

Special Applications: 5 days

Correspondence Applications: 5 days

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but wouldn't be able to process the application. Once an application is locked, a lock will appear in this column, as seen indicated in Figure 92 below. If a user hovers the mouse over the lock, a notification message would be displayed:

If a user wishes to unlock an application, they can click on the lock and they would be prompted with a message displaying who the user that the application is locked by (Figure 93). Once the application is locked by you, the system would then ask whether you are sure you wish to unlock it (Figure 94). A user can only unlock an application that is locked to them. If the application is not locked by you, the system would simply state who the application is locked by, as in Figure 93.

Figure 92 - Plotter's Outline Applications Awaiting Inspection section pane

Figure 93 - Application Locked by Specific User Message
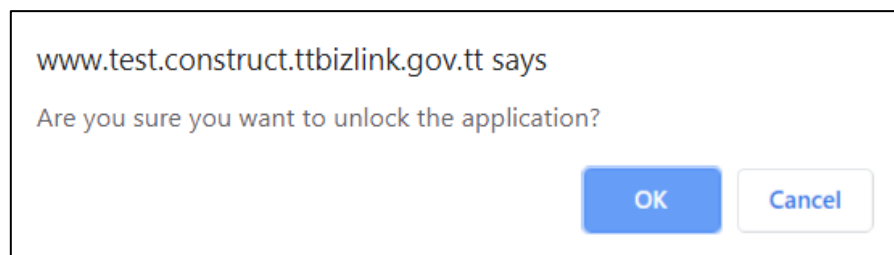
Figure 94 - Unlock Application Prompt

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], would be 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.

6.3.1 Steps to Process an Outline Application Awaiting Inspection

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 see in Figure 95 below. Any remarks or comments made on the application would appear in this section
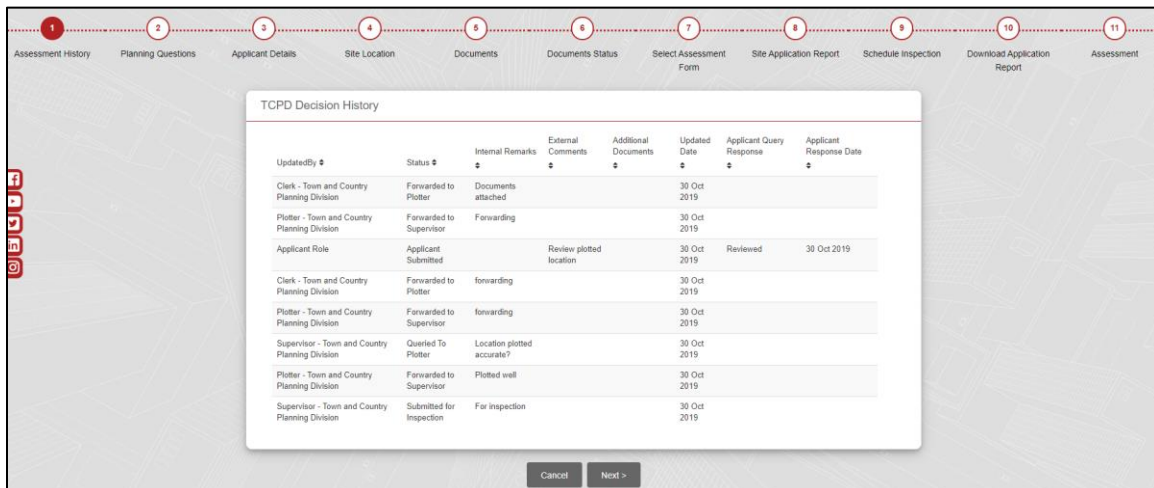
Figure 95 - Assessment History tab

2. Click on each tab to review the application.

a. **Tab 2 – Planning Questions:** Questions concerning the applicant's application. They are required to answer all six (6) questions.
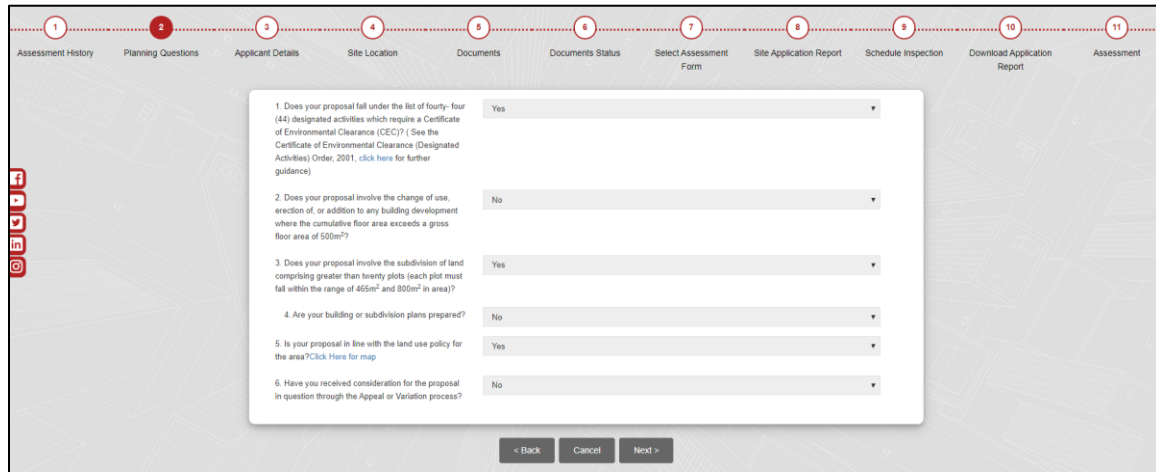
Figure 96 - Planning Questions tab

b. **Tab 3 – Applicant Details:** Applicants are required 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.
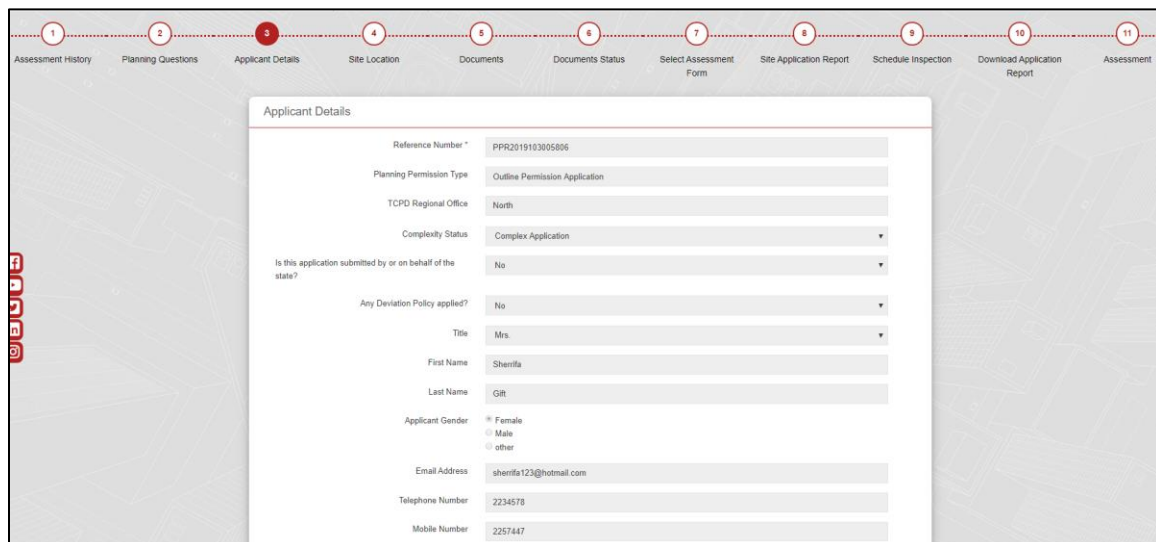
Figure 97 - Applicant Details tab

c. **Tab 4 – Site Location**: Displays a map where the applicant should have plotted their proposal site location. The plotter would have inspected the plotted

location and added Cross-Reference information, Co-ordinates and Geographic features that impact the site. This tab would be explained in greater detail in step 3 since the inspector may add Cross-Reference details.
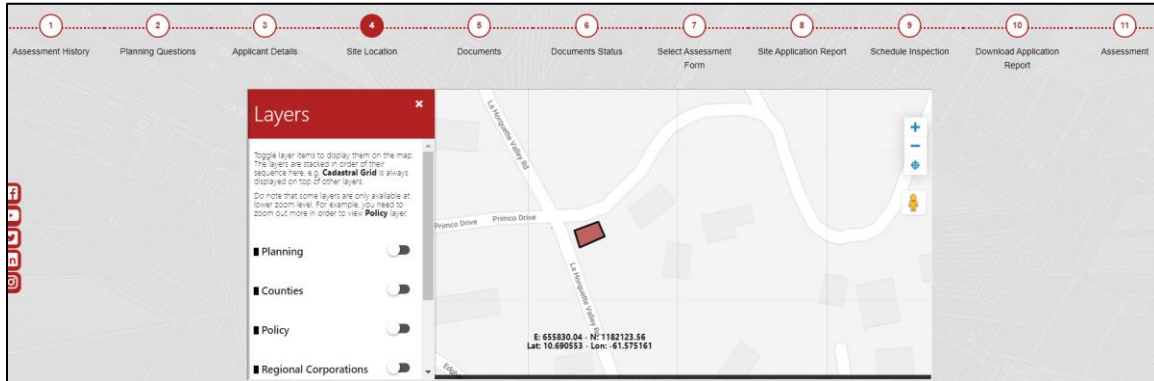
Figure 98 - Site Location tab

d. **Tab 5 – Documents**: All documents uploaded by the applicant would be listed here. The inspector may utilize the PDFTron tool to process plans. PDFTron' s measurement tool allows the inspector to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix).
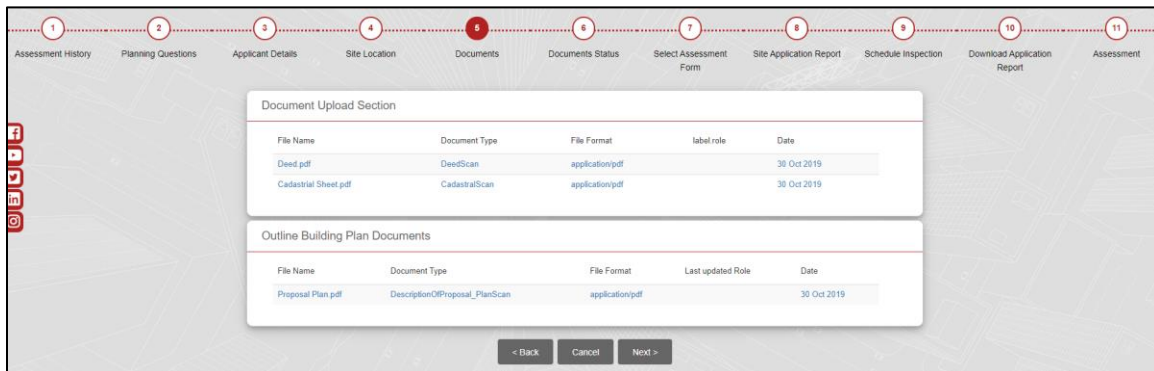
Figure 99 - Documents tab

e. **Tab 6 – Documents Status**: A checklist, filled out by the clerk, to indicate which documents the applicant has supplied.
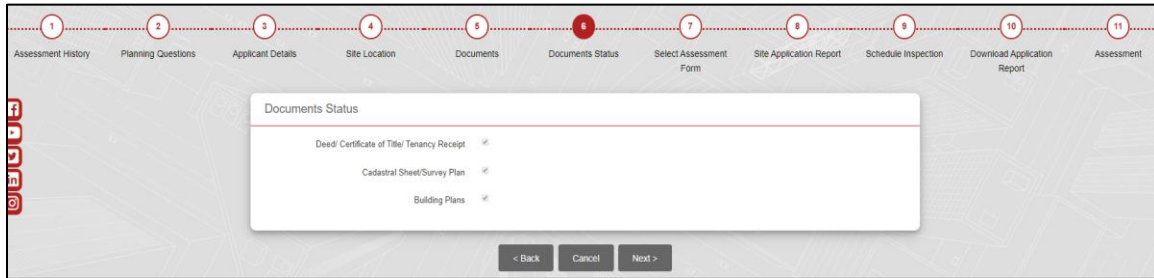
Figure 100 - Documents Status tab

f. **Tab 7 – Select Assessment Form**: The inspector is given the opportunity to select the category of development depending on property details. If any category is selected, the applicable assessment form shows up in the following tab for the inspector to fill out. This tab would be discussed in detail in step 3 as the inspector is required to make an appropriate selection.

g. **Tab 8 – Subdivision:** If Inspector selects **YES** for Subdivision on tab 7, the Subdivision/ Change of Use of Land/ Land Reclamation form appears in tab 8 as seen in Figure 102 below. The inspector can fill out the form based upon information given in the application by the applicant.

h. **Tab 9** - **Building Operation Form:** If inspector selects **YES** for New Buildings Addition to existing structure, Alteration, Change of Use, Engineering Operations or Retention, the Building Operation form appears in tab 8 (tab 9, if Subdivision form appears) as seen in Figure 103 below. The inspector can fill out the form based upon information given in the application by the applicant.

i. **Tab 10 - Site Application Report**: The inspector physically visits the site to get the intrinsic details about site. Upon investigation, he is required to fill out this form. This tab would be discussed in detail in step 4 as the inspector is required to enter information here.

j. **Tab 11 – Schedule Inspection**: The inspection may or may not desire to carry out a physical inspection of the site. In this tab, he/she can schedule an inspection. This tab would be discussed in step 5 below.

k. **Tab 12 – Download Application Report**: Once an inspection is carried out, the inspector can review his inspection on this tab. This would be discussed in detail in step 6 as the inspector would need to interact closely with this tab.

l. **Tab 13 – Assessment:** A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 7 as the inspector is required to enter information based on his/her assessment of the application.

3. Click tab 7 Select Assessment Form tab. Action on this tab is not mandatory for the inspector for Outline Applications however, the inspector can select Yes or No for each category of development based upon the application's property details.

GOOD TO KNOW:	
@	- **Yes**, tells the system to display a specific form to enter information about the specific category of development. **No**, tells the system not to display any additional forms.
	- If Yes is selected next to New Buildings, Alteration, Addition of Existing Structure and/ or Engineering Operations, Building Operation Form would show up for the inspector to fill out.
	- If Yes is selected next to Subdivision, Subdivision/ Change of Use of Land/ Land Reclamation Form would be generated for completion.

For example; if the inspector selects Yes next to New Building and Subdivision, both forms show up as seen in Figure 101 below.
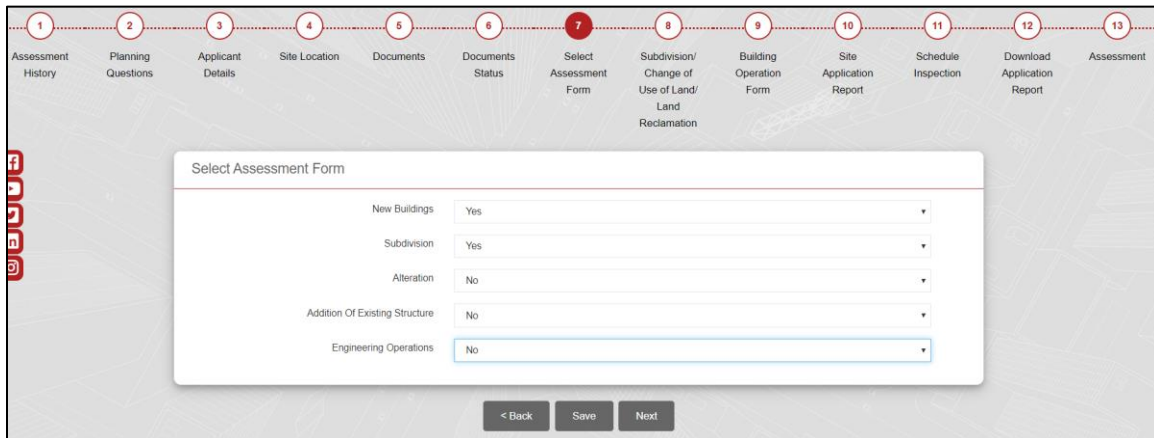
Figure 101 - Select Assessment Form (filled out)

i. **Subdivision/ Change of Use of Land/ Land Reclamation Form:** The inspector can add development category, state proposed number of plots to be created and state whether a comprehensive structure plan is required on this tab.
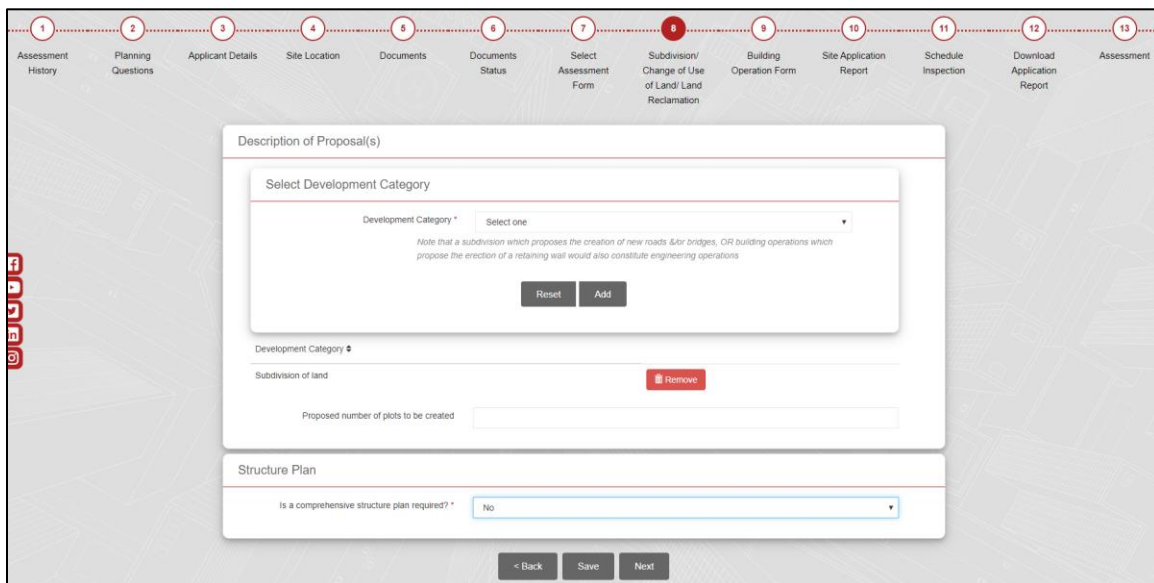
Figure 102 - Subdivision/ Change of Use of Land/ Land Reclamation form

ii. **Building Operation Form:** The inspector can add a description of proposal (s), proposed site development standards, permitted site

development standards and building line setbacks based upon their inspection as seen in Figure 103 below.
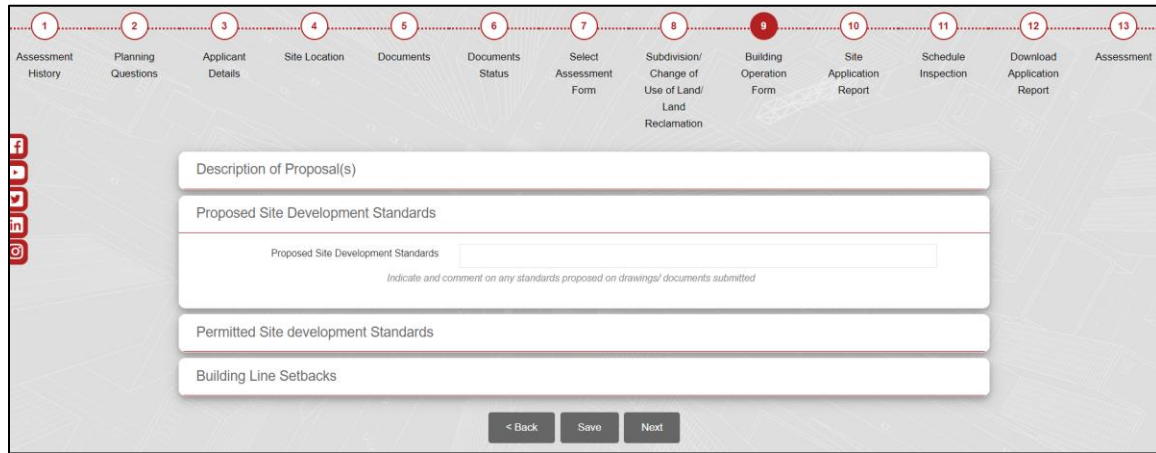
Figure 103 - Building Operation Form tab

4. Click Site Application Report tab. The inspector, based upon his/ her inspection of the site, should fill out this report. Information required is Land Use Policy, site area and land tenure, site description, site development standards to be conditioned, other standards to be maintained, appeal decisions, planning comments on proposed/ existing development, recommended decision and recommendations, as seen in Figure 104 below.

Figure 104 - Site Application Report tab

5. Click 'Next' or Schedule Inspection tab. If the inspector wishes to perform an inspection, go to How to Schedule an Inspection section for instructions on scheduling. If the inspector does not wish to perform an inspection, click 'Next' to continue.

6. Click 'Next' or Download Application Report tab. All inspection reports would be found listed in this tab as seen in Figure 105 below. Click on report to view; report should open in another tab.

Figure 105 - Download Application Report tab

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

Figure 106 - Assessment tab

GOOD TO KNOW:
@   - Internal Remarks are visible only to the TCPD staff and External Remarks are visible to anyone with access to the application, including the applicant.   - The inspector 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.

a. **Query Applicant –** If there is a need for additional information, the inspector can query the applicant. On Assessment tab, enter the query in External Comments and enter the date that the applicant is required to respond by using the query response date field. Click the query button Query located at the bottom of the page to submit the query. You will be prompted with a confirmation message as seen in Figure 107; click 'Yes' and you would be shown the success message seen in Figure 108 below. Click 'OK' to return to the inspector's dashboard.

Do you want to Query Applicant?

YES   NO
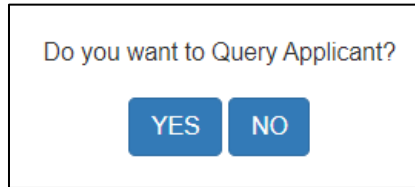
Figure 107 - Confirmation Message (Query Applicant)

Transaction Completed

✓ Queried Applicant PPR2019103005806

Ok
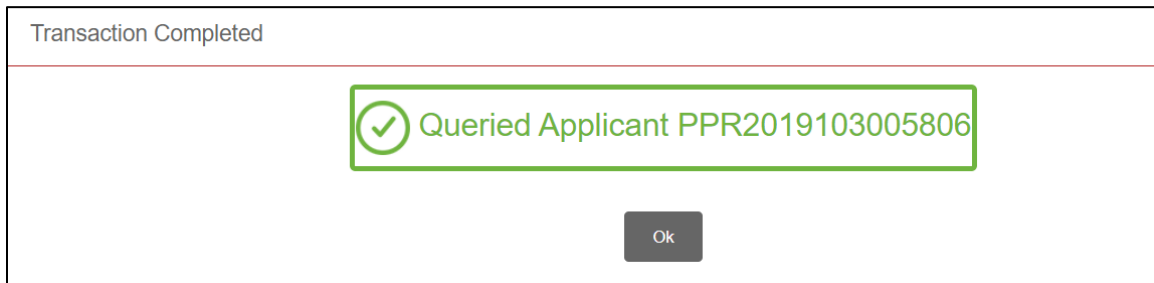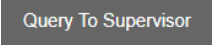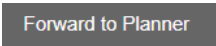
Figure 108 - Successfully Queried Applicant

b. **Query to Supervisor** – The inspector can also query the supervisor for any clarification needed concerning the application. Click the query to supervisor button Query To Supervisor located at the bottom of the page to submit the query. You will be prompted with the confirmation message (similar to Figure 107 in Planning Permission 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:

✓ Queried Supervisor
PPR2019103005806

.
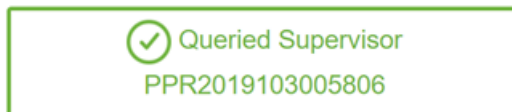
c. **Forward to Planner -** If the application is complete, enter remarks in Internal Remarks and click Forward to Planner button Forward to Planner at the bottom of the page to forward the application.

You will be prompted with the confirmation message (similar to Figure 107 in Planning Permission steps). The prompt will read: '**Do you want to forward to Planner?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

.
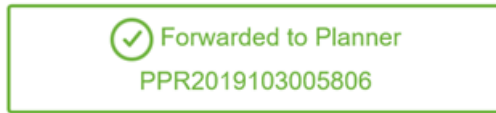
6.4   PLANNING PERMISSION APPLICATIONS AWAITING INSPECTION

The 'Planning Permission Applications Awaiting Inspection' pane lists the **Planning Permission** applications pending inspection by the inspector. Only Planning Permissions would be found in this section. The screen overview is presented below in Figure 109. The applications are listed in a table format with same column headings as Pending Outline Applications Awaiting Inspection.
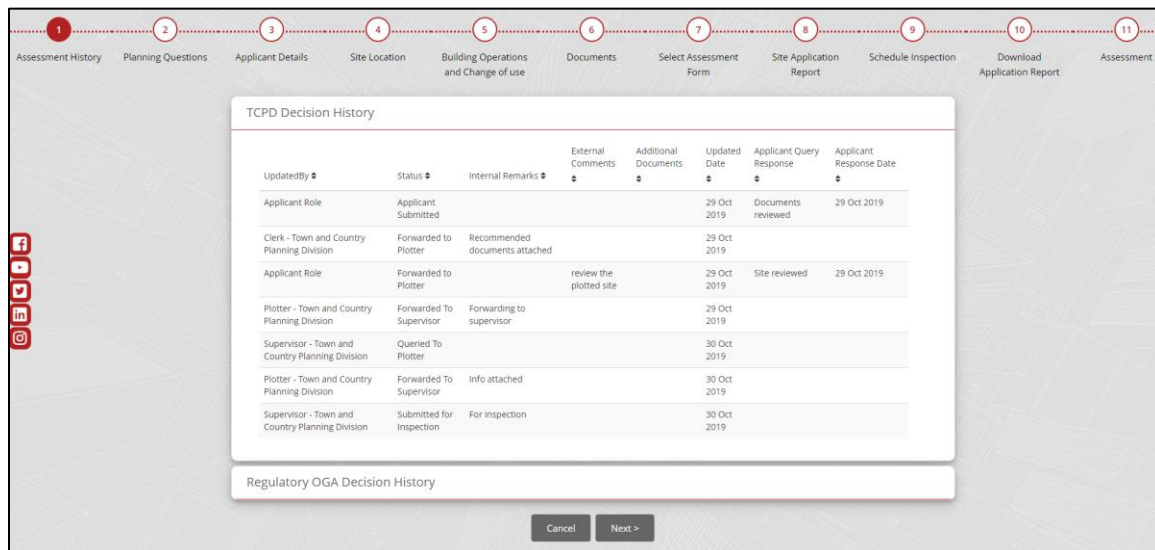
Reference No ⬍	Application Type ⬍	Submission Date ⬍	Status ⬍	Island ⬍	Action By Date	Action ⬍
PPR2019091205087	Planning Permission	12 Sep 2019	Submitted for Inspection	Trinidad	02 Oct 2019 ⚑	🔒
PPR2019091305121	Planning Permission	13 Sep 2019	Submitted for Inspection	Trinidad	29 Sep 2019 ⚑	🔒
PPR2019091305125	Planning Permission	13 Sep 2019	Submitted for Inspection	Trinidad	14 Sep 2019 ⚑	🔒

Figure 109 – Planning Permission Applications Awaiting Inspection section pane

6.4.1   Steps to Process a Planning Permission Application awaiting Inspection

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 110 below. All remarks or comments made on the application would appear in this section

Figure 110 - Assessment History tab

2. Click on each tab to review the application.

a. **Tab 2 – Planning Questions:** Questions concerning the applicant's application. They are required to answer all six (6) questions.

Figure 111 - Planning Questions tab

b. **Tab 3 – Applicant Details:** Applicants are required 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.

Figure 112 - Applicant Details tab

c. **Tab 4 – Site Location**: Displays a map where the applicant should have plotted their proposal site location. The plotter would have verified the plotted location and added Cross-Reference information, co-ordinates and geographic features that impact the site. This tab would be explained in greater detail in step 3 since the inspector may add Cross-Reference details.
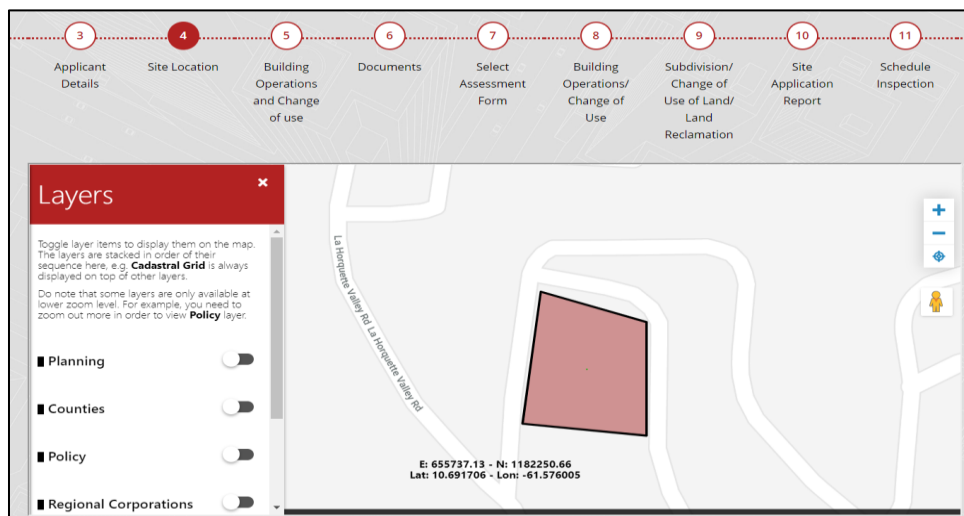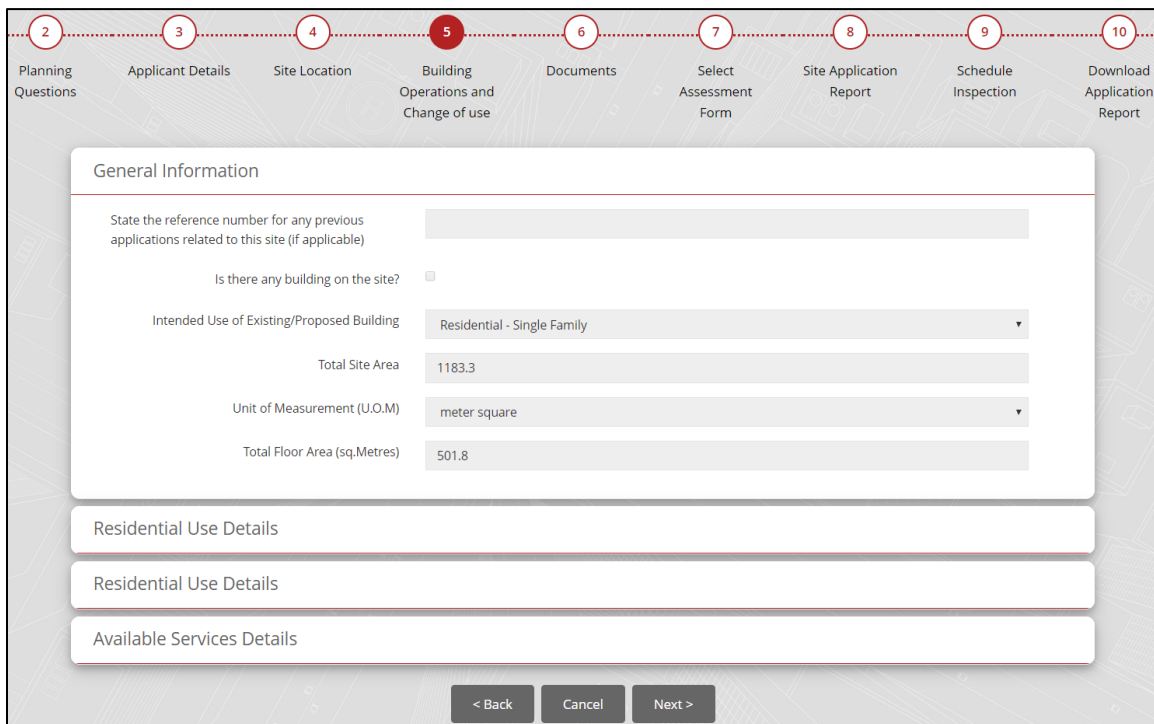
Figure 113 - Site Location tab

d. **Tab 5** (visible only in Planning Permission phase)

    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

- Retention

They supply general information and details of available services. This information would be displayed on this tab.

Figure 114 - Building Operations and Change of Use tab

ii. **Subdivision of Land:** Applicants are required to supply information with regard to their subdivision of land. Such as who prepared design of layout, area, adjacent property owners and access details. Information entered would be displayed here.

e. **Tab 6 – Documents**: All documents uploaded by the applicant are listed here. The inspector may utilize the PDFTron tool to process plans. PDFTron' s measurement tool allows the inspector to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix).

Figure 115 - Documents tab

f. **Tab 7 – Select Assessment Form**: The inspector is required to select the category of development depending on property details. If any category is selected, the applicable assessment form shows up in the following tab for the inspector to complete. This tab would be discussed in detail in step 3 as the inspector is required to make an appropriate selection.

g. **Tab 8 – Site Application Report**: The inspector will conduct a site visit to capture the intrinsic details of the site in the Site Application Report. This tab would be discussed in detail in step 4.

h. **Tab 9 – Schedule Inspection**: The inspection may or may not have to conduct a site visit. In this tab, he/she can schedule an inspection. This tab would be discussed in step 5 below.

i. **Tab 10 – Download Application Report**: Once an inspection is carried out, the inspector can review his inspection on this tab. This would be discussed in detail in step 6 (page 116) as the inspector would need to interact closely with this tab.

j. **Tab 11 – Assessment:** The inspector can enter remarks as well as necessary documents then query the applicant or forward the application. This tab would be explained in detail in step 7 as the inspector is required to enter information based on his/her assessment.

3. Click tab 7: Select Assessment Form tab. Action on this tab is mandatory for the inspector for Planning Permissions. The inspector can select 'Yes' or 'No' for each category of development based on the applicant's property details, as seen in Figure 116 below.

Figure 116 - Select Assessment Form tab

GOOD TO KNOW:

@
- Selecting **'Yes'** prompts the system to display a specific form to enter information about the specific Category of Development.
- If Yes is selected next to New Buildings, Alteration, Addition of Existing Structure and/ or Engineering Operations, Building Operation Form would be generated for completion.
- If Yes is selected next to Subdivision, Subdivision/ Change of Use of Land/ Land Reclamation Form would show be generated for completion.

For example; if the inspector selects 'Yes' next to New Building and Subdivision, both forms show up as seen in Figure 116 above.

i.   **Building Operations/ Change of Use:** The inspector can add a description of proposal (s), building plans, site coverage, floor area, number of floors, building height, floor area ratio, density, car parking facilities, loading bays, special needs considerations and any notes for the application as seen in Figure 117 below. The system will auto calculate areas based on information entered by the inspector.

Figure 117 – Building Operations/ Change of Use tab

ii. **Subdivision/ Change of Use of Land/ Land Reclamation Form:** After inspection, the inspector can add description of proposals, plan drawings, site development standards, other site development standards and add any notes about the application.

Figure 118 - Subdivision/ Change of Use of Land/ Land Reclamation form

4. Click Site Application Report tab. The inspector will complete a site visit report after all inspections. Information required is Land Use Policy, site area and land tenure, site description, site development standards to be conditioned, other standards to be maintained, appeal decisions, planning comments on proposed/ existing development, recommended decision and recommendations, as seen in Figure 119 below.
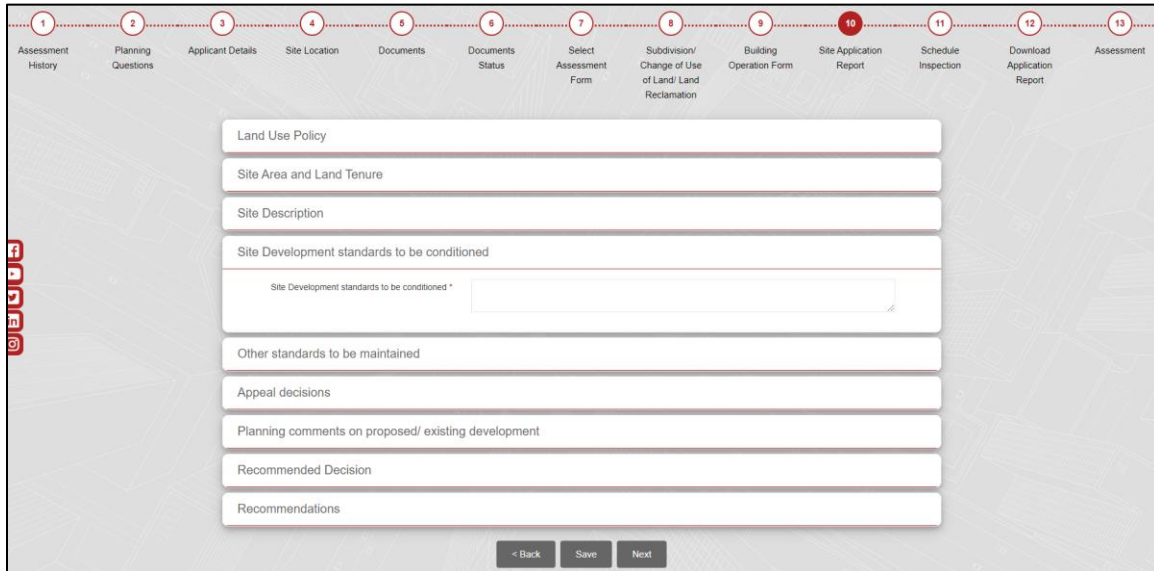
Figure 119 - Site Application Report tab

5. Click 'Next' or Schedule Inspection tab. If the inspector wishes to perform an inspection, go to How to Schedule an Inspection section for instructions on scheduling. If the inspector does not wish to perform an inspection, click 'Next' to continue.

6. Click 'Next' or Download Application Report tab. All inspection reports would be found listed in this tab as seen in Figure 120 below. Click on report to view; report should open in another tab.

Figure 120 - Download Application Report tab

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

Figure 121 - Assessment tab

GOOD TO KNOW:
@

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

- The inspector 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.

a. **Query Applicant –** If there is a need for additional information, the inspector can query the applicant. On the Assessment tab, enter the query in External Comments and enter the date (chosen from drop-down calendar) that the applicant is required to respond by using the query response date field. Click the query button located at the bottom of the page to submit the query.

You will be prompted with the confirmation message (similar to Figure 107 in Planning Permission 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: .

b. **Query to Supervisor** – The inspector can also query the supervisor for any clarification needed concerning the application. Click the query to supervisor button [Query To Supervisor] located at the bottom of the page to submit the query.

You will be prompted with the confirmation message (similar to Figure 107 in Planning Permission steps). The prompt will read: '**Do you want to Query Supervisor?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

✓ **Queried Supervisor** PPR2019102905779

.

c. **Forward to Supervisor/ Planner**
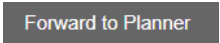
i. **Forward to Supervisor**: If the intended use of existing/ proposed building stated in the application is 'Residential – Single Family', the application would be forwarded to the Supervisor, as is the case for PPR2019102905779. Once the application is complete, enter remarks in Internal Remarks and click Forward to Supervisor button [Forward To Supervisor] at the bottom of the page to forward the application.

You will be prompted with the confirmation message (similar to Figure 107 in Planning Permission steps). 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
PPR2019102905779

.
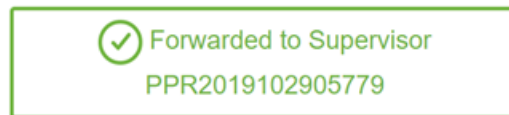
The Supervisor will review the application then forward to Planner.

ii. **Forward to Planner:** Once the application is complete, enter remarks in Internal Remarks and click Forward to Planner button [Forward to Planner] at the bottom of the page to forward the application.

You will be prompted with the confirmation message (similar to Figure 107 in Planning Permission steps). The prompt will read: '**Do you want to forward to Planner?**' Click '**Yes**' to confirm or '**No'** to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

✓ Forwarded to Planner
PPR2019102905779
.
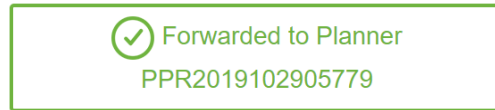
6.5 CORRESPONDENCE APPLICATIONS

The 'Correspondence Applications' pane lists the **Car Rental Correspondence** (reference numbers pre-fixed with 'CAR'), **Customs Bonded Correspondence** (reference numbers pre-fixed with 'CUS'), **Liquor Licence Correspondence** (reference numbers pre-fixed with 'LIQ'), **Status of Land Correspondence** (reference numbers pre-fixed with 'LAN') and **Stamp Duty Exemption** (reference numbers pre-fixed with 'STA') applications pending the inspector's review. The screen overview is presented in Figure 122 below.

Figure 122 - Correspondence Applications section

6.5.1 Steps to Process a Correspondence application

The application would be processed in a similar manner to previous sections. For the purpose of this guide, we will process a Car Rental Correspondence.

1. Click the **Reference Number** to view and process the application. The application would open to the first tab Car Rental Details as seen in Figure 123 below.

Figure 123 - Car Rental tab

2. Click on each tab to review the application and ensure that site location is plotted accurately.

   a. **Tab 1 – Car Rental Details:** Applicants are required to supply car rental details as seen in Figure 123 above.

   b. **Tab 2 – Site Location:** This displays a map where the applicant should have plotted their proposed site location. Site Location map is like that of Planning Permission; the system would automatically zoom in to the plotted location.

   c. **Tab 3 – Documents:** All documents uploaded by the applicant would be displayed here.

   d. **Tab 4 – Assessment History:** Any remarks or comments made on the application previously would appear in this section. E.g. Any comments made by the clerk.

   e. **Tab 5 - Assessment:** A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 3 as the supervisor is required to enter information based on his/her assessment of the application.

   f. **Tab 6 – Schedule Inspection**: The inspection may or may not desire to carry out a physical inspection of the site. In this tab, he/she can schedule an inspection. This tab would be discussed in step 4 below

   g. **Tab 7 – Download Application Report:** Once an inspection is carried out, the inspector can review his inspection on this tab. This would be discussed in detail in step 5 as the inspector would need to interact closely with this tab.

3. Click tab 5 Assessment and fill in relevant remarks. Remarks entered would be attached to application and visible for other to see.

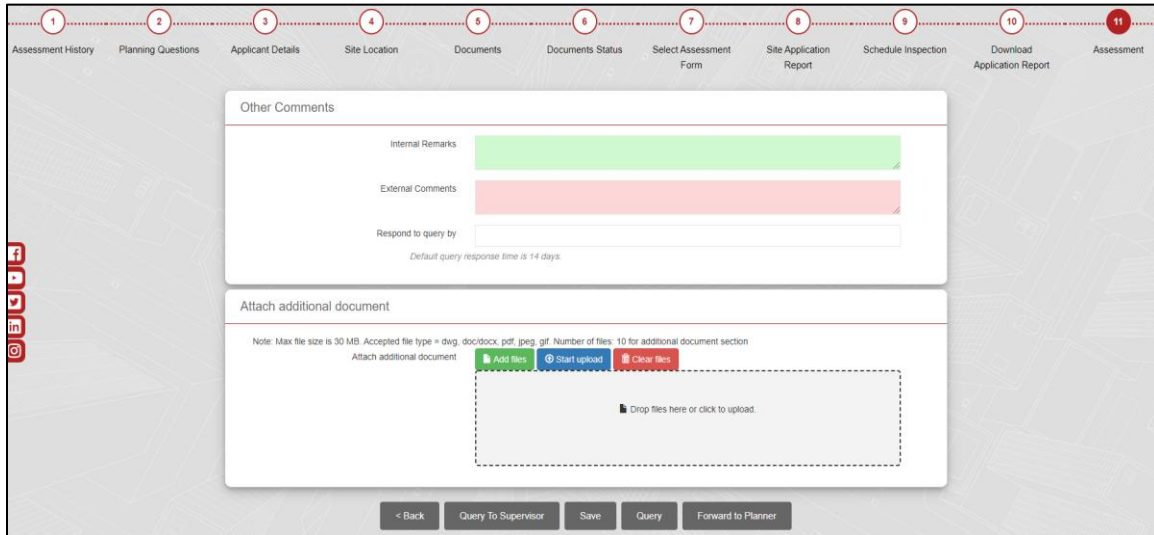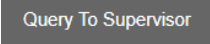**Figure 124 - Assessment tab**
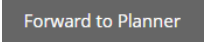
The inspector can enter Assessment, Site Area and Land Tenure information for the application. Enter Internal Remarks for TCPD officials or External Comments for applicants.

4. Click 'Next' or Schedule Inspection tab. If the inspector wishes to perform an inspection, go to How to Schedule an Inspection section for instructions on scheduling. If the inspector does not wish to perform an inspection, click 'Next' to continue.

5. Click 'Next' or Download Application Report tab. All inspection reports would be found listed in this tab as seen in Figure 125 below. Click on report to view; report should open in another tab.

Figure 125 - Download Application Report tab

a) **Forward to Planner:** After reviewing your inspection reports, click Forward to Planner button [Forward to Planner].

You will be prompted with the confirmation message (similar to Figure 107 in Planning Permission steps). The prompt will read: '**Do you want to forward to Planner?**' Click '**Yes'** to confirm or '**No'** to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

.
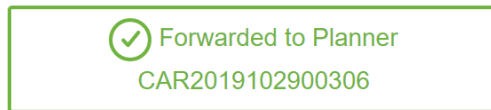
7   PLANNER

The planner receives the assessment report form the inspector and checks it for completeness. If the assessment is not satisfactory or inadequate, the planner sends the files back to the inspector for reassessment.

The planner may also request advice or clarification from the advisory agencies and committees to inform decision making. Based on the recommendation, the planner gives a response, which informs the applicant with submission requirements, OGA approval needs, conditions and development standards. The planner may also conduct site inspection.

During the Planning Permission application phase, in addition to the tasks in the initial phase, the planner assesses the documentation, sends it to the advisory agencies and inspector with relevant remarks and waits for their inputs.

Once all the inputs are received, the planner issues the **Grant of Planning Permission** letter, which specifies the regulatory agencies required in the process and the expected standards of development and conditions.

The planner can make corrections to application details, as requested by the applicant before printing the letter or certificate.

7.1   DASHBOARD

The dashboard is the default screen that will be displayed to the Planner after login. The dashboard consists of e-Services/ Applications, with seven (7) Categorized Applications sections: Outline Applications, Outline Applications Awaiting Agency Advice, Planning Permission Applications, Planning Permission Applications Pending Agency Advice, Variation Requests, Special Applications and Correspondence Applications.
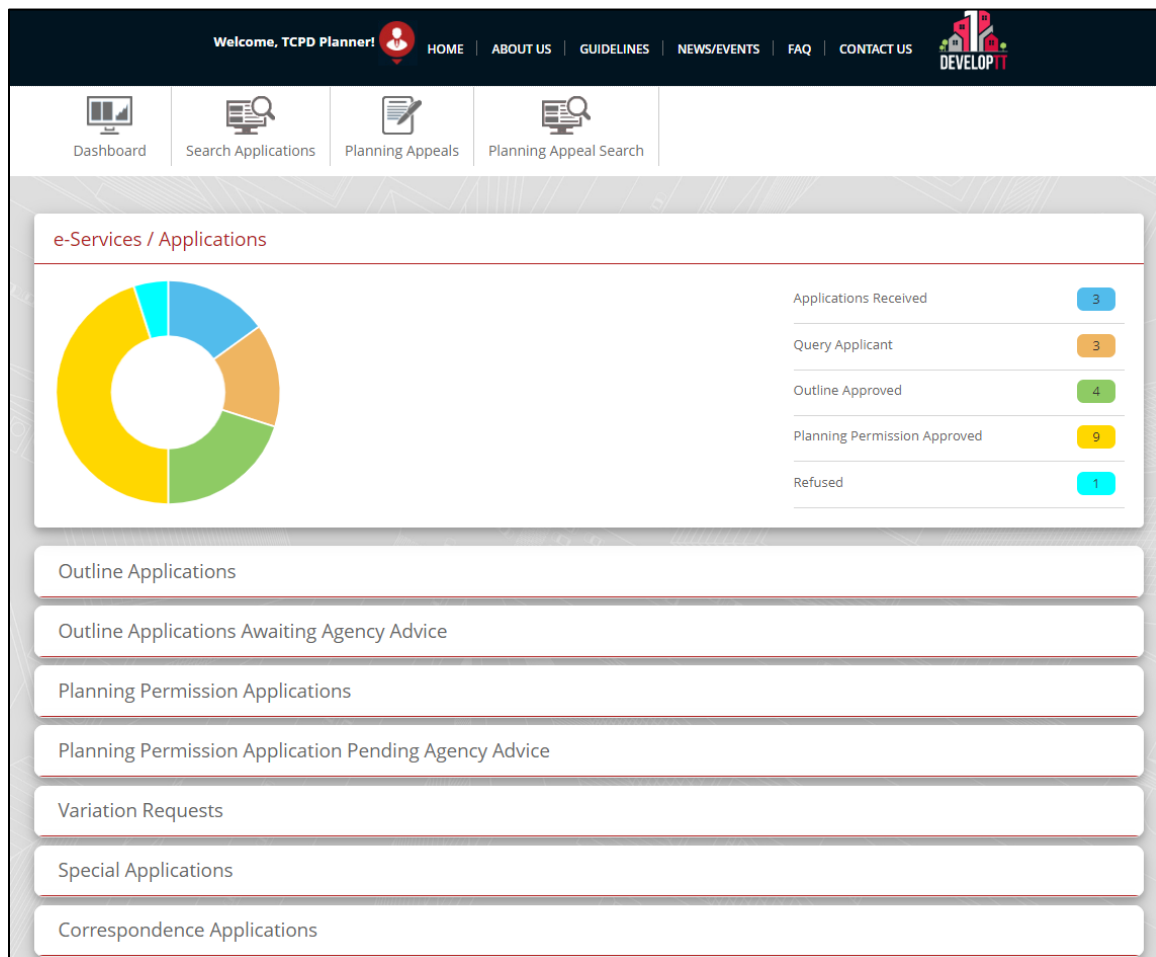
Figure 126 - TCPD Planner's dashboard

Outline Applications: A list of all Outline Applications for Planning Permissions forwarded by inspector which have not been processed, would be found in this section.

Outline Applications Awaiting Agency Advice: A list of all Outline Applications for Planning Permissions referred to advisory agencies by the planner, would be found in this section.

Planning Permission Applications: A list of all Planning Permission applications forwarded by inspector which have not been processed, would be found in this section.

Planning Permission Applications Pending Agency Advice: A list of all Planning Permissions referred to advisory agencies by the planner, would be found in this section

Variation Requests: A list of all Variation requests submitted by the applicant would be found in this section.

Special Applications: A list of all Advertisement Applications submitted which have not been processed, would be found in this application section.

Correspondence Applications: A list of all Brown File Matters submitted which have not been processed, would be found in this application section. Brown File Matters include Car Rental Correspondence, Customs Bonded Correspondence, Liquor Licence Correspondence, Status of Land Correspondence and Stamp Duty Exemption.

GOOD TO KNOW:	
@	- Applications are given an automatically generated and unique Reference Number when created.
	- Applications would be listed by reference numbers in each Categorized Application section.

7.2   E-SERVICES/ APPLICATIONS

Application Statuses Chart
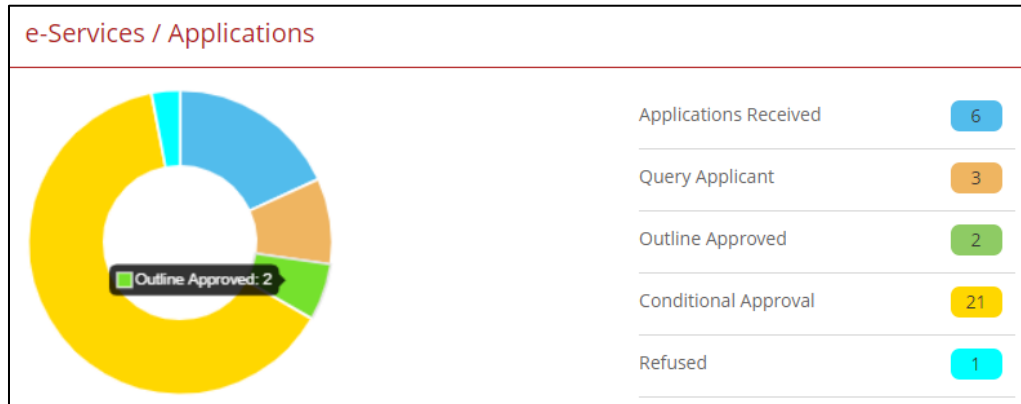
Figure 127 - TCPD Planner's e-Services/ Applications

- 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 cursor over each colour of the chart to see which status it represents, as seen in Figure 127 above.

- The colour denotations are listed below:

  - **Blue** - Applications Received
  - **Orange** - Applications Queried
  - **Green** – Outline Applications for Planning Permission Approved
  - **Yellow** – Planning Permission Applications Approved
  - **Light Blue** – Refused Applications

7.3   OUTLINE APPLICATIONS

The 'Outline Applications' pane lists the Outline Applications for **Planning Permission** pending the planner's attention. Only Outline Applications for Planning Permissions would be found in this section. The screen overview is presented below in Figure 128. The applications are listed in a table with different column headings:

Reference No: Refers to the automatically generated reference number given to each application by the system. Reference numbers for Planning Permission begin with 'PPR'. For example, PPR2019091205095 . Other reference numbers are illustrated in Figure 128 below (A).

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

Submission Date: Refers to the date the application was submitted by the applicant.

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

Island: Refers to the island in which the application was made in. This would be either Trinidad or Tobago. For TCPD Supervisors that work in Tobago office, this would always read Tobago as only Tobago applications will be routed to you.

Action by Date: Refers to the date by which the application should be processed. The planner has an SLA of certain days (which is configurable), within which they should perform some action on the applications forwarded by the inspector. In case of SLA breach, the applications are flagged in **RED**, which indicates immediate action needs to be taken. If a user hovers the mouse over the flag, a notification message would be displayed:

Listed below is the Supervisor's SLA for difference Categorized Application sections.

Planning Permission

      i.   Outline Application for Planning Permission: 10 days

    ii.   Planning Permission: 10 days

Special Applications: 5 days

Correspondence Applications: 5 days

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but wouldn't be able to process the application. Once an application is locked, a lock will appear in this column, as seen indicated by **B** in Figure 128 below. If a user hovers the mouse over the lock, a notification message would be displayed: 🔒 Application is locked

If a user wishes to unlock an application, they can click on the lock and they would be prompted with a message displaying who the user that the application is locked by (Figure 128). Once the application is locked by you, the system would then ask whether you are sure you wish to unlock it (Figure 129). A user can only unlock an application that is locked to them. A user can only unlock an application that is locked to them. If the application is not locked by you, the system would simply state who the application is locked by, as in Figure 130.

Figure 128 - Outline Applications section pane
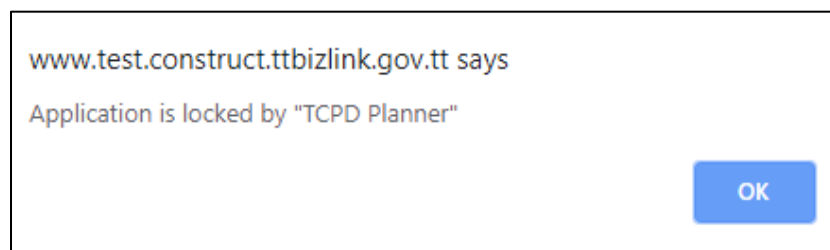
Figure 129 - Application Locked by Specific User Message

www.test.construct.ttbizlink.gov.tt says

Are you sure you want to unlock the application?

OK   Cancel
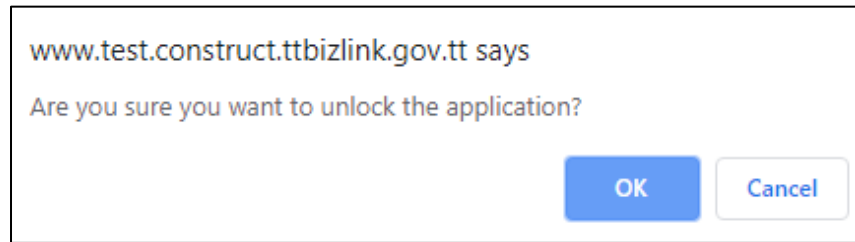
Figure 130 - Confirmation Message

@

- 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 | 3 | ... | 7 | 8 | Next | are displayed when there are more than 10 applications. 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.

7.3.1   Steps to Process an Outline Application

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 see in Figure 131 below. Any remarks or comments made on the application would appear in this section.

Figure 131 - Assessment History tab

2. Click on each tab to verify the application.

    a) **Tab 2 – Planning Questions:** Questions concerning the applicant's application. They are required to answer all six (6) questions.

Figure 132 - Planning Questions tab

b) **Tab 3 – Applicant Details:** Applicants are required 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.

Figure 133 - Applicant Details tab

c) **Tab 4 – Site Location:** Displays a map where the applicant should have plotted their proposal site location. The plotter would have inspected the plotted location and added Cross-Reference information, Co-ordinates and Geographic features that impact the site. The planner may add or edit existing any Cross-Reference details previously entered.

Figure 134 - Site Location tab

d) **Tab 5 – Documents:** All documents uploaded by the applicant would be listed here. The planner may utilize the PDFTron tool to process plans. PDFTron's measurement tool allows the inspector to verify scales and distances. Detailed information on the tool can be found in the PDFTron section (Appendix).

Document Upload Section

File Name	Document Type	File Format	label.role	Date
Deed.pdf	DeedScan	application/pdf		30 Oct 2019
Cadastrial Sheet.pdf	CadastralScan	application/pdf		30 Oct 2019
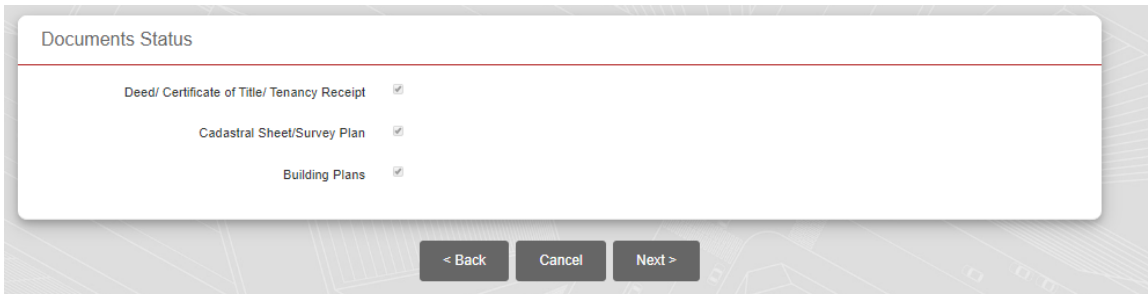
Outline Building Plan Documents

File Name	Document Type	File Format	Last updated Role	Date
Proposal Plan.pdf	DescriptionOfProposal_PlanScan	application/pdf		30 Oct 2019

< Back   Cancel   Next >

Figure 135 - Documents tab

e) **Tab 6 – Document Status:** A checklist, filled out by the clerk, to indicate which documents the applicant has supplied.

Documents Status

- ☑ Deed/ Certificate of Title/ Tenancy Receipt
- ☑ Cadastral Sheet/Survey Plan
- ☑ Building Plans

< Back   Cancel   Next >

Figure 136 - Documents Status tab

f) **Tab 7 – Select Assessment Form:** The inspector is given the opportunity (not mandatory) to select the category of development depending on property details. If any category is selected, the applicable assessment form shows up in the following tab for the inspector to fill out. This tab simply displays inspector's selection.
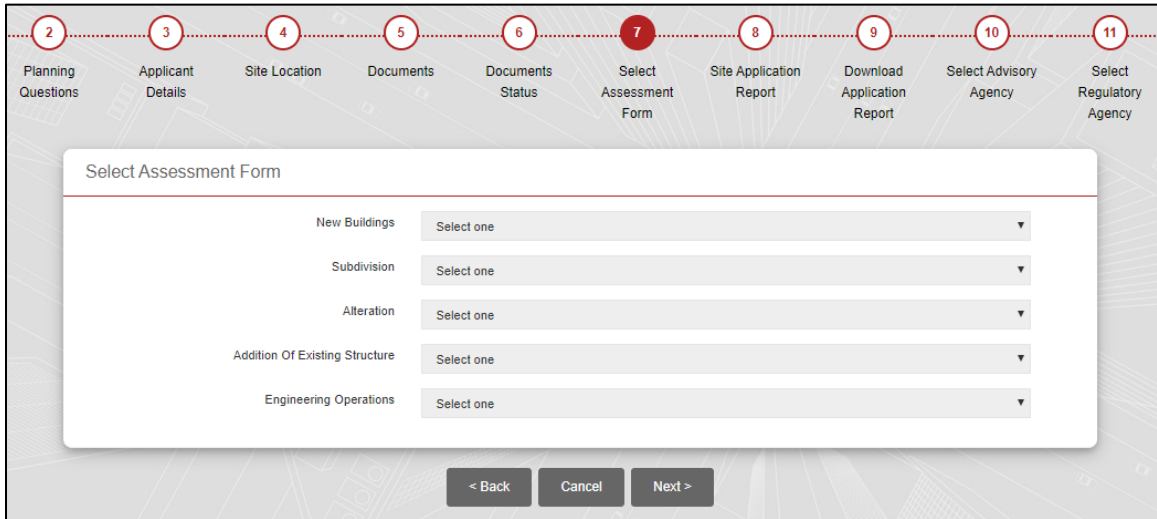
Figure 137 - Select Assessment Form tab

g) **Tab 8 – Site Application Report:** The inspector physically visits the site to get the intrinsic details about site. Upon investigation, he is required to fill out this form. This tab simply displays the inspector's filled out form.
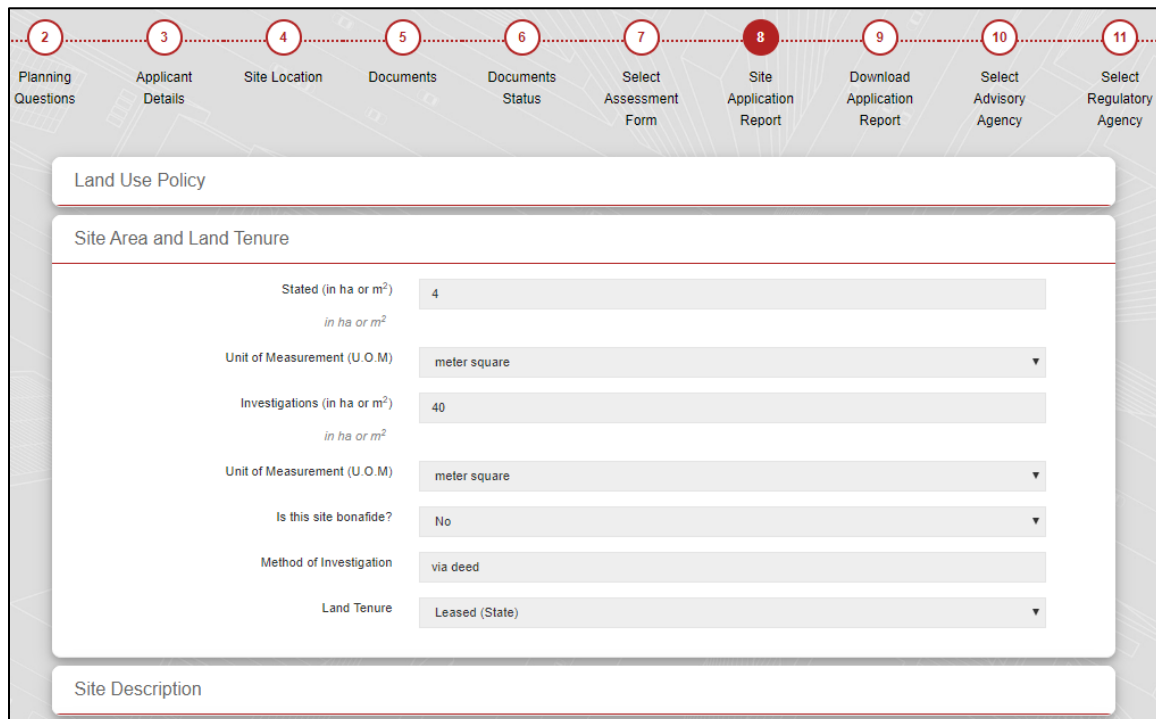
Figure 138 - Site Application Report tab

h) **Tab 9 – Download Application Report:** Once an inspection is carried out, the inspector can review his inspection on this tab. This would be discussed in detail in step 3 as the planner would need to interact closely with this tab.

i) **Tab 10 – Select Advisory Agency:** Upon reviewing the application, the planner can refer the applications to Advisory Agencies. This tab would be discussed in detail in step 4 as the planner would need to interact closely with this tab.

j) **Tab 11 – Select Regulatory Agency:** Upon reviewing the application, can refer the applications to Regulatory Agencies. This tab would be discussed in detail in step 5 as the planner would need to interact closely with this tab.

k) **Tab 12 – Assessment:** A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 7 as the inspector is required to enter information based on his/her assessment of the application.

3. Click 'Next' or Download Application Report tab. All inspection reports would be found listed in this tab as seen in Figure 139 below. Click on report to view; report should open in another tab.

Download Application Report				
JobId	Agency	File Name	File Format	Date
361	TCPD	PPR2019103005806_361.pdf	application/octet-stream	

Figure 139 - Download Application tab

4. Click 'Next' or Select Advisory Agency tab. As stated previously, the planner can refer applications to Advisory Agencies.

The first section of the tab displays the Advisory Decision History; any comments from the Advisory Agencies would be found here.

The next section allows the planner to select the agencies and enter remarks as well as any documents (if necessary). Figure 140 shows the list of Advisory Agencies.
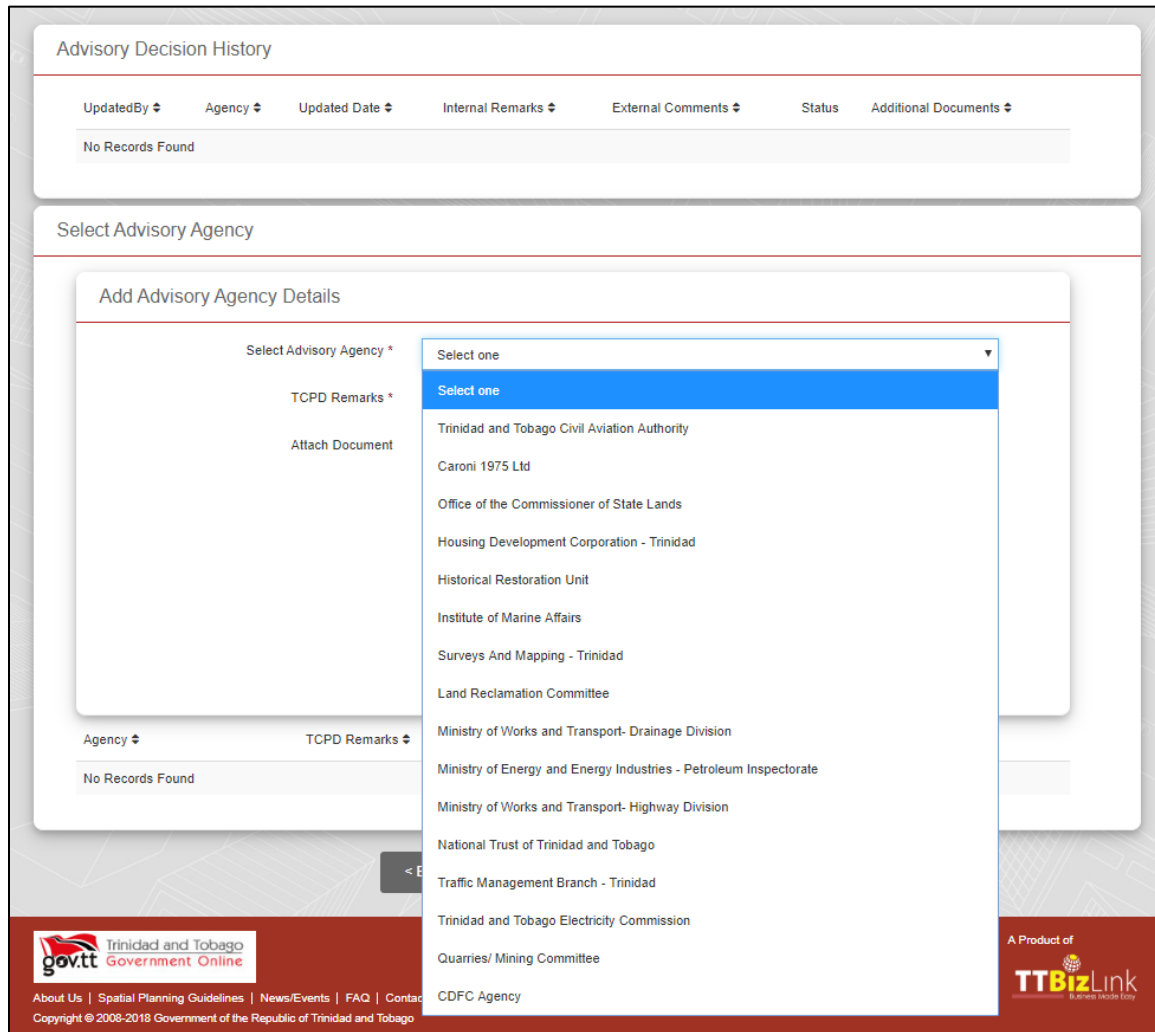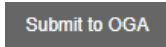
Figure 140 - List of Advisory Agencies

The application can be referred to more than one Advisory Agencies, as seen in Figure 141 below.

a) Select agency from Select Advisory Agency list and enter TCPD remarks. Click the Add button and repeat this step until all agencies are selected.

b) After adding all agencies, click the Submit to OGA button Submit to OGA.

The application would be sent to OGAs selected and would be moved to the Outline Application Awaiting Agency Advice section on the dashboard.

Figure 141 - Select Advisory Agency tab

After receiving the required advice, the Planner can then proceed to select the relevant Regulatory Agency applicable for the type and nature of development. A success

message would be displayed reading: [✓ Submitted to selected Advisory Agencies PPR2019102505716] .

5. Go to Select Regulatory Agency tab. The tab offers the same function explained in step 4 except, in this case, the planner can select Regulatory Agencies to refer the application to. Figure 142 shows the list of Regulatory Agencies.
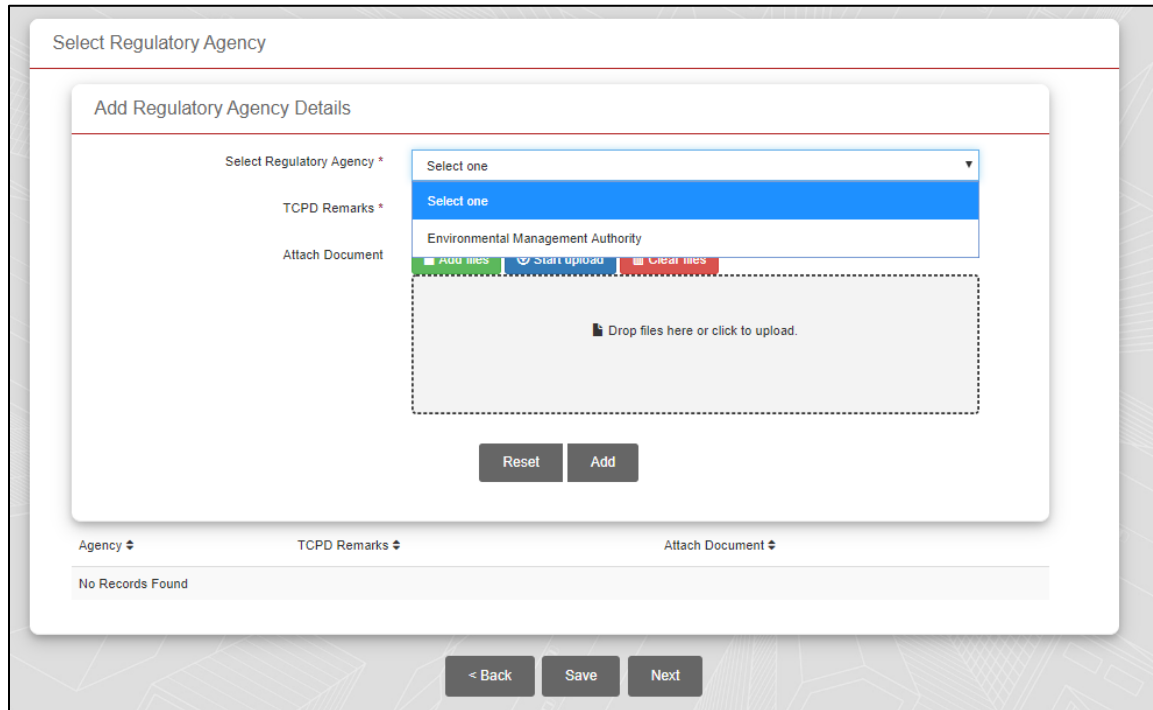
Figure 142 - Select Regulatory Agency

a. Select Regulatory Agency, enter TCPD Remarks and upload document is necessary.

b. Click 'Next' button.

6. Click 'Next' or Assessment tab.
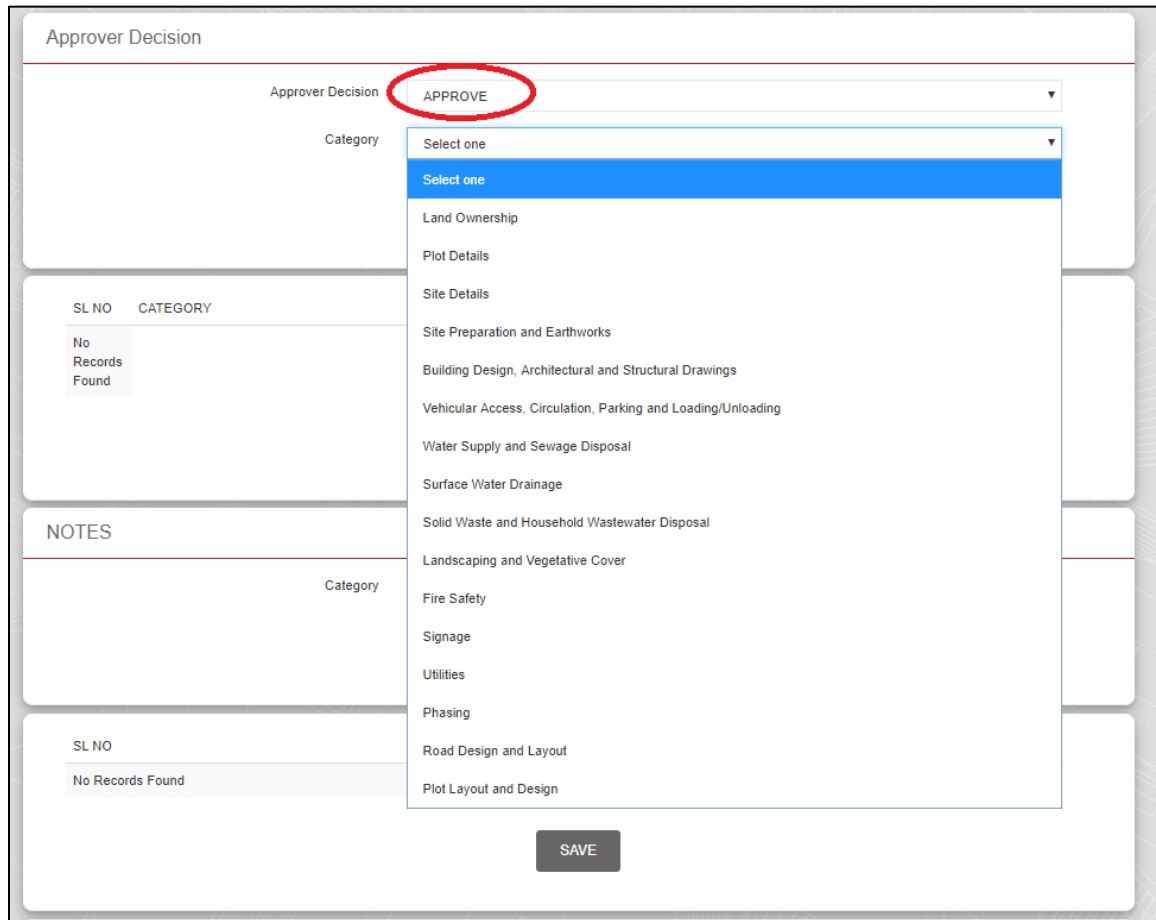
Figure 143 - Assessment tab

a. Select an Approver Decision from the list shown in Figure 143 above. Once a decision is made, other sections appear for information to be added. Appropriate buttons also appear when decision is made.

i. **Approve:** Once the application is complete and the planner satisfied, he/ she can select Approve then select a Category from the drop-down list as seen in Figure 144 below. After being approved, the system will forward the application to the applicant.

Figure 144 - Assessment tab (Decision: APPROVE)

Click Add Conditions button ![ADD CONDITIONS] in Approver Decision section. You would be presented with a list of Approval Conditions for the planner to choose from. An example is shown in Figure 145, Category: Road Design and Layout. Click necessary conditions and click the Save button.

After saving your selection, the conditions would be listed in the as seen in Figure 146 below; you may edit a condition in the textbox indicated.

Figure 145 - Approval Conditions window

Figure 146 - Assessment tab (Conditions added)

ii. **Refusal:** A planner can refuse an application if it does not meet or adhere to policy standards. It is very similar to the steps for Approve function.

Select REFUSE for Approve Decision and select a Category to specific reason

ADD REASONS

for refusal. Select the Add Reasons button   .

Select reasons from Refusal Reasons window as seen in Figure 147 and click Save button. The list of reasons will differ depending on the Category chosen.
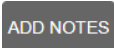
Refusal Reasons		✕
Type of Application: Outline		
Category of Development: POLICY - OTHER		
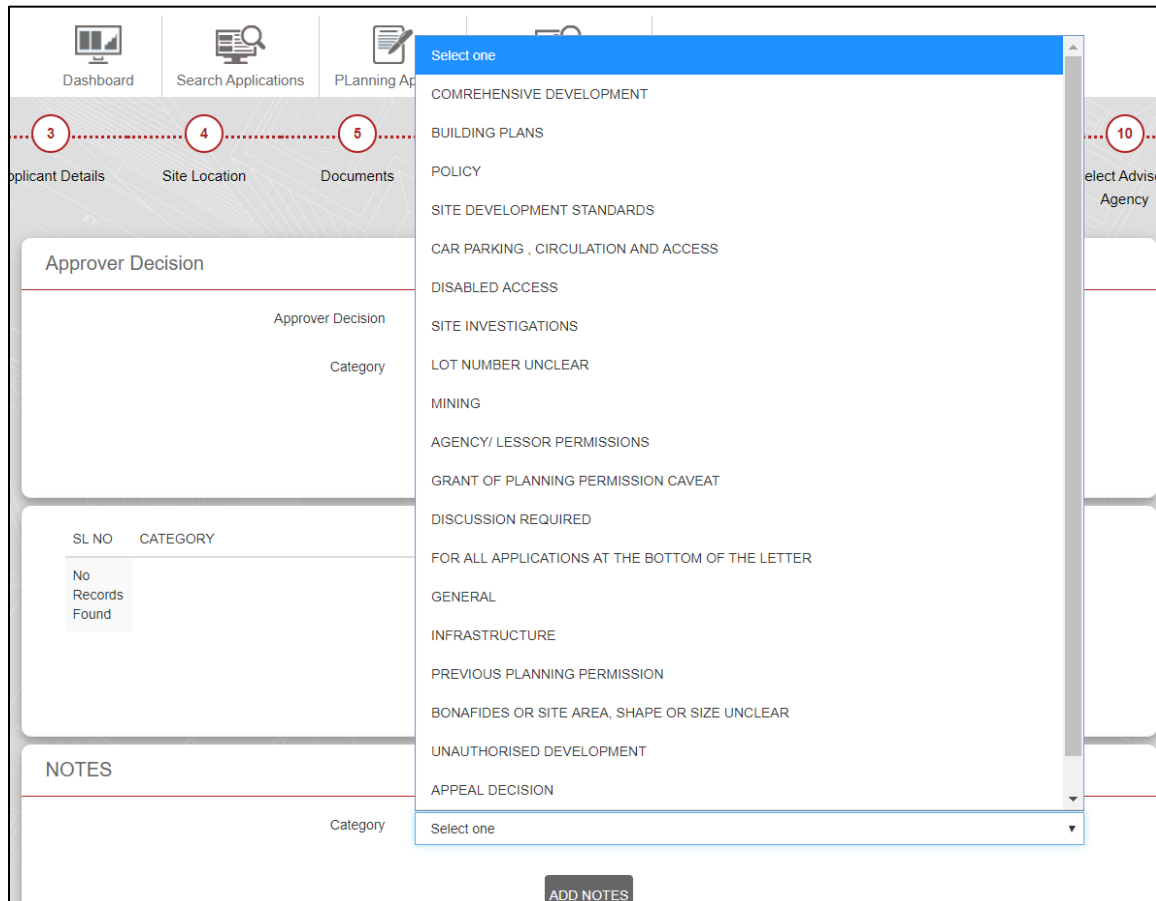
SL NO	SELECT	REASONS
1	☐	The site of your proposed development is located in an area which under present planning policy as framed in accordance with the development plan for Trinidad and Tobago is allocated to road network expansion. The proposed development does not conform to this policy.
2	☐	The site of your proposed development is located in an area which under present planning policy as framed in accordance with the development plan for Trinidad and Tobago is allocated to highway expansion. You are required to seek the advice and approval of the National Infrastructure Development Company (NIDCO) on your proposal prior to any resubmission. The proposed development does not conform to this policy.
3	☐	The site of your proposed development is located in an area which under present planning policy as framed in accordance with the development plan for Trinidad and Tobago is allocated to airport expansion. The proposed development does not conform to this policy.
4	☐	The site of your proposed development is located in an area which under present planning policy as framed in accordance with the development plan for Trinidad and Tobago is allocated to industrial/warehousing purposes. The proposed development does not conform to this policy.

Cancel   SAVE

Figure 147 – Refusal Reasons window
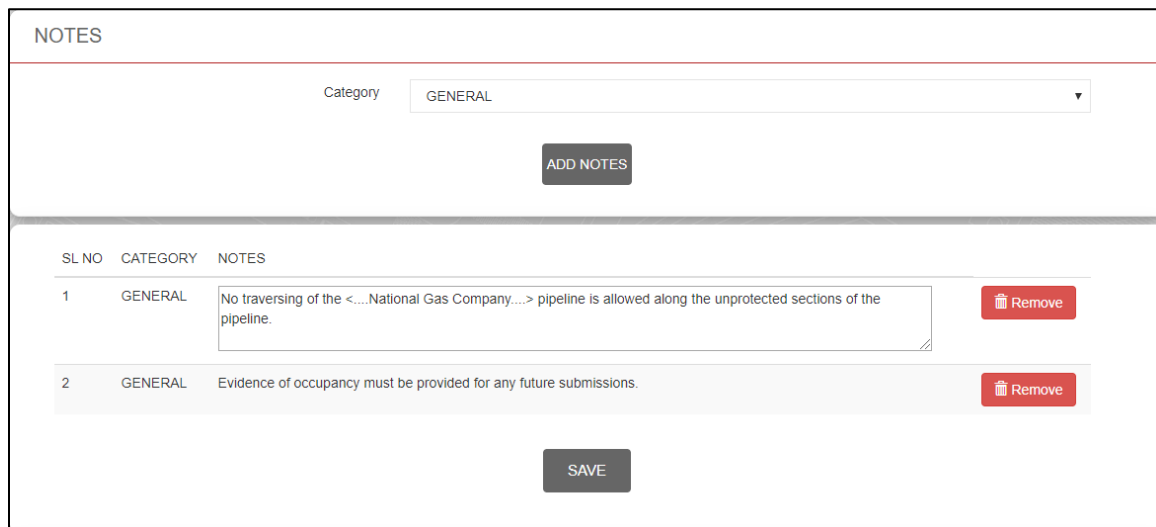
If the Outline Application for Planning Permission is refused, the applicant can submit a Variation Request (available under Submit an e-Service).

For both these Approver Decisions, the planner also has the option to enter Notes. In Notes section, select a Category from the drop-down list seen in Figure 148 and click Add Notes button ADD NOTES . A Notes window will appear (like Approval and Refusal reasons windows); select notes and click Save button SAVE and notes would be added to a list on the Assessment page where you will be able to edit the notes as seen in Figure 149 below.

Figure 148 - Notes section
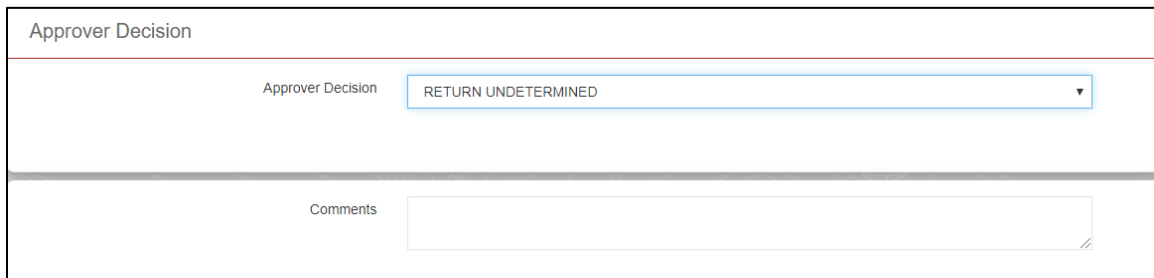
Figure 149 - Notes section (Category chosen)

iii. **Return Undetermined:** An application would be returned undetermined if the application was ambiguous and not enough details were provided. It follows similar steps as the other two (2) decisions.

Select Return Undetermined and enter comments (e.g. the reason it was returned undetermined).
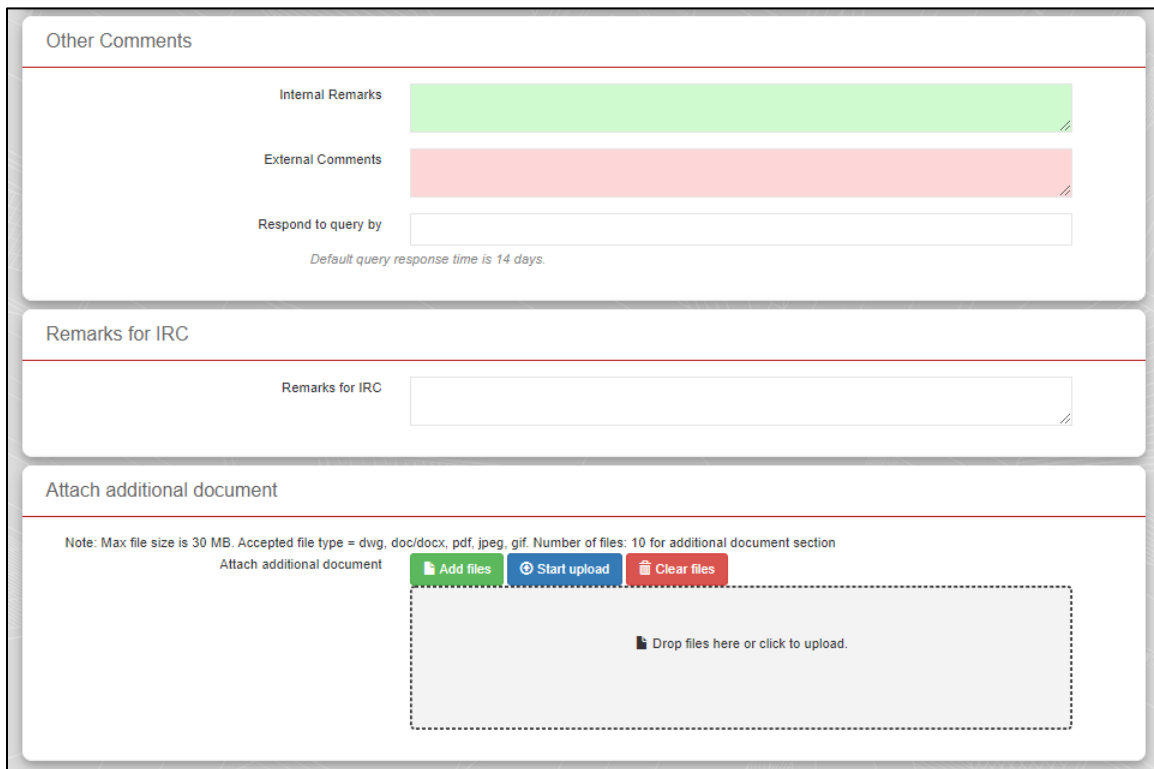
Figure 150 - Returned Undetermined

The bottom of the Assessment tab is standard for all Approver Decisions (Figure 151).

Figure 151 - Assessment tab (Standard part)

GOOD TO KNOW:

@

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

- If the planner is forwarding the application to the IRC, he/she can enter comments in Remarks for IRC.

- The planner 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.

Depending on the decision chosen, the buttons presented at the bottom of the tab would differ as seen in Figure 152 below.
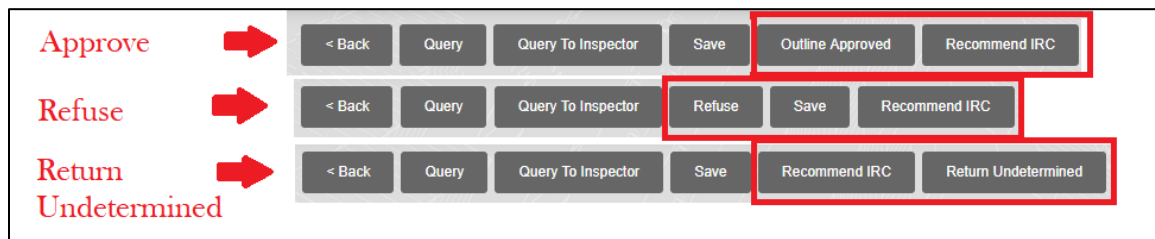
Figure 152 - Button Options given for Different Approver Decisions

a. **Query Applicant –** If there is a need for additional information, the planner can query the applicant. On Assessment tab, enter the query in External Comments and enter the date that the applicant is required to respond by using the query response date field. Click the query button [Query] located at the bottom of the page to submit the query. You will be prompted with a confirmation message as seen in Figure 153; click 'Yes' and you would be shown the success message seen in Figure 154 below. Click 'OK' to return to the planner's dashboard.
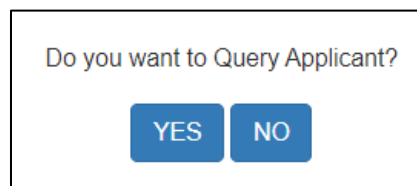
Figure 153 - Confirmation Message (Query Applicant)
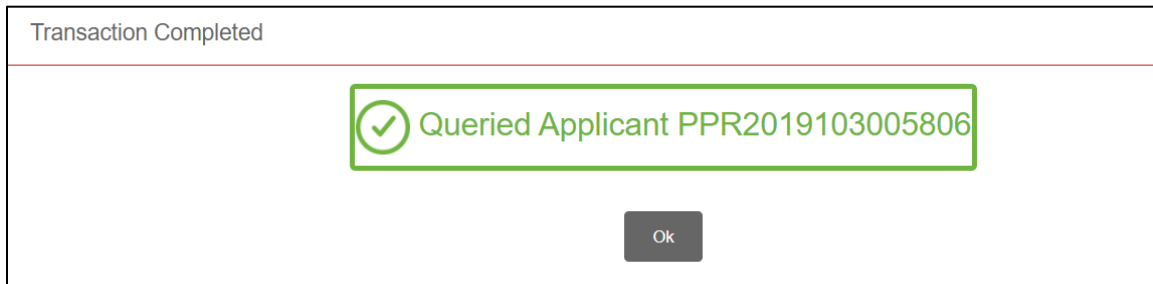
Figure 154 - Successfully Queried Applicant

GOOD TO KNOW:
@   - An email alert would be sent to the applicant containing the decision, conditions, OGA authorization required and guidance to develop the final proposal.

b. **Query to Inspector –** The Planner may query the inspector for any clarification on their submitted report.

    i. Enter comments in Internal Remarks and attach document if necessary.

       Click the Query to Inspector button, seen in Figure 152 above.

       You will be prompted with the confirmation message. The prompt will read:

       '**Do you want to Query Inspector?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

       On clicking Yes, the success message would be displayed:

       .

c. **Outline Approved**

    i. Select ' Approve' as Approver Decision and select appropriate Category.

    ii. Click 'Add Conditions' button and select applicable reasons in Approval Conditions window.

    iii. Click 'Save' button and alter Conditions if necessary. Click Save button.

    iv. Enter Notes if necessary. In Notes section, choose Category and click Add Notes button.

    v. Select applicable notes in Notes window and click 'Save'.

vi.   If necessary, make changes to notes and click Save button in that section.

vii.   Enter additional comments in Internal Remarks (TCPD officials) / External Comments (for applicant) accordingly and attach document if necessary. Click the Outline Approved button, seen in Figure 152 above.

You will be prompted with the confirmation message as seen in Figure below.

The prompt will read: '**Do you want to Approve Outline?**' Click '**Yes'** to confirm or '**No'** to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

             ⊘ Outline Approved PPR2019103005806 .

If an Outline Application for Planning Permission is approved, it would be sent to the applicant.

d. **Refuse**

i.   Select ' Refuse' as Approver Decision and select appropriate Category.

ii.   Click 'Add Reasons' button and select applicable reasons in Refusal Reasons window.

iii.   Click 'Save' button and alter Reasons if necessary. Click Save button.

iv.   Enter Notes if necessary. In Notes section, choose Category and click Add Notes button.

v.   Select applicable notes in Notes window and click 'Save'.

vi.   If necessary, make changes to notes and click Save button in that section.

vii.   Enter additional comments in Internal Remarks (TCPD officials) / External Comments (for applicant) accordingly and attach document if necessary. Click the Refuse button, seen in Figure 152 above.

You will be prompted with the confirmation message. The prompt will read: '**Do you want to Refuse Application?**' Click '**Yes'** to confirm or '**No'** to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

             ⊘ Refused Application
                  PPR2019102905739 .

e. **Return Undetermined**

i. Select 'Return Undetermined' as Approver Decision and enter comments if necessary.

ii. Enter additional comments in Internal Remarks (TCPD officials) / External Comments (for applicant) accordingly and attach document if necessary.

iii. Click the Return Undetermined button, seen in Figure 152 above.

You will be prompted with the confirmation message: '**Do you want to Return Undetermined Application?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

> ✓ Returned Undetermined
> PPR2019102505745

.

f. **Recommend IRC** – The planner may refer the application to the IRC for additional advice. After receiving required advice, the planner, considering the assessment and recommendation of officers, can make an outline decision.

i. Enter remarks in Remarks for IRC section, seen in Figure 151 above.

ii. Click the Recommend IRC button, seen in Figure 152.

You will be prompted with the confirmation message: '**Do you want to Recommend for IRC?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

> ✓ Recommended IRC
> PPR2019102905745

.
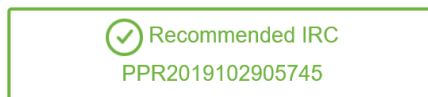
GOOD TO KNOW:

@

- The Planner can click the Back button, seen in Figure 152 above, to go to the previous tab on any tab in the applications.

- The Planner can click the Save button, seen in Figure 152 above, to save their work whilst processing the application. If the application is not completely processed and he/she saves and goes back to dashboard, when the planner returns to the application, the information already entered would appear in the application.

7.4   OUTLINE APPLICATION AWAITING AGENCY ADVICE

The 'Outline Application Awaiting Agency Advice' pane lists the Outline Application for **Planning Permission** that the planner referred to an agency and is awaiting a response. Only Outline Applications for Planning Permissions would be found in this section. The screen overview is presented below in Figure 155.

Status: Refers to the status of the application. At this level, the application status can read '*Awaiting Advisory Agency Decision*.

Referred agencies: Shows the number of agencies the planner referred the application to.

Recommendations received: Shows the number of agencies who have replied to the planner

Outline Applications Awaiting Agency Advice

Reference No ⬍	Application Type ⬍	Submission Date ⬍	Status ⬍	Island ⬍	Referred agencies ⬍	Recommendations received ⬍	Action ⬍
PPR2019102505716	Planning Permission	25 Oct 2019	Awaiting Advisory Agency Decision	Trinidad	1	0	

Figure 155 - Outline Application Awaiting Agency Advice

Once all agencies have responded, the Recommendations received should equal the number in Referred agencies.

7.4.1   Steps to View an Outline Application after advice is received from selected agencies

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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'. Any remarks or comments made on the application from TCPD or the applicant would appear in this section.

2. Click on each tab to verify the application. All tabs (and corresponding tab numbers) remain the same as the previous section Outline Planning Applications. Only Select Advisory Agency tab would have an addition to it.

Tab 10 – Select Advisory Agency: After the Advisory agencies respond to the application, their feedback would be seen in this tab (Figure 156).

Figure 156 - Select Advisory Agency tab (with response from agency)

The different column headings of the Advisory Decision History are discussed below:

Updated By: The level, agency and island of the officer reviewing the application/ making a decision.

Agency: An abbreviation of the agency which the officer belongs to, e.g. TMB.

Updated Date: Refers to the date an officer in the agency processed the application.

Internal Remarks: Any remarks given by the officer to convey a message to TCPD.

External Remarks: Any remarks given by the officer to convey a message to the applicant. This is also visible to TCPD.

Status: Refers to the status of the application after it is processed by the officer.

Additional Documents: Any documents attached by the officer would be found here.

Once the planner reviews the recommendations of the Advisory agencies, he/ she can follow the steps from Step 5 onwards in Outline Planning Applications steps.

7.5   PLANNING PERMISSION APPLICATIONS

The 'Planning Permission Applications' pane lists the **Planning Permission** applications. Only Planning Permissions are found in this section. The screen overview is presented below in Figure 157.

Planning Permission Applications						
Reference No ⬍	Application Type ⬍	Submission Date ⬍	Status ⬍	Island ⬍	Action By Date	Action ⬍
PPR2019092605242	Planning Permission	26 Sep 2019	Forwarded to Planner	Trinidad	26 Sep 2019 🚩	🔒
PPR2019100705363	Planning Permission	07 Oct 2019	Forwarded to Planner	Trinidad	08 Oct 2019 🚩	🔒

Figure 157 – Planning Permission Applications tab

7.5.1   Steps to Process a Planning Permission application

1. Click on the **Reference Number** to view and process the application. The application would open to the first tab 'Assessment History'. Any remarks or comments made on the application would appear in this section.

2. Click on each tab to verify the application. All tabs remain the same as the previous section Outline Applications except for the Building Operations and Change of Use or Subdivision of Land tab which would change according to the Category of Development chosen by the applicant.

Figure 158 - Building Operations and Change of Use tab

When an application is submitted to advisory agencies, they would appear in the following section Planning Permission Application Pending Agency Advice. When the agencies have responded, the application would be returned to this section.

If a Planning Permission is approved, it would be sent to the applicant to add additional information/ documents to the application for Regulatory Agency and Municipal Corporations.

7.6   PLANNING PERMISSION APPLICATION PENDING AGENCY ADVICE

The 'Planning Permission Application Pending Agency Advice' pane lists the **Planning Permission** applications that the planner referred to an agency and is awaiting a response. Only Planning Permissions would be found in this section. The screen overview is presented below in Figure 159. The applications are listed in a table with same column headings as Outline Planning Applications. Different headings would be discussed below:

Status: Refers to the status of the application. At this level, the application status can read '*Awaiting Advisory Review*.

Referred agencies: Shows the number of agencies the planner referred the application to.

Recommendations received: Shows the number of agencies who have replied to the planner.

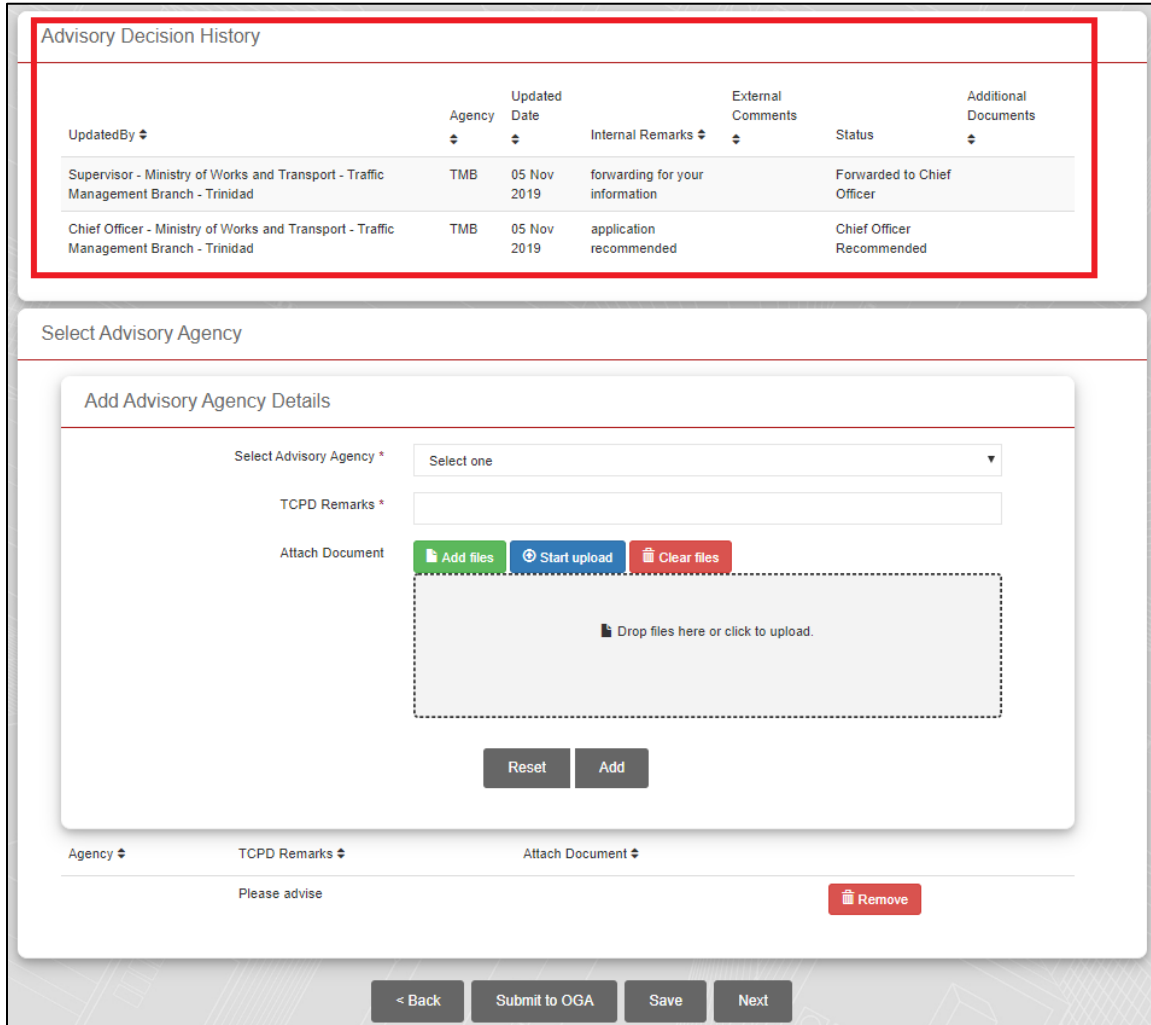| Planning Permission Application Pending Agency Advice						
Reference No ⬍	Application Type ⬍	Submission Date ⬍	Status ⬍	Island ⬍	Referred Agencies ⬍	Recommendations Received ⬍	Action ⬍
PPR2019091005036	Planning Permission	10 Sep 2019	Awaiting Advisory Review	Trinidad	2	0	

Figure 159 - Outline Application Awaiting Agency Advice

Once all agencies have responded, the Recommendations received should equal the number in Referred agencies. The Planner can process the application only after agencies have responded.
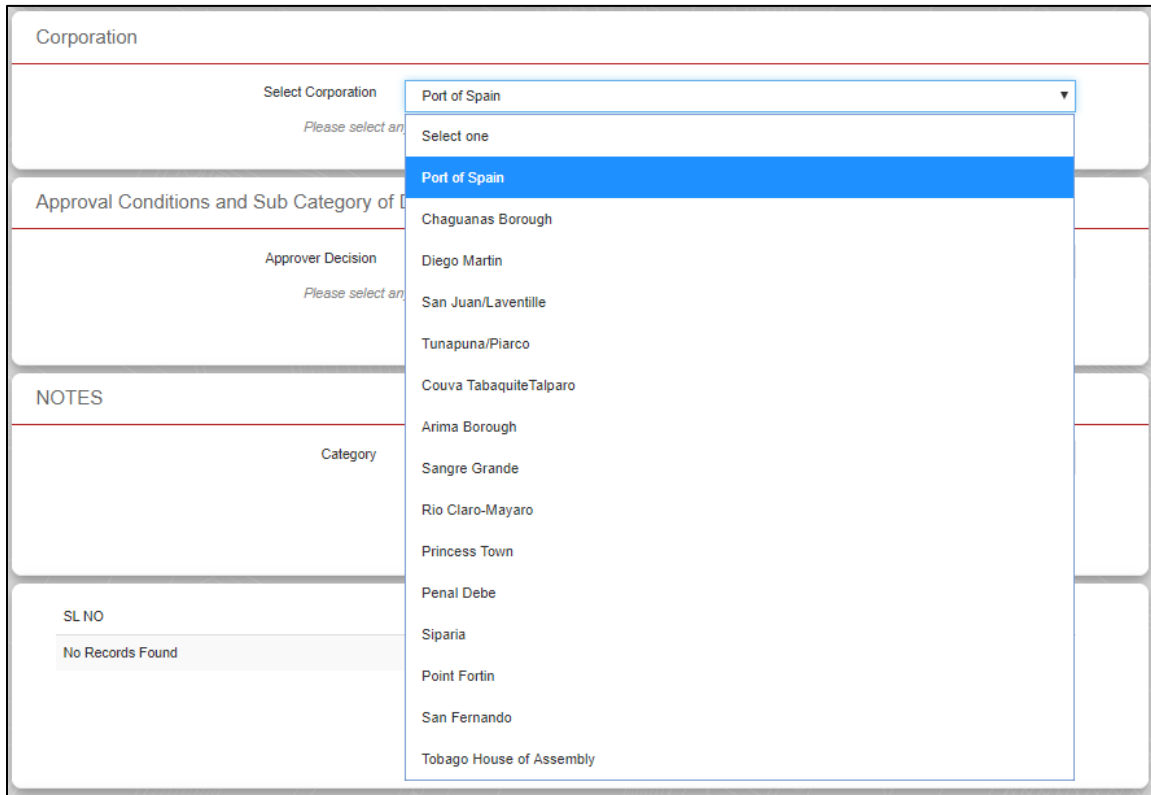
7.6.1   Steps to View a Planning Permission Application after advice is received from selected agencies

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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'. Any remarks or comments made on the application from TCPD or the applicant would appear in this section.

2. Click on each tab to verify the application. All tabs (and corresponding tab numbers) remain the same as the previous section Planning Permission Applications. Only Select Advisory Agency tab would have an addition to it.

Tab 11 – Select Regulatory Agency: This tab is very similar to the Assessment tab. The only addition to the tab, the planner can select the applicable corporation to forward the application to.

Corporation	
Select Corporation	Port of Spain ▾
	Please select an
	Select one
	Port of Spain
Approval Conditions and Sub Category of [	Chaguanas Borough
	Diego Martin
Approver Decision	San Juan/Laventille
	Please select an
	Tunapuna/Piarco
	Couva TabaquiteTalparo
NOTES	Arima Borough
	Sangre Grande
Category	Rio Claro-Mayaro
	Princess Town
	Penal Debe
SL NO	Siparia
No Records Found	Point Fortin
	San Fernando
	Tobago House of Assembly

Figure 160 - Assessment tab (Corporation selection)

7.7   VARIATION REQUESTS

An applicant may submit a Variation Request subsequent to receiving an Outline Approval or prior to the submission or re-submission of an application. All Variation Requests are sent to the IRC Head to be reviewed by the IRC. After IRC review, the application along with notes is forward to the Planner. These applications would be found in this section.

The screen overview is presented below in Figure 161. The applications are listed in a table with different column headings:

Reference No: Refers to the automatically generated reference number given to each application by the system. Reference numbers for Variation Requests begin with 'DEV'.

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

Submission Date: Refers to the date the application was submitted by the applicant.

Status: Refers to the status of the application. At this level, the application status can read '*Forwarded to TCPD Planner*'.
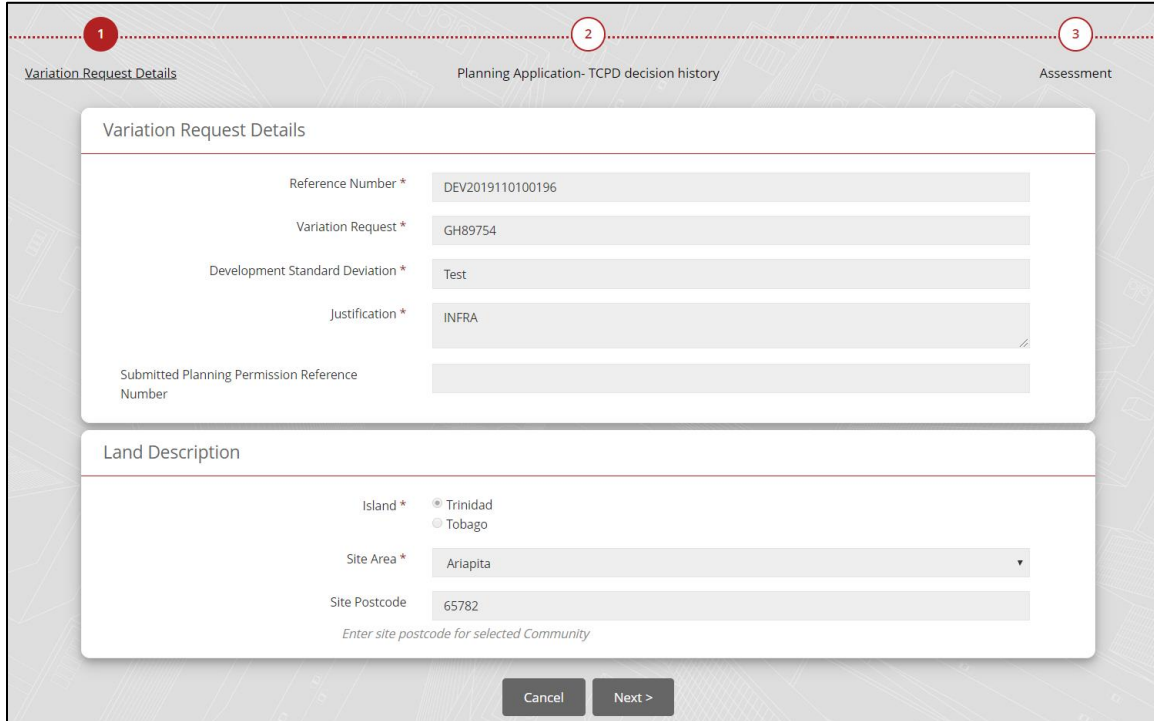
Island: Refers to the island in which the application was made in. This would be either Trinidad or Tobago.

Variation Request				
Reference No ⬍	Application Type ⬍	Submission Date ⬍	Status ⬍	Island ⬍
DEV2019091000176	Policy Deviation	10 Sep 2019	Forwarded to TCPD Planner	
DEV2019110100192	Policy Deviation	01 Nov 2019	Forwarded to TCPD Planner	
DEV2019110100196	Policy Deviation	01 Nov 2019	Forwarded to TCPD Planner	

Figure 161 – Variation Request section pane

7.7.1 Steps to Process a Variation Request

1. Click on the **Reference Number** to view and process the application. The application would open to the first tab 'Policy Deviation Details' as seen in Figure 162 below.

Figure 162 – Variation Request Details tab

2. Click 'Next' or tab 2: Planning Application – TCPD Decision history. In this tab, you can view any remarks/ comments made on the refused application that the applicant has provided as well as comments/ notes attached to the Variation Request by the IRC.

Decision History

Reference Number ⇕	UpdatedBy ⇕	Updated Date ⇕	Internal Remarks ⇕	External Comments ⇕	Applicant Query Response ⇕	Additional Documents ⇕
PPR2019102905739	Clerk - Town and Country Planning Division	04 Nov 2019				
PPR2019102905739	Plotter - Town and Country Planning Division	04 Nov 2019	null	null		
PPR2019102905739	Plotter - Town and Country Planning Division	04 Nov 2019	null	null		
PPR2019102905739	Plotter - Town and Country Planning Division	04 Nov 2019	forwarding			
PPR2019102905739	Supervisor - Town and Country Planning Division	04 Nov 2019				
PPR2019102905739	Inspector - Town and Country Planning Division	04 Nov 2019				
PPR2019102905739	Planner - Town and Country Planning Division	05 Nov 2019	Refused Application			

Land Use Planner Decision History

UpdatedBy ⇕	Updated Date ⇕	Internal Remarks ⇕	External Comments ⇕
IRECHEAD	06 Nov 2019		Did you attach relevant documents
applicant	06 Nov 2019		
IRECHEAD	06 Nov 2019	Recommended	

Queried Decision History

UpdatedBy ⇕	Updated Date ⇕	Applicant Response ⇕
No Records Found		

Figure 163 – Planning Application: TCPD Decision History tab

3. Click 'Next' or tab 3: Assessment to give remarks/ comments or add notes to the application.
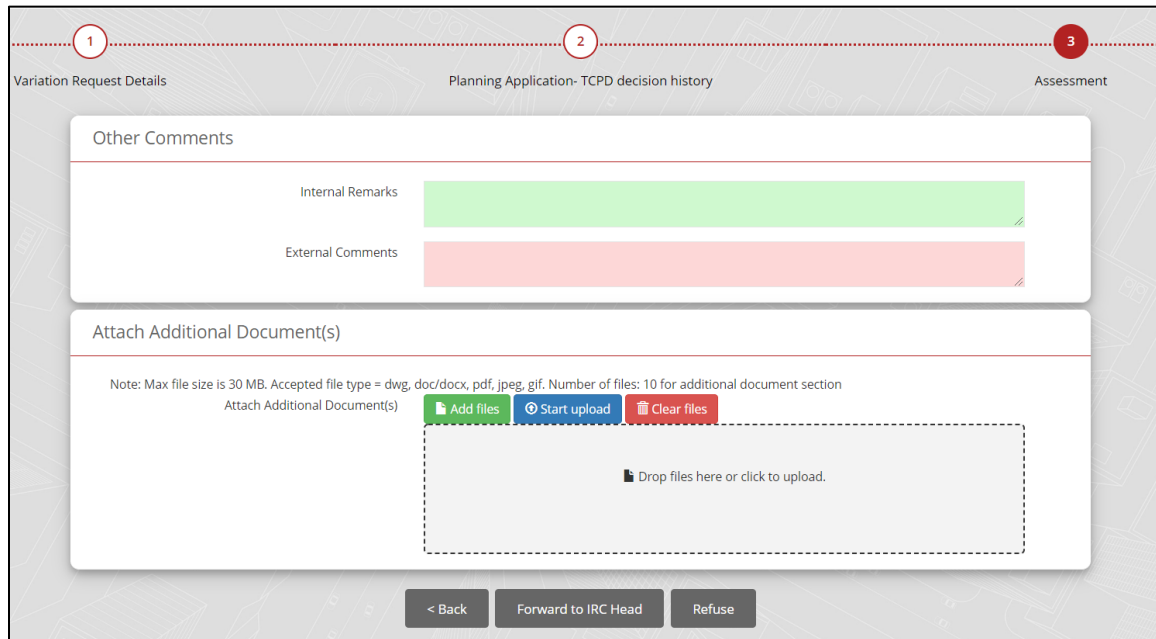
Figure 164 - Assessment tab

a. **Forward to IRC Head:** After conducting the necessary research, the planner can give a report to the IRC Head on the application. Enter Internal Remarks, attach a document/s is necessary and click the Forward to IRC Head button seen in Figure 164 above. You will be prompted with the confirmation message: '**Do you want to forward to IRC Head?**' Click '**Yes'** to confirm or '**No'** to return to the Assessment tab. On clicking Yes, the success message would be displayed:

> ✓ Forwarded to IRC Head
> DEV2019110500199

.

b. **Refuse**: A planner after conducting the necessary research, may refuse the request. Enter External Comments, attach document/s as necessary and click the Refuse button seen in Figure 164 above. You will be prompted with the confirmation message: '**Do you want to Refuse Application?**' Click '**Yes'** to confirm or '**No'** to return to the Assessment tab. On clicking Yes, the success message would be displayed:

> ✓ Refused Application
> DEV2019103100190

.

7.8   SPECIAL APPLICATIONS

The 'Special Applications' pane lists the **Advertisement** and **Mining** applications pending the Planner's review. The screen overview is presented below. The applications are listed in a table with same column headings a table in Planning Permission section.

Reference No ⇕	Application Type ⇕	Submission Date ⇕	Status ⇕	Island ⇕	Action By Date	Action ⇕
MIN2019091900154	Mining Permission	19 Sep 2019	Forwarded to Planner	Trinidad	26 Sep 2019 🚩	🔒
ADV2019102600166	Mining Permission	31 Oct 2019	Forwarded to Planner	Trinidad	07 Nov 2019	🔒

Figure 165 - Special Application section

All the **Advertisement** applications (reference numbers) are pre-fixed with 'ADV' and **Mining** applications (reference numbers) are pre-fixed with 'MIN'. Although the TCPD Planner would be able to view Mining applications, they would not be able to process it. Mining applications would be processed by the Mining Planner.

7.8.1   Steps to Process a Special Application

1. Click the **Reference Number** to view and process the application. The application would open to the first tab 'Advertisement Application'.

2. Click on each tab to review the application.
    a. **Tab 1 - Advertisement Application:** Applicants are required to supply personal information, agent details and advertisement details.

    b. **Tab 2 – Site Location:** Similar to Site Location tab in Outline Applications, this tab displays a map where the applicant should have plotted their proposed site location.

    c. **Tab 3 – Documents:** Similar to Documents tab in Outline Applications, all documents uploaded by the applicant will be shown here.

d. **Tab 4 – Assessment History:** Similar to Assessment History tab in Planning Permission, any remarks or comments made on the application previously would appear in this section.

e. **Tab 5 – Corporation Selection:** This tab shows the selection of Municipal Corporation made by the clerk.

f. **Tab 6 – Assessment:** A user can enter remarks as well as necessary documents then query or forward the application. (See step 3)

3. Click 'Next' or tab 6 to go to Assessment tab and fill in relevant remarks. Remarks entered would be attached to application and visible for others to see. Confirmation and success messages like those given in Outline Applications would be displayed as seen in Figures below.

a. **Approve:** Enter Internal Remarks and External Comments and click the Approve button. The prompt will display: '**Do you want to Approve Advertisement?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking Yes, the success message would be displayed.

b. **Refuse:** Enter Internal Remarks and click the Refuse button. You will be prompted with the confirmation message: '**Do you want to Refuse Application?**' Click 'Yes' to confirm or 'No' to return to the Assessment tab. On clicking Yes, the success message would be displayed.

7.9 CORRESPONDENCE APPLICATIONS

The 'Correspondence Applications' pane lists the **Car Rental Correspondence** (reference numbers pre-fixed with 'CAR'), **Customs Bonded Correspondence** (reference numbers pre-fixed with 'CUS'), **Liquor Licence Correspondence** (reference numbers pre-fixed with 'LIQ'), **Status of Land Correspondence** (reference numbers pre-fixed with 'LAN') and **Stamp Duty Exemption** (reference numbers pre-fixed with 'STA') applications pending the planner's review. The screen overview is presented in Figure 166 below.

Reference No ⬍	Application Type ⬍	Submission Date ⬍	Status ⬍	Island ⬍	Action By Date	Action ⬍
CAR2019102900306	Car Rental	30 Oct 2019	Submitted for Inspection	Tobago	06 Nov 2019	

Figure 166 - Correspondence Applications section

7.9.1 Steps to Process a Correspondence application

The application would be processed in a similar manner to previous sections. For the purpose of this guide, we will process a Car Rental Correspondence.

1. Click the **Reference Number** to view and process the application. The application would open to the first tab Car Rental Details.

2. Click on each tab to review the application.

   a. **Tab 1 – Car Rental Details:** Applicants are required to supply car rental details.

   b. **Tab 2 – Site Location:** Displays a map where the applicant should have plotted their proposed site location. Site Location map is similar to that of Outline Applications; the system would automatically zoom in to the plotted location.

   c. **Tab 3 – Documents:** All documents uploaded by the applicant would be displayed here.

   d. **Tab 4 – Assessment History:** Any remarks or comments made on the application previously would appear in this section.

e. **Tab 5 – Download Application Report:** A list of all inspection reports from the inspector would be found here. The planner can click on the report to view reports.

f. **Tab 6 - Assessment:** A user can enter remarks as well as necessary documents then make a decision. This tab would be explained in detail in step 3 as the planner is required to enter information based on his/her assessment of the application.

3. Click tab 5 Assessment and fill in relevant remarks. Enter Internal Remarks for TCPD officials or External Comments for applicants.

   a. **Approve:** Enter Internal Remarks and External Comments and click the Approve button. The prompt will display: '**Do you want to Approve application?**' Click '**Yes'** to confirm or '**No'** to return to the Assessment tab. On clicking Yes, the success message would be displayed.

   b. **Refuse:** Enter Internal Remarks and click the Refuse button. You will be prompted with the confirmation message: '**Do you want to Refuse Application?**' Click 'Yes' to confirm or 'No' to return to the Assessment tab. On clicking Yes, the success message would be displayed.
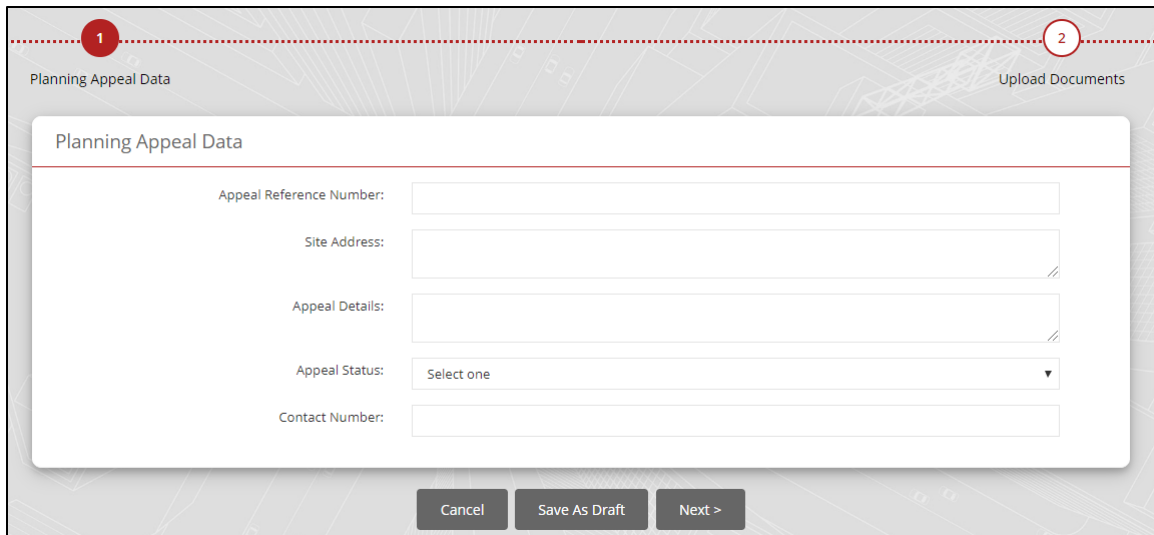
7.10   PLANNING APPEALS

The Planning Appeal process is whereby an applicant can challenge and adverse decision on a planning application. In the planning legislature, it is the right of an applicant to seek a review on a decision made by TCPD in respect to an application. Appeals are heard by the ATPP on behalf of the Minister with responsibility for Town and Country Planning. The final decision on any relief to be granted for the proposal should be granted and is therefore made by the Minister of Planning Development.

7.10.1   How to Review a Planning Appeal

An applicant submits a Planning Appeal form. The planner should enter the information using the Planning Appeal function.

1. Click Planning Appeals function   . You will be directed to Planning Appeal Data form to enter appeal details. After entering details, you may click the Save as Draft button,   , to save initial information entered.
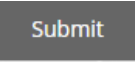
Figure 167 - Planning Appeal Data tab

2. Click Next. You would be taken to Upload Document tab. You can upload

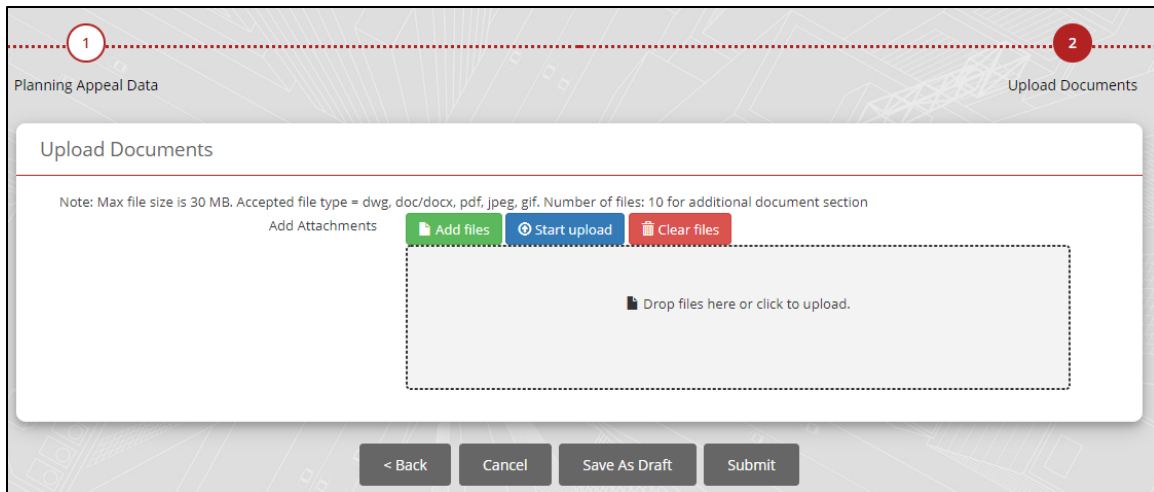documents if necessary and save or click submit button Submit .

Figure 168 - Upload Documents tab

On clicking Submit, the following message would be displayed.
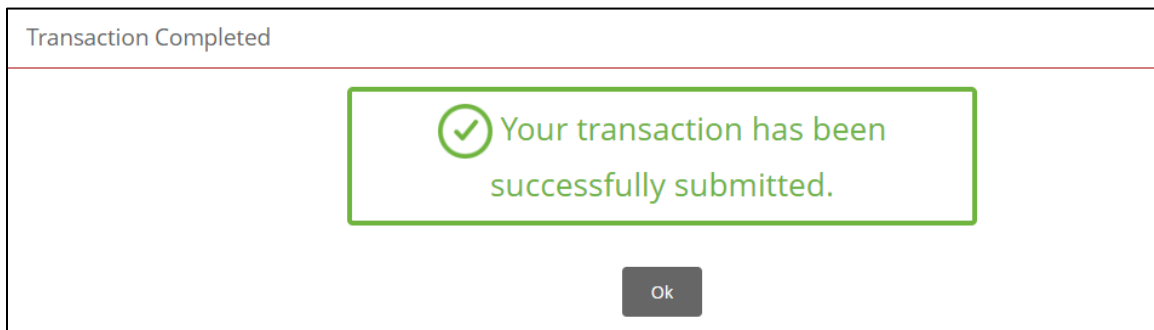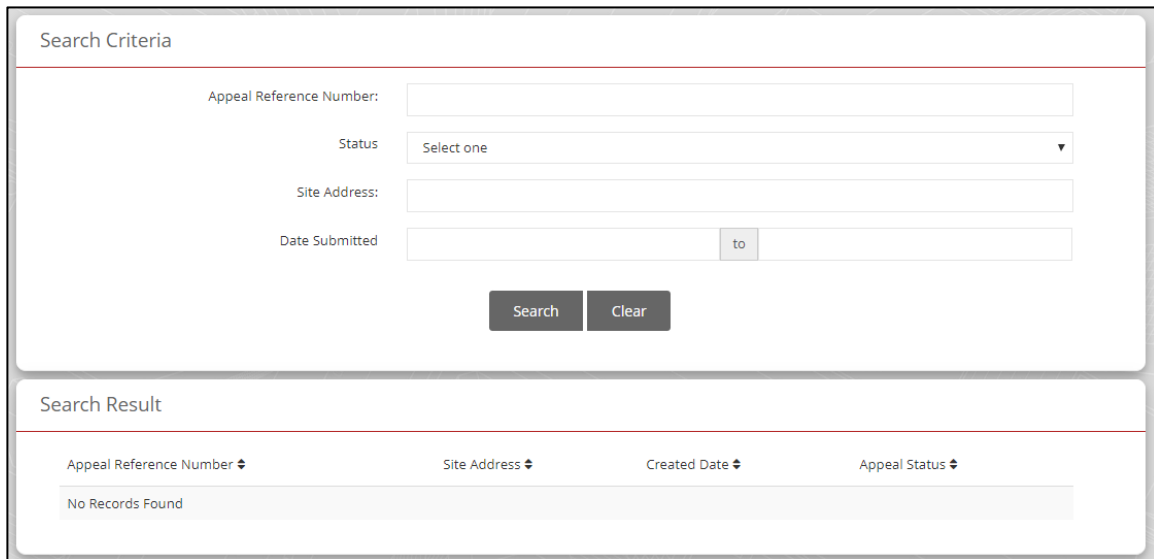

Figure 169 - Successfully Submitted

7.11   PLANNING APPEAL SEARCH

The 'Search Appeal' function allows the planner to search and view an appeal.

1. Click 'Planning Appeal Search' icon to search for Planning Appeals on DevelopTT.
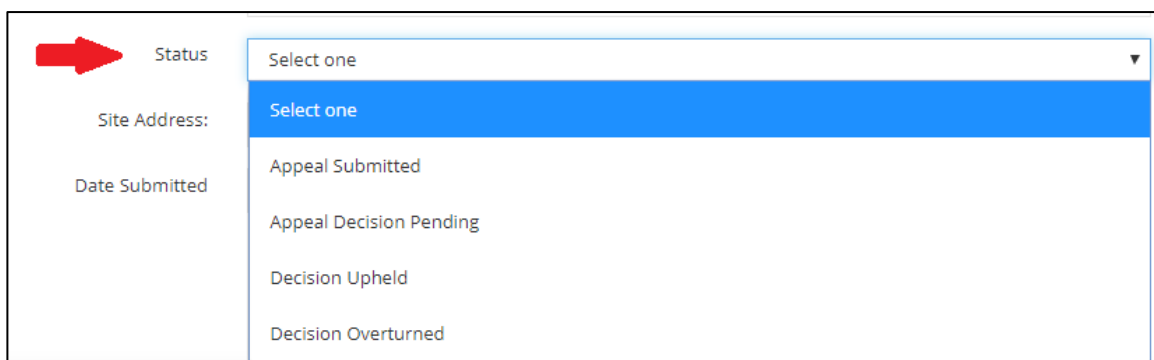
Figure 170 - Planning Appeal Search

2. Enter at least one (1) search criterion to perform the search operation. The different search criteria are seen in Figure 170 above.

    There are lists to choose from for one (1) of the criteria:

Figure 171 - Status drop-down list

3. Click Search button **Search**. The search 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 172 below.

Figure 172 - Sample Search with result

8   MINING PLANNER

The Mining Planner, who is part of Mineral Advisory Committee (MAC), receives Mining/ Quarry (Special) applications from the Plotter. The Mining Planner checks the application documents, conformity of the proposal with land use policy and standards, can conduct site inspection, can refer the application to applicable Advisory Agency and, in conjunction with the MAC, make a decision.

8.1   DASHBOARD

The dashboard is the default screen that will be displayed to the mining planner after login. The dashboard consists of e-Services/Applications with one (1) Categorized Application section: Mining/ Quarrying Application.
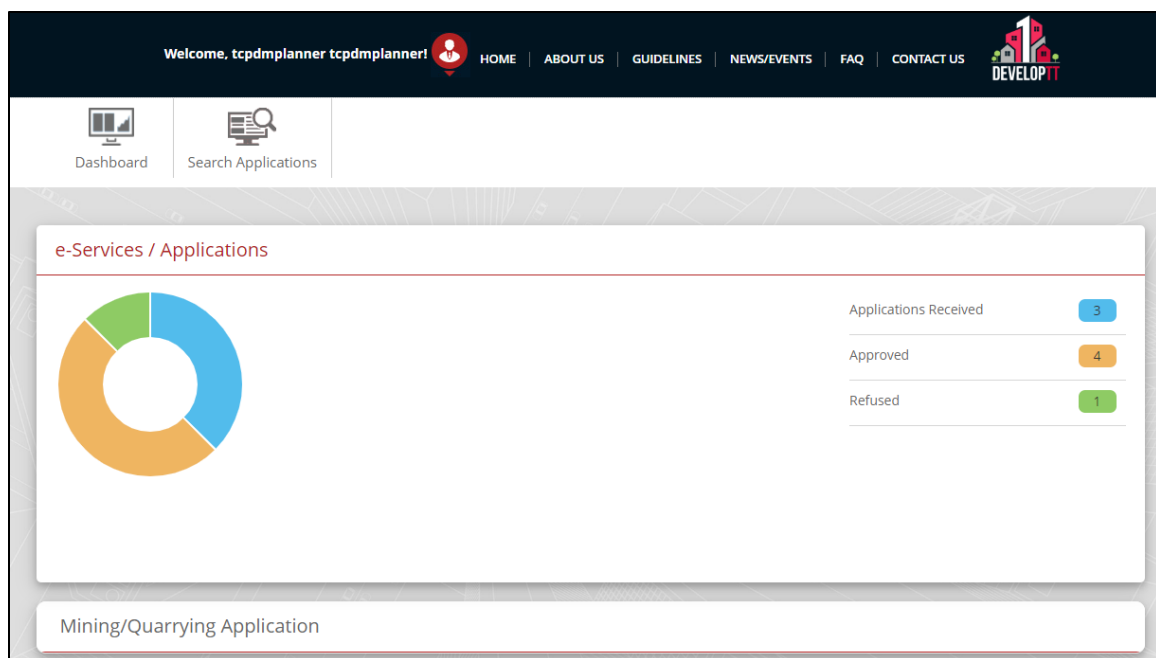

Figure 173 - TCPD Mining Planner Dashboard

Mining Application: A list of Mining Applications forwarded by the Plotter.

GOOD TO KNOW:

@
- Applications are given an automatically generated and unique Reference Number when created.

- Applications would be listed by reference numbers in each Categorized Application section.

8.2 E-SERVICES/ APPLICATIONS

Application Statuses Chart
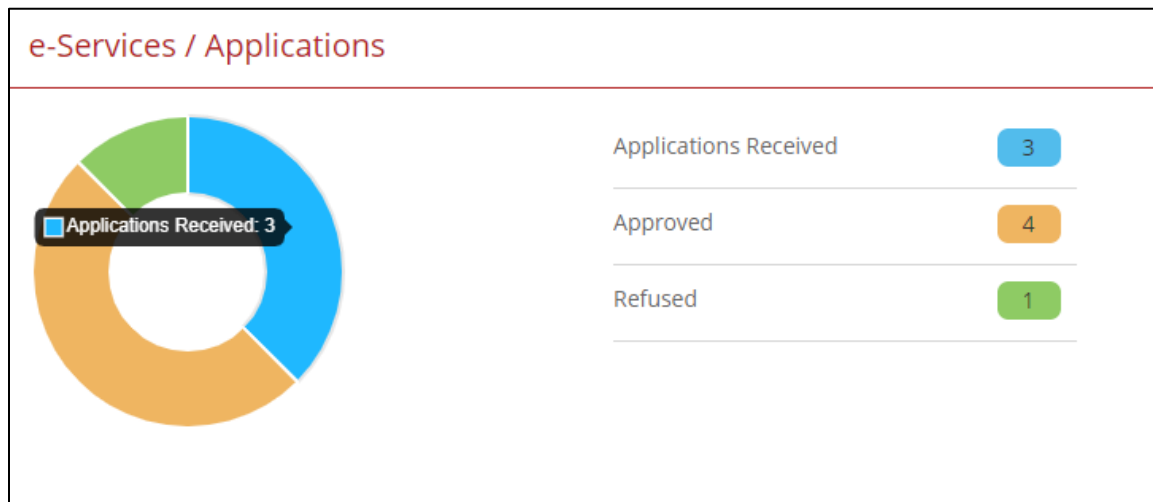
Figure 174 - TCPD Mining Planner e-Services/ Application

- 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 174 above.

- The colour denotations are listed below:

- **Blue**- Applications Received
- **Yellow**- Approved
- **Green-** Refused

8.3   MINING/QUARRYING APPLICATIONS

The 'Mining/Quarrying Applications' pane lists the **Mining/Quarrying** applications awaiting the planner's review. The screen overview is presented below.

Reference No: Refers to the automatically generated and unique reference number given to each application by the system. Reference numbers for Mining Application begin with 'MIN'. For example, MIN2019102600166 . Other reference numbers are illustrated in Figure 175 below (A).

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

Submission Date: Refers to the date the application was submitted by the applicant.

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

Island: Refers to the island in which the application was made in. This would be either Trinidad or Tobago. For TCPD Clerks that work in Tobago office, this would always read Tobago as only Tobago applications will be routed to you.

Action: When a user opens an application, the application is locked to that user i.e. another user may view the application but wouldn't be able to process the application. Once an application is locked, a lock will appear in this column, as seen indicated by B in Figure 176 below. If a user hovers the mouse over the lock, a notification message would be displayed: Application is locked 🔒 .

If a user wishes to unlock an application, they can click on the lock and they would be prompted with a message displaying who the user that the application is locked by (Figure 176). Once the application is locked by you, the system would then ask whether you are sure you wish to unlock it. A user can only unlock an application that is locked to them. If the application is not locked by you, the system would simply state who the application is locked by, as in Figure 175.

Figure 175 - Mining Application section

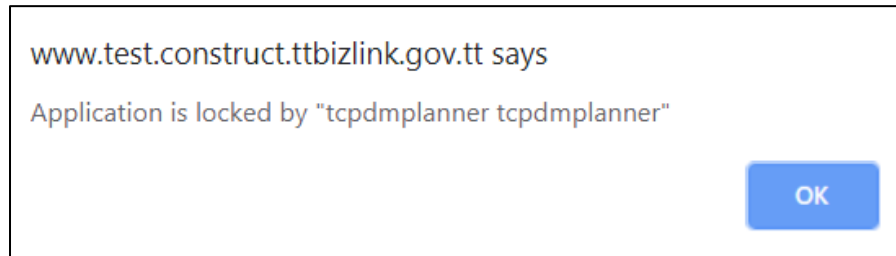**Figure 176 - Application locked by Specific User message**

@	- Tap the icon ⬍ to sort applications in ascending or descending order.
	- Up to 10 records are displayed in the 'Mining Applications' pane.
	- The navigation buttons [Back 1 2 3 ... 7 8 Next], would be displayed when there are over 10 applications. 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.

8.3.1   Steps to Process a Mining Application

1. Click the **Reference Number** to view and process the application. The application would open to the first tab ' Mining Operations' as seen in Figure 177 below.
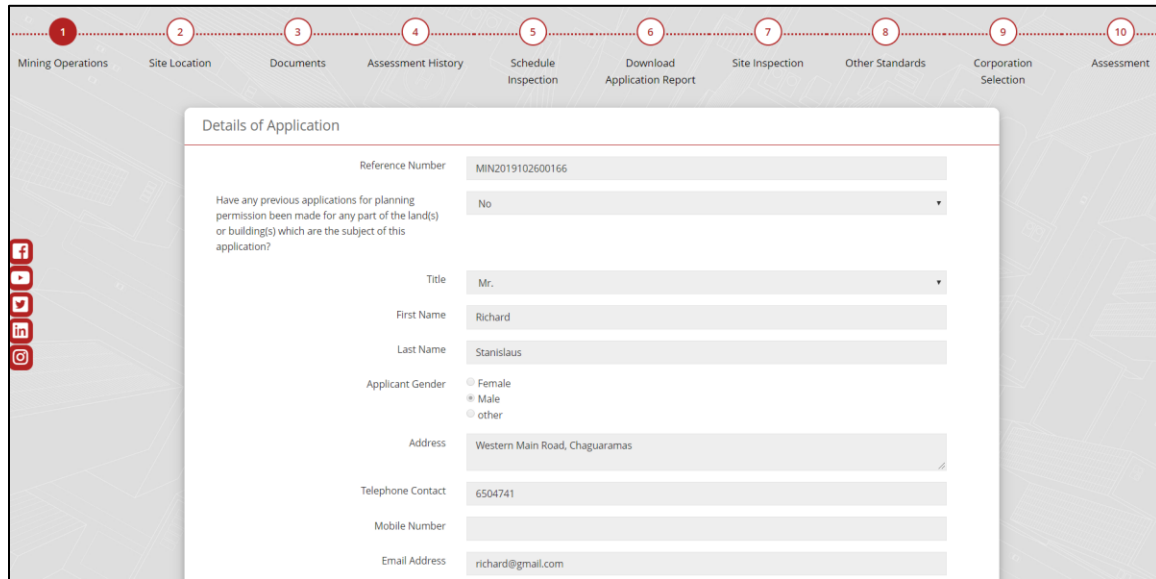

Figure 177 - Mining Operations tab

2. Click on each tab to review the application and ensure that site location is plotted accurately.

    a. **Tab 1 – Mining Operations:** Applicants are required to supply personal information along with other information such as details of application, land description, infrastructure services, drainage, parking and whether application is for industrial use as seen in Figure 177 above.

    b. **Tab 2 – Site Location:** Displays a map where the applicant would have plotted their proposed site location. The system automatically zooms in to show the location as seen in Figure 178 below.

Figure 178 - Site Location tab
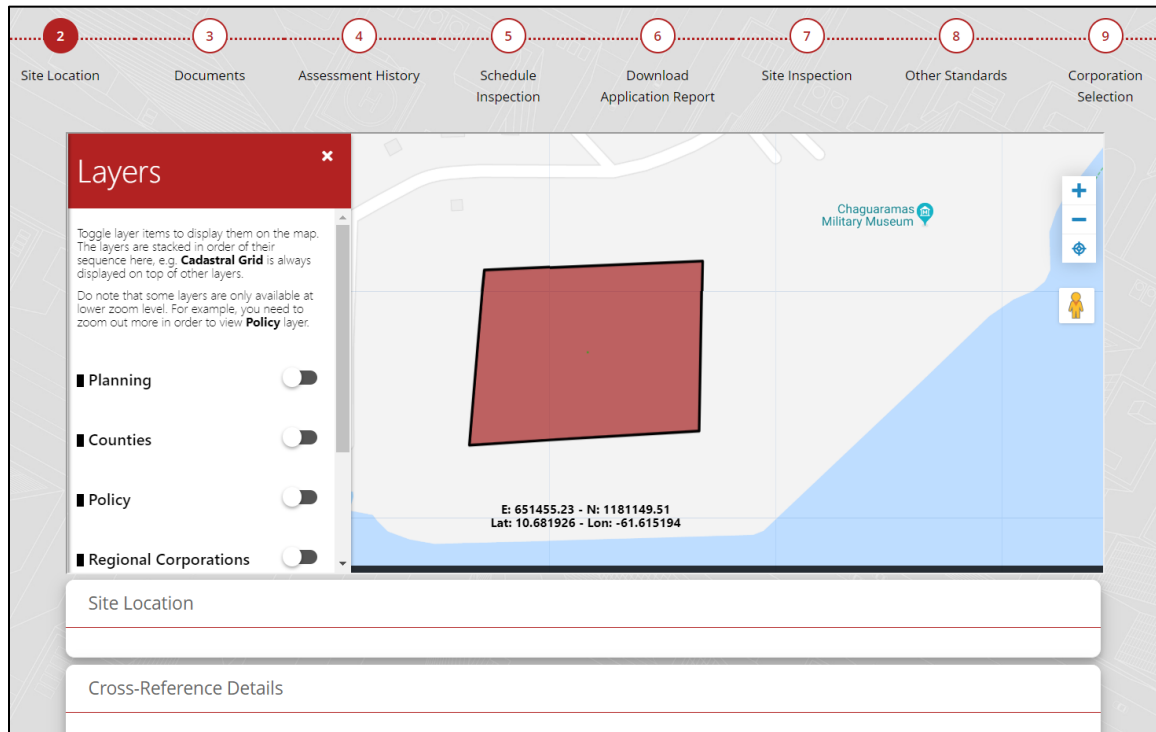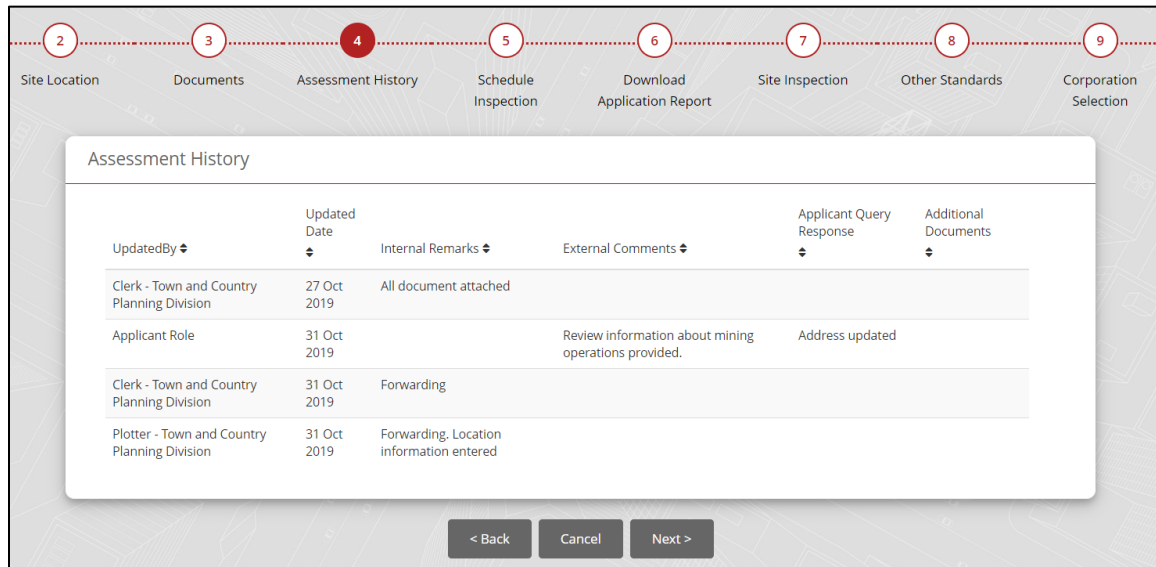
c. **Tab 3 – Documents:** All documents uploaded by the applicant would be listed here.

Figure 179 - Documents tab

d. **Tab 4 – Assessment History:** Any remarks or comments made on the application would appear in this section.

Figure 180 - Assessment History tab

e. **Tab 5 – Schedule Inspection:** The planner may or may not desire to carry out a physical inspection of the site. In this tab, he/she can schedule an inspection. This tab would be discussed in step 3 below.

f. **Tab 6 – Download Application Report**: Once an inspection is carried out, the planner can review his inspection on this tab. This would be discussed in detail in step 4 as the planner would need to interact closely with this tab.

g. **Tab 7 – Site Inspection:** Once an inspection is carried out, the planner can fill out the Site Inspection tab with information learnt from the inspection. This would be discussed in detail in step 5 as the planner would need to interact closely with this tab.

h. **Tab 8 – Other Standards:** Once the inspection is carried out, the planner can also fill out the form to describe Other Standards. This would be discussed in detail in step 6 as the planner would need to interact closely with this tab.

i. **Tab 9 – Corporation Selection:** The planner can select the appropriate corporation in this tab. This would be discussed in detail in step 9 as the planner would need to interact closely with this tab.

j. **Tab 10 – Assessment:** The planner can enter remarks as well as well as any necessary documents then query, refuse or approve the application. This would be

discussed in detail in step 10 as the planner would need to interact closely with this tab.

3. Click Schedule Inspection tab. If the planner wishes to perform an inspection, go to How to Schedule an Inspection section for instructions on scheduling. If the planner does not wish to perform an inspection, click 'Next' to continue.

4. Click Next or Download Application Report tab. All inspection reports would be found listed in this tab as seen in Figure 181 below. Click on report to view; report should open in another tab.

Download Application Report				
JobId	Agency	File Name	File Format	Date
361	TCPD	MIN2019102600166_361.pdf	application/octet-stream	

Figure 181 - Download Application tab

5. Click Next or go to Site Inspection tab. The planner can fill out information after the site visit. Form allows for description of proposal, land use policy information, site area and land tenure, site description and building plans to be entered. Description of proposal is illustrated in the figure below.

Figure 182 - Top of Site Inspection tab

6. Click Next or go to the Other Standards tab. The planner is also able to enter information here post site visit. This form facilitates information about special needs considered, other standards to be maintained and appeal decisions.

Figure 183 - Other Standards tab

7. Click Next or go to the Select Corporation tab and select the appropriate corporation to which the application should be forwarded.
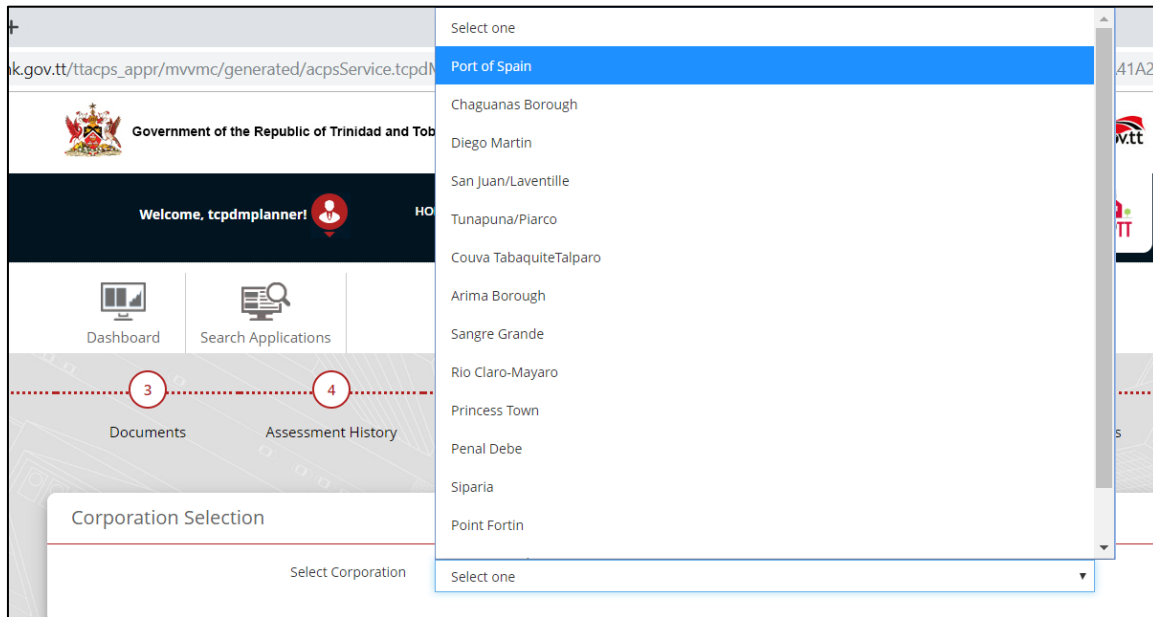
Figure 184 - Select Corporation tab

8. Click Next or go to Assessment tab. The planner can enter comments, whether there are any delays in determining the application or enter internal remarks or external comments in making a decision. He/she can query the applicant, refuse the application or approve the application.

Figure 185 - Assessment tab
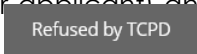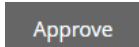
a) **Query:** Enter External Comments and click the query button Query . A confirmation prompt would be displayed; click '**Yes**' to continue or '**No**' to return to Assessment tab. The system would then display a success message as seen in figure below. Click 'OK' to return to your dashboard.

Figure 186 - Successfully Queried Message

b) **Refused by TCPD:** The mining planner may choose to refuse an application. Enter External Comments (for applicant) and/ or Internal Remarks (for TCPD staff) and click the Refuse button [Refused by TCPD] to carry out this decision.

c) **Approve:** Once an approval is granted and when a site visit is conducted and the Mining Planner is satisfied, the application is approved. Enter Internal Remarks and click the approve button [Approve]. The TCPD decision will be forwarded to the appropriate Regional Corporation (selected previously) for their records.

9 DEVELOPMENT CONTROL SPECIALIST

The Specialist reviews the State applications forwarded by the plotter. An application is considered complete when all mandatory fields are provided along with valid documents.

The applicant (either the state agency or the agent), indicates in the Planning Permission application form that it is a State Application and may attach the Approved Cabinet Minute as supporting document. The Clerks and Plotters in the Regional Office complete their actions, in an expedited manner and forwards to Head Office.

The Development Control Specialist completes document verification, reviews policies and standards and takes corrective action. If the application is complex or unusual, the Specialist may seek advice prior to requesting or recommending corrective action.

The Specialist can query an application if there is a need for or additional information or forward the application to the Director. The Specialist may also schedule and perform a site inspection to observe and record the facts on the ground.

9.1   DASHBOARD

The dashboard is the default screen that will be displayed to the Specialist after login. The dashboard consists of e-Services/Applications with two(2) Categorized Application sections: Outline Applications and Planning Permission Applications.
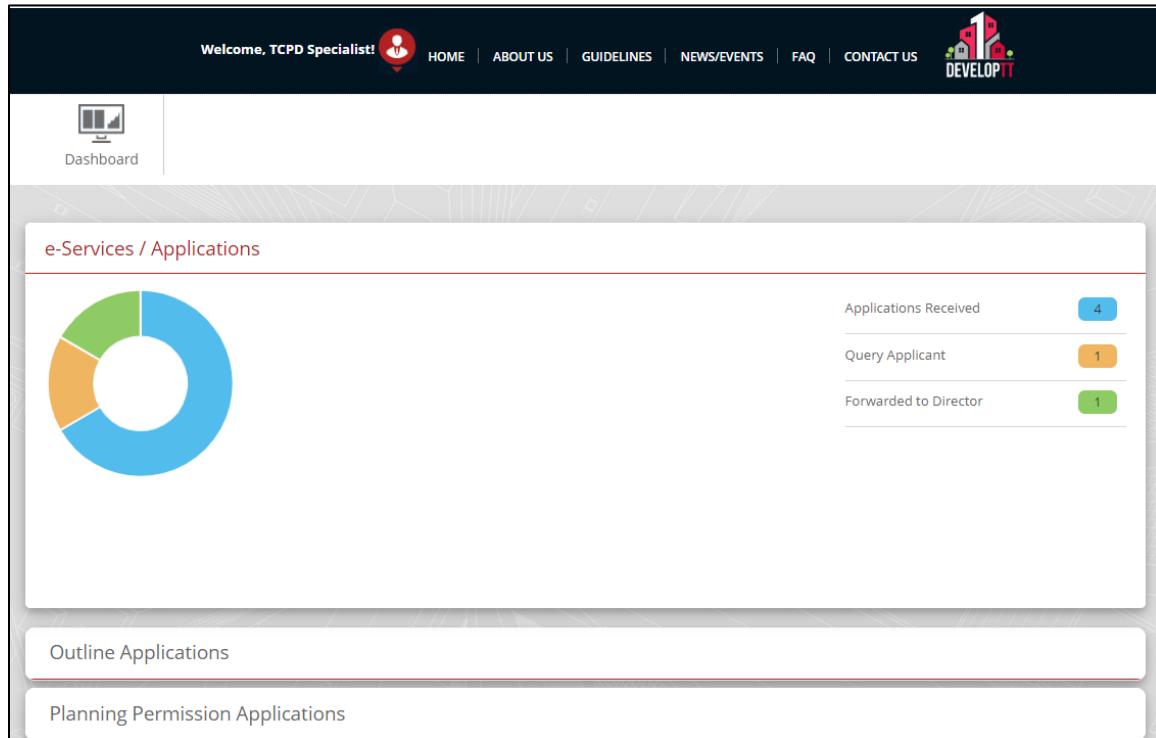
Figure 187 - TCPD Specialist's e-Services/ Applications

9.2 E-SERVICES/ APPLICATIONS

Application Statuses Chart
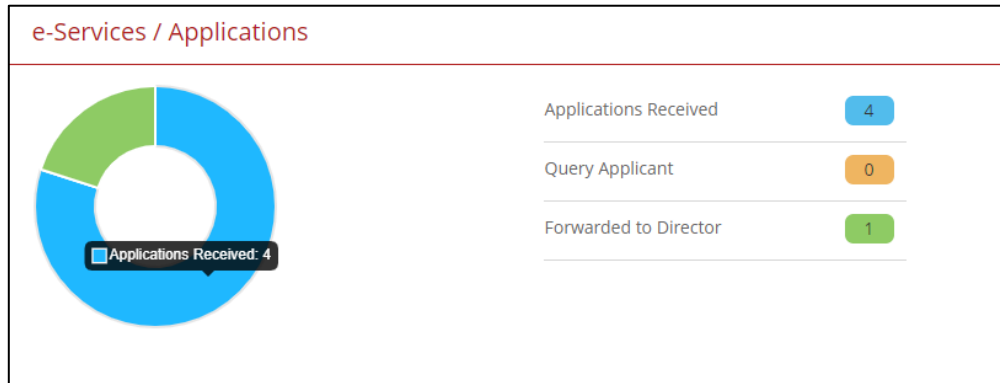
Figure 188 - TCPD Specialist's e-Services/ Application section pane

- 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 188 above.

- The Colour denotations are listed below:

  - **Blue** - Applications Received
  - **Orange** - Query Applicant
  - **Green** - Forwarded to Director

9.3   OUTLINE APPLICATIONS

The 'Outline Applications' pane lists the **Outline Applications for Planning Permission** applications pending processing by the Specialist. Only Outline Applications for Planning Permission would be found in this section. The screen overview is presented below in Figure 189. The applications are listed in a table with different column headings:

Reference No: Refers to the automatically generated reference number given to each application by the system. Reference numbers for Planning Permission begin with 'PPR'. For example, PPR2019091205095 . Other reference numbers are illustrated in Figure 189 below (A).

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

Submission Date: Refers to the date the application was submitted by the applicant.

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

Island: Refers to the island in which the application was made in. This would be either Trinidad or Tobago. For TCPD Supervisors that work in Tobago office, this would always read Tobago as only Tobago applications will be routed to you.

Outline Applications				
Reference No ⇕	Application Type ⇕	Submission Date ⇕	Status ⇕	Island ⇕
PPR2019120206364	Planning Permission	02 Dec 2019	Forwarded to Specialist	Trinidad

Figure 189 - Outline Application section pane

- Tap the ⬍ icon to sort applications in ascending or descending order.

- The Specialist has an SLA of certain days (which is configurable) within which they should perform some action on the applications submitted by the applicant. In case of SLA breach, the applications are flagged in **RED** which indicates immediate action needs to be taken.

- Up to 10 records are displayed in the 'Planning Outline Applications' pane.
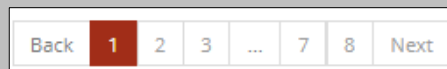
- Navigation buttons [Back 1 2 3 ... 7 8 Next] appear if there are more than 10 applications in a section. Click on the navigation buttons or click a specific page number to navigate between various pages. Click **NEXT** to go to the next page and **BACK** to go to the previous page.

9.3.1 Steps to Process an Outline Application

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 see in Figure 190 below. Any remarks or comments made on the application would appear in this section.
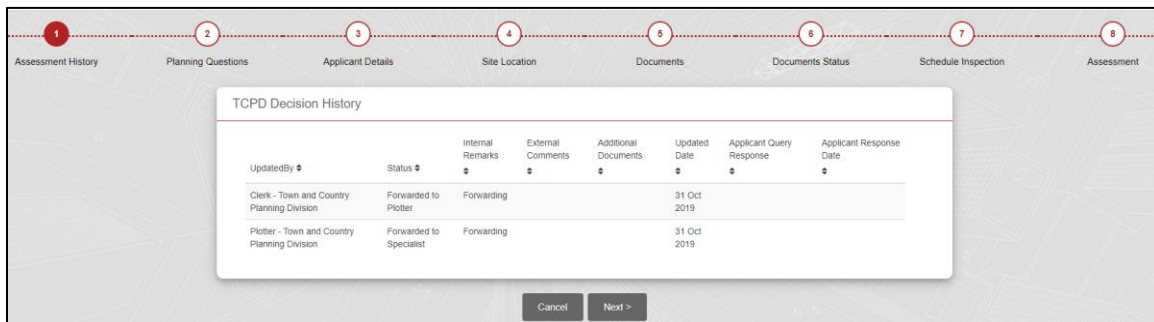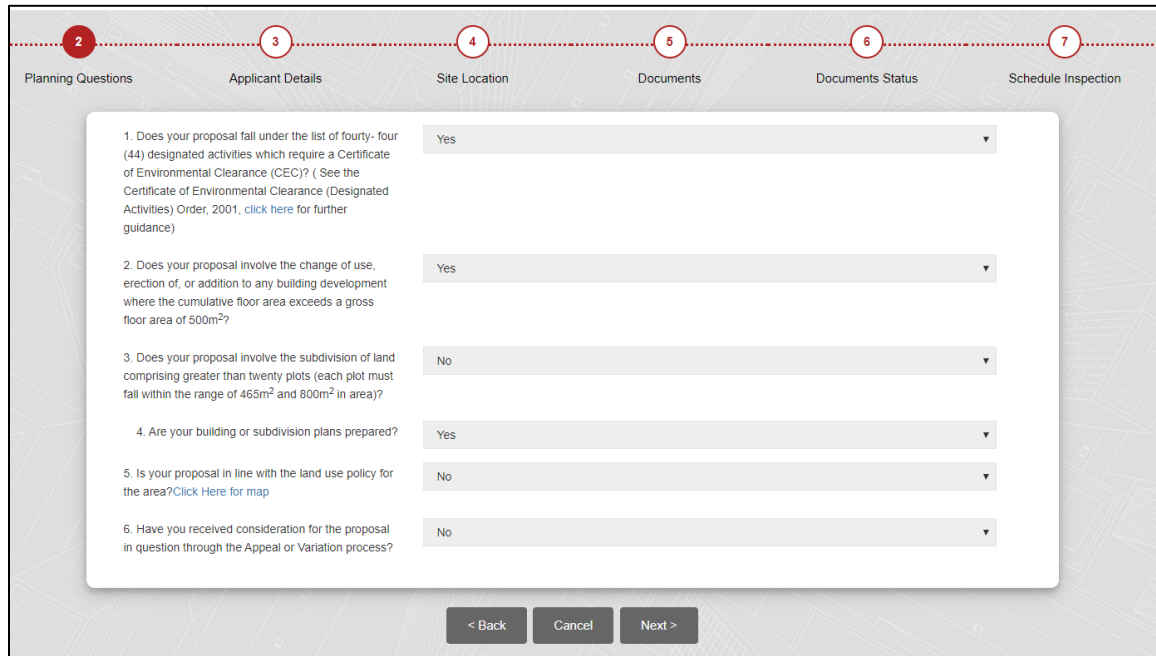

Figure 190 - Assessment History tab

2. Click on each tab to continue reviewing the application.

   a. **Tab 2 – Planning Questions:** Questions concerning the applicant's application. They are required to answer all six (6) questions.

Figure 191 - Planning Questions tab

   b. **Tab 3 – Applicant Details:** Applicants are required 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.

Figure 192 - Applicant Details tab

c. **Tab 4 – Site Location:** Displays a map where the applicant should have plotted their proposed site location. The plotter would have inspected the plotted location and added Cross-Reference information, Co-ordinates and Geographic features that impact the site.

Figure 193 - Site Location tab

d. **Tab 5 – Documents:** All documents uploaded by the applicant would be listed here.
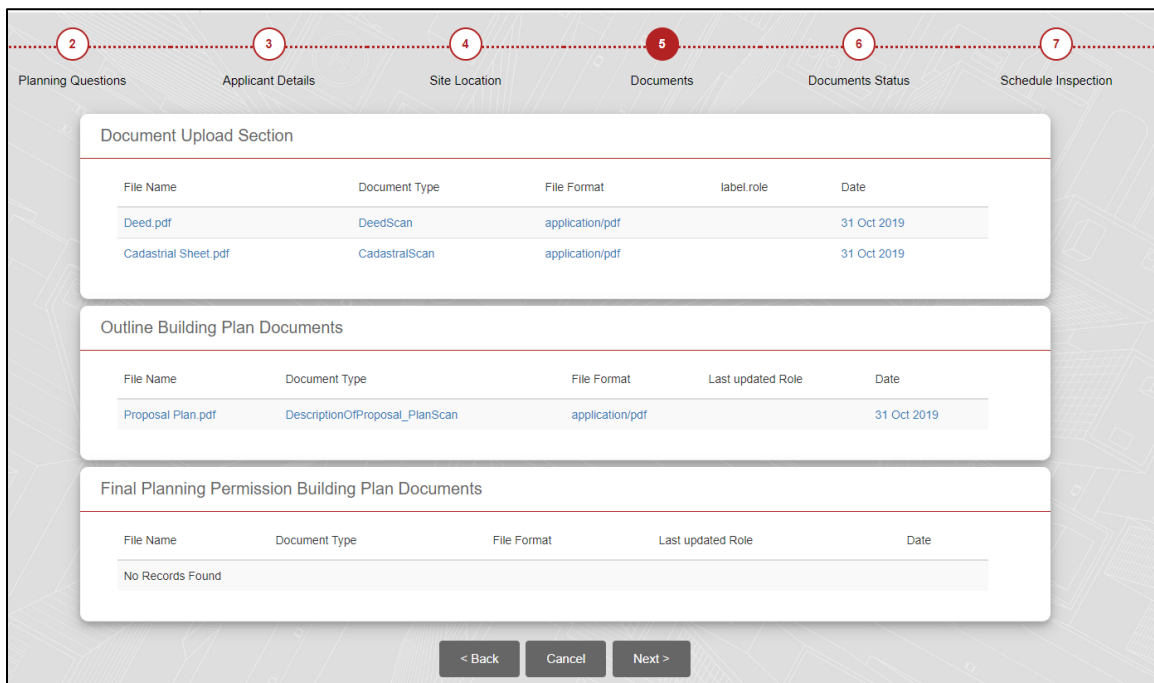
Figure 194 - Documents tab

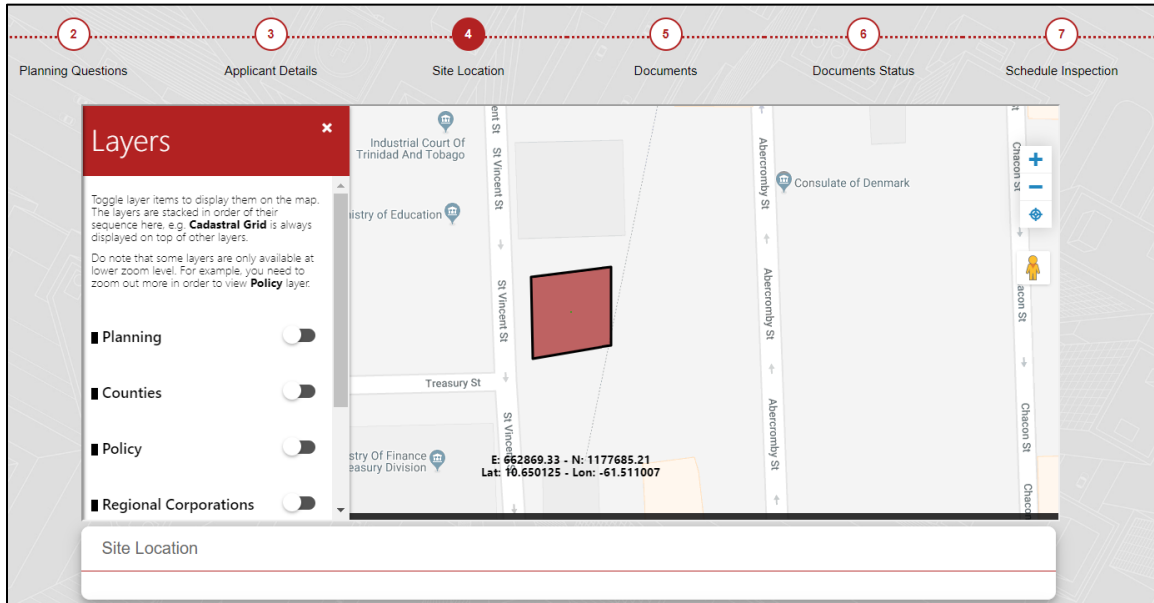e. **Tab 6 – Documents Status:** A checklist, completed by the clerk, to indicate which documents the applicant has supplied.
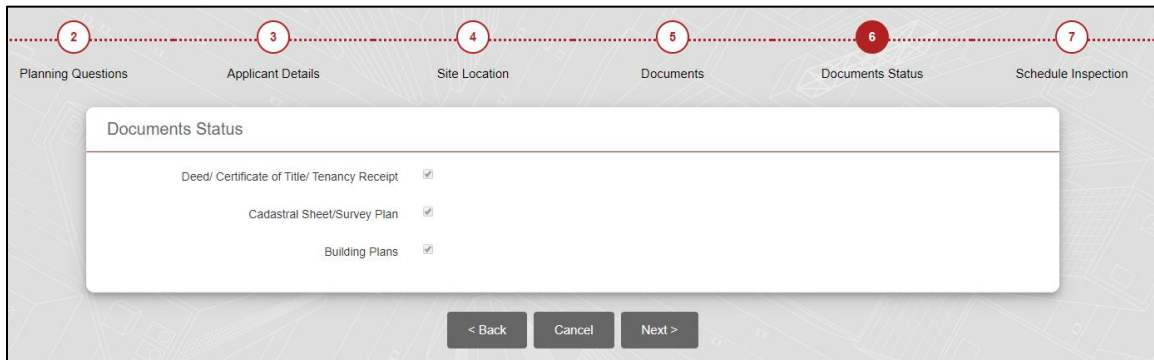
Figure 195 - Documents Status tab

f. **Tab 7 – Schedule Inspection:** The inspector may or may not desire to carry out a physical inspection of the site. In this tab, he/she can schedule an inspection. This tab would be discussed in step 3 below.
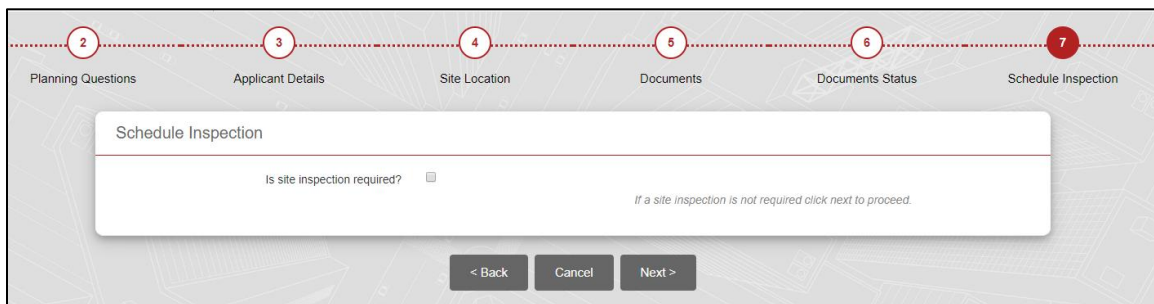
Figure 196 - Schedule Inspection tab

g. **Tab 8 – Assessment:** A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 4 as the supervisor is required to enter information based on his/her assessment of the application.

3. Click Schedule Inspection tab. If the specialist wishes to perform an inspection, go to How to Schedule an Inspection section for instructions on scheduling. If the specialist does not wish to perform an inspection, click Next to continue.

4. Click Assessment tab. The specialist can enter comments, whether there are any delays in determining the application or enter internal remarks or external comments in making a decision. He/she can query the applicant or approve the application.

Figure 197 - Assessment tab

a) **Query:** Enter External Comments and click the query button Query . A confirmation prompt would be displayed; click '**Yes**' to continue or '**No**' to return to Assessment tab. The system would then display a success message as seen in figure below. Click 'OK' to return to your dashboard.
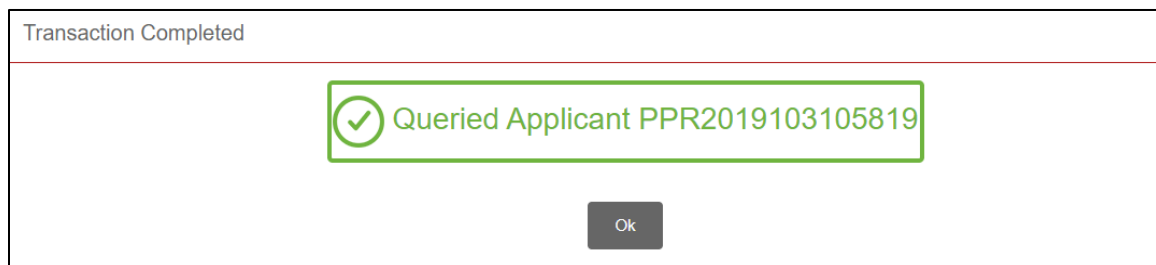
Figure 198 - Successfully Queried Applicant

b) **Forward to Director:** Once the application is complete and the specialist is satisfied having carried out inspection, he/she can forward the application.

Enter Internal Remarks and click the Forward to Director button

Forward to Director .

Transaction Completed

✓ Forwarded to Director
PPR2019103105819

Ok

@	- Internal Remarks are visible only to the TCPD staff and External Remarks are visible to anyone with access to the application, including the applicant. - The Specialist 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.

9.4 PLANNING PERMISSION APPLICATIONS

The 'Planning Permission Applications' pane lists the **Planning Permission** applications (state) pending to be processed by the Specialist. Only Planning Permissions would be found in this section. The screen overview is presented below in Figure 199. The applications are listed in a table with same column headings as Outline Applications.

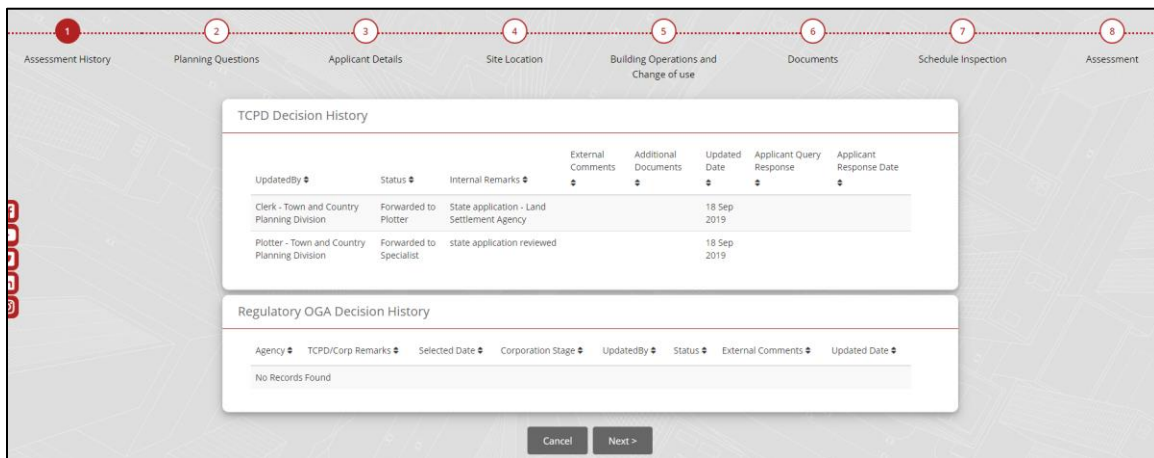| Reference No ⇕	Application Type ⇕	Submission Date ⇕	Status ⇕	Island ⇕
PPR2019091805164	Planning Permission	18 Sep 2019	Forwarded to Specialist	Trinidad
PPR2019091805166	Planning Permission	18 Sep 2019	Forwarded to Specialist	Trinidad
PPR2019091805168	Planning Permission	18 Sep 2019	Forwarded to Specialist	Trinidad
PPR2019091805170	Planning Permission	18 Sep 2019	Forwarded to Specialist	Trinidad

Planning Permission Applications

Figure 199 – Planning Permission Applications

9.4.1 Steps to Process a Planning Permission Application

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 see in Figure 200 below. Any remarks or comments made on the application would appear in this section from TCPD or any Regulatory OGA.

Figure 200 - Assessment History tab

2. Click on each tab to review the application.

    a. **Tab 2 – Planning Questions:** Questions concerning the applicant's application. They are required to answer all six (6) questions. These are the same questions from Planning Questions tab for Outline Applications above.

    b. **Tab 3 – Applicant Details:** Applicants are required 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, Category of Development would be chosen whether New Building or Subdivision etc. Depending on category chosen, tab would have different information.

    c. **Tab 4 – Site Location**: Similar to the Site Location tab in Outline Applications, this tab displays a map where the applicant should have plotted their proposed site location. The plotter would have inspected the plotted location and added Cross-Reference information, Co-ordinates and Geographic features that impact the site. This tab would be explained in greater detail in step 3 since the supervisor may add Cross-Reference details.

    d. **Tab 5** (visible only for Planning Permission phase)

        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.
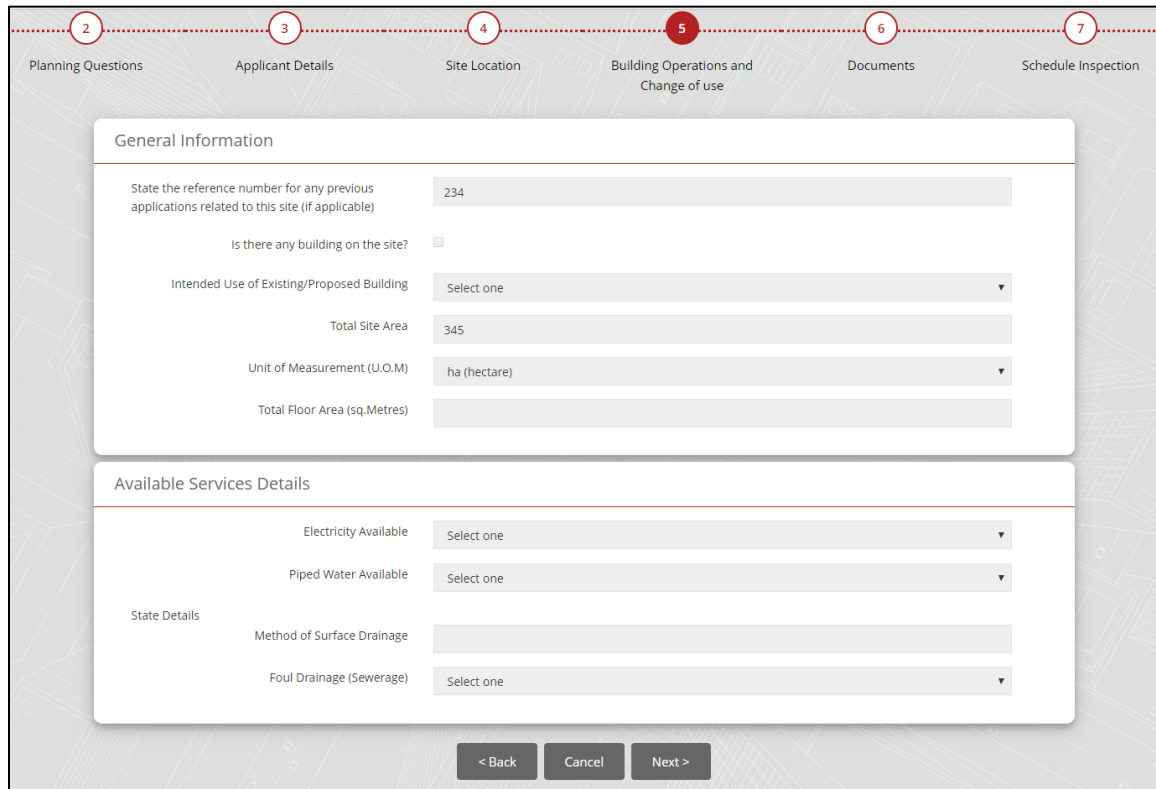
Figure 201 - Building Operations and Change of Use tab

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.

e. **Tab 6 – Documents**: Similar to the Documents tab in Outline Applications, all documents uploaded by the applicant would be listed here.

f. **Tab 7 – Schedule Inspection**: The inspection may or may not desire to carry out a physical inspection of the site. In this tab, he/she can schedule an inspection. This tab would be discussed in step 3 below.

g. **Tab 8 – Assessment**: A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 4 as the supervisor is required to enter information based on his/her assessment of the application.

3. Click Schedule Inspection tab. If the specialist wishes to perform an inspection, go to How to Schedule an Inspection section for instructions on scheduling. If the specialist does not wish to perform an inspection, click Next to continue.

4. Click Assessment tab. The specialist can enter comments, whether there are any delays in determining the application or enter internal remarks or external comments in making a decision. He/she can query the applicant or approve the application.
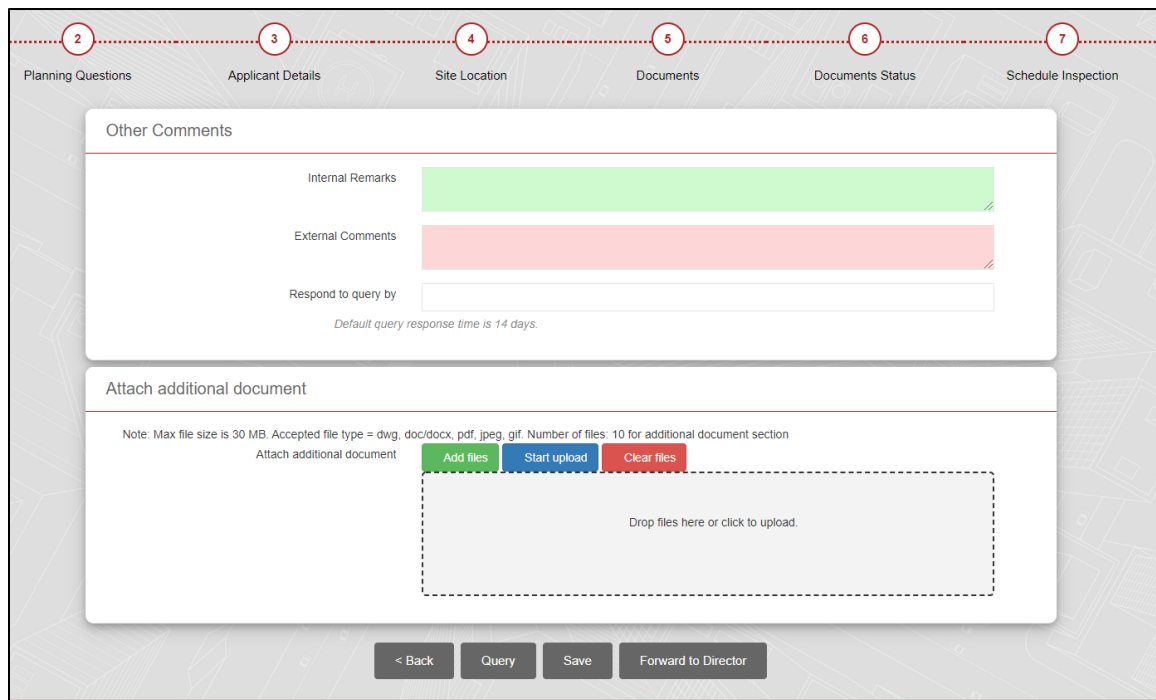

Figure 202 - Assessment tab

a) **Query:** Enter External Comments and click the query button [Query]. A confirmation prompt would be displayed; click '**Yes**' to continue or '**No**' to return to Assessment tab. The system would then display:

. Click 'OK' to return to your dashboard.

b) **Forward to Director:** Once the application is complete and the specialist is satisfied having carried out inspection, he/she can forward the application. Enter Internal Remarks and click the Forward to Director button
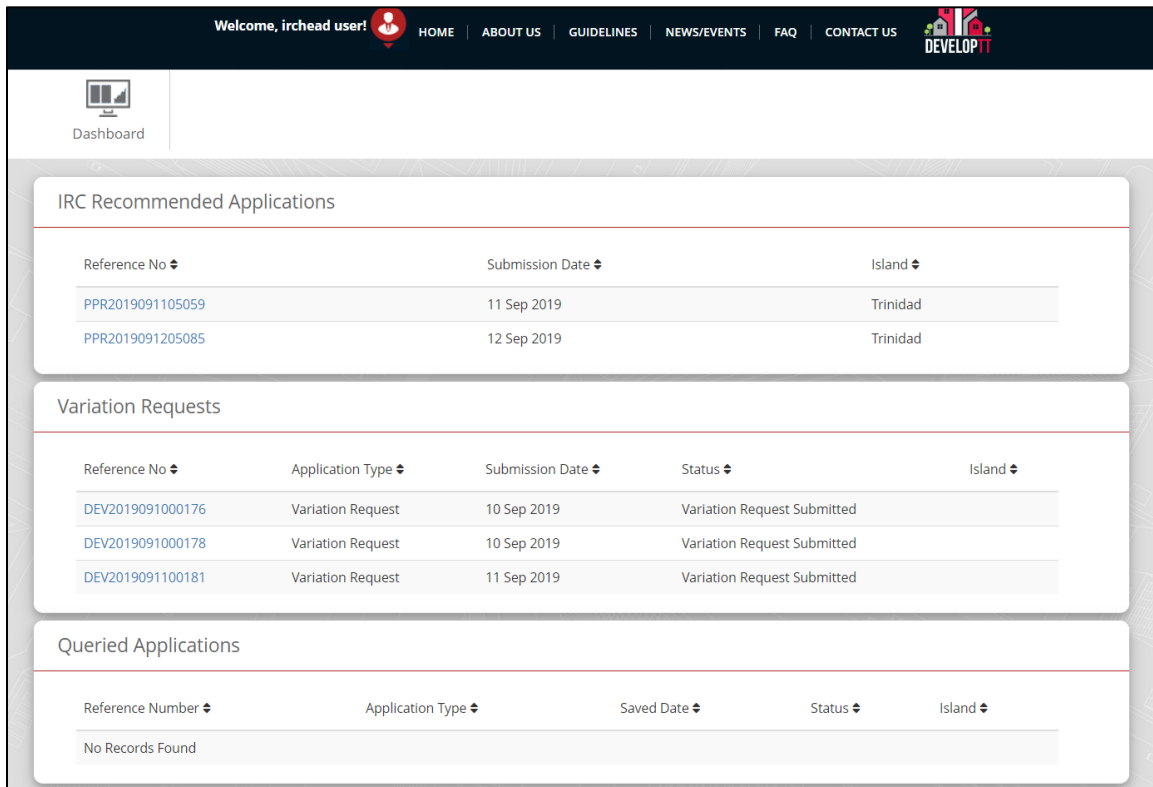
Forward to Director .

10 INTERNAL REVIEW COMMITTEE HEAD

The IRC is represented on DevelopTT by the IRC Head. The committee meets and discusses applications sent to them offline. All decisions/ recommendations are entered on the system by the IRC Head.

10.1 DASHBOARD

The dashboard is the default screen that will be displayed to the IRC Head after login. The dashboard consists of with three (3) Categorized Application sections: IRC Recommended Applications, Variation Requests and Queried Applications. You can click on a section title anywhere on DevelopTT to expand the section.

Figure 203 - IRC Head dashboard

10.2   IRC RECOMMENDED APPLICATIONS

The Planner may refer Planning Permission applications to the IRC. A meeting is held offline with the committee members, after which, the IRC Head enters the necessary details on the application and forwards it to the planner. The applications are listed in a table with different column headings:

Reference Number: Refers to the automatically generated and unique reference number given to each application by the system.

Submission Date: Refers to the date the Planning Permission application was created.

Island: Refers to the location of the application in question. This can read 'Tobago' for applications concerning site locations in Tobago.
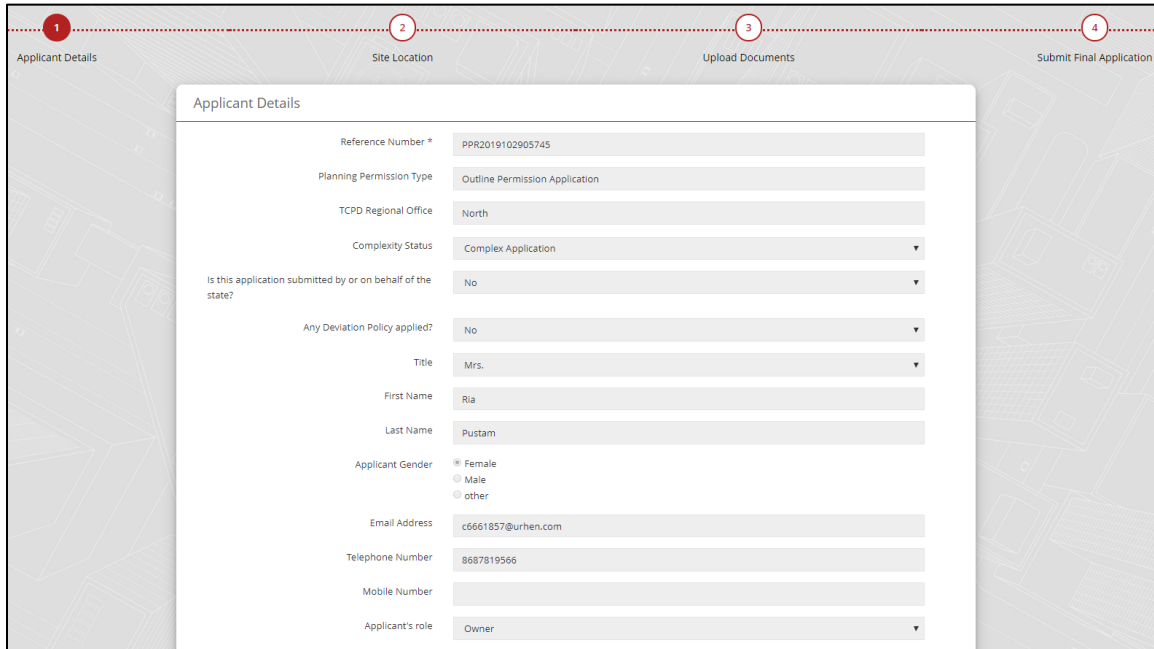
IRC Recommended Applications		
Reference No ⬍	Submission Date ⬍	Island ⬍
PPR2019091105059	11 Sep 2019	Trinidad
PPR2019091205085	12 Sep 2019	Trinidad
PPR2019101605552	16 Oct 2019	Trinidad
PPR2019102905745	29 Oct 2019	Trinidad

Figure 204 - IRC Recommended Applications section

10.2.1   Steps to Process an IRC Recommended Application

1.   Click on the **Reference Number** to view and process the application. All reference numbers listed in this section are hyperlinks.
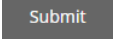The application would open to the first tab 'Applicant Details' as seen in Figure 205 below.
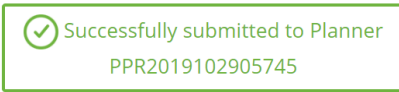
Figure 205 - Applicant Details tab

2. Click 'Next' to go to tab 2: Site Location. Displays a map where the applicant should have plotted their proposal site location.

3. Click 'Next' to go to tab 3: Documents. All documents uploaded by the applicant would be listed here. The IRC has the option of viewing and printing Secured Plan as seen in Figure 206 below.

4. Click 'Next' to go to tab 4: Submit Final Application. The IRC Head can enter notes in the IRC Comments section as seen in Figure 207 below.

Click Submit button [Submit]. You will be prompted a confirmation message. The prompt will read: '**Do you want to Forward to Planner?**' Click Yes to confirm or No to return to the Assessment tab. On clicking Yes, the success message would

be displayed: ⊘ Successfully submitted to Planner
PPR2019102905745 .

Figure 206 - Upload Documents tab

Figure 207 - Submit Final Application tab

10.3   VARIATION REQUESTS

An applicant may submit a Variation Request subsequent to receiving an Outline Approval or prior to the submission or re-submission of an application. All Variation Requests are sent to the IRC Head to be reviewed by the IRC. A meeting is held offline with the committee members after which, the IRC Head enters necessary details on the application and forwards it to the planner.

The applications are listed in a table with different column headings:

Reference Number: Refers to the automatically generated and unique reference number given to each application by the system.

Application Type: Refers to the type of application queried. For this section, application type should always be '*Variation Request*.

Submission Date: Refers to the date the Variation Request was created.

Status: Refers to the current status of the application. Applications in this section should read '*Variation Request Submitted'*.

Island: Refers to the location of the application in question. This can read 'Tobago' for applications concerning site locations in Tobago.

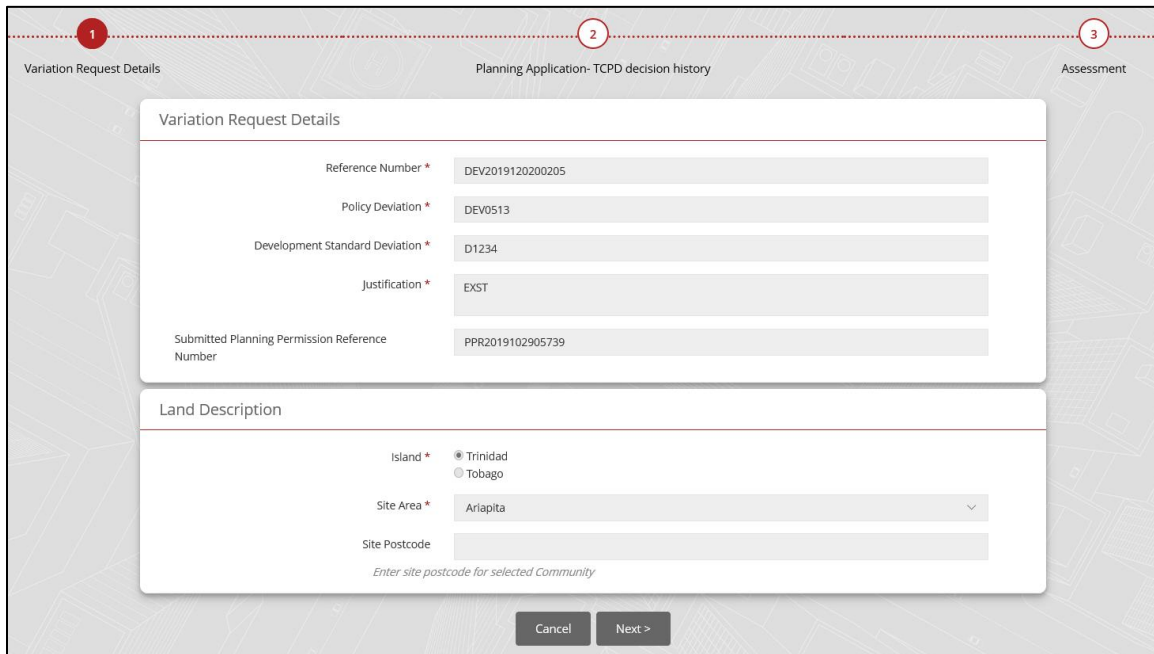| Variation Requests				
Reference No ⬍	Application Type ⬍	Submission Date ⬍	Status ⬍	Island ⬍
DEV2019091000176	Variation Request	10 Sep 2019	Variation Request Submitted	
DEV2019091000178	Variation Request	10 Sep 2019	Variation Request Submitted	
DEV2019091100181	Variation Request	11 Sep 2019	Variation Request Submitted	

Figure 208 - Policy Deviation Applications section

All the Variation Request (reference numbers) are pre-fixed with 'DEV' as seen in Figure 208 above.

10.3.1 Steps to Process a Variation Application

1. Click on the **Reference Number** to view and process the application. All reference numbers listed in this section are hyperlinks.

   The application would open to the first tab 'Variation Details' as seen in Figure 209 below.

Figure 209 – Variation Request Details tab

2. Click 'Next' or tab 2: Planning Application – TCPD Decision History. In this tab, you can view any remarks/ comments made on the refused application that the applicant has provided as well as comments attached to the Variation Request.

Figure 210 - Planning Applications: TCPD Decision History tab

3. Click 'Next' or tab 3: Assessment to give remarks/ comments or add notes to the application.
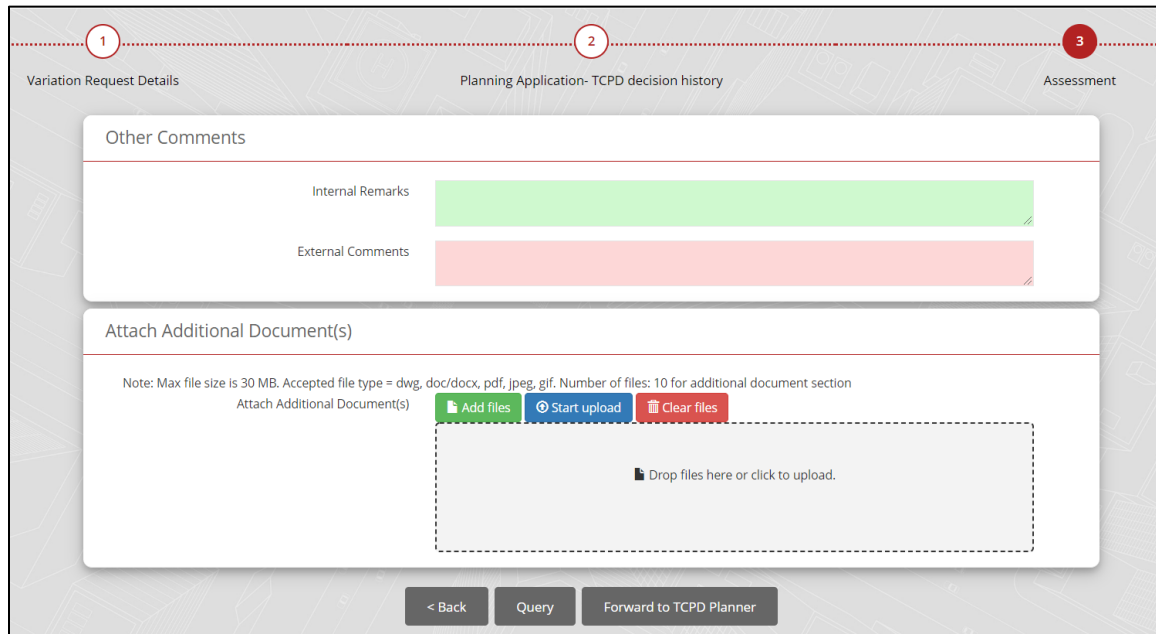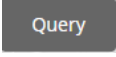
Figure 211 - Assessment tab

GOOD TO KNOW:

@

- Internal Remarks are visible only to the TCPD staff and External Remarks are visible to the TCPD staff and applicant.

- The IRC Head 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.

---

a. **Query:** The IRC can query the applicant for clarification on any matter or to seek further information. Enter External Comments, attach document/s if necessary and click Query button Query.

You will be prompted with a confirmation message as seen in Figure 212; click 'Yes' and you would be shown the success message seen in Figure 213. Click 'OK' to return to the IRC Head's dashboard.
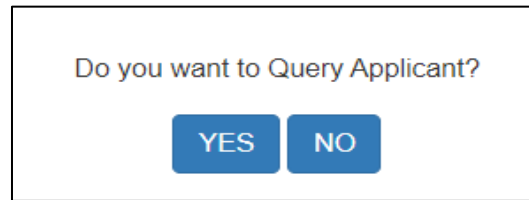
Figure 212 - Confirmation Message (Query Applicant)
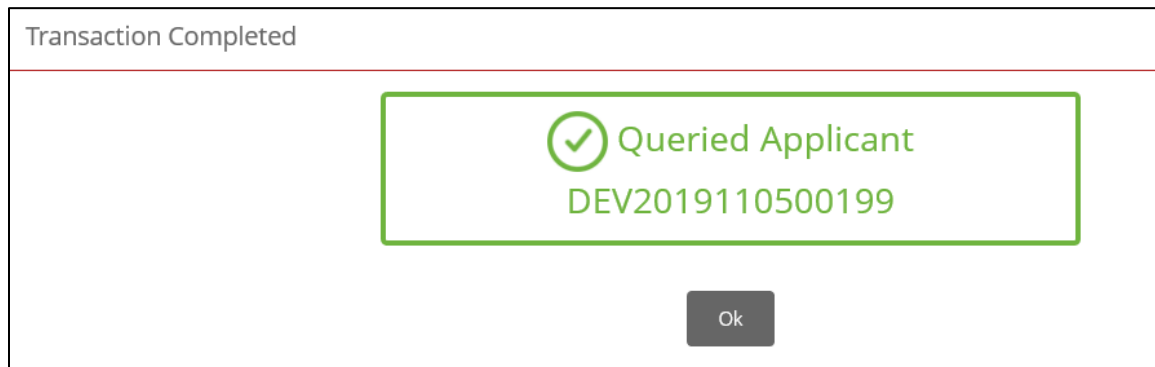
Figure 213 - Successfully Queried Applicant

b. **Forward to Planner:** If the committee approves/ recommends the application, the IRC Head will enter notes then forward to Planner. Enter Internal Remarks, attach document/s if necessary and click Forward to Planner button. You will be prompted with a confirmation message: '**Do you want to forward to Planner?**' Click 'Yes' to confirm or 'No' to return to the Assessment tab. On clicking Yes, the success message would be displayed:

c. When the application is returned from the planner, the IRC discusses the application, adds additional notes and forwards to the planner. When the planner reviews and returns the application with updated remarks to the IRC, the IRC Head would be able to forward the application to the Executive Director for review.

Click the Forward to TCPD Executive button . You will be prompted with a confirmation message: '**Do you want to forward to TCPD Executive?**' Click 'Yes' to confirm or 'No' to return to the Assessment tab. On

clicking Yes, the success message would be displayed:

> ✓ Forwarded to TCPD Executive
> DEV2019110500199

.
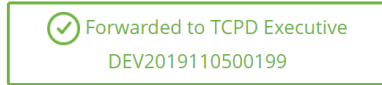
10.4 QUERIED APPLICATIONS

If the IRC Head queries the applicant, the application would be found in this section until a response is received. The applications are listed in a table with different column headings:

Reference Number: Refers to the automatically generated and unique reference number given to each application by the system.

Application Type: Refers to the type of application queried.

Saved Date: Refers to the date the application was created.

Status: Refers to the current status of the application. Applications in this section can read '*Query to Applicant'*.

Island: Refers to the location of the application in question. This can read 'Tobago' for applications concerning site locations in Tobago.

Queried Applications				
Reference Number ⇕	Application Type ⇕	Saved Date ⇕	Status ⇕	Island ⇕
DEV2019091100181	Variation Request	11 Sep 2019	Query to Applicant	

Figure 214 - Queried Applications section

Once the applicant replies to the query, the application would be moved to the Variation Requests section for processing.

11 TCPD EXECUTIVE

Variation requests are forwarded to the TCPD Executive from the IRC Head. The Executive makes the decision to Approve or Refuse an application.

11.1 DASHBOARD

The dashboard is the default screen that will be displayed to the Executive after login. The dashboard consists of one (1) Categorized Application sections: Variation Requests. You can click on a section title anywhere on DevelopTT to expand the section.
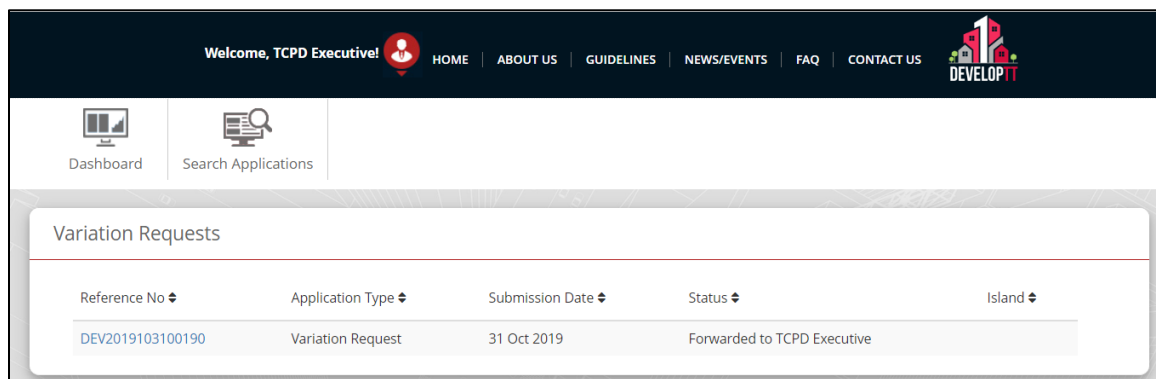

Figure 215 - TCPD Executive's Dashboard

Variation Requests: A list of all Variation Requests forwarded by the IRC Head would be found in this section.

11.2   VARIATION REQUESTS

The applications are listed in a table with different column headings:

Reference Number: Refers to the automatically generated and unique reference number given to each application by the system.

Application Type: Refers to the type of application queried. For this section, application type should always be '*Variation Request*.

Submission Date: Refers to the date the Variation Request was created.

Status: Refers to the current status of the application. Applications in this section should read '*Forwarded to TCPD Executive*.

Island: Refers to the location of the application in question. This can read 'Tobago' for applications concerning site locations in Tobago.
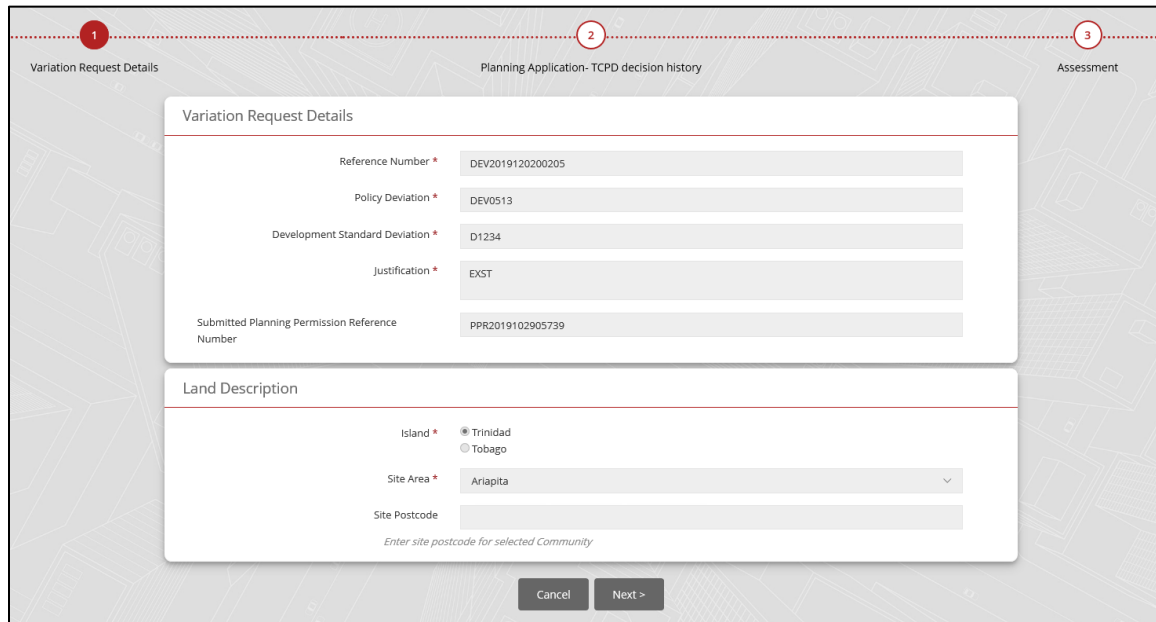
GOOD TO KNOW:

@   - All the Variation Request (reference numbers) are pre-fixed with 'DEV' as seen in Figure 215 above.

11.2.1   Steps to Process a Variation Request

1. Click on the **Reference Number** to view and process the application. All reference numbers listed in this section are hyperlinks.
   The application would open to the first tab 'Policy Deviation Details' as see in Figure 216 below.

Figure 216 – Variation Request Details tab

2. Click 'Next' or tab 2: Assessment History. In this tab, you can view any remarks/ comments made on the refused application that the applicant has provided as well as comments attached to the Variation Request.

Decision History

Reference Number	UpdatedBy	Updated Date	Internal Remarks	External Comments	Applicant Query Response	Additional Documents
PPR2019102905739	Clerk - Town and Country Planning Division	04 Nov 2019				
PPR2019102905739	Plotter - Town and Country Planning Division	04 Nov 2019	null	null		
PPR2019102905739	Plotter - Town and Country Planning Division	04 Nov 2019	null	null		
PPR2019102905739	Plotter - Town and Country Planning Division	04 Nov 2019	forwarding			
PPR2019102905739	Supervisor - Town and Country Planning Division	04 Nov 2019				
PPR2019102905739	Inspector - Town and Country Planning Division	04 Nov 2019				
PPR2019102905739	Planner - Town and Country Planning Division	05 Nov 2019	Refused Application			

Land Use Planner Decision History

UpdatedBy	Updated Date	Internal Remarks	External Comments
IRECHEAD	06 Nov 2019		Did you attach relevant documents
applicant	06 Nov 2019		
IRECHEAD	06 Nov 2019	Recommended	
tcpdplanner	06 Nov 2019	recommended	
IRECHEAD	06 Nov 2019	Considered	

Queried Decision History

UpdatedBy	Updated Date	Applicant Response
No Records Found		

Figure 217 – Assessment History tab

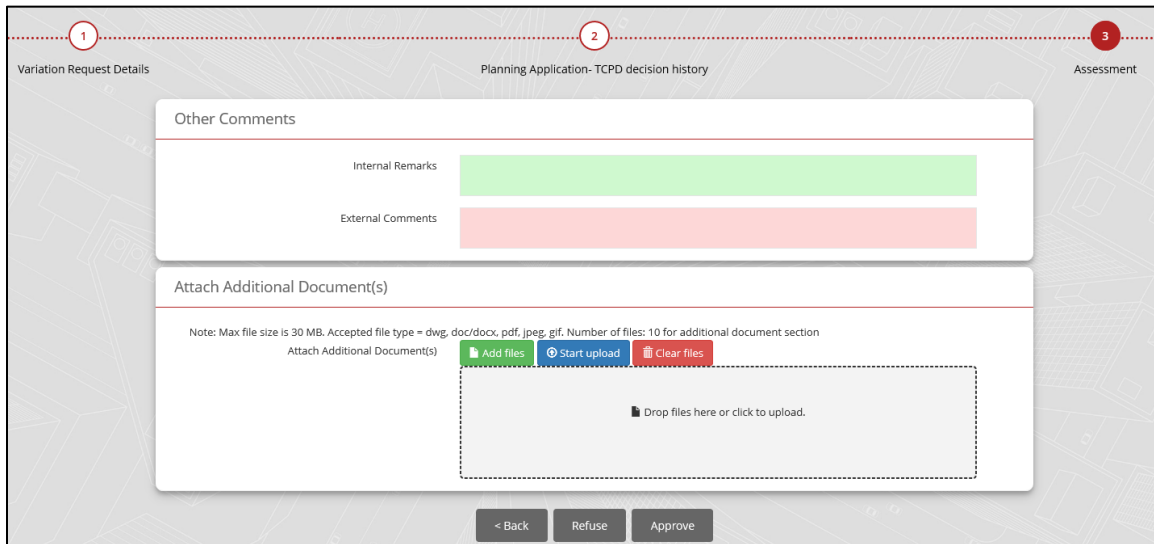3. Click 'Next' or tab 3: Assessment to give remarks/ comments or add notes to the application.

Figure 218 - Assessment tab

GOOD TO KNOW:

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

- The TCPD Executive 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.

a. **Refuse:** The Executive can refuse an application. Enter External Comments, attach document/s if necessary and click Refuse button.

You will be prompted with a confirmation message as seen in Figure 219; click 'Yes' and you would be shown the success message seen in Figure 220. Click 'OK' to return to the IRC Head's dashboard.
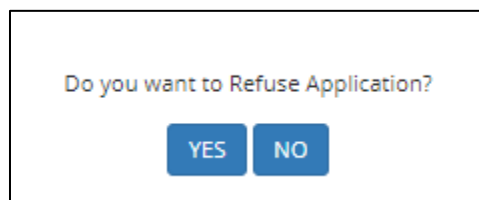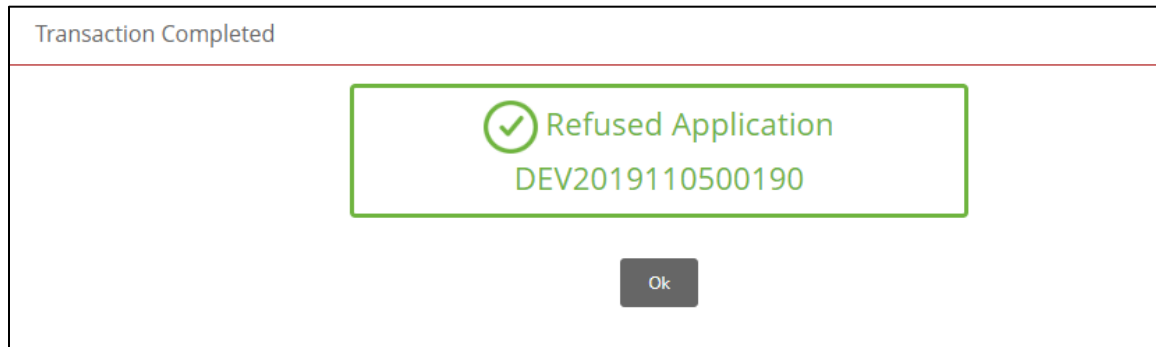

Figure 219 - Confirmation Message (Query Applicant)

Figure 220 - Successfully Queried Applicant

b. **Approve:** The Executive can approve an application. Enter Internal Remarks, attach document/s if necessary and click Forward to Planner button. You will be prompted with a confirmation message: '**Do you want to Approve Application?**' Click 'Yes' to confirm or 'No' to return to the Assessment tab.

On clicking Yes, the success message would be displayed:

.
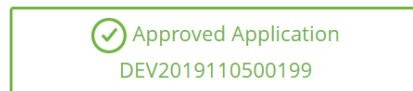
12 TCPD DIRECTOR

The Director receives recommendations from the Specialist for state applications submitted. The Specialist may seek advice prior to requesting or recommending corrective actions from the Director for complex or unusual applications. Based on the Specialist's report and based on the extent to which the standards and policy have not been complied with, the Director either makes a decision or refers the matter for discussion with the Internal Review Committee, the Complex Development Facilitation Committee or to Advisory Agencies for their input on the system.

Once the decision is made, the director updates it on the system for the specific application.

12.1 DASHBOARD

The dashboard is the default screen that will be displayed to the Executive after login. The dashboard consists of e-Services/ Applications and three (3) Categorized Application sections: Outline Applications, Planning Permission Applications and Planning Permission Applications Pending Agency Advice. You can click on a section title anywhere on DevelopTT to expand the section.
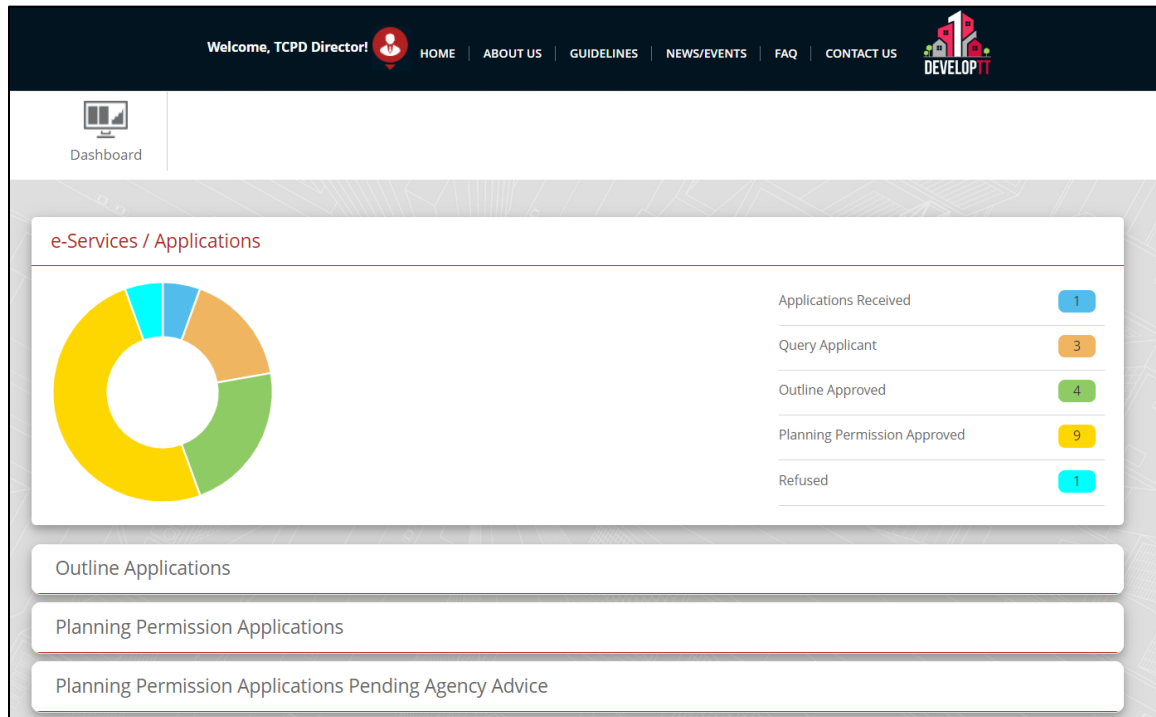
Figure 221 - TCPD Director's dashboard

Outline Application: A list of all Outline Applications for Planning Permissions forwarded by the specialist which have not been processed, would be found in this section.

Planning Permission Applications: A list of all Planning Permission Applications forwarded by the specialist which have not been processed, would be found in this section.

Planning Permission Applications Pending Agency Advice: A list of all Planning Permission Applications referred to advisory agencies by the director, would be found in this section.

GOOD TO KNOW:

@
- Applications are given an automatically generated and unique Reference Number when created.

- Applications would be listed by reference numbers in each Categorized Application section.

12.2 E-SERVICES/ APPLICATIONS

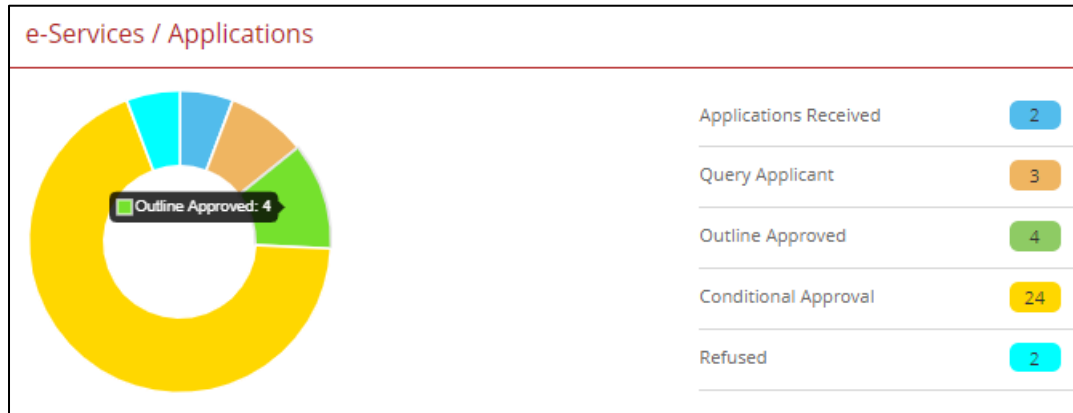Application Statuses Chart

Figure 222 - TCPD Director'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 222 above.

- The colour denotations are listed below:

  - **Blue** - Applications Received
  - **Orange** - Query Applicant
  - **Green** – Outline Approved
  - **Yellow** – Conditional Approval
  - **Blue** - Refused

12.3   OUTLINE APPLICATIONS

The 'Outline Applications' pane lists the Outline Applications for **Planning Permission** applications pending the Director's attention. Only Outline Applications for Planning Permissions would be found in this section. The screen overview is presented below in Figure 223.

Reference No: Refers to the automatically generated reference number given to each application by the system. Reference numbers for Planning Permission begin with 'PPR'. For example, PPR2019091205095 . Other reference numbers are illustrated in Figure 223 below (A).

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

Submission Date: Refers to the date the application was submitted by the applicant.

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

Island: Refers to the island in which the application was made in. This would be either Trinidad or Tobago.

Outline Applications				
Reference No ⬍	Application Type ⬍	Submission Date ⬍	Status ⬍	Island ⬍
PPR2019120206364	Planning Permission	02 Dec 2019	Forwarded to Director	Trinidad

Figure 223 - Outline Applications section pane

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 [Back 1 2 3 ... 7 8 Next] are displayed when there are more than 10 applications. 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.

12.3.1 Steps to Process an Outline Application

1. Click on the **Reference Number** to view and process the application. As stated previously, all the 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 see in Figure 224 below. Any remarks or comments made on the application would appear in this section.

TCPD Decision History

UpdatedBy ⇕	Status ⇕	Internal Remarks ⇕	External Comments ⇕	Additional Documents ⇕	Updated Date ⇕	Applicant Query Response ⇕	Applicant Response Date ⇕
Clerk - Town and Country Planning Division	Forwarded to Plotter	Forwarding			31 Oct 2019		
Plotter - Town and Country Planning Division	Forwarded to Specialist	Forwarding			31 Oct 2019		
Applicant Role	Applicant Submitted				31 Oct 2019	reviewed	31 Oct 2019
Clerk - Town and Country Planning Division	Forwarded to Plotter				31 Oct 2019		
Plotter - Town and Country Planning Division	Forwarded to Specialist				31 Oct 2019		
Specialist - Town and Country Planning Division	Forwarded to Director	forwarding			07 Nov 2019		

Cancel | Next >

Figure 224 - Assessment History tab

2. Click on each tab to verify the application.

a) **Tab 2 – Planning Questions:** Questions concerning the applicant's application. They are required to answer all six (6) questions.

b) **Tab 3 – Applicant Details:** Applicants are required 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.

c) **Tab 4 – Site Location:** Displays a map where the applicant should have plotted their proposal site location. The plotter would have inspected the plotted location and added Cross-Reference information, Co-ordinates and Geographic features that impact the site.

d) **Tab 5 – Documents:** All documents uploaded by the applicant would be listed here.

e) **Tab 6 – Document Status:** A checklist, filled out by the clerk, to indicate which documents the applicant has supplied.

f) **Tab 7 – Select Advisory Agency:** Upon reviewing the application, the Director can refer the applications to Advisory Agencies. This tab would be discussed in detail in step 3 as the Director would need to interact closely with this tab.

g) **Tab 11 – Select Regulatory Agency:** Upon reviewing the application, the Director can refer the applications to Regulatory Agencies. This tab would be discussed in detail in step 4 as the Director would need to interact closely with this tab.

h) **Tab 12 – Assessment:** A user can enter remarks as well as necessary documents then query or forward the applicant. This tab would be explained in detail in step 5 as the Director is required to enter information based on his/her assessment of the application.

3. Click 'Next' or Select Advisory Agency tab. As stated previously, the Director can refer applications to Advisory Agencies.

The first section of the tab displays the Advisory Decision History; any comments from the Advisory Agencies would be found here.

The next section allows the Director to select the agencies and enter remarks as well as any documents (if necessary). Figure 225 shows the list of Advisory Agencies.
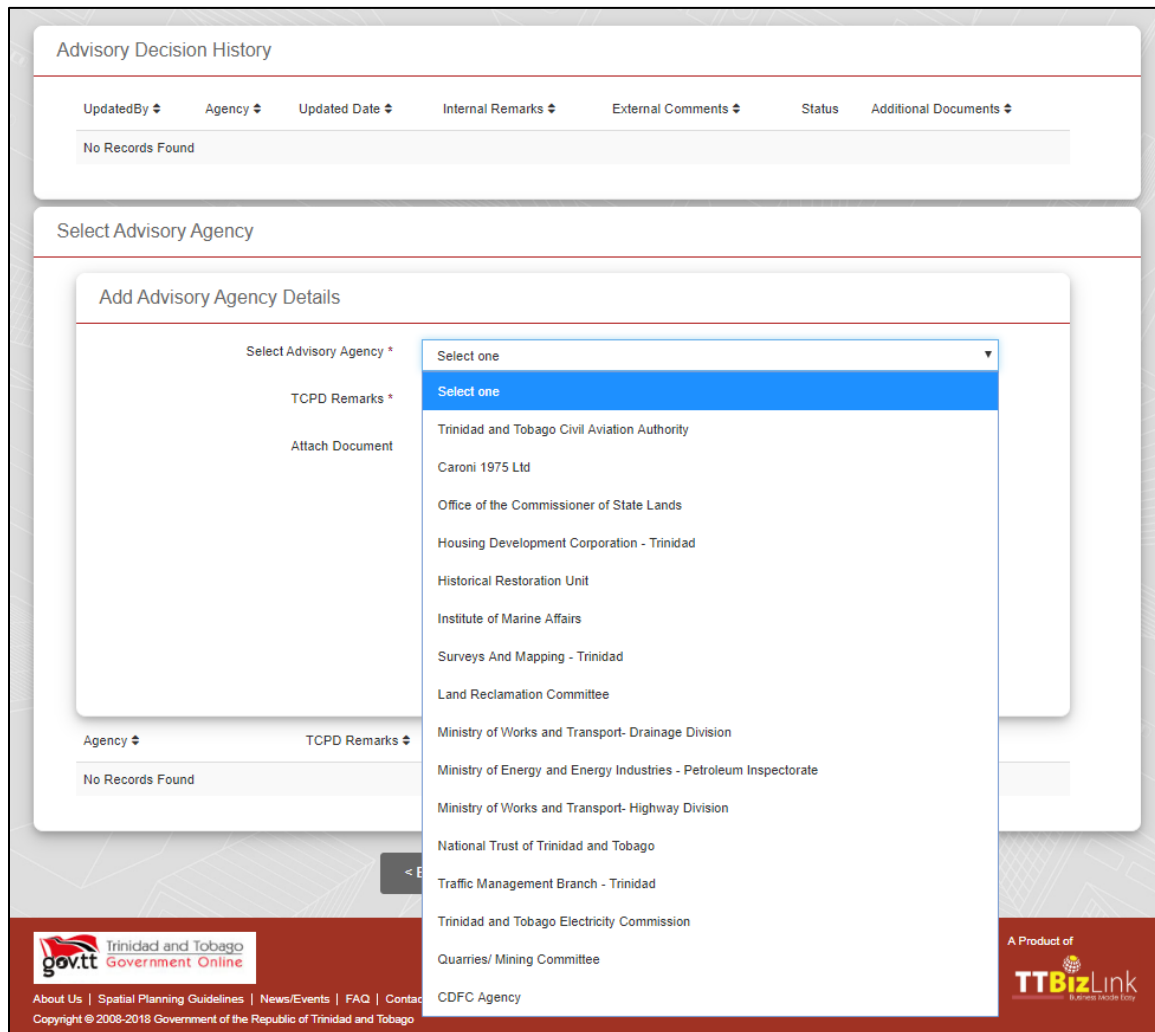
Figure 225 - List of Advisory Agencies

The application can be referred to more than one Advisory Agencies, as seen in Figure 225 above.

a) Select agency from Select Advisory Agency list and enter TCPD remarks. Click the Add button and repeat this step until all agencies are selected.

b) After adding all agencies, click the Submit to OGA button [Submit to OGA].

The application would be sent to OGAs selected.

4. Go to Select Regulatory Agency tab. The tab offers the same function explained in step 3 except, in this case, the Director can select Regulatory Agencies to refer the application to. Figure 226 shows the list of Regulatory Agencies.
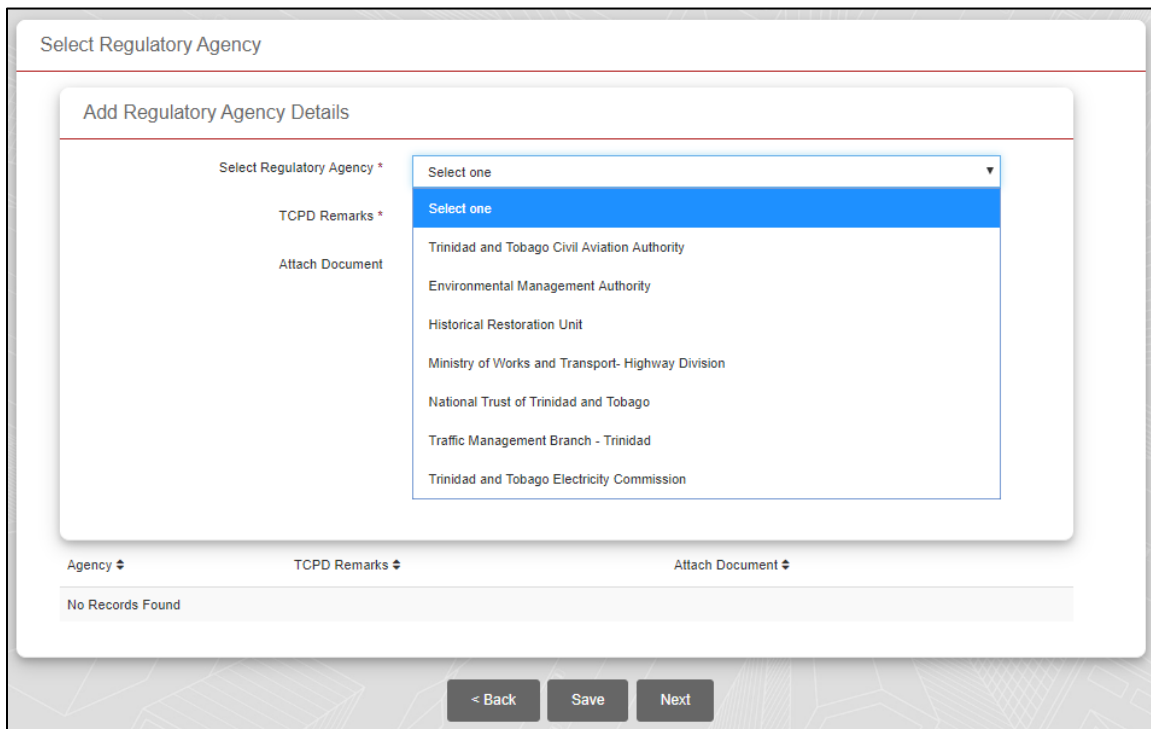
Figure 226 - Select Regulatory Agency tab

c) Select Regulatory Agency, enter TCPD Remarks and upload document is necessary.

d) Click Next button. Go to Assessment tab (Figure 227). The Director can approve the application. Click Approve Outline button. You will be prompted with the confirmation message (as seen in Figure 107 in Planning Permission steps): '**Do you want to Approve Outline Application?**' Click '**Yes'** to confirm or '**No'** to

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

displayed: ✓ Outline Approved PPR2019103105819 .

Figure 227 - Assessment tab

12.4 PLANNING PERMISSION APPLICATIONS

The 'Planning Permission Applications' pane lists the **Planning Permission** applications pending the Director's attention. Only Planning Permissions would be found in this section. The screen overview is presented below in Figure 228. The applications are listed in a table with same column headings as Outline Applications.

Planning Permission Applications				
Reference No ⬍	Application Type ⬍	Submission Date ⬍	Status ⬍	Island ⬍
PPR2019091805162	Planning Permission	18 Sep 2019	Forwarded to Director	Trinidad

Figure 228 – Planning Permission Applications tab

12.4.1 Steps to Process a Planning Permission Application

1. Click on the **Reference Number** to view and process the application. The application would open to the first tab 'Assessment History'. Any remarks or comments made on the application would appear in this section.

2. Click on each tab to verify the application. All tabs remain the same as the previous section Outline Applications except for the Building Operations and Change of Use or Subdivision of Land tab which would show up depending the Category of Development chosen by the applicant.
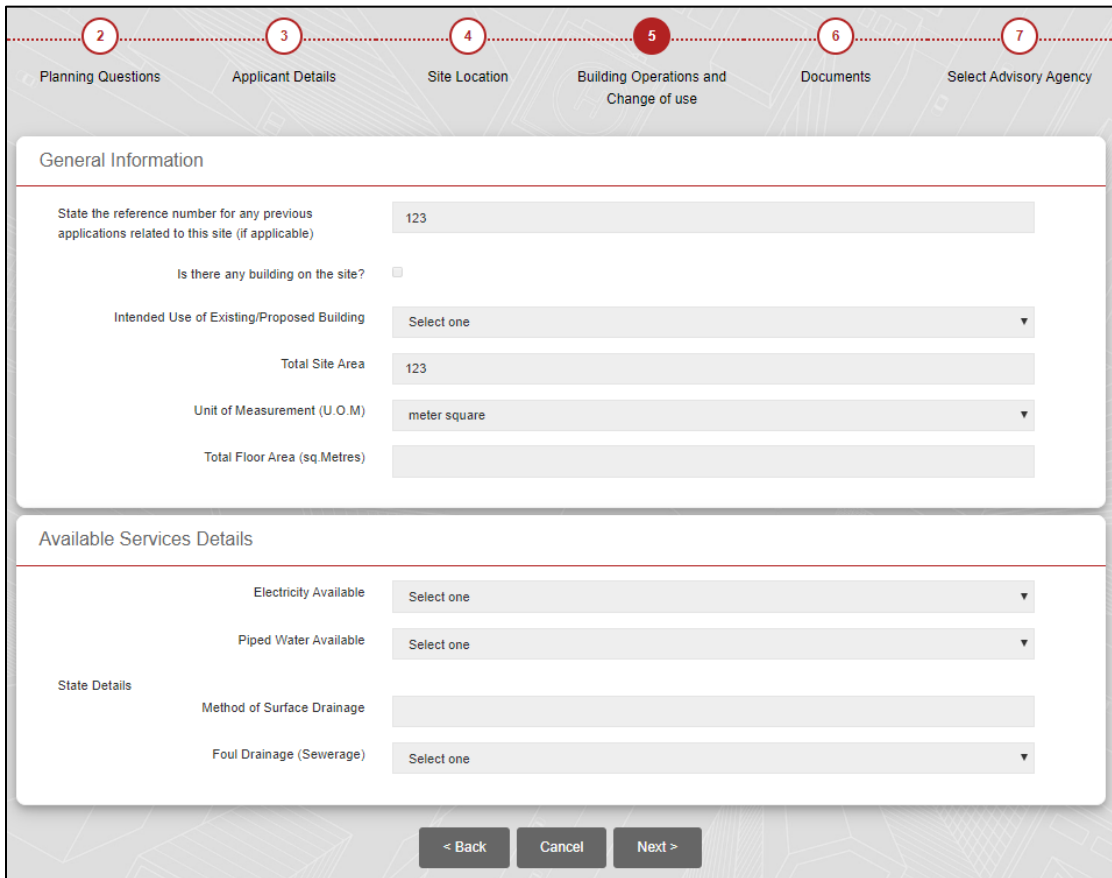
Figure 229 - Building Operations and Change of Use tab

The remainder of the process is the same as with process for Outline Planning Application from step 3 in the Steps to Process an Outline Application. When an application is submitted to advisory agencies, they would appear in the following section Planning Permission Applications Pending Agency Advice. When the agencies have responded, the application would be returned to this section.

3. Go to Select Regulatory Agency tab.
   a. The Director can add Regulatory Agencies to refer the application to just as with the Outline PP (optional)
   b. Select a Corporation.
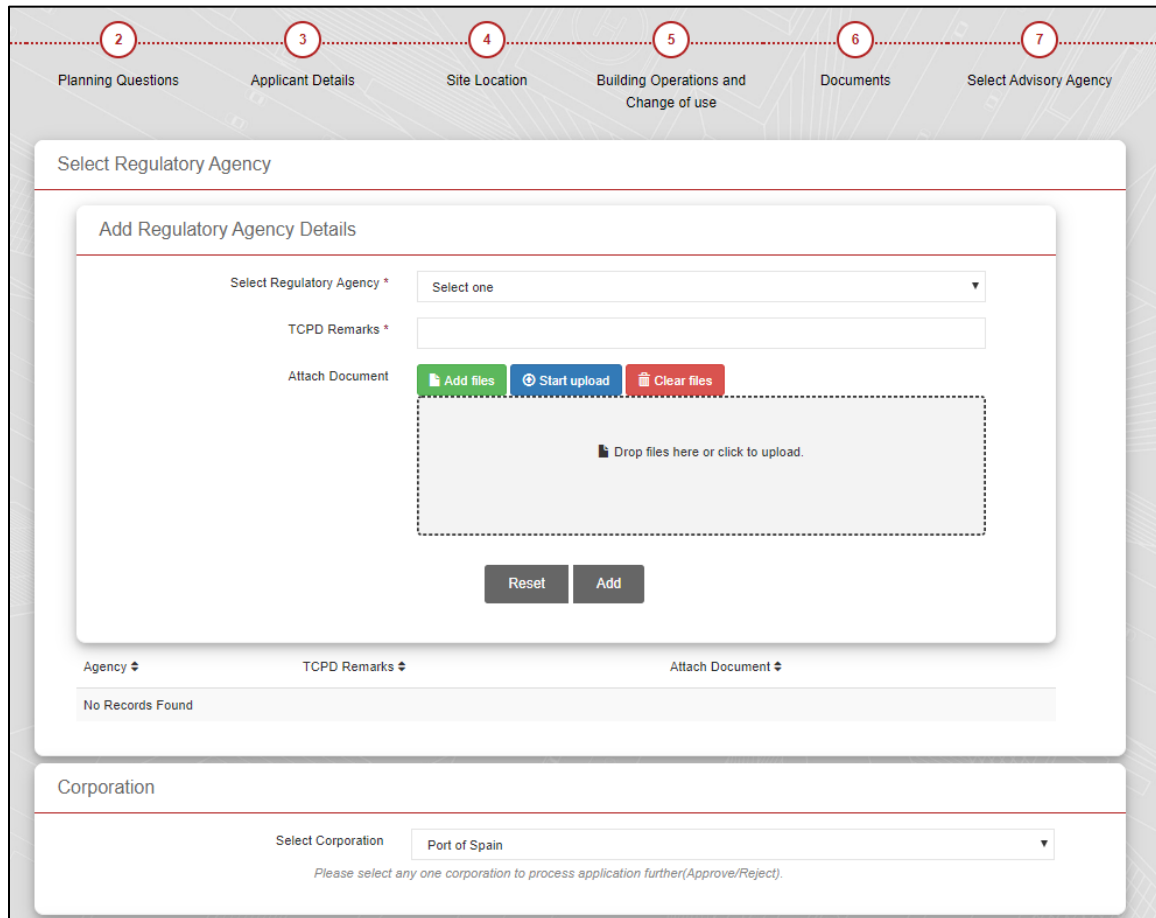
Figure 230 - Select Regulatory Agency tab (top of tab)

c. Select an Approver Decision from the list shown in Figure 231 below. Once a decision is made, other sections appear for information to be added. Appropriate buttons also appear when decision is made.
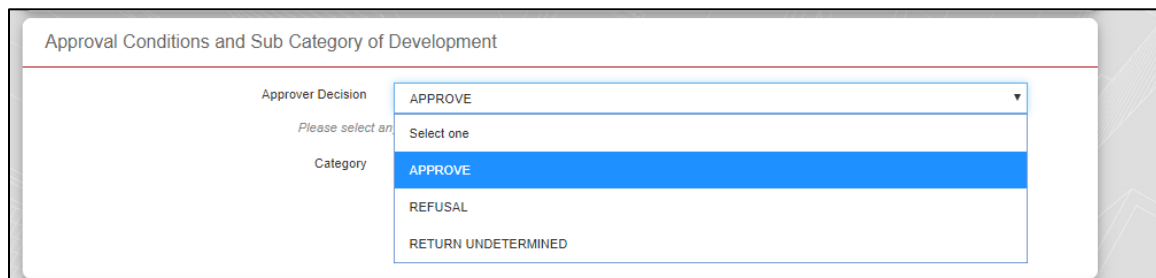
Figure 231 - Approval Conditions and Subcategory of Development section

i. **Approve:** Once the application is complete and the Director satisfied, he/ she can select 'Approve' then select a Category from the drop-down list as seen in Figure 232 below. After being approved, the system will forward the application to the applicant.
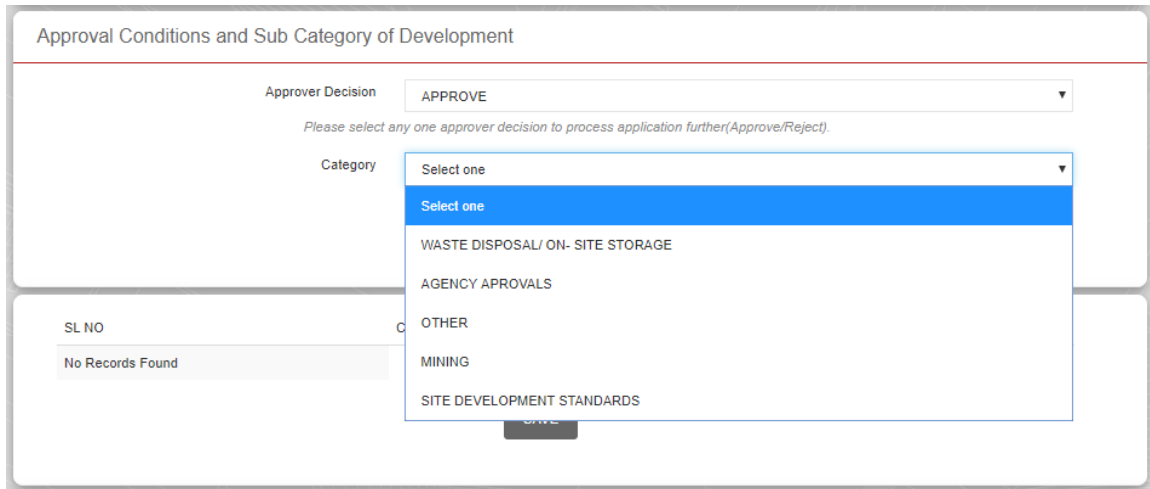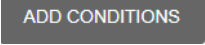
Figure 232 - Assessment tab (Decision: APPROVE)

Click Add Conditions button in Approval Conditions and Subcategory of Development section. You would be presented with a list of Approval Conditions for the planner to choose from. An example is shown in Figure 233, Category: Waste Disposal/ On-Site Storage. Click necessary conditions and click Save button.

After saving your selection, the conditions would be listed in the as seen in Figure 234 below; you may edit a condition in the textbox indicated.

Figure 233 - Approval Conditions window

Figure 234 - Assessment tab (Conditions added)

ii.   **Refusal:** A Director can refuse an application if it does not meet or adhere to policy standards. It is very similar to the steps for Approve function.

Select 'REFUSE' for Approver Decision and select a Category to specific reason for refusal. Select the Add Reasons button ADD REASONS.

Select reasons from Refusal Reasons window as seen in Figure 235 and click Save button. The list of reasons will differ depending on the Category chosen.

Figure 235 – Refusal Reasons window

For both these Approver Decisions, the Director also has the option to enter Notes. In Notes section, select a Category from the drop-down list seen in Figure 235 and click Add Notes button ADD NOTES. A Notes window will appear (like Approval and Refusal reasons windows); select notes and click Save button SAVE and notes would be added to a list on the Assessment page where you will be able to edit the notes as seen in Figure 236 below.

Figure 236 - Notes section
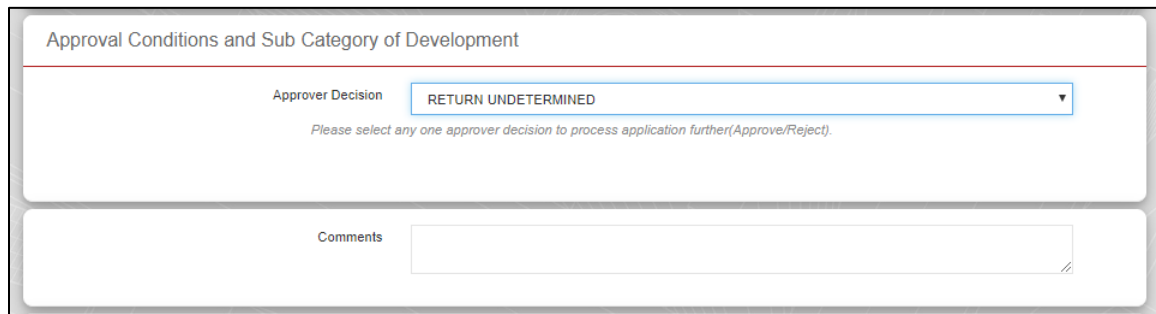
Figure 237 - Notes section (Category chosen)

iii.   **Return Undetermined:** An application would be returned undetermined if the application was ambiguous and not enough details were provided. It follows similar steps as the other two (2) decisions.
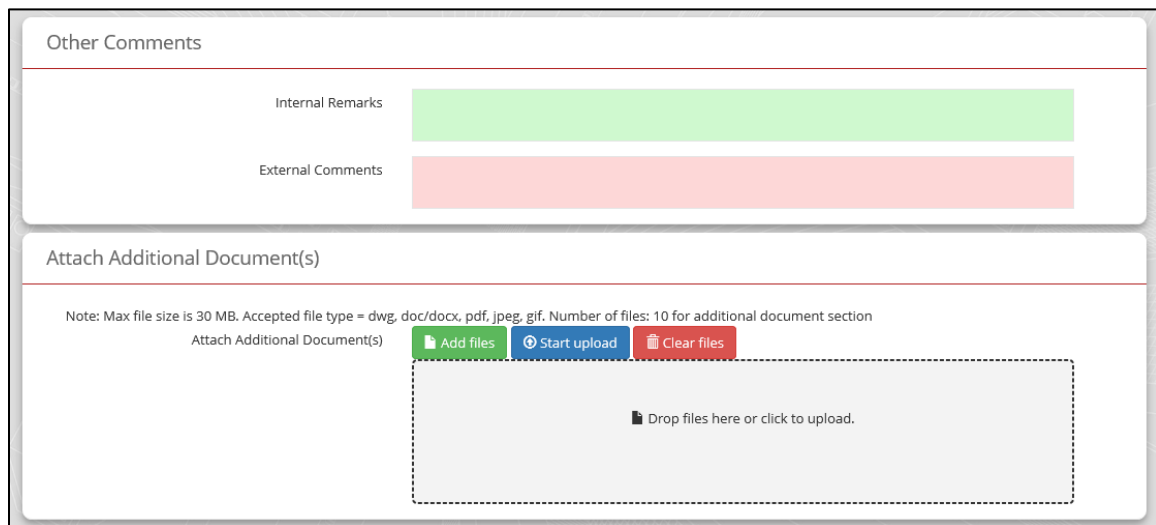
Select 'Return Undetermined' and enter comments (e.g. the reason it was returned undetermined).

Figure 238 - Returned Undetermined

The bottom of the Assessment tab is standard for all Approver Decisions (Figure 239).

Figure 239 - Assessment tab (Standard part)

Depending on the decision chosen, the buttons presented at the bottom of the tab would differ as seen in Figure 240 below.
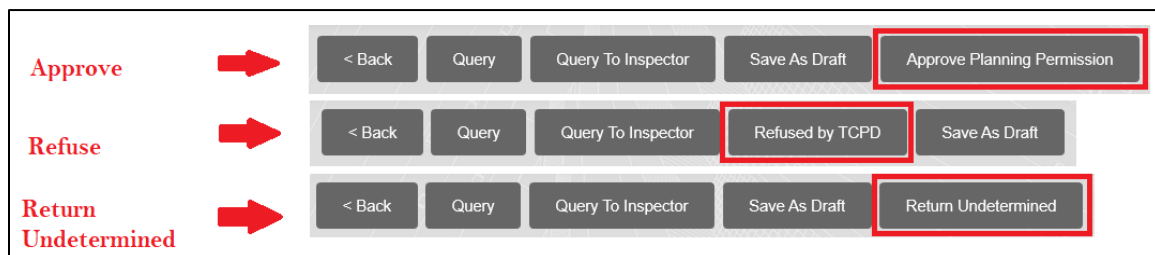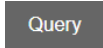

Figure 240 - Button Options given for Different Approver Decisions

a. **Query Applicant –** If there is a need for additional information, the Director can query the applicant. On Assessment tab, enter the query in External Comments and enter the date that the applicant is required to respond by using the query response date field. Click the query button [Query] located at the bottom of the page to submit the query. You will be prompted with a confirmation message: '**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.
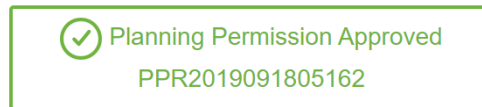
b. **Query to Inspector –** The Director may query the inspector for any clarification on their submitted report. Enter comments in Internal Remarks and attach document if necessary. Click the Query to Inspector button, seen in Figure 240 above. You

will be prompted with the confirmation message: '**Do you want to Query Inspector?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking Yes, the success message would be displayed.

c. **Approve Planning Permission**

    i.   Select ' Approve' as Approver Decision and select appropriate Category.

    ii.   Click 'Add Conditions' button and select applicable reasons in Approval Conditions window.

    iii.   Click 'Save' button and alter Conditions if necessary. Click Save button.

    iv.   Enter Notes if necessary. In Notes section, choose Category and click Add Notes button.

    v.   Select applicable notes in Notes window and click Save.

    vi.   If necessary, make changes to notes and click Save button in that section.

    vii.   Enter additional comments in Internal Remarks (TCPD officials) / External Comments (for applicant) accordingly and attach document if necessary. Click the Approve Planning Permission button, as seen Figure 240 above.

            You will be prompted with the confirmation message which will read: '**Do you want to Approve Planning Permission?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab. On clicking Yes, the success message will

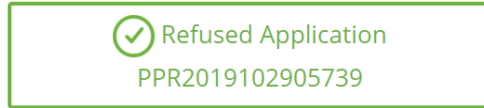display: ✓ Planning Permission Approved PPR2019091805162 .

d. **Refuse**

    i.   Select ' Refuse' as Approver Decision and select appropriate Category.

    ii.   Click 'Add Reasons' button and select applicable reasons in Refusal Reasons window.

    iii.   Click 'Save' button and alter Reasons if necessary. Click Save button.

    iv.   Enter Notes if necessary. In Notes section, choose Category and click Add Notes button.

    v.   Select applicable notes in Notes window and click 'Save'.

    vi.   If necessary, make changes to notes and click Save button in that section.

    vii.   Enter additional comments in Internal Remarks (TCPD officials) / External Comments (for applicant) accordingly and attach document if necessary. Click the Refused by TCPD button, seen in Figure 240 above.

You will be prompted with the confirmation message which will read: '**Do you want to Refuse Application?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

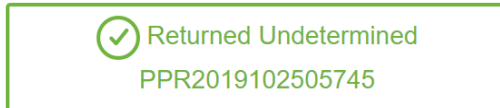On clicking Yes, the success message will display:

✓ Refused Application
PPR2019102905739

.

e. **Return Undetermined**

   i. Select 'Return Undetermined' as Approver Decision and enter comments if necessary.

   ii. Enter additional comments in Internal Remarks (TCPD officials) / External Comments (for applicant) accordingly and attach document if necessary.

   iii. Click the Return Undetermined button, seen in Figure 240 above.

   You will be prompted with the confirmation message which will read: '**Do you want to Return Undetermined Application?**' Click '**Yes**' to confirm or '**No**' to return to the Assessment tab.

   On clicking Yes, the success message will display:

✓ Returned Undetermined
PPR2019102505745

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GOOD TO KNOW:

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- The Director can click the Back button, seen in Figure 240 above, to go to the previous tab on any tab in the applications.

- The Director can click the Save button, seen in Figure 240 above, to save their work whilst processing the application. If the application is not completely processed and he/she saves and goes back to dashboard, when the planner returns to the application, the information already entered would appear in the application.

12.5   PLANNING PERMISSION APPLICATIONS PENDING AGENCY ADVICE

The 'Planning Permission Applications Pending Agency Advice' pane lists the **Planning Permission** applications that the planner referred to an agency and is awaiting a response. Only Planning Permissions would be found in this section. The screen overview is presented below in Figure 241. The applications are listed in a table with same column headings as Outline Applications. Different headings would be discussed below:

Status: Refers to the status of the application. At this level, the application status can read '*Awaiting Advisory Review*'.

Referred agencies: Shows the number of agencies the planner referred the application to.

Recommendations received: Shows the number of agencies who have replied to the planner

Planning Permission Applications Pending Agency Advice							
Reference No ⇕	Application Type ⇕	Submission Date ⇕	Status ⇕	Island ⇕	Referred Agencies ⇕	Recommendations Received ⇕	Action ⇕
PPR2019091005036	Planning Permission	10 Sep 2019	Awaiting Advisory Review	Trinidad	2	0	

Figure 241 - Outline Application Awaiting Agency Advice

Once all agencies have responded, the Recommendations received should equal the number in Referred agencies.

Click on the Reference Number to view the application. The Director is unable to process the application until agencies have responded. Once the agencies reply, the application would be moved to the Planning Permission Applications section.

13 ENFORCEMENT OFFICER

The Enforcement Officer receives and records complaints submitted on DevelopTT. Complaints can be submitted by the public without logging in to an account. The form captures basic information as in a Complaint Letter. The system sends an acknowledgement email with an automatically generated Complaint Reference Number to the complainant.

13.1 DASHBOARD

The dashboard is the default screen that will be displayed to the Enforcement Officer after login. The dashboard consists of one (1) Categorized Application section: Public Complaint View.

Public Complaint View

Reference Number ▾	Complainant's Name	Date Of Complaint Received ⬍
CMP2019110600272	Satia John	05 Nov 2019
CMP2019103100264	John Doe	31 Oct 2019
CMP2019091000254	dfgdffg	03 Sep 2019
CMP2019091000252		17 Sep 2019
CMP2019090600249	test 05sept 2019	06 Sep 2019
CMP2019081200240		13 Aug 2019
CMP2019081200238		12 Aug 2119
CMP2019081200230		07 Sep 2019
CMP2019081200226		12 Aug 2019
CMP2019081200225		07 Sep 2019

Back 1 2 3 ... 5 6 Next

Figure 242 - Public Complaint View section

Development Complaints: A list of complaints submitted by the applicant. The reference numbers for all complaints are pre-fixed with 'CMP'.

GOOD TO KNOW:
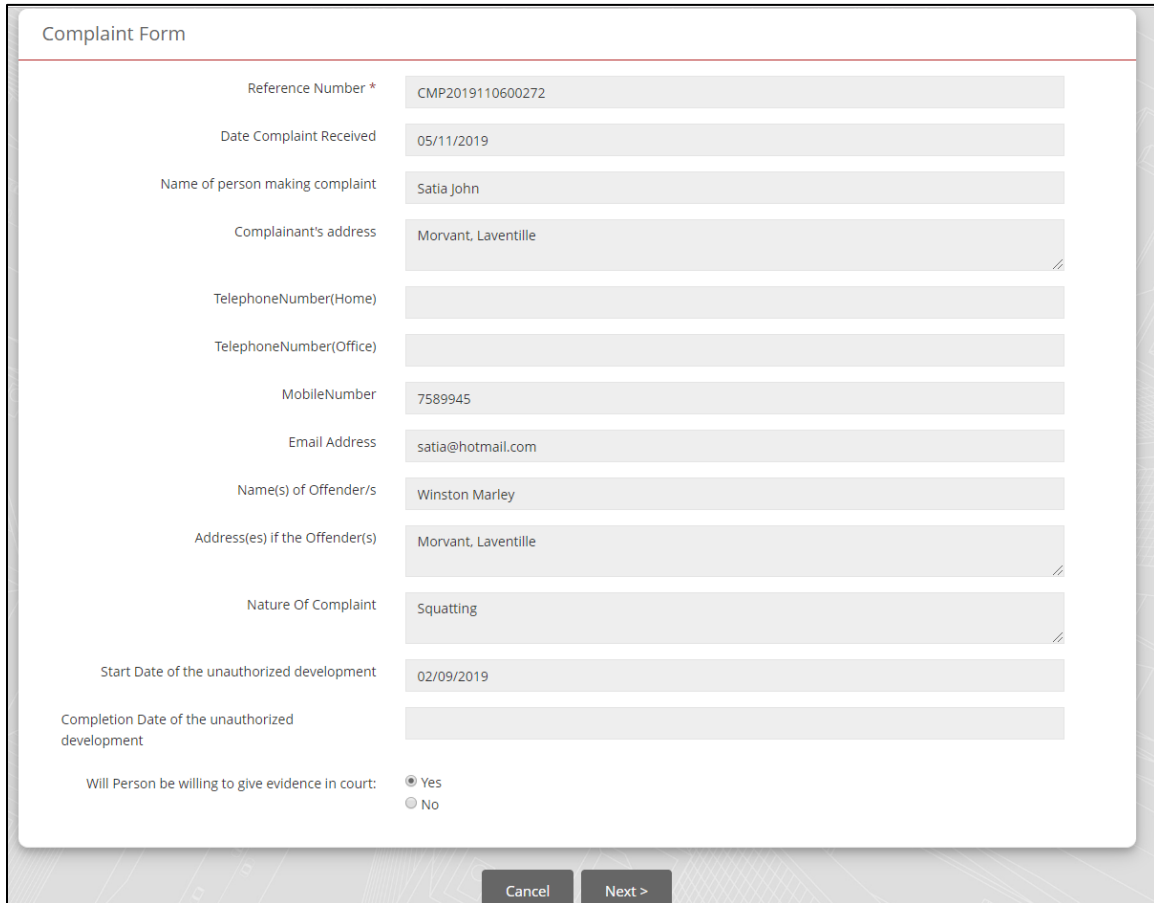
@

- Applications are given an automatically generated and unique Reference Number when created.

- Applications would be listed by reference numbers in each Categorized Application section.

- Tap the ⬍ icon to sort applications in ascending or descending order.

- Up to 10 records are displayed in this section.

- Navigation buttons, [Back **1** 2 Next], would be 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.

13.2   PUBLIC COMPLAINT VIEW

The Enforcement Officer can view an application by following these steps

1. Click on the **Reference Number** to view and process the application. All reference numbers listed in this section are hyperlinks. The application would open to the first tab as seen in Figure 243 below.
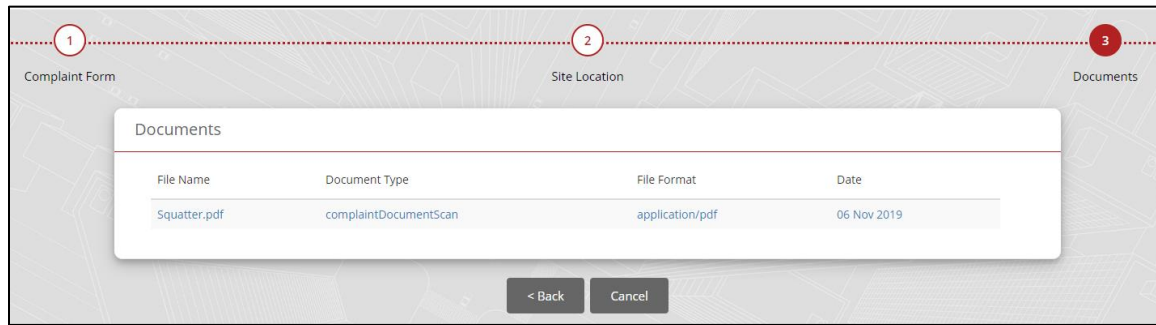
Figure 243 - Complaint Form tab

2. Click 'Next' to go to Site Location tab. Displays a map where the applicant should have plotted their proposal site location.

3. Click 'Next' to go to Documents tab. A list of supporting documents would be found in this tab. An example is seen in Figure 244 below.

Figure 244 - Documents tab

4. After reviewing the complaint, open a Complaints database form to Update the Complaint Record.

    An Officer may also add a fresh complaint form which is not linked to any submitted complaint.

    An Officer may also search for a complaint record using basic criteria such as Complaint Reference Number, Complainant Name, Complainant Site Area.

APPENDIX

SEARCH APPLICATIONS FUNCTION

The 'Search Application' function allows a user to search for an application using the appropriate search criteria. Once an application was submitted by the applicant, any TCPD approver would be able to 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 245 below.

Figure 245 - Search Application page

2. Enter at least one (1) search criterion to perform the search operation. The different search criteria are seen in Figure 245 above.

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

Figure 246 - Application Type drop-down list

Figure 247 - Status drop-down list
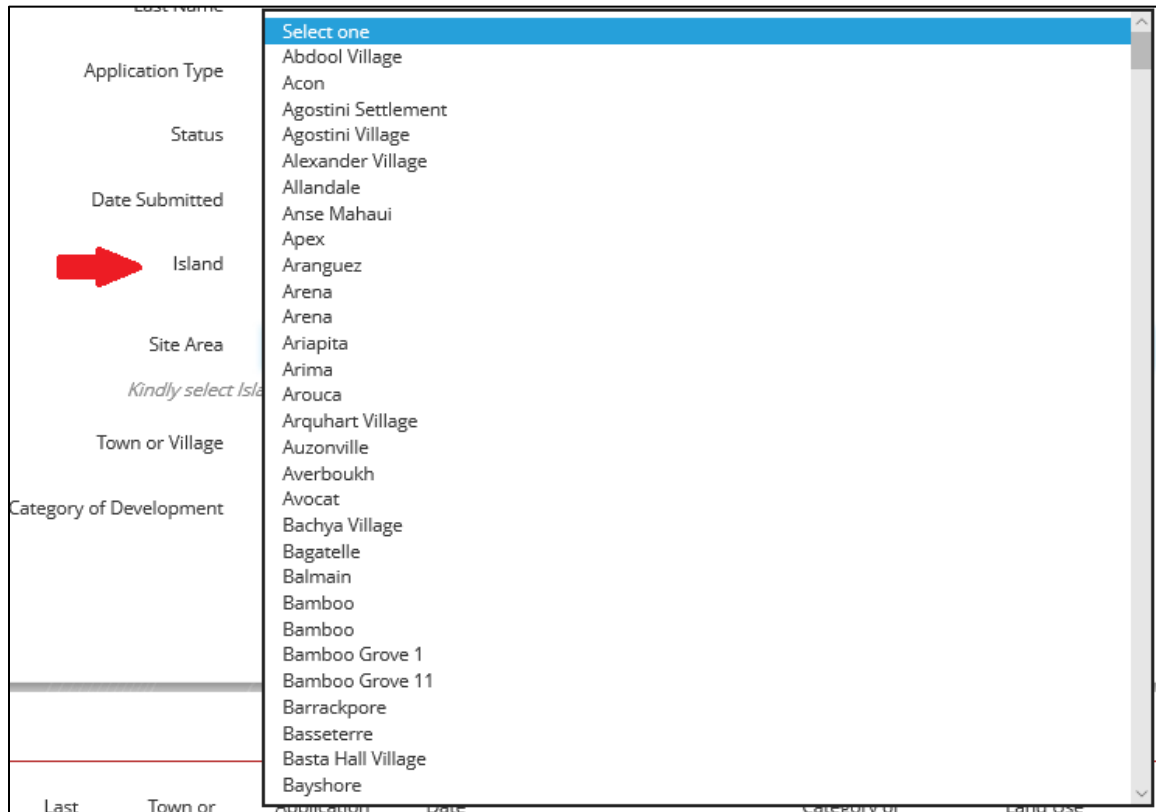
Figure 248 - Island drop down list
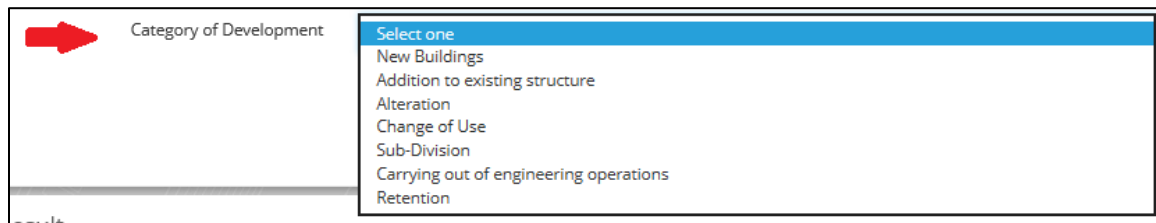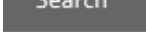
Figure 249 - Category of Development drop down list

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 250 below.

Figure 250 - Sample search with results

Note, you do not have to enter the full Reference Number, 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.

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 ascertain the exact location of the site in question. The plotter is also able to plot a site location on the map.
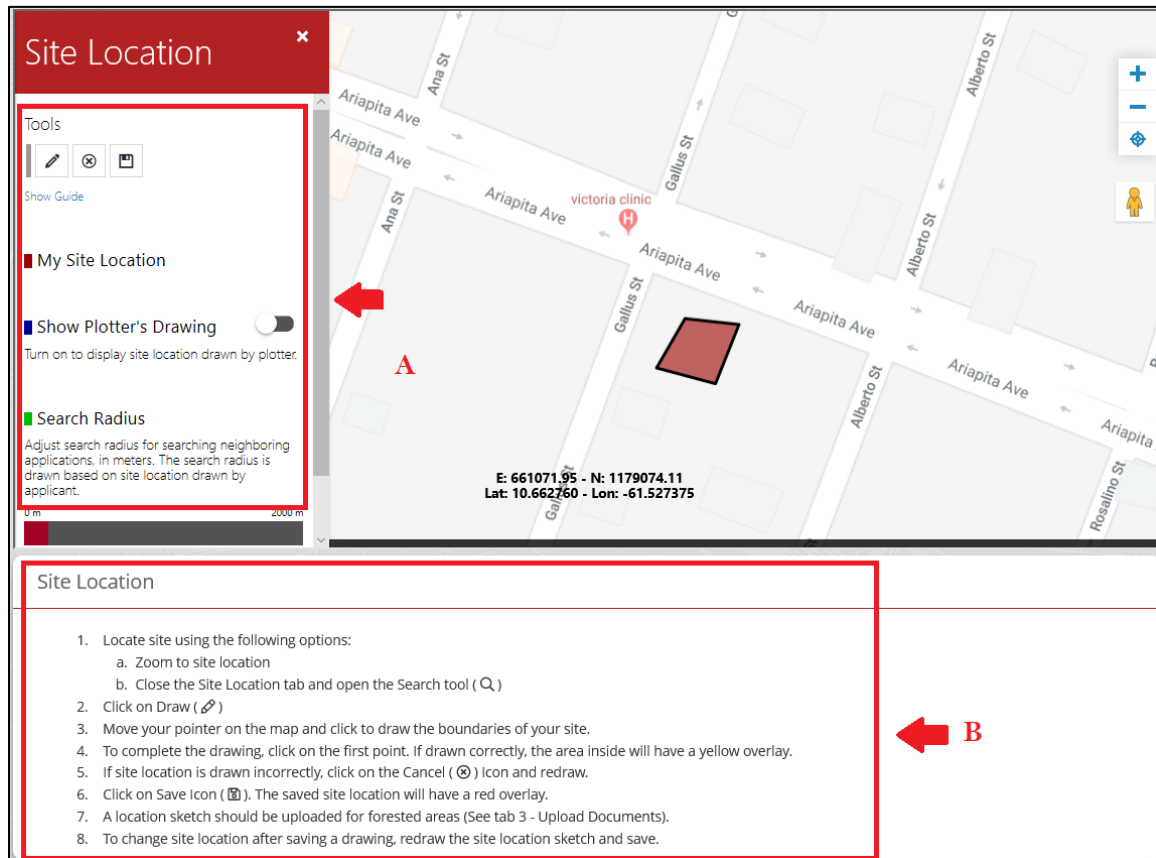
Plotting on the map

Figure 251 - 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: You can 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.

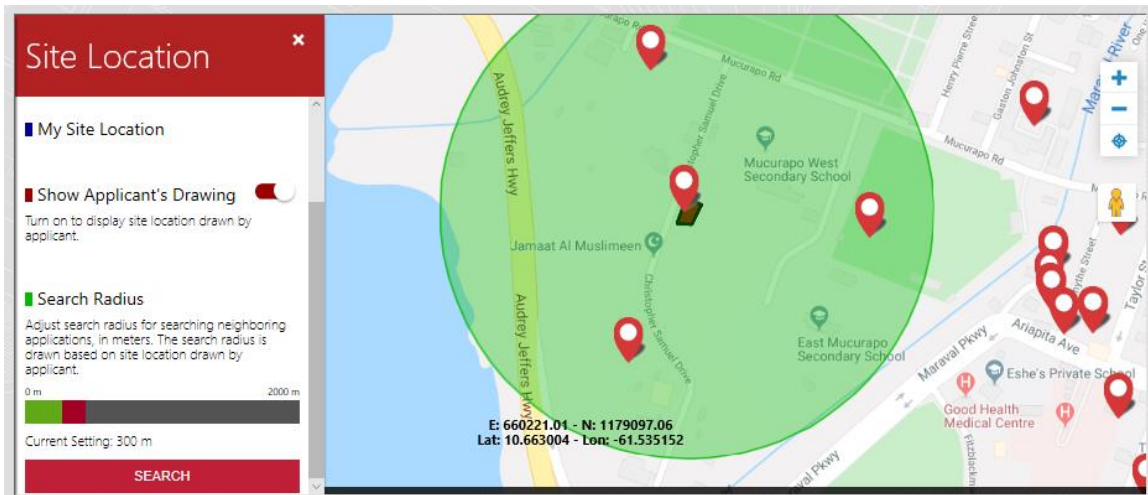Set the Search radius and click Search button.

Figure 252 - Search feature

B – Displays instructions on plotting a location.

Map Icons

Click the 'X' next to Site Location on the left, . Your map will appear with icons on the left and right side as seen in Figure 253 below.

Figure 253 - Site Location

a) **Site Location tab** – As seen in Figure 253 above, all maps for DevelopTT approvers would have this tab open by default.

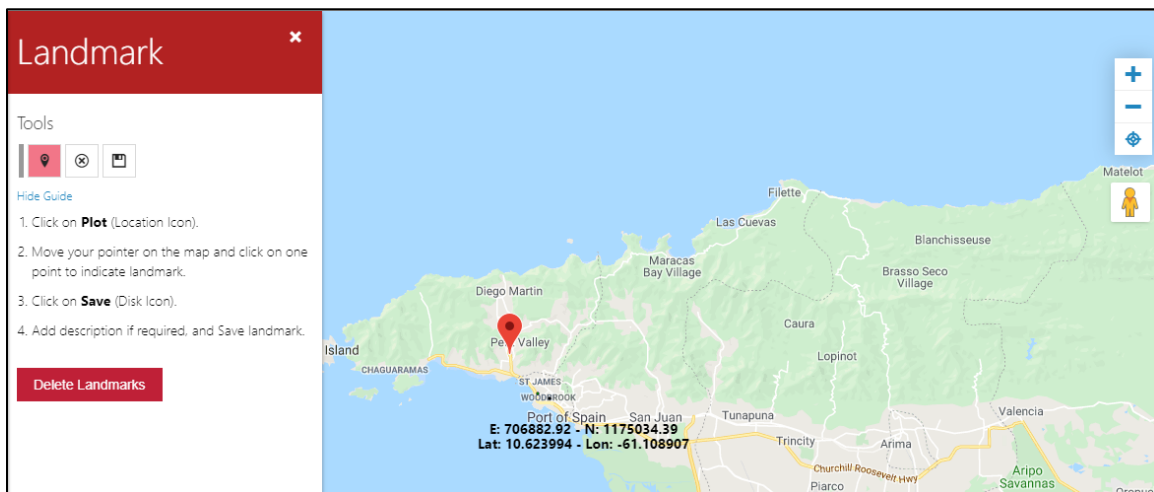b) **Landmark tab** – You can add landmarks to the map, (Figure 254).

Figure 254 - Site Location Landmark tab

c) **Layers tab** – There are six (6) layers. You can toggle on and off any of the layers. In Figure 255 below, Planning layer is on. You can see a legend provided to the top right and the different layers displayed. Click 'X' next to Layers to exit.
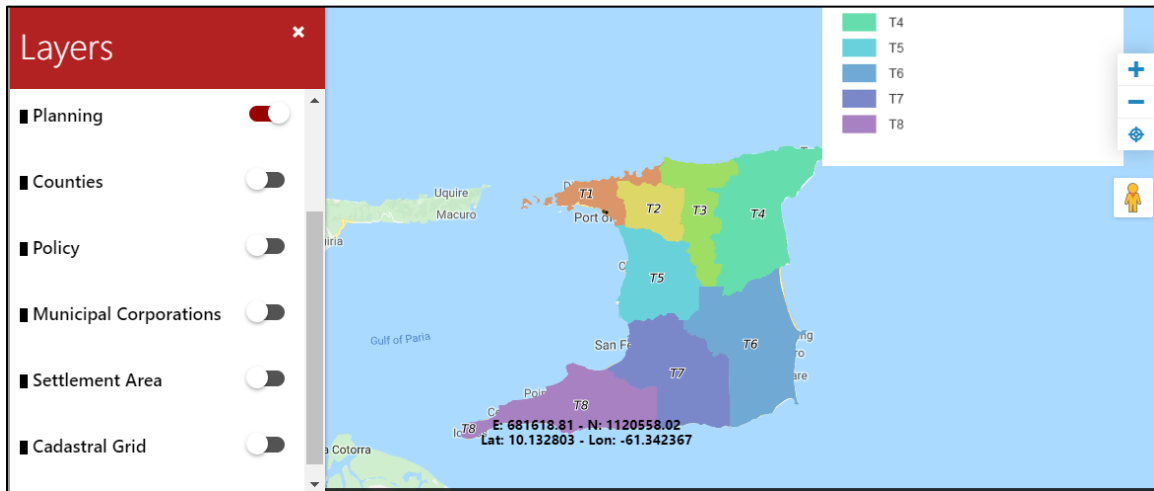
Figure 255 - Site Location Layers tab

d) **Search tab** – You can search the map as seen in Figure 256 below. Enter the start or the full name of what you want to find and click Enter; the green pin (circled in Figure 256 below) shows the exact location.
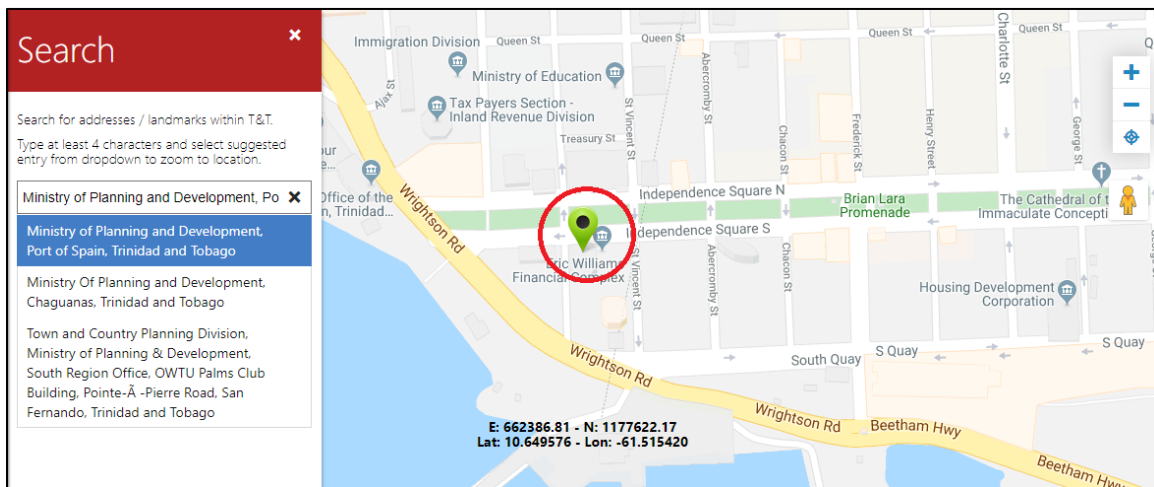

Figure 256-Site Location Search tab

e) **Change map tab** – This feature allows you to see the map in four (4) different ways: Normal, Terrain, Satellite and Hybrid. We have been looking at the map in Normal view mode.
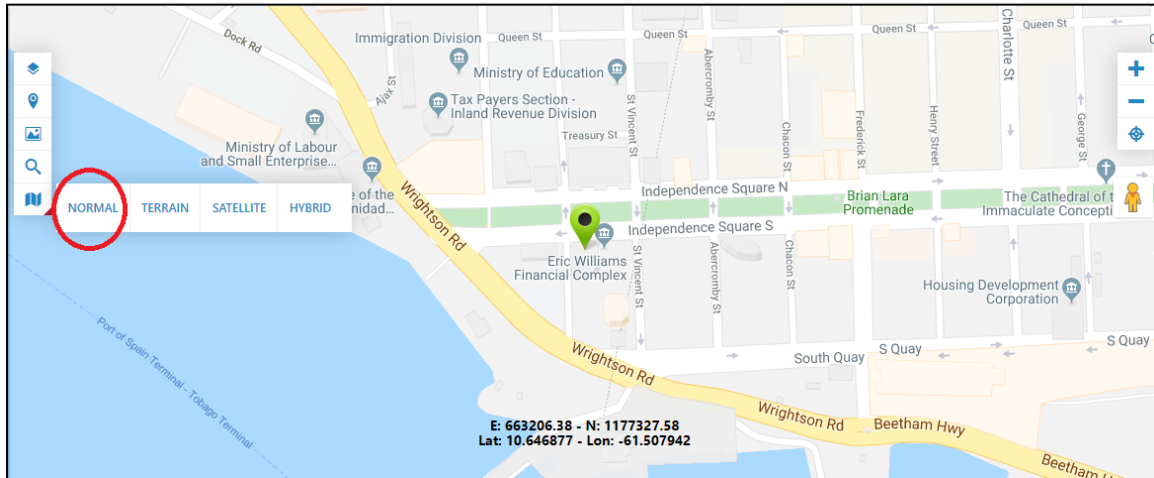
Figure 257 - Site Location Change Map tab

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:

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- 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 258 below. If no inspection is required, click Next.
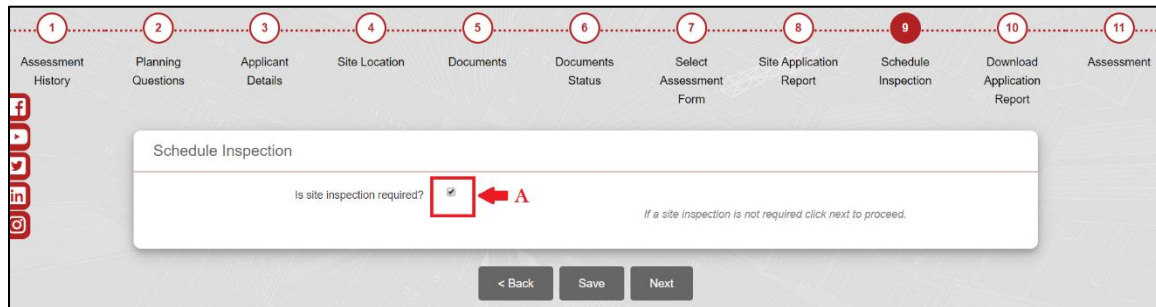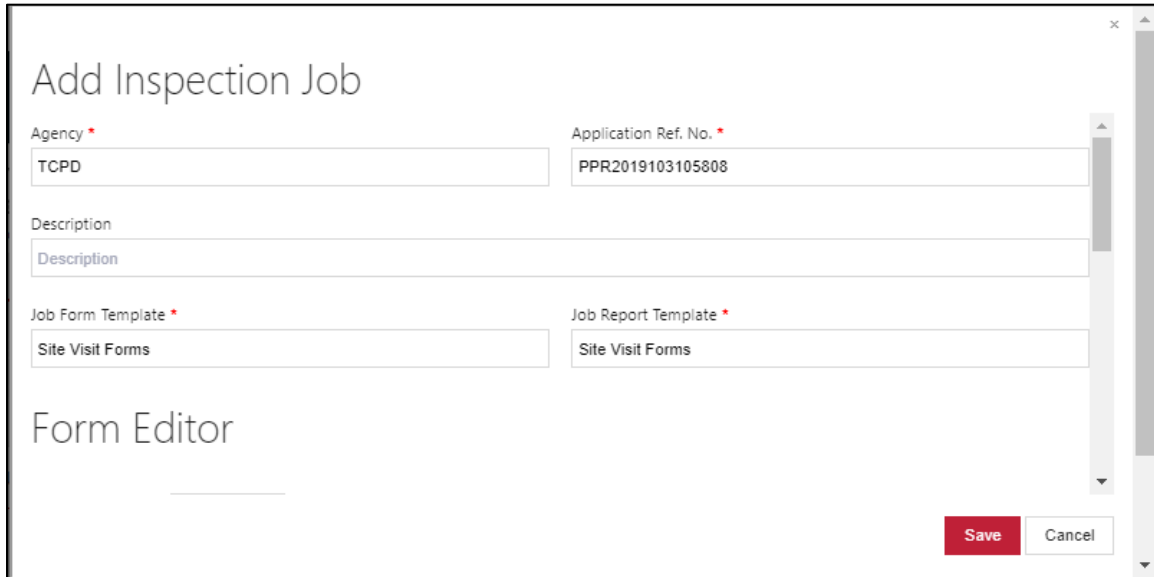

Figure 258 - Schedule Inspection tab

When the approver checks the checkbox, the inspection window pops up to the 'Add Inspection Job' window as seen in Figure 259 below. The Application Ref. No. would be automatically populated. Agency would always be TCPD.

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 259 - Add Inspection Job window

4. Click 'Save' and the approver will see a success message and be redirected to the Inspection Job window (Figure 260 below). Scroll down and you would see the table with the job.

Figure 260 - Inspection Job window

5. Scroll down and you would see the table with the job. Click the cross 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 261.
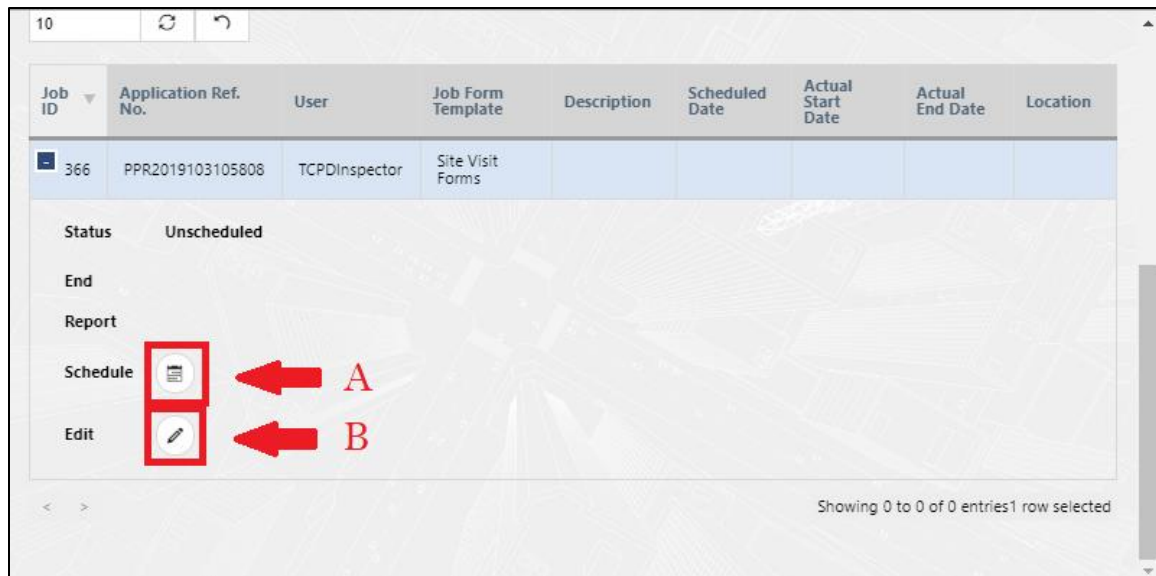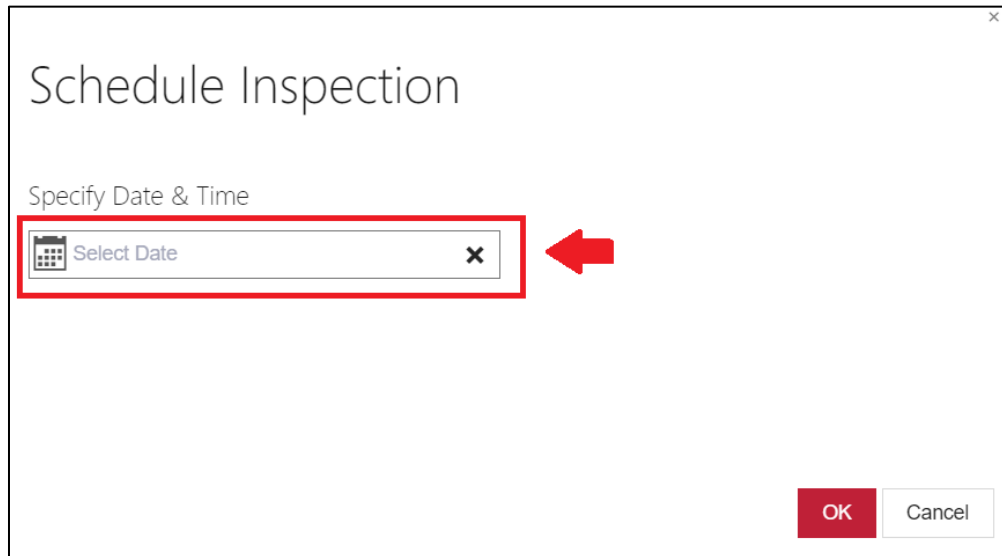

Figure 261 - Schedule Inspection step

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 262 below and choose a date and time for the inspection and click OK.

Figure 262 - Schedule Inspection window

You will get a Success message and 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 263 below.

Figure 263 - 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 would 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 themselves, they would be able to use this option.

   a. Go to the Schedule Inspection tab and click the checkbox.

   b. Navigate to the Inspection Job window as seen in Figure 261 above.

   c. Scroll down to view the list of inspection jobs. You would see an Actual End Date for your completed inspection (Figure 264 below).

Job ID	Application Ref. No.	User	Job Form Template	Description	Scheduled Date	Actual Start Date	Actual End Date	Location
367	PPR2019103105808	TCPDInspector	Site Visit Forms		07/11/2019 11:12:00	07/11/2019 11:13:28		
366	PPR2019103105808	TCPDInspector	Site Visit Forms		07/11/2019 11:02:00	07/11/2019 11:07:09	07/11/2019 11:10:11	

Showing 1 to 2 of 2 entries

Figure 264 - Job List (Actual End Date inserted)

   d. Click the cross in the blue box, indicated in Figure 264 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 265 below)

Figure 265 - 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 266 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 266 below).

   b. Click on the Job ID and the report will open in PDF format (Figure 267 below).

Figure 266 - Download Application Report tab

Figure 267 - Inspection Report

USING DEVELOPTT MOBILE APPLICATION

The DevelopTT Mobile Application was 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 your inspection, open the DevelopTT app on the tablet assigned. The app will open to the Login page as seen in Figure 268 below.
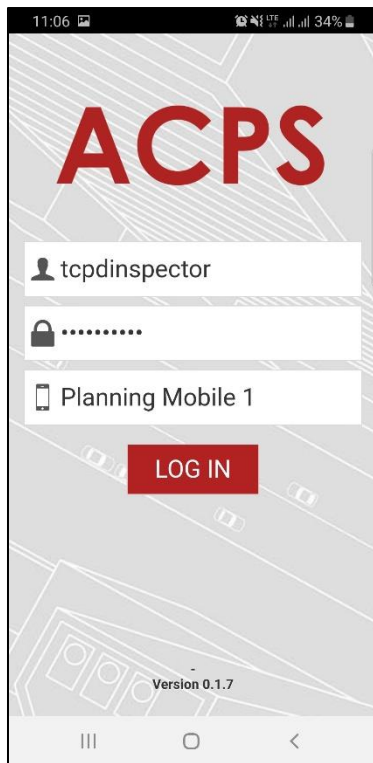

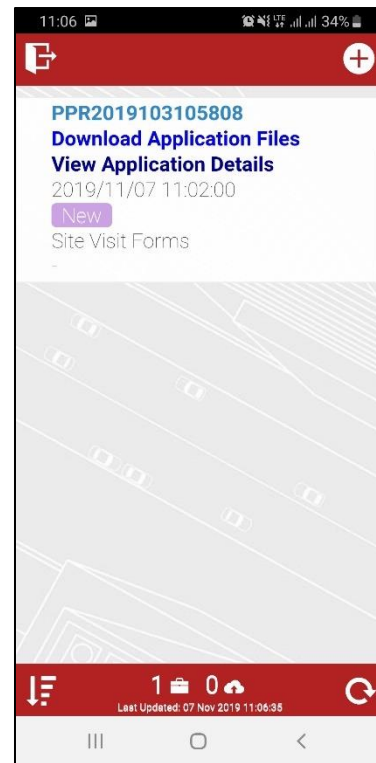**Figure 268 - DevelopTT App Login Page**   **Figure 269 - DevelopTT App dashboard**

2. Enter your DevelopTT credentials and click the Log In button. You will be directed to the dashboard which will show a list of all inspections that you have scheduled. The dashboard would be explained in greater detail below.
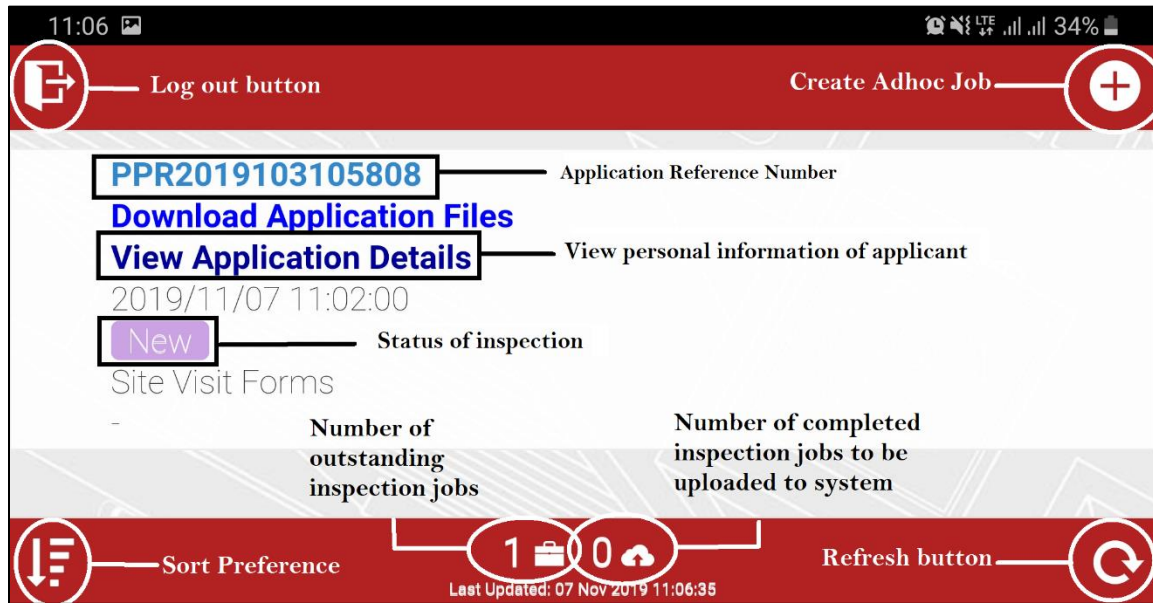
Figure 270 - Dashboard explained

From your dashboard, you may

i. Create an Ad hoc Job from the mobile app (Figure 271). You would be able to select the form template to use from those created by the admin.

ii. View the personal information of the applicant (Figure 273).

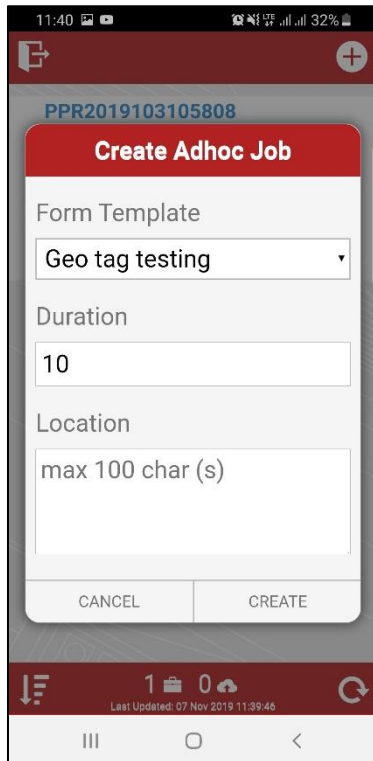iii. Change preference from automatic to manual and change the order of inspection jobs (Figures 272 & 274).
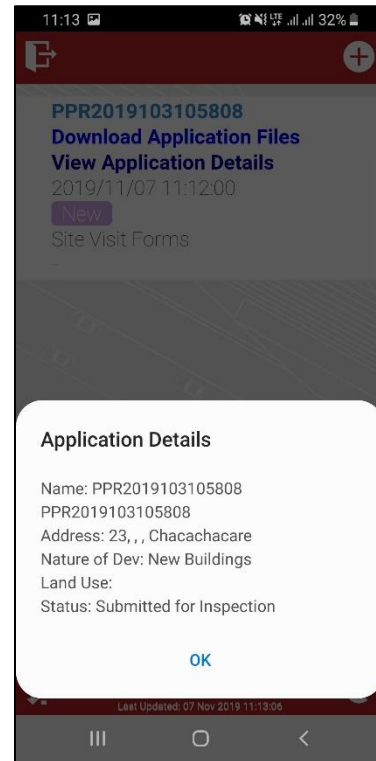
Figure 271 - Create Ad hoc Job
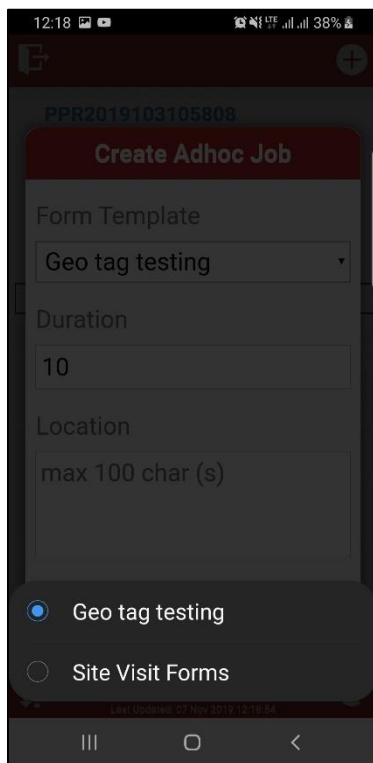

Figure 273 - View Application Details

Figure 272 - Select form for Ad hoc Job
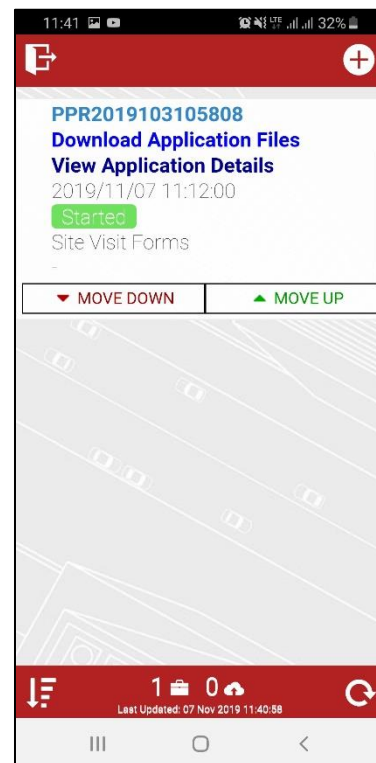
Figure 274 - Sort Preference

3. Click the application number to start the inspection. You will be prompted with a confirmation message seen in Figure 275 below. Click '**CANCEL**' to return to the dashboard; click '**OK**' to start inspection.

Figure 275 - Start job confirmation message

Figure 276 - Sample inspection form in app

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

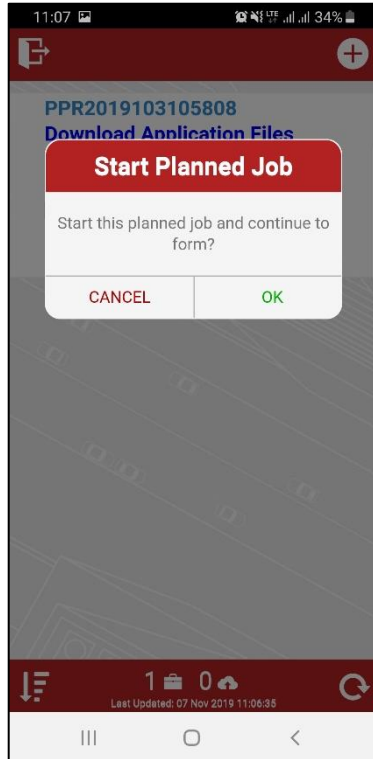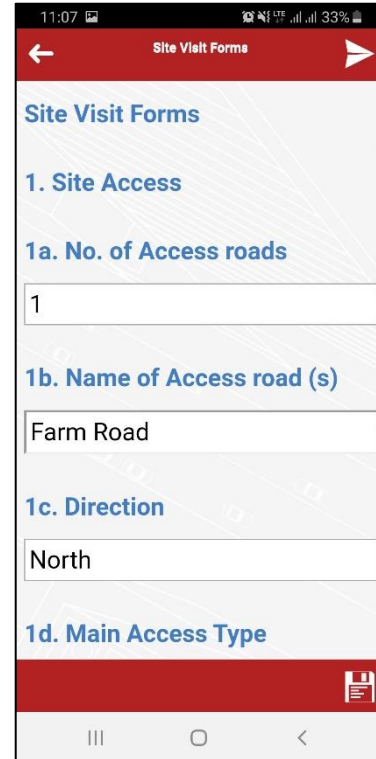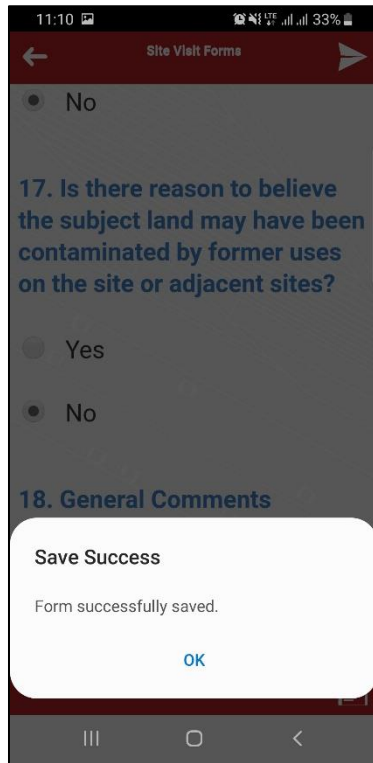**Figure 277 - Successful Save message**   **Figure 278 - Dashboard with Updated Status**
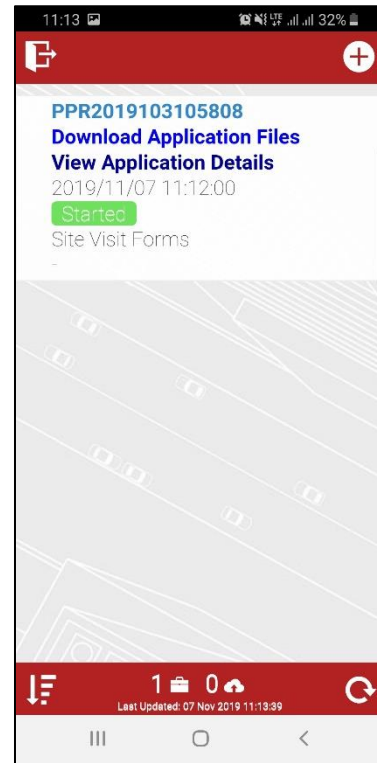
5. Once the form is completed, hit the Submit icon to the top right. You will be prompted with a confirmation message; click **CANCEL** to stay on form; click **OK** to submit form. If you click OK, you will be directed to the dashboard. Your inspection would no longer be on your dashboard however, you would notice that the number of completed inspections to be uploaded has been incremented by 1.
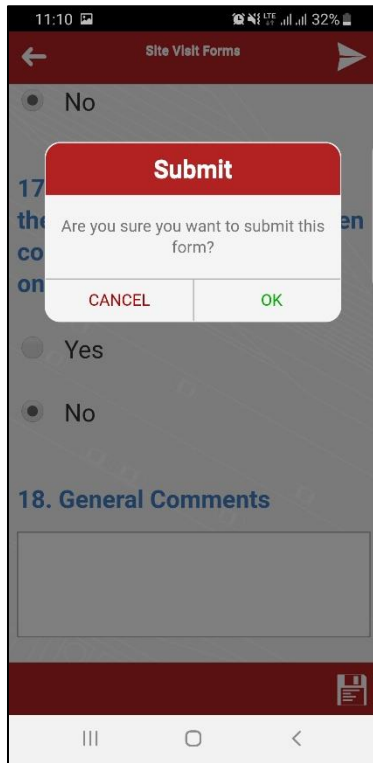
Figure 279 - Submit form confirmation message

Figure 280 - 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.

PDFTRON

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

Figure 281 - Menu (left)

Panel – The Panel displays

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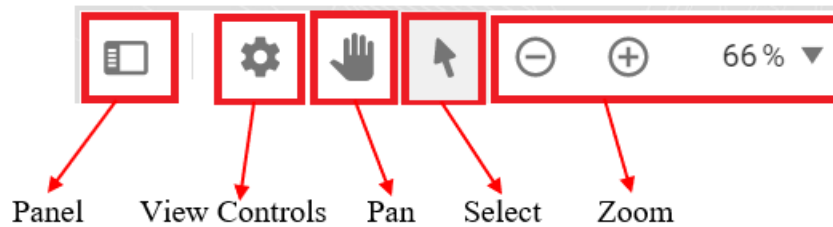- Notes/ Annotations in the document

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 to work on them.

Zoom – These controls allow the user to zoom in to get a closer look or zoom out to see more of the document. With the zoom option, the user can determine the amount of detail they want.
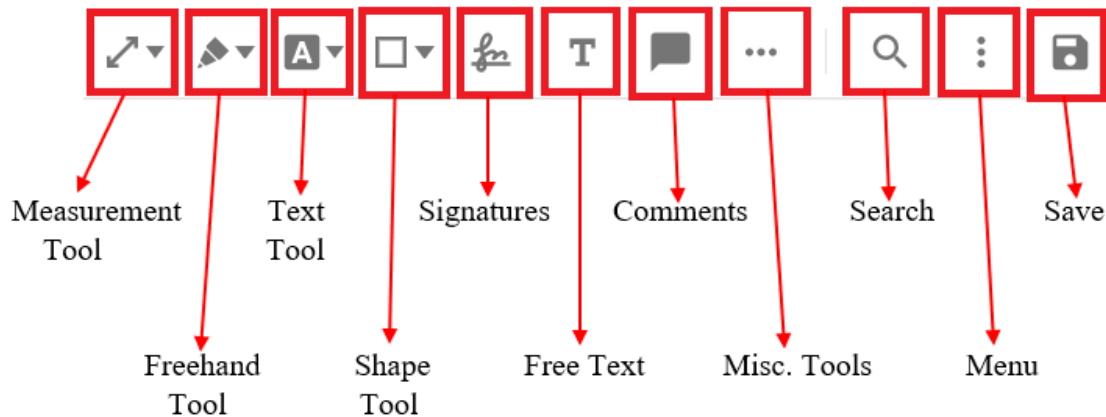
Figure 282 - Menu (right)

Measurement Tool – This tool gives 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 selected by 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 scaled 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.

APPLICATION FLOWCHART

The different applications types follow different flows. The flowcharts below show the flow of a different types of applications on DevelopTT.

- ▪ Figure 283 – Outline Application for Planning Permission

- ▪ Figure 284 – Planning Permission Application

- ▪ Figure 285 – State Application

- ▪ Figure 286 – Advertisement Application

- ▪ Figure 287 – Mining Application

- ▪ Figure 288 – Correspondence Application
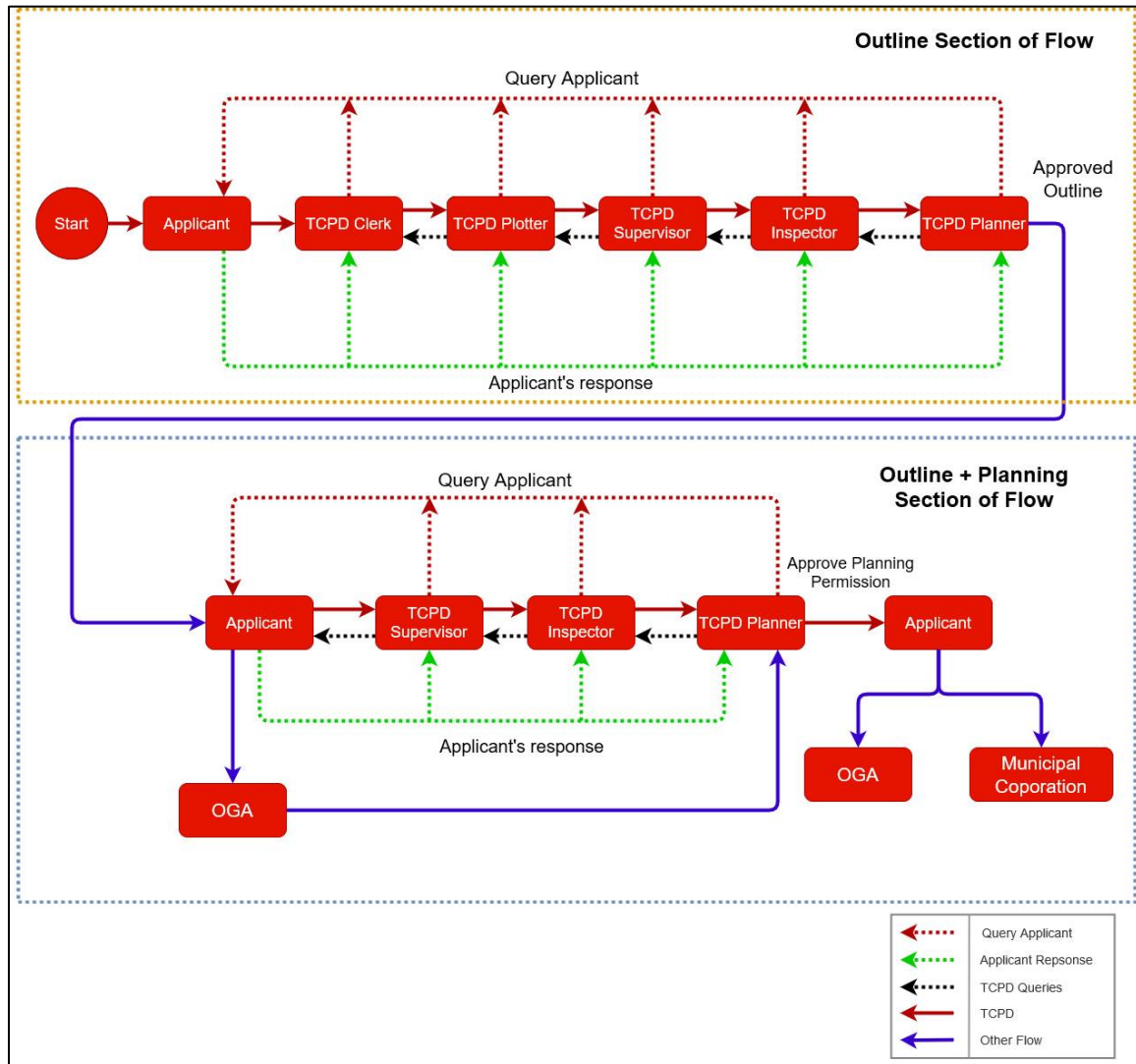
- ▪ Figure 289 – Variation Request

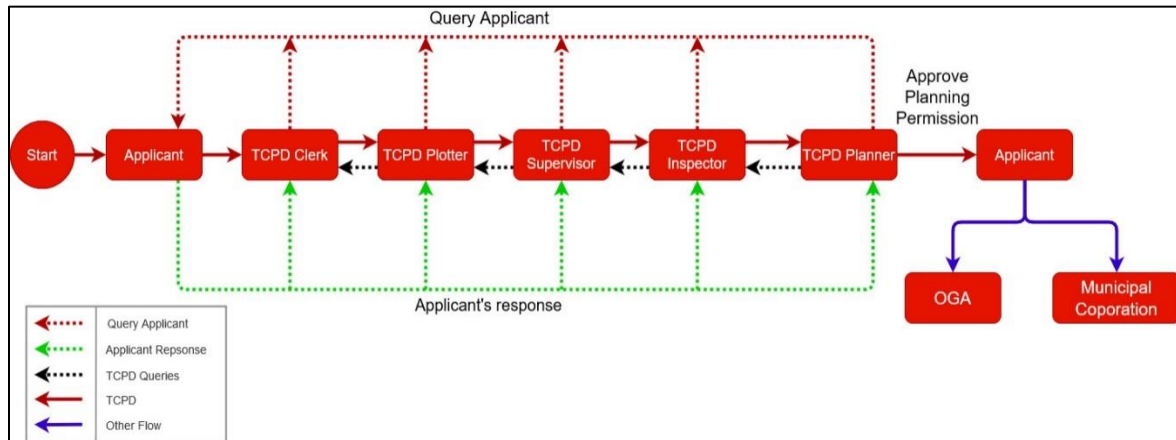**Figure 283 - Outline Application for Planning Permission Flow**
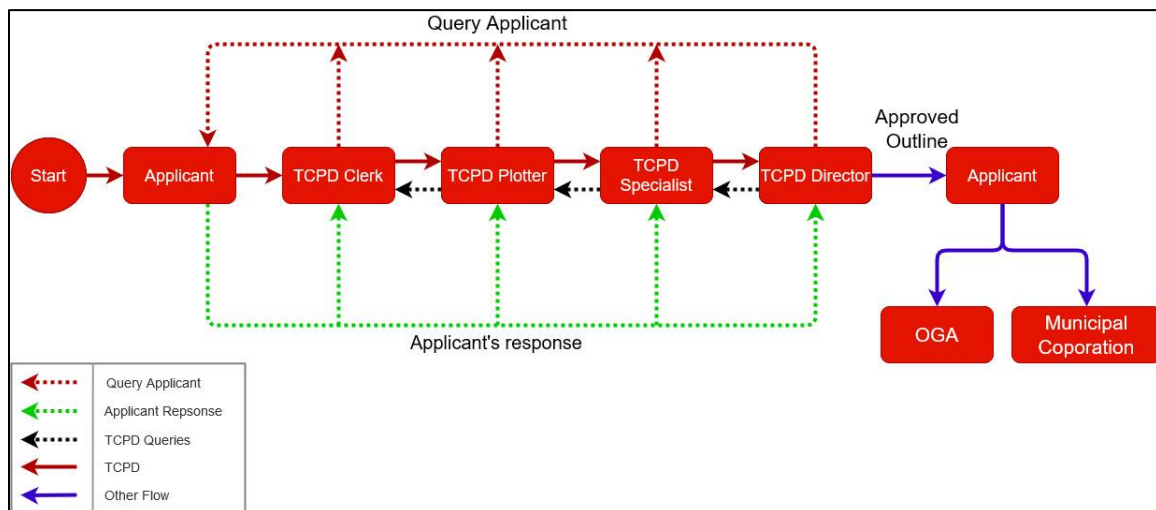
Figure 284 - Planning Permission Application Flow

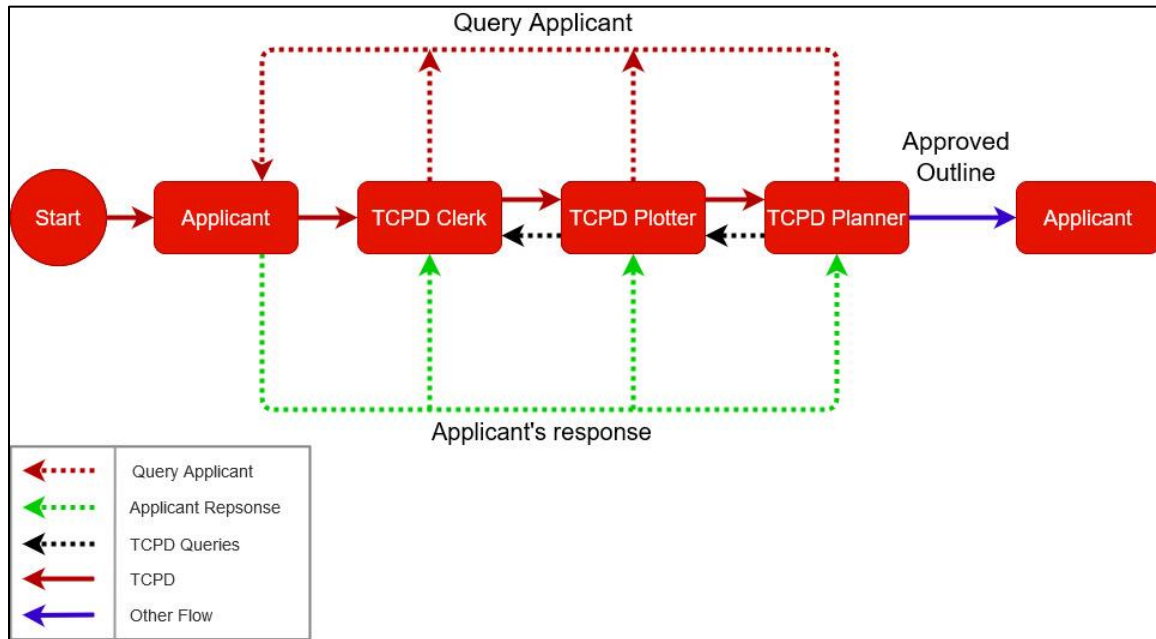**Figure 285 - State Application Flow**

Figure 286 - Advertisement Application Flow
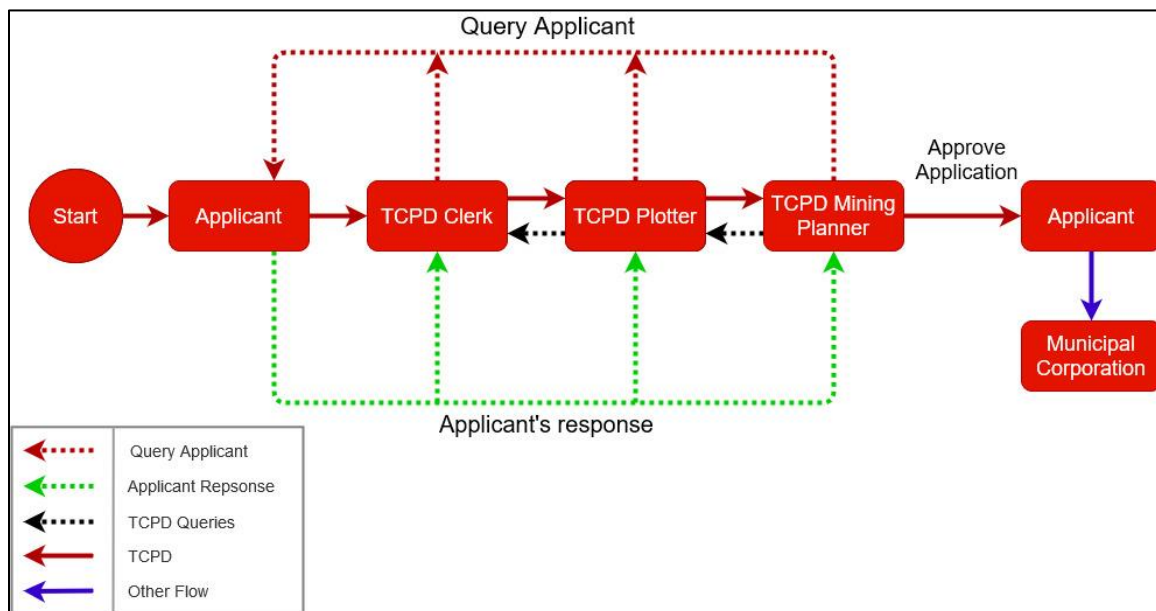

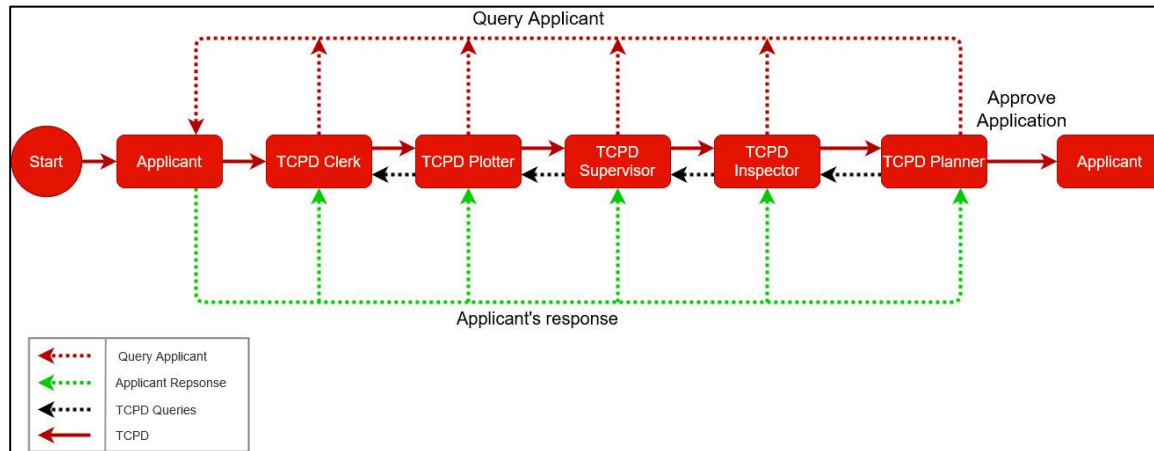**Figure 287 - Mining Application Flow**

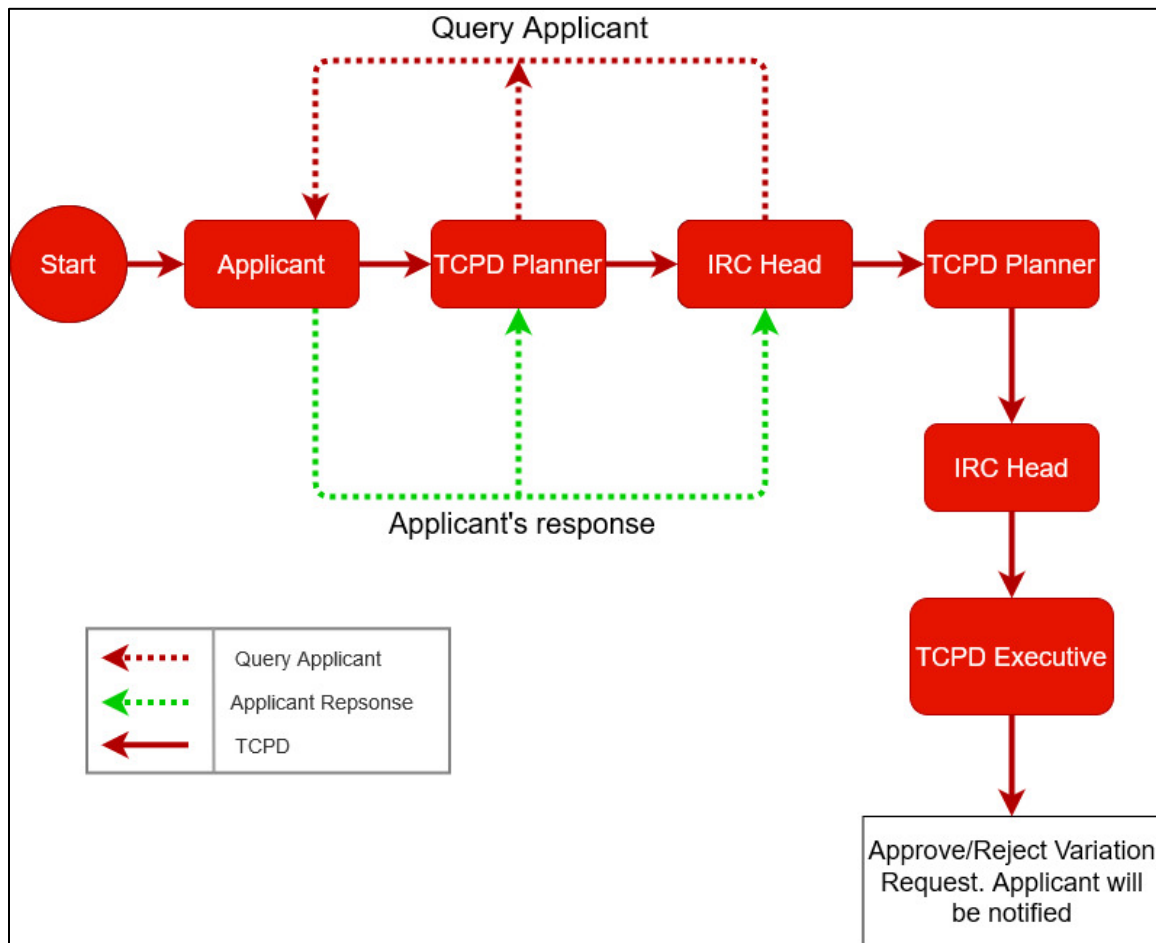**Figure 288 - Correspondence Application Flow**

Figure 289 - Variation Request Flow

POSSIBLE ERRORS

There are a few errors that you may get while using DevelopTT. These errors and their fixes would be listed below.

- **Missing Information error –** Certain fields within the application form are mandatory. If a user attempts to forward the application without filling out all mandatory fields, they will receive an error message. An example is seen in Figure 290 below.
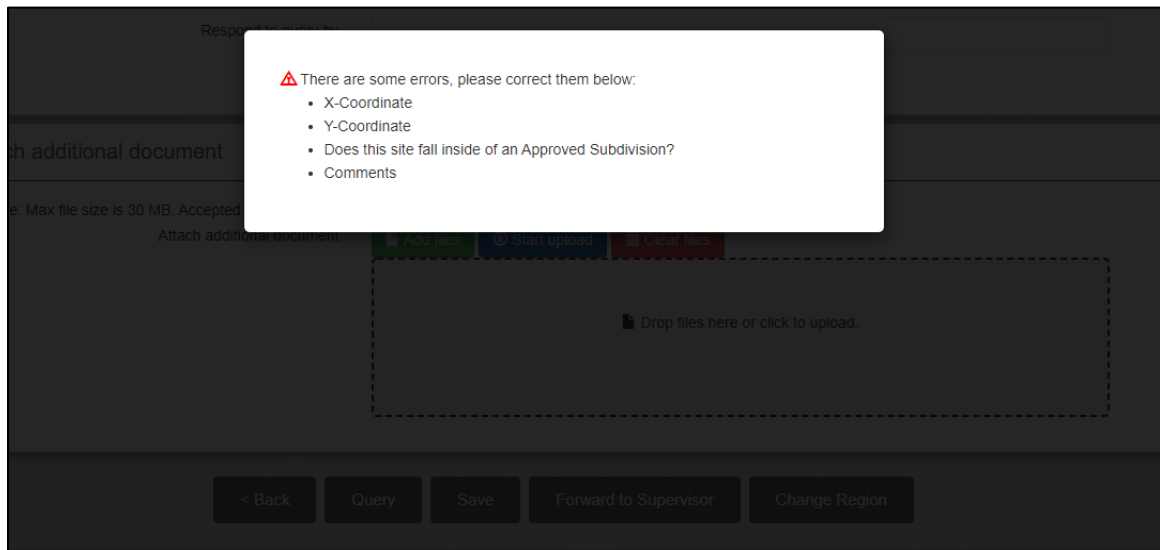

Figure 290 - Missing Information error

In this example, the plotter is attempting to forward the application to the supervisor but hasn't filled out the mandatory Site Location information. The error message lists the fields that are missing.

Solution: Click on the field to be taken to the tab with the field and fill out it.

- **Server Error 401 –** A user may get this error if, after leaving DevelopTT idle for an extended time, they are logged out of the system (session timeout – explained below) and attempt to complete a function without login.
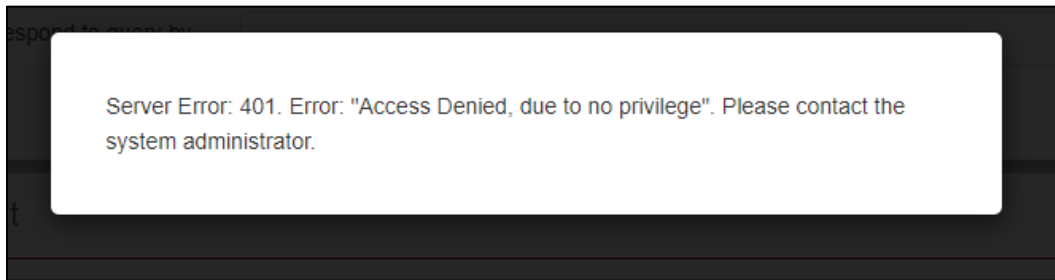
Figure 291 - Server Error 401

Solution: Refresh the webpage. After this is done, you will be taken to the Homepage to log in.

▪ **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).
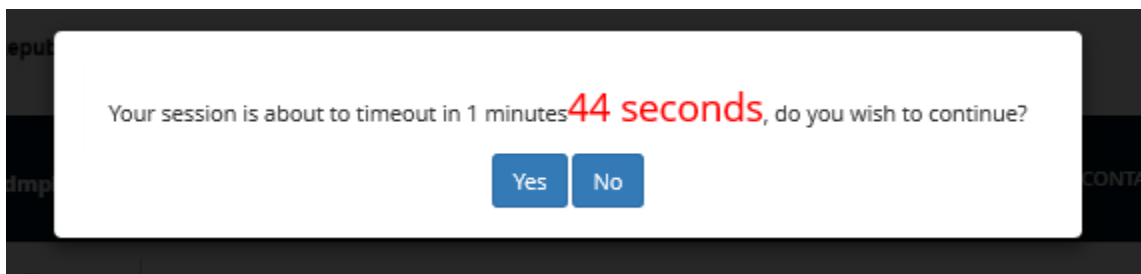

Figure 292 - Session Timeout

Session Timeout prompt will be shown after 60 minutes of inactivity. Idleness can be interrupted by simply clicking a 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.
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 solved.

    i.   Reload the webpage.

ii.   Clean your cache.

iii.   Clear browser cookies.
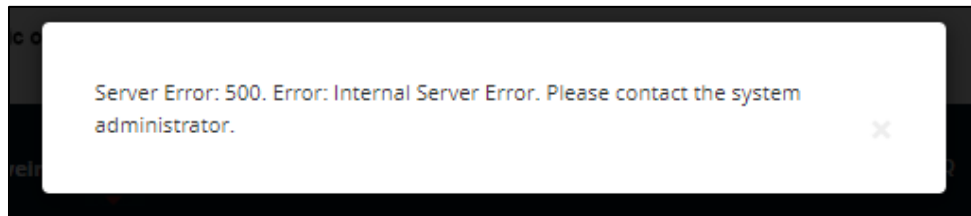
iv.   Restart the browser.

v.   Contact your system administrator.

Figure 293 - Server Error 500