

# **Land Transport Authority of Singapore (Electronic Service System) Rules 2019**

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**No. S 417**

## **LAND TRANSPORT AUTHORITY OF SINGAPORE ACT (CHAPTER 158A)**

### **LAND TRANSPORT AUTHORITY OF SINGAPORE (ELECTRONIC SERVICE SYSTEM) RULES 2019**

In exercise of the powers conferred by section 44 of the Land Transport Authority of Singapore Act, the Land Transport Authority of Singapore, with the approval of the Minister for Transport, makes the following Rules:

## **PART 1**

### **PRELIMINARY**

#### **Citation and commencement**

**1.** These Rules are the Land Transport Authority of Singapore (Electronic Service System) Rules 2019 and come into operation on 3 June 2019.

## Definitions

### 2. In these Rules —

“CorpPass” means the identity authentication service known as Singapore Corporate Access, by which an entity authenticates its identity in order to carry out an online transaction with the Government or a public authority;

“CorpPass credential” means any username, password or 2-factor authentication detail required to authenticate, using CorpPass, the identity of an entity;

“Customer Service Centre” means the customer service centre established and run by the Authority, which address is specified at <http://www.lta.gov.sg>;

“electronic service agent” means an electronic service agent registered under rule 5(1);

“electronic service system” means the system providing for electronic service established under section 43 of the Act;

“entity” means a sole proprietorship, a partnership (other than a limited liability partnership), a body corporate (including a limited liability partnership) or an unincorporated association;

“LTA-assigned authentication code” means an authentication code assigned by the Authority under rule 3(3) that allows a person to access and use the electronic service system for additional purposes than if the person authenticated the person’s access and use of the electronic service system with a CorpPass or SingPass credential;

“SingPass” means the identity authentication service known as Singapore Personal Access, by which an individual authenticates the individual’s identity in order to carry out an online transaction with the Government or a public authority;

“SingPass credential” means any username, password or 2-factor authentication detail required to authenticate, using SingPass, the identity of an individual;

“specified legislation” means —

- (a) the Act and any subsidiary legislation made under the Act; and
- (b) any Act mentioned in the Fifth Schedule to the Act and any subsidiary legislation made under the Act so mentioned.

## PART 2

### ACCESS TO ELECTRONIC SERVICE SYSTEM

### **Accounts and authentication codes**

**3.—**(1) The Authority assigns an account to access and use the electronic service system to each person with a SingPass credential or a CorpPass credential.

(2) A person may use his or her SingPass credential (where the person is an individual) or its CorpPass credential (where the person is an entity) as an authentication code.

(3) The Authority may, on application by a person in such manner as the Authority may require, assign the person one or more LTA-assigned authentication codes.

### **Suspending or cancelling account or LTA-assigned authentication code**

**4.—**(1) The Authority may suspend or cancel an account assigned under rule 3(1) or an LTA-assigned authentication code.

(2) The Authority may exercise its powers under paragraph (1) if —

(a) the Authority is satisfied that —

- (i) the person had contravened a provision of specified legislation, a condition to use the electronic service system, or a condition to the LTA-assigned authentication code being assigned;
- (ii) the person had knowingly or recklessly provided false or misleading information in the person's application for an LTA-assigned authentication code, or in any application, notice or other document served through the electronic service system; or
- (iii) the person no longer needs to access the electronic service system; or

(b) the person applies to the Authority, in such manner as the Authority may require, to suspend or cancel access to the person's account or LTA-assigned authentication code.

(3) The Authority must notify the person mentioned in paragraph (1) of any suspension or cancellation done under that paragraph, together with the reason for it.

## **PART 3**

### **ELECTRONIC SERVICE AGENTS**

## **Registration of electronic service agents**

**5.—**(1) The Authority may, on application by any person in such manner as the Authority may require, register that person as an electronic service agent.

(2) To determine whether to register a person as an electronic service agent, the Authority may consider any relevant matters, including —

- (a) whether the person is unfit to be an electronic service agent, which is to be determined in accordance with the matters specified in rule 7;
- (b) whether the person is carrying on any business which involves serving, on behalf of other persons, any application, notice or other document through the electronic service system;
- (c) whether the person has any prior relevant experience in serving, on behalf of other persons, any application, notice or other document through the electronic service system or the electronic service provided under section 33B of the Road Traffic Act (Cap. 276) immediately before 3 June 2019; and
- (d) the person's ability to be a reliable and efficient electronic service agent.

(3) The registration under paragraph (1) may be subject to such conditions as the Authority may determine, including —

- (a) to give security in such form and of such amount as the Authority may determine to secure compliance with the conditions;
- (b) to keep any record and account relating to the use of the electronic service system; or
- (c) that the person may only serve specified types of applications, notices or other documents on behalf of other persons.

(4) The Authority must keep and maintain a register of electronic service agents, in which must be entered the particulars of every electronic service agent as the Authority considers appropriate.

## **Suspending or cancelling registration of electronic service agent**

**6.—**(1) The Authority may suspend or cancel the registration of an electronic service agent if —

- (a) the electronic service agent fails to use the electronic service system for a continuous period of 90 days (including Sundays and public holidays);