

## **Visa eCitizen Promotion – Frequently Asked Questions**

**Q1 What online government payment services can I perform on eCitizen.gov.sg?**

You can pay for over 200 government services, such as renewal of season parking tickets for URA car parks, application and renewal of passport, booking of sports facilities, donation to charities and payment of URA/ HDB parking offences. Please see attached [Annex A](#) for the full listing.

**Q2 What is the URL of eCitizen?**

You can visit eCitizen at [www.ecitizen.gov.sg](http://www.ecitizen.gov.sg).

**Q3 What is the Visa Promotion about?**

From 18 September till 17 December 2003, Visa cardholders will receive a lucky draw chance whenever they use their Visa credit or debit card (not applicable to Visa Electron) to pay for online payment of government services on eCitizen.gov.sg.

The following prizes are up for grabs:

Daily Draw

- 5 x S\$50 Malls of Centrepont shopping vouchers
- 5 x S\$20 Pizza Hut dining vouchers
- 5 pairs of Golden Village movie passes

Grand Draw

- 1 x S\$15,000 cash credit

**Q4 What is the promotion period?**

The promotion will run from 18 September till 17 December 2003.

**Q5 How do I participate in the lucky draw?**

To participate, simply use your Visa credit or debit card (not applicable to Visa Electron) to pay for any government service on eCitizen.gov.sg and submit the following:

- Name
- NRIC/ Passport Number
- Daytime Contact Number
- Email Address
- Postal Address
- Name of your Visa Issuing Bank
- eCitizen e-Service Transacted
- Date of Transaction
- Transaction Amount

**Q6 Do I have to enter the lucky draw on the day of my transaction?**

No it is not necessary. However, all entries must be submitted between 18 September and 17 December 2003.

**Q7 When will the Daily Draw be conducted?**

The Daily Draw will be conducted at 11.59pm every day.

**Q8 When will the Grand Draw be conducted?**

The Grand Draw will be conducted on 23 December 2003.

**Q9 How will the winners be notified?**

All winners will be notified via email. It is important that you indicate your email address in the relevant field when you submit your entry.

The result of the Grand Draw will also be published in The Straits Times on 30 December 2003.

**Q10 What happens to my entry if I do not win in the Daily Draws?**

It will still be entered into the Grand Draw for S\$15,000 cash credit.

Agency Name	e-Service Name
ENV.NEA	Application For Hazardous Substances Licence or Permit
ENV.NEA	Application for Drainage Interpretation Plan (DIP) / Sewerage Interpretation Plan (SIP)
MCDS.MUIS	Application to Perform Haj Pilgrimage
MCDS.PA	NACLI : Campus Mall - items on sales on Gov Mall
MHA.SCDF	Application for Fire Report
MHA.SCDF	Application for EAS Report
MHA.SCDF	eCourse and Seminar Registration
MHA.SCDF	Application of Dangerous Trade License
MHA.SCDF	Application of Fire Certificate
MHA.SCDF	Application of Liquefied Petroleum Storage License
MHA.SCDF	Application of Petroleum Transportation License
MHA.SCDF	Application of Temporary Permit
MITA.NAC	Theatre booking
MITA.NLB	Pay fines and fees over Internet
MND.BCA	Tests and Training Courses : Online application of Training & Testing Programmes
MND.BCA	Tests and Training Courses :Online Application for Overseas Test Centres
MND.URA	Sales of Real Estate Publications (Digital)
MND.URA	Change of Use E-Submission
MND.URA	Application of Approved Use
MND.URA	Electronic Development Register
MND.URA	Facade Restoration Guidelines
MND.URA	Home Office Scheme Registration
MND.URA	Legal Requisition
MND.URA	Purchase of Certified Interpretation Plan 98
MND.URA	Payment for Parking Offence Notice
MND.URA	Renewal of Season Ticket
MND.URA	Replacement of lost Season Ticket
MND.URA	Purchase of Season Ticket
MND.URA	Temporary Occupation Licence
MND.URA	Payment for difference in rate upon Transfer of Season Ticket between Parking Places
MND.URA	Use of Parking Lots Application
MND.URA	Vehicle Parking Certificate application
MND.URA	Vehicle Parking Certificate Renewal
MOE.NTU	Office of Academic Services: Payment of admission application fee online
MOE.NTU	Office of Academic Services: Undergraduate (part-time) admission payment
MOE.NTU	Alumni & Endowment Office: NTU Fund donation
MOE.NTU	Alumni & Endowment Office: NTU souvenir purchase
MOE.NTU	Centre for Continuing Education: Apply for Continuing Education Courses
MOE.NTU	Office of Academic Services: Postgraduate admission payment

Agency Name	e-Service Name
MOE.NTU	Student Affairs Office: Hostel Application Fees and Acceptance Deposit payment
MOE.NTU	MBA Office: MBA Course Application Fee payment
MOE.NTU	MBA Office: MBA Admission Fee payment
MOE.NUS	Student Services: Apply for financial assistance
MOE.SCB	GovMall
MOH.SNB	Renewal of Practising Certificates (E-Licensing)
MOH.HSA	PRISM Electronic submission and payment - Licencing of Cosmetic Products
MOH.HSA	PRISM Electronic submission and payment - Certification of Clinical Trials
MOH.HSA	PRISM Electronic submission and payment - Listing of Chinese Proprietary Medicine
MOH.HSA	PRISM Electronic submission and payment - Licencing of Tobacco Products
PARL	GovMall- The Parliament Shop
MTI.IE	IE Shop
MTI.IE	Business Matching
MTI.JTC	IDG: E-Bidding for amenities facilities
SPF	Application for Certified True Copies of Police Reports
ICA	Application for Passport Online System
ICA	IC Online
MTI.STB	Application of travel agent licence via Oasis Pilot
MTI.STB	Payment of renewal of fees, fines for travel agent licence
MTI.HQ	Startup eAdvisor
MLAW.IPTO	Filing of proofs of Debt [In Individual Insolvency Matters]
MLAW.IPTO	Filing of proofs of Debt [In Corporate Insolvency Matters]
MLAW.IPOS	SurfIP: IP Parade
MLAW.IPOS	SurfIP: Online Intellectual Property Valuation Tool
MLAW.IPOS	SurfIP: Patent Document Delivery
MHA	Make payment for approved applications for registered society or registering a society
MHA	Apply for inspection/extraction of documents submitted by registered societies
RCB	<b>LOCAL COMPANY TRANSACTIONS</b>
RCB	<b><i>Name Application and Incorporation</i></b>
RCB	Apply for a New Company Name
RCB	Apply for Extension of Reservation Period
RCB	Incorporate a Public Company - Limited by Shares
RCB	Incorporate a Public Company - Limited by Guarantee
RCB	Incorporate a Private Company
RCB	Notice of Compliance by Company that has not issued prospectus and lodgment of statement in lieu of prospectus

Agency Name	e-Service Name
RCB	<b><i>Changes to Local Company</i></b>
RCB	Change of local company name
RCB	Notice of Resolution of change of local company name
RCB	Change of situation of office address and of office Hours
RCB	Notice of change of situation of office where branch register of members kept
RCB	Notice of place where register of holders of debentures is kept
RCB	Notice of place where register of members and index is kept
RCB	Change of Particulars or cessation of appointment of Company's Directors, Managers, Secretaries and Auditors
RCB	Notification of Cessation of appointment of director by disqualified direction under 173(6A)
RCB	Return of Proprietor / Partners of Firm Auditor(s)
RCB	Notice of Change in Number of Members
RCB	Return of allotment of shares
RCB	Notice by Local Company of Transfer of Shares / List of Shareholders
RCB	Notice by Local Company of Increase in Authorised Share Capital
RCB	Notice by Local Company of alteration in Share Capital other than Increase in Capital
RCB	Statutory Report of Public Company
RCB	Notice of Compliance by Company that has Issued Prospectus
RCB	Conversion of Company Type
RCB	Alteration of Memo of Association under Section 26(2)
RCB	Alteration of Memo of Association under Section 33
RCB	Alteration of Memo of Association for Company that falls within Section 14
RCB	Statement of Amount or Rate of Commission and/or Brokerage
RCB	Notice of Redemption of Redeemable Preference Shares
RCB	Notice of Intention to Propose Special Resolution to give Financial Assist
RCB	Notice of Purchase or Acquisition of Ordinary Shares/Stocks
RCB	Notice of Purchase or Acquisition of Non-Redeemable Preference Shares
RCB	Copy of Minute by Representative of Holding Company
RCB	Notice of Resolution (Others)
RCB	<b><i>Annual Returns</i></b>
RCB	Summary of returns by Local Company having a Share Capital
RCB	Summary of returns by Local Company not having a Share Capital
RCB	Main Return by Local Company having A Share Capital
RCB	Main Return by Company not having A Share Capital
RCB	Extension of Time to hold AGM (S175) for 1 to 3 months
RCB	Extension of Time for Period of Accounts (S201) for 1 to 3 months

Agency Name	e-Service Name
RCB	Extension of Time to hold AGM (S175) for 4 to 6 months
RCB	Extension of Time for Period of Accounts (S201) for 4 to 6 months
RCB	Apply for Relief from Requirements as to Form and Contents of Accounts and Reports Under Section 202
RCB	Application for filing Annual Returns with One Director's Signature with AGM
RCB	Application for filing Annual Returns with One Director's Signature without AGM
RCB	Application for filing Annual Returns without AGM
RCB	<b>Ending of Local Company</b>
RCB	Notice of Appointment of Receiver or Receiver and Manager
RCB	Account of Receipt and Payments by Receiver or Receiver and Manager
RCB	Notice of Receiver or Receiver and Manager of Cessation of Office
RCB	Notice of Winding-up Order and Particulars of Liquidator(s)
RCB	Dissolution of Company - Winding-up by Court Order
RCB	Notice of Appointment and Situation of Office of Provisional Liquidator/Liquidator
RCB	Notice of Change in Situation of Office of Provisional Liquidator(s)/Liquidator(s)
RCB	Liquidator's Account of Receipts and Payments and Statement of the Position in the Winding Up
RCB	Notice by Directors of Company's inability to Continue Business by reason of its Liabilities
RCB	Declaration of Solvency
RCB	Dissolution of Company - Return by Liquidator Relating to Final Meeting
RCB	Notice by Provisional Liquidator(s)/Liquidator(s) of Cessation
RCB	Notice of holding of meeting of creditors
RCB	Notice of Petition for Judicial Management Order and lodgment of copy of petitions
RCB	Notice of And Lodgment of Judicial Management Order
RCB	Notice by Judicial Manager of Cessation of Office
RCB	Court Order to Discharge Judicial Management Order
RCB	Proposal/Revised Proposals by Judicial Manager
RCB	Notice of Report of Result of Meeting of Creditors on Proposals or Revised Proposals of JM
RCB	Statement of Affairs Lodged by Receiver or Receiver Manager, Liquidator(s), Judicial Manager
RCB	Statement of Affairs Lodged by IPTO
RCB	Lodgment Of court Order of reinstatement of Company that has been Struck Off/Dissolved
RCB	<b>FOREIGN COMPANY TRANSACTIONS</b>
RCB	<b>Name Application and Registration</b>
RCB	Apply a New Foreign Company Name

Agency Name	e-Service Name
RCB	Apply for Extension of Reservation of Period for Approved Foreign Company Name
RCB	Register a Branch of Foreign Company
RCB	Apply for Extension of Time to Lodge Certified Foreign Company Certificate
RCB	Apply for Extension of Time to Lodge for Certified M&AA
RCB	Apply for Extension of Time To Lodge Instrument Effecting Change
RCB	Apply for Extension of Time To Lodge Certificate of Change of Name
RCB	Apply for Extension of Time by Foreign Company to Report Change of Particulars, etc
RCB	<b>Changes to Foreign Company</b>
RCB	Return by Foreign Company of Particulars/Change in Particulars of Directors
RCB	Change of Particulars / Cessation / Appointment of Agent of Foreign Company
RCB	Notice of Change of Address of Registered Office of in Place of Incorporation or Place of Origin
RCB	Notice of Change for the Charter, Statute, Memorandum/Articles or other Instruments
RCB	Notice of Change for the Powers of Resident Directors of Foreign Company
RCB	Notice of Change of Company Name
RCB	Notice by Foreign Company of Increase in Share Capital
RCB	Change in Agent's Contact Details
RCB	Change of Situation of Registered Office and of Office Hours
RCB	Notice of Situation of Office where Branch Register of Members kept
RCB	Notice by Foreign Entity to which Section 196(8) applies
RCB	Notice of Change in Number of Members
RCB	Change of Company Name
RCB	<b>Annual Filing</b>
RCB	Annual Filing of Accounts By Foreign Company
RCB	Apply for Waiver to file Local Branch Accounts (Foreign Company)
RCB	Apply for Extension of Time for Filing of Accounts by Foreign Company
RCB	Apply for Relief from Requirements as to Form and Contents of Accounts and Reports Under Section 373
RCB	<b>Ending of Foreign Company</b>
RCB	Notification for change of Financial year
RCB	Notification by Foreign Company of Cessation of Business
RCB	Notice by Agent of Foreign Company of Liquidation or Dissolution of Company
RCB	Notification Of Restoration of Company that has been Struck Off/Dissolved
RCB	<b>OTHER TRANSACTIONS</b>

Agency Name	e-Service Name
RCB	<b><i>Applications Under the Companies Act</i></b>
RCB	Application For Consent of Minister to the Alterations of Memorandum and Articles of association
RCB	Application For Licenses To Hold Land
RCB	Application for omission of the word "Limited" or "Berhad"
RCB	Application for Powers set Forth in the third schedule
RCB	Application for a Subsidiary of Holding Company to have a different Financial Year.
RCB	<b><i>Company Document Error Rectification</i></b>
RCB	Application for leave of Registrar to file Notice of Error
RCB	Notice of Error in Document Lodged
RCB	Order of Court to Rectify Register
RCB	<b><i>Court Orders</i></b>
RCB	Order of Court (Reduction of share capital)
RCB	Order of Court under section 210 (Compromise or Arrangement)
RCB	Order of Court under section 372(4) (Compromise or Arrangement for Foreign company)
RCB	Order of Court (Others)
RCB	Order of Court (Reduction of share capital with subsequent increase to original amount)
RCB	General Lodgment Form
RCB	Order of Court to Expunge documents
RCB	<b><i>Company Charges</i></b>
RCB	Lodgment of New Charges
RCB	Apply for Extension of Time for Charges
RCB	Variation of Charges
RCB	Satisfaction of Charges
RCB	Payment for Satisfaction of Charge
RCB	<b><i>Striking Off of Company</i></b>
RCB	Apply for Striking Off
RCB	Lodgment of Objection Against Striking off
RCB	Clearance of Objection Against Striking Off
RCB	Notification of Intention to lodge Objections to Future Striking Off
RCB	<b>BUSINESS TRANSACTIONS</b>
RCB	<b><i>Business Name Application and Registration</i></b>
RCB	Application to Register a New Business
RCB	<b><i>Changes to Business</i></b>
RCB	Change in Business Particulars/Termination of Business
RCB	Rectification of Typographical/Clerical Errors in Business Documents
RCB	<b><i>Business Renewal</i></b>
RCB	Renewal of Business
RCB	<b><i>Other Business Transactions</i></b>
RCB	Notice of Cessation of Business upon expiry of registration
RCB	<b><i>Make Payments</i></b>
RCB	Company Incorporation



Agency Name	e-Service Name
RCB	Payment for change of particulars of company officers
RCB	Payment for conversion
RCB	Payment for New Business Registration
RCB	Payment for Foreign Company Registration
RCB	Payment of Summons
RCB	Payment for particulars of Agent
RCB	<b>Company Certificates</b>
RCB	Request for Certificates
RCB	<b>Business Certificates</b>
RCB	Request for Certificates
RCB	<b>Information Resources</b>
RCB	<b>Instant Information Service</b>
RCB	Business Profile (Business)
RCB	Business Profile (Business) - with Certificate of Production
RCB	Business Profile (Company)
RCB	Business Profile (Company) - with Certificate of Production
RCB	Certificate of Good Standing
RCB	People Profile
RCB	Summary of returns of a company (XML)
RCB	Statistics on Companies and Businesses by industry
RCB	Statistics on Companies and Businesses by status
RCB	Statistics on Companies Type
RCB	<b>Extract Service</b>
RCB	Electronic Extract
RCB	Non Electronic Extract/Electronic Extract with Certification
RCB	<b>Microfilm Service</b>
RCB	Microfilm Service Request
RCB	<b>Package Information Service</b>
RCB	Standard Package Information
RCB	Non Standard Package Information
RCB	<b>Make Payment</b>
RCB	Payment for Package information and Non-electronic extract/Electronic extract with certification