

## eAGM (Electronic Annual General Meeting System)

### 1. Purpose of Document

The purpose of this document is to give a general overview of the eAGM (Electronic Annual General Meeting System) and to enable the end user to perform all the functions of the system. This document shows the steps taken to enter data and navigate within the system.

### 2. General Instructions

1. Open the Internet Browser and go to the Building Management & Strata Management Portal i.e. Internet Explorer and type in the website address: [http://www.bca.gov.sg/bmsm\\_eservice/](http://www.bca.gov.sg/bmsm_eservice/) (see Figure 1)
2. The following screen will be displayed.

**BMSM**  
Building Maintenance & Strata Management

**Singapore Government**  
Integrity • Service • Excellence  
[Contact Info](#) | [Feedback](#) | [Steman](#)

Welcome to Building Maintenance & Strata Management e-submission portal. This portal is for:

1. MCST to submit AGM form
2. Share Value Allotment

If you are a **building owner** or logging in on behalf on the building owner or MCST, please log in with your User ID and Password

If you need any assistance, please contact us at 1800-3425222 (1800-DIAL BCA)

**BMSM's Circulars for MCST's Information**

1. [Fee Revision for Application for Acceptance of Schedule of Strata Units](#)
2. [BMSM Amendment Act issued on 03 December 2018](#)
3. [Joint-Circular by SLA and RCA - Clarification on Date of Constitution of Management Corporation](#)
4. [Notes of Briefing on Amendments to the BMSMA](#)
5. [Summary table for the amendments to the BMSMA](#)
6. [Commencement Circular for the BMSM Amendment Act issued on 03 December 2018](#)

**New Announcement**

Please [click here](#) to download the compilation of queries raised during the webinar on convening of Electronic Annual General Meeting **(New)**

Please [click here](#) to download the COB Circular on BMSMA Section 60 and 61 **(New)**

Please [click here](#) to download the webinar slides on convening of Electronic Annual General Meeting **(New)**

Please [click here](#) to download the Circular to update MCSTs concerning the Convening of General Meetings via Electronic Means amid COVID-19.

**Guides for eSVA System**

<a href="#">eSVA Submission</a>	<a href="#">User Guide</a>
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**Guides for eAGM System**

Click on SingPass for eSVA Login

Singapore Personal Access  
**SingPass**

Figure 1 – BMSM Portal

## eAGM (Electronic Annual General Meeting System)

The eAGM (Electronic Annual General Meeting System) is used to allow authorised personnel from the MCST (I.e. Chairperson, Secretary, Treasurer, Managing Agent, etc) to submit AGM (Annual General Meeting) information to BCA via our BSM Portal. Users are also allowed to save and view their submission on the system.

### 1.1. Login to eAGM

1. To login to the system, the user must enter a valid user id and password on the “Login for MCST” field.

**BMSM**  
Building Maintenance & Strata Management

**Login for MCST**

User ID

Password

Login

Click on SingPass for eSVA Login

Singapore Personal Access  
**SingPass**

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Welcome to Building Maintenance & Strata Management e-submission portal. This portal is for:

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**Guides for eSVA System**

eSVA Submission	User Guide
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**Guides for eAGM System**

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**Figure 2** – eAGM Login Screen (highlighted in yellow)

[Note: You need to be authorised by the council in order to obtain the user id and password from BCA to access the system. To facilitate this, please use our prescribed form (Nomination form for E-filing of AGM) available at [https://www.bca.gov.sg/BMSMForms/bmsm\\_applnforms.html](https://www.bca.gov.sg/BMSMForms/bmsm_applnforms.html) and get the council member to nominate you as the authorised person. Upon receiving the application, we will mail the user id and password to you.]

## eAGM (Electronic Annual General Meeting System)

- After clicking on the login button, the BMSM Portal menu page is displayed (See Figure 3). User can select the type of submission (i.e. AGM, Lift or Escalator) they are making.

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**BMSM**  
Building Maintenance & Strata Management

**Main Links**

- [AGM submission](#)
- [eLift Submission](#)
- [eEscalator Submission](#)
- [Log Out](#)

**Welcome to Building Maintenance & Strata Management e-submission portal.**  
**This portal is for:**

- MCST to submit AGM form
- Submission of the yearly renewal of Lift and Escalator Permit To Operate

If you are a **building owner** or logging in on behalf on the building owner or MCST, please log in with your UserID and Password.

If you are logging in on behalf of a **lift and escalator contractor** or is an **authorized examiner** for lift and escalator, please log in using your Singpass.

If you need any assistant, please contact our officers:

AGM form  
Mr Chang Chee Kwan - 68044314

Lift matters  
Mr Koh Ngiak Kwang - 68044301 / Mr Nazruddin Bin Awang - 68044295 / Mr Lai Chee Weng 68044300 or email: [bca\\_elift@bca.gov.sg](mailto:bca_elift@bca.gov.sg)

**BMSM's Circulars for MCST's Information**

- [Installation of Safety Grilles at windows and Balconies of a lot - issued on 16 February 2016](#)
- [Advisory on Control of Renovation Works Involving Demolition of Non-structural Elements \(other than floor tiles\) - issued on 14 January 2014](#)
- [Installation of Additional Safety Barrier/Grilles at Balcony of a lot - issued on 12 April 2013](#)

Figure 3 – BMSM Portal Main Menu Screen

## 1.2 Navigating the Main Menu

- Click on the AGM submission button, the eAGM main menu will be displayed (See Figure 4). You will see the following links with different functions which will be explained below:

Link	Purpose
My Inbox	To direct the user to the Main Page to view the pending submission, previously saved as draft.
Changed Password	To allow user to change password
Logout	To sign out of eAGM
Application Type	To select whether it is the 1 <sup>st</sup> AGM submission or Subsequent AGM submission
Terms and Conditions	Provide BCA's terms and conditions for using the eServices
FAQs and Help	Provide FAQs and Help for using the eServices, please note that the FAQs and Help is for general purposes and not for use to navigate eSVA application.

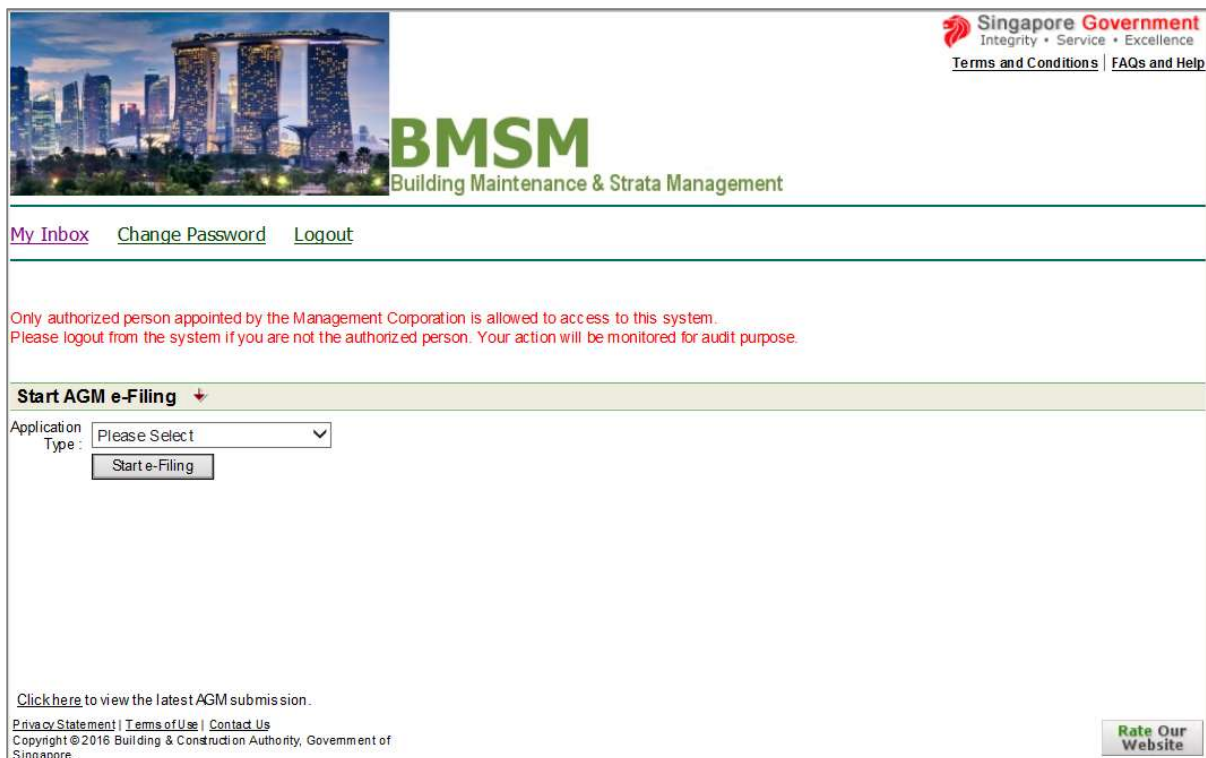
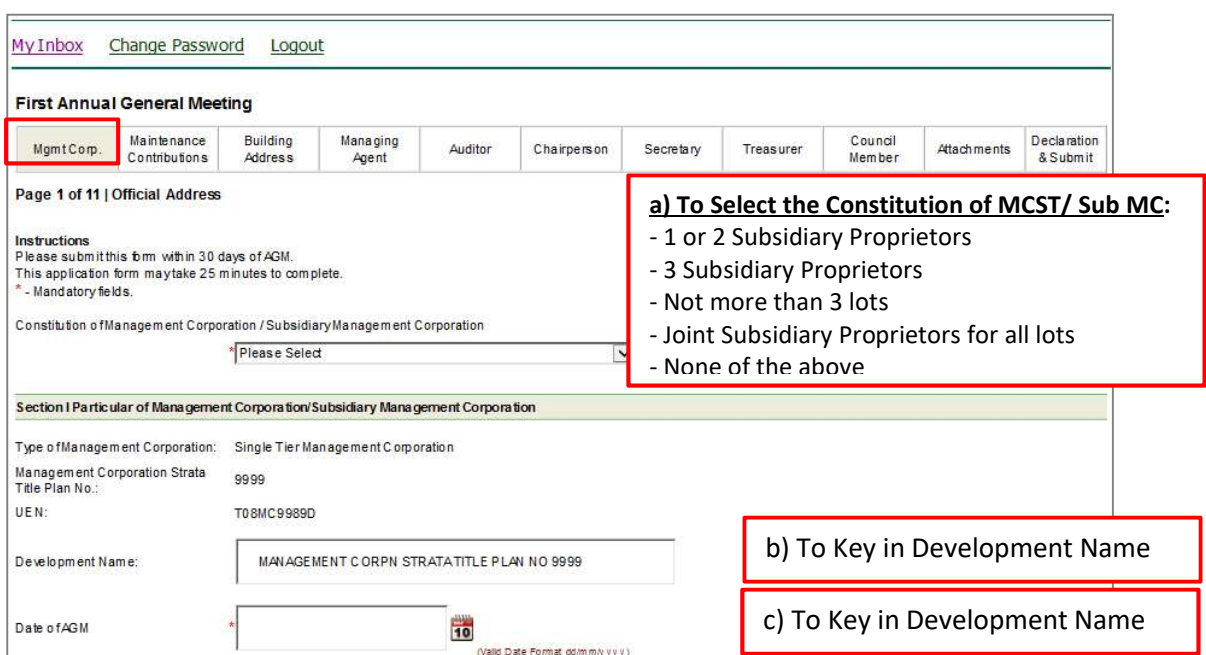


Figure 4 – Navigating the main menu

### 1.3 Accessing My Inbox

1. On the main menu, select the type of submission you are making (First AGM or Subsequent AGM). Left click on the **Start e-Filing** button. You will be direct to the electronic AGM form (See Figure 5).
2. User will then key in the relevant AGM information in the eform.



## eAGM (Electronic Annual General Meeting System)

Official Address of the Management Corporation / Subsidiary Management Corporation

\*  Formatted Address    Unformatted Address

**Formatted Address**

Building Name:  d) To key in the official address/ corresponding address of MCST

House / Block No.: \*    Unit No.: #

Road Name: \*

Postal Code: \*

Unformatted Address (e.g. PO Box Address)

Contact Person: Name: \*

Telephone No.: \*    FaxNo.:  e) To key in the contact person of MCST and the contact information

\*  Yes    No  
(Telephone number to be post on BCA website.)

Website:

E mail:

Page 1 of 11  

**Figure 5** – Page 1 of eAGM form- Particular of MCST/ Official Address of MCST

- Once the user has finished providing the relevant information on page 1 of the eAGM form, left click on the  button to get to the page 2 of the eform (see figure 6).



eAGM (Electronic Annual General Meeting System)

Figure 6 – Page 2 of eAGM form- Maintenance Contribution

- Once the user has finished providing the Maintenance Contribution on page 2 of the eAGM form, left click on the **Next** button to get to the page 3 of the eform (see figure 7).

Figure 7 – Page 3 of eAGM form- Building Address

- Once the user has finished providing the building address of the development on page 3 of the eAGM form, left click on the **Next** button to get to the page 4 of the eform (see figure 8).

Mgmt Corp.	Maintenance Contributions	Building Address	Managing Agent	Auditor	Chairperson	Secretary	Treasurer	Council Member	Attachments	Declaration & Submit
------------	---------------------------	------------------	----------------	---------	-------------	-----------	-----------	----------------	-------------	----------------------

Page 4 of 11 | Particulars of Managing Agent

Section IV Particulars of Managing Agent

Remarks:

Any Managing Agent Appointed?  
 Yes  No

Firm Name:  Select from the list  
 \* <<<-- SELECT HERE -->>>

Others

UEN:

Building Name:  Formatted Address  Unformatted Address  
 Formatted Address

House / Block No.:  Unit No.: #

Road Name: \* <<<-- SELECT HERE -->>>

Postal Code: \*

j) To determine whether Managing Agent is appointed

k) To select the name of the Managing Agent from the drop down list

l) To key in the correspondence address of the Managing Agent

Figure 8 – Page 4 of eAGM form- Particular of Managing Agent

Contact Person: Name: \*

Telephone No.: \*  Fax No.:

Email:

Website:

Accreditation

Accredited by: \* Please Select

Page 4 of 11

m) To key in the particular of the main contact person of the Managing Agent firm

n) To select from listing whether the MA firm is accredited by any of the following associations:  
 a) APFM/ SISV  
 b) AMCIS  
 c) None of the above

Figure 8 – Page 4 of eAGM form- Particular of Managing Agent (Continued)

- Once the user has finished providing the particular of Managing Agent on page 4 of the eAGM form, left click on the  button to get to the page 5 of the eform (see figure 9).

Mgmt Corp.	Maintenance Contributions	Building Address	Managing Agent	Auditor	Chairperson	Secretary	Treasurer	Council Member	Attachments	Declaration & Submit
------------	---------------------------	------------------	----------------	---------	-------------	-----------	-----------	----------------	-------------	----------------------

Page 5 of 11 | Particulars of Auditor

**Section V Particulars of Auditor**

Any Auditor Appointed at AGM?  
 Yes  No

Auditor will be appointed by the council of the management corporation under Section 45(3)(b) of the Act?  
 Exempted from audit by public accountant under Building Maintenance and strata Management (Strata Management Account-Exemption) Order 2005  
 Exempted from audit under Building Maintenance and strata Management (Strata Management Account-Exemption) Order 2005

Select from the list  
 \* <<--- SELECT HERE --->>

Others

Name: \_\_\_\_\_

UEN: \_\_\_\_\_

Address

Building Name: \_\_\_\_\_

House / Block No.: \_\_\_\_\_ Unit No.: # \_\_\_\_\_

Road Name: \* <<--- SELECT HERE --->>

Postal Code: \* \_\_\_\_\_

Telephone No.: \* \_\_\_\_\_ Fax No.: \_\_\_\_\_

Email: \_\_\_\_\_

o) To determine whether Auditor is appointed

p) To select the name of the Auditor from the drop down list

q) To key in the correspondence address and contact number of the Auditor

Figure 9 – Page 5 of eAGM form- Particular of Auditor

**Section V Audited Accounts Presented at the AGM**

(The account ending date shall not be earlier than 4 months before the date of the AGM)

Accounting Period: Form: \_\_\_\_\_ To: \_\_\_\_\_  
 (Valid Date Format dd/m/yyyy)

Page 5 of 11

r) To determine the audited account period presented at the AGM

Figure 9 – Page 5 of eAGM form- Audited Account Presented at the AGM (Continued)

- Once the user has finished providing the particular of Auditor on page 5 of the eAGM form, left click on the  button to get to the page 6 of the eform (see figure 10).



eAGM (Electronic Annual General Meeting System)

Mgmt Corp.	Maintenance Contributions	Building Address	Managing Agent	Auditor	Chairperson	Secretary	Treasurer	Council Member	Attachments	Declaration & Submit
------------	---------------------------	------------------	----------------	---------	-------------	-----------	-----------	----------------	-------------	----------------------

Page 6 of 11 | Particulars of Chairperson

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**Section VI Particulars of Chairperson**

Any Chairperson Appointed?  
 Yes  No

Remarks:

Appointed on: \*  (Valid Date Format dd/mm/yyyy)

Name (as in NRIC / Passport): \*

NRIC / Passport no.: \*  NRIC  FIN  Passport No.

Strata Unit Owned / Represented: \*

---

**Residential Address**

\*  Formatted Address  Unformatted Address

**Formatted Address**

Building Name:

House / Block No.:  Unit No.: #

Road Name: \* <<-- SELECT HERE -->>

Postal Code: \*

**Unformatted Address (e.g. PO Box Address)**

Telephone / Handphone No.: \*

Email:

Page 6 of 11

s) To determine whether the Chairperson is appointed at the AGM

t) To key in the name, NRIC No. and the strata unit represented by the Chairperson

u) To key in the correspondence address, contact number and email address of the Chairperson

**Figure 10** – Page 6 of eAGM form- Particular of the Chairperson

8. Once the user has finished providing the particular of Chairperson on page 6 of the eAGM form, left click on the  button to get to the page 7 and 8 of the eAGM form respectively to provide the particular of Secretary and Treasurer.
9. At this point, user has provided all the particular of the office bearers (Chairperson, Secretary and Treasurer). If there are more members to the council, user can left click on the  button to provide the particular of the council members (see figure 11).

eAGM (Electronic Annual General Meeting System)

Mgmt Corp.	Maintenance Contributions	Building Address	Managing Agent	Auditor	Chairperson	Secretary	Treasurer	Council Member	Attachments	Declaration & Submit
------------	---------------------------	------------------	----------------	---------	-------------	-----------	-----------	----------------	-------------	----------------------

Page 9 of 11 | Particulars of Council Member

Section K Particulars of Council Members

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Name (as in NRIC / Passport): \*

NRIC / Passport no.: \*  NRIC  FIN  Passport No.

Strata Unit Owned / Represented: \*

**Residential Address**

\*  Formatted Address  Unformatted Address

**Formatted Address**

Building Name:

House / Block No.:  Unit No.: #

Road Name: \* <<<-- SELECT HERE -->>>

Postal Code: \*

**Unformatted Address (e.g. PO Box Address)**

Telephone/Handphone No.:

Email:

Page 9 of 11

v) To key in the name, NRIC No. and strata unit represented by the council member

w) To key in the correspondence address, contact no. and email address of the council member

**Figure 11** – Page 9 of eAGM form- To add more members to the council

- User to key in the particular of the council member and left click on the  button to capture the particular of the council member into the system. Once all the particular of the council member are keyed into the system, left click on the  button to get to page 10 of the eAGM form (see figure 12).

## eAGM (Electronic Annual General Meeting System)

Page 10 of 11 | Upload Documents

Upload Files Continue Submission

**Attach Files**

Click "Browse" to select a file.

File 1:  Browse...

File 2:  Browse...

**Figure 12** – Page 10 of eAGM form- Uploading of documents

11. User can upload document (i.e. notice and agenda of AGM, etc) not exceeding 10MB in a single file (i.e. Microsoft Words, Excel, Powerpoint, pdf, etc) into the system. To upload document, left click on the **Browse...** button, select the file and left click on the **Upload Files** button to save the document in the system.
12. The file uploaded will be displayed on the same page if successfully uploaded (see figure 13). User can also delete the file if they uploaded the wrong file by left click on the **Delete File** button.

Page 10 of 11 | Upload Documents

Upload Files Continue Submission

**Attach Files**

Click "Browse" to select a file.

File 1:  Browse...

File 2:  Browse...

**File Name**  
Notice and Agenda MCST 9999.pdf **Delete File**

**Figure 13** – Page 10 of eAGM form- Uploading of documents (Continued)

13. Once the user has finished uploaded the document on page 10 of the eAGM form, left click on the **Continue Submission** button to get to page 11, the last section of the eAGM form(see figure 14).

eAGM (Electronic Annual General Meeting System)

Page 11 of 11 | Declaration & Submit

**Section X Declaration**

Select Here (Name as in NRIC/Passport) (NRIC/Passport No.)

declare that the information in this submission is to the best of my knowledge true and accurate.

Please remember to submit your Notice of Agenda and other supporting documents within the next three(3) days (with indication of your MCST Plan No. or e-Filing transaction number) to the following methods:

**By Post**  
Building and Construction Authority  
52 Jurong Gateway Road  
#10-01, Singapore 608550  
(Above JEM)

**By Fax**  
6334 4031

**By BCA Feedback Form**  
[www.bca.gov.sg/feedbackform/](http://www.bca.gov.sg/feedbackform/)

Previous Page 11 of 11

Save Preview e-Filing

**Figure 14** – Page 11 of eAGM form- Declaration by the user

14. User to key in name and NRIC no. and declare that the information in this submission is to the best of his knowledge and accurate. Once ready, user can left click on **Preview e-Filing** button to preview and verify the information again.
15. An error message (see figure 15) will automatically displayed to advice user what are the missing information that have missed out earlier. User can click on the **Click here** button and they will be direct back to the page to provide the information again.

**Section X Declaration**

Chairperson (Name as in NRIC/Passport) (NRIC/Passport No.)

declare that the information in this submission is to the best of my knowledge true and accurate.

Please remember to submit your Notice of Agenda and other supporting documents within the next three(3) days (with indication of your MCST Plan No. or e-Filing transaction number) to the following methods:

**By Post**  
Building and Construction Authority  
52 Jurong Gateway Road  
#10-01, Singapore 608550  
(Above JEM)

**By Fax**  
6334 4031

**By BCA Feedback Form**  
[www.bca.gov.sg/feedbackform/](http://www.bca.gov.sg/feedbackform/)

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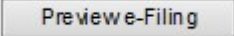
Save Preview e-Filing

**Please correct the following input errors.**  
Please check Particulars of Managing Agent  
- Please select or enter Firm Name.  
- No Road Name selected.  
- No Postal Code.  
- No Contact Person  
- No Telephone Number  
- No selected Accredited by  
Click here

x) Error message being displayed to highlight the missing information to the user

**Figure 15** – Page 11 of eAGM form- Declaration by the user (Continued)

## eAGM (Electronic Annual General Meeting System)

16. Once the missing information is provided, user can left click on  button again to preview and verify the information. If the submission is in order, they will be able to preview their submission with the keyed information being displayed by the system (see figure 16).

**Preview First Annual General Meeting e-Filing**

**AGM Transaction Number:**  
Please remember to submit your Notice of Agenda and other supporting documents within the next three(3) days (with indication of your MCST Plan No. or e-Filing transaction number) to the following methods:

<b>By Post</b> Building and Construction Authority 52 Jurong Gateway Road #10-01, Singapore 608550 (Above JEM)	<b>By Fax</b> 6334 4031
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**By BCA Feedback Form**  
[www.bca.gov.sg/feedbackform/](http://www.bca.gov.sg/feedbackform/)

Date Submitted:  
Type of Management Corporation: Single Tier Management Corporation

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**Section I Particular of Management Corporation/Subsidiary Management Corporation**

Management Corporation Strata Title Plan No.:	9999
UEN:	T08MC9989D
Development Name:	MANAGEMENT CORPN STRATATITLE PLAN NO 9999
Date of AGM:	10/10/2016

---

**Official Address of the Management Corporation / Subsidiary Management Corporation**

Building Name:	Test Building Name 5
House / Block No.:	234
Unit No.:	#14-568
Road Name:	TANK FARM ROAD
Postal Code:	655844
Contact Person:	JESSIE CHOW
Telephone No.:	54655566
Fax No.:	89898658
Email:	Jonathan_cunanan@bca.gov.sg
Website:	
Constitution of MC/Sub MC:	None of the Above

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**Documents**

Filename	Date Uploaded
Notice and Agenda MCST 9999.pdf	24/10/2016

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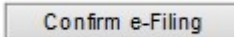
**Declaration**

Position:	Chairperson
Name:	Lim Ah Gow
NRIC / Passport no.:	S C

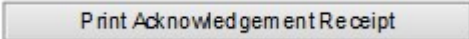
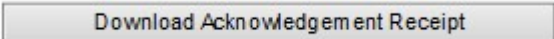
**GENERAL REMARKS:**

Notes  
After confirmation of e-filing, any amendment or updating of AGM information ( e.g. appointment of office bearers / managing agent / auditor , change of council members / MC address etc), please correspond to us either by post / fax or e-mail to [bca\\_agm\\_submission@bca.gov.sg](mailto:bca_agm_submission@bca.gov.sg)

**Figure 16** –Preview of the AGM Filing

17. Once the information is verified by the user, user can left click on the  button to complete the e-filing of the AGM.



18. An AGM Transaction number will be provided to the user for the AGM submission made (see figure 17). User can left click on the  button to print a copy of the acknowledgement receipt for the submission or left click on  button to download the acknowledgement receipt to their computer for their record.

**Successfully Submitted the First AGM Submission.**

**AGM Transaction Number:** AGM20161024-00001

Please remember to submit your Notice of Agenda and other supporting documents within the next three(3) days (with indication of your MCST Plan No. or e-Filing transaction number) to the following methods:

<p><b>By Post</b>            Building and Construction Authority            52 Jurong Gateway Road            #10-01, Singapore 608550            (Above JEM)</p>	<p><b>By Fax</b>            6334 4031</p>
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**By BCA Feedback Form**  
[www.bca.gov.sg/feedbackform/](http://www.bca.gov.sg/feedbackform/)

Date Submitted: 24/10/2016

Type of Management Corporation: Single Tier Management Corporation

**Figure 17** –Acknowledgement of AGM Filing completed

19. In the event that the user has difficulties uploading the document into the system, they can send a copy of the document via BCA Feedback Form: [www.bca.gov.sg/feedbackform/](http://www.bca.gov.sg/feedbackform/) or fax a copy to 6334 4031. Do remember to indicate the MCST Plan no or e-filing transaction number as reference number.
20. Thank you for using our eAGM system to file your AGM.