Car Park Label Scheme for Persons with Physical Disabilities

Applying for a Class 1 or Class 2 label

1. If I am a motorcyclist, can I apply for a Label?
   The Car Park Label Scheme is only applicable to motor cars and VWO-registered vehicles which are used to ferry persons with physical disabilities regularly.

2. The NRIC and driver's licence are the same. Why do I need to submit both?
   The driver's licence is authorised by the Traffic Police to certify that you can drive in Singapore while the NRIC states your citizenship status and home address in Singapore. Both items are required to complete your application.

3. Where can I get a copy of my vehicle registration details?
   You can obtain your vehicle registration details by visiting www.onemotoring.com.sg, and logging in to LTA e-Services using your SingPass to retrieve the document.

4. How much time is needed to process the application?
   The application will be processed within 15 working days from the date of receipt of the complete application and all necessary documents, excluding time taken for mail delivery.

5. Where can I get a copy of the Status of Driving Licence?
   You can obtain a copy of the Status of Driving Licence by visiting the Singapore Police Force (SPF) website, and logging in to the Electronic Driver Data Information & Enquiry System (EDDIES) using your SingPass / NRIC No. / FIN and Date of Birth to retrieve the document.

Using a Class 1 or Class 2 Label for More Than One Vehicle

1. Is it possible to get more than one Label?
   Only one Label will be issued for each successful applicant. For Class 2 label, up to two vehicles can be registered for each label.

2. Is the Label transferable?
   The Label is NOT transferable and should be used strictly by the registered Label Holder who is a driver or passenger with physical disability.

   Vehicles with valid Labels cannot park at accessible parking lots if the Label Holder is not using the vehicle.

Renewing a Class 1 or Class 2 Label

1. I want to renew my Label. Must I see a doctor again?
   SG Enable requires all Label Holders to be certified by a fully registered doctor via a Mobility Report as having physical disabilities with the need to use bulky mobility aids such as wheelchairs, walking frames or lower limb prostheses for outdoor ambulation.

   The Mobility Report has a validity period of 6 months. If your past Mobility Report was certified by the doctor more than 6 months ago, you are advised to submit an updated Mobility Report.

   After you have done so, please submit the following documents to SG Enable in order to apply for renewal:
• Completed Application/Renewal Form (Mobility Report is found on Page 5)
• Clear photocopy of the Vehicle Registration Details from LTA
• Authorisation letter from the vehicle owner if the vehicle does not belong to the applicant and/or driver
• Clear photocopy of Status of Driving Licence from Singapore Police Force (For drivers above age 65)

2. I am above the age of 65 this year. Can I still renew my Label?
   Yes, you can renew your Label. Drivers aged 65 and above need to undergo medical reassessments every three years in order to renew their driving licence with the Traffic Police.

   SG Enable needs to verify that you are certified fit to drive and have a valid driving licence. Please submit a copy of the Status of Driving Licence from the Singapore Police Force (SPF) or a Letter of Acknowledgement from the Traffic Police for this purpose.

   If your renewal application is successful, please note that the validity and expiry date of the Label may correspond to the date of the medical reassessment.

3. I have recently changed my vehicle. My Label will not expire for another six months or more. What should I do?
   You need to inform SG Enable of the change in vehicle by submitting an updated Application / Renewal Form and updated vehicle registration details. SG Enable will issue a new Label reflecting the new vehicle licence plate number. There is no need to submit other documents unless there are updates to your NRIC/FIN/passport details etc.

   Please note that it is an infringement to use a Label which does not reflect the vehicle licence plate number. Parking enforcement officers will be obliged to prosecute all persons who misuse the Label or accessible parking lots.

   We would like to encourage all Label Holders to update SG Enable of a change in vehicle details as soon as they can in order to enjoy uninterrupted use of the Label.

4. I recently changed my vehicle. My Label will expire in less than six months. What should I do?
   We would like to encourage all Label Holders to submit a change of vehicle application to SG Enable as soon as they can.

   Please note that it is an infringement to use a Label which does not reflect the vehicle licence plate number. Parking enforcement officers will be obliged to prosecute all persons who misuse the Label or accessible parking lots.

Other Questions

1. Can I continue to use my expired Label and park at the accessible parking lots?
   No. Expired Labels are invalid and strictly not allowed to be used for parking at accessible parking lots.

   Label Holders who are found to have misused, tampered with or illegally forged/duplicated their Labels will have their Labels revoked, be barred from renewing their labels and face legal prosecution from the relevant authorities.
2. I would like to place a label at the rear windscreen of my vehicle, so that other road-users are aware that I have physical disabilities or am ferrying a passenger with physical disabilities. Can SG Enable provide such a label?
SG Enable does not issue such labels. Please note that the use of labels not issued by SG Enable does not qualify the driver to park at accessible parking lots.

SG Enable only issues Class 1 or Class 2 Labels to persons with physical disabilities who are certified by a registered doctor as requiring the use of bulky mobility aids. Persons found parking at accessible parking lots without a valid Class 1 or Class 2 Label from SG Enable will be prosecuted by the parking enforcement officers from the relevant authorities.

3. How can I report cases of suspected misuse of the Label or accessible parking lots?
You may call the relevant car park owners/operators to report any suspected misuse immediately. The contact numbers of public agencies are as follows:

Urban Redevelopment Authority (URA) : 1800 547 1923
Housing and Development Board (HDB) : 1800 272 1409
National Parks Board (NParks) : 1800 471 7300
Singapore Sports Council (SSC) : 6500 5000

Alternatively, you may call SG Enable at 1800 858 5885.

4. I am holding a season parking ticket as well as a Class 1 / Class 2 Label. Do I get priority in parking at the accessible parking lot over non-season parking ticket holders?
No, the use of accessible parking lots is on an availability basis, regardless of the type of label held or whether you are a season parking ticket holder.

5. I want to obtain an exemption from financing restrictions on motor vehicle loans as I have a physical disability. Can SG Enable write an exemption letter for me for this purpose?
Clients do not need to obtain any letter from SG Enable for this purpose, and may approach the financial institutions from which you are applying for a motor vehicle loan to directly apply for exemption restrictions from motor vehicle loans for persons with disabilities.

For more information, please refer to the press release by the Monetary Authority of Singapore.

6. I have a Functional Assessment Report (FAR), why do I need to submit a Mobility Report?
The Car Park Label Scheme (CPLS) enables persons with permanent physical disabilities who use bulky mobility aids to embark/disembark safely from their vehicles, through wider spaces available in accessible parking lots. Thus, as part of the CPLS application requirement, we require a doctor to fill up a Mobility Report to certify whether an applicant uses bulky mobility aids for ambulation.

What's New

1. If I am an existing label holder, will my label be automatically renewed with the announced changes with effect from 1 November 2017?
   No. The new labels issued are for replacement of existing labels with no changes to expiry date.

2. Will the new rules apply to the renewal applicants?
   Yes
3. If I have the new label (design), do I automatically qualify when I submit a renewal application?
   No. The new qualifying criteria will apply to all Car Park Label renewal applications on or after 1 November 2017. However, renewal applicants who had previously provided doctor’s certification for leg amputation, poliomyelitis, muscular dystrophy or cerebral palsy, need not submit an updated report.

4. What are the qualifying bulky mobility aids?
   Bulky mobility aids refer to wheelchairs, lower limb prostheses and walking frames.

5. Will I receive the new label?
   You will receive the new label if your existing label expires after 1 November 2017. The labels will be sent to the address indicated in your last application.

6. Can I update my mailing address?
   Yes, you may update your mailing address either via 1800-8585-885 or carparklabels@sgenable.sg. Please include the name of the label holder (not the caregiver – for Class 2 label), NRIC and mailing address.

7. When will I get the new label if my existing label expires after 1 November 2017?
   You will receive the new label by 31 October 2017. If you do not receive the new label by 31 October 2017, please provide the name and NRIC of label holder (not caregiver - for Class 2 label), contact number and mailing address. We will check and get back to you.

8. What do I do with the existing label?
   Please replace the existing label with the new label after you have received it. The existing label will be invalid with effect from 1 November 2017.

9. May I use the existing label simultaneously with the new label?
   No. The existing label will be invalid with effect from 1 November 2017.

10. How do I use the new label?
    Class 1 Labels must be displayed on the left section of the front windshield.
Class 2 Labels must be placed on the driver’s side of the dashboard. For Class 2 Label, your caregiver must remember to adjust the time of arrival before placing it on the driver’s side of the dashboard.

**How to Adjust the Time Disc**

Before you place the Class 2 Label on the dashboard, please ensure you have indicated your Arrival Time at the accessible parking lot.