



# OSHPD e-Services Portal

*Public User Guide*

---

Version Number: 1.0

## **Section 12 – Appeals Using the Comment and Process Review**

## 1 Introduction

### Welcome to OSHPD Electronic Services Portal Client Access (eCA) User Guide

This section provides step-by-step instructions for creating and submitting Appeals using the Comment and Process Review (CPR) through eCA.



**Remember:** Help is available throughout the application. Wherever you see a help  icon, click on the question mark to open help and instructions for that item in the application.

## 2 Introduction

To enhance our customer service, FDD has implemented an electronic Comment and Process Review (eCPR), a dispute resolution and appeals process designed to promptly resolve issues between our clients and the Office. The Comment and Process Review provides a clear path to resolve problems whether they occur during our plan review services in the office or out on a construction site in the field. The eCPR process should also be used to promptly resolve issues concerning processes such as emergency, over-the-counter, and expedited reviews.

In January 2017 the Comment and Process Review appeals procedure was codified in the California Administrative Code, Section 7-161. This new regulatory process includes timeframes and limitations for both the client submittal of the appeal and the Office's response to the request. The process and the time limitations were incorporated into the eServices Portal with the creation of a new CPR record type. For the complete text of California Administrative Code, Section 7-161, see Appendix B.

As in the past, clients initiate CPR by discussing the issue with the staff member who made the comment or enforced the process in question; this is the first level (Level 1) of the appropriate CPR Path. If the issue is not resolved at Level 1, clients have the option of proceeding to Level 2 – Supervisor or RCO. If the issue is not resolved at Level 2, clients have the option to proceed to Level 3 – the Deputy Division Chief. And if the issue is not resolved at Level 3, clients have the option to proceed to Level 4 – the Deputy Director.

After Level 4, clients may appeal unresolved issues by requesting a formal hearing before the Hospital Building Safety Board pursuant to Section 7-163.

The eCPR process is the electronic vehicle that will be used to request, track and escalate the appeals, regardless of whether the eCPR is created by a client in eSP or is requested in writing using any other channel or instrument.

As previously stated, the eCPR process mirrors the Administrative Code; as such, the eCPR workflow consists of the following Four Levels of Review:

- [First Level Review](#) (OSHPD staff who made the decision, ruling, order, or act)
- [Second Level Review](#) (Manager of first level person)
- [Third Level Review](#) (Deputy Division Chief)
- [Fourth Level Review](#) (Deputy Director)

At each level, the Client’s appeal can be Accepted or Denied by the appropriate OSHPD staff member. The appellant will receive an email with a Results Letter attachment stating reason(s) for the decision made on an appeal.

### 3 Create and submit an Appeal using the Comment and Process Review (CPR)

#### 3.1 Page Flow Overview

You must follow predefined steps to create and submit CPR requests to OSHPD projects. The steps involved in submitting CPR requests are slightly different from those when creating a new project or an amendment of other types. Most of the information from the ‘parent’ project is automatically copied to the CPR record, which significantly speeds up the application process. Below is an illustration of the page flow steps for amendments:

Table 1: eCA Pageflow

Page No.	Page Title	Description
<b>CPR</b>		
1	Select Amendment Type	Select Comment and Process Review to begin the process.
2	CPR Issue, Reason and Proposal	Enter a detailed description of the specific ruling, order, decision or act to be appealed; enter a detailed reason for the appeal and describe the specific aspects of the decision which you disagree with and a proposal of alternatives you would like to be considered.
3	Contact	Enter the contact for this CPR; this person is considered the Appellant for this appeal. The licensed professionals and contacts listed on the project will NOT be copied to this CPR amendment record.
4	Attachments	Upload any plans, documents, photographs or data that you believe supports your appeal or that you believe would assist the reviewer in determining if this appeal should be upheld.
5	Facility Confirmation	Enter the facility PIN in order to proceed to the submittal screen. If you do not know the PIN but a PIN has been issued, forward the confirmation email from <i>Step 4</i> to the PIN holder.
6	Review	Review the data entered on the application and make any needed changes.
7	Confirmation	When all steps are complete and the application is accepted, eCA issues a CPR Record Number. You may print the summary sheet if desired.

### 3.2 Basic rules of page flow

Below are some basic rules of submitting an application using the page flow.

- ✓ You may navigate back and forth among the completed pages only.
- ✓ Click on the **Continue Application** or **Save pending submittal** button to save the data entered on the page.
- ✓ If a page contains a section that allows for multiple records to be added, for example multiple contacts, you must click the **Save** button in the section to save each record to the project application prior to adding the next.
- ✓ It is recommended that you click the **Save pending submittal** as needed to prevent any data loss due to data entry errors or network interruptions.
- ✓ If any required data is missing from the page, upon clicking on **Continue Application**, an error message will be displayed on the top of the page. You must correct all errors before continuing to the next page flow screen.

“Amendments” to an Application for New Project (referred to as a ‘parent project’) can be Post Approval Document (PAD), Alternate Method of Compliance (AMC), Building Permit (BP) or Comment and Process Review (CPR). To create an application for an amendment, locate the “Parent” application for new project record and create the amendment by doing the following:

1. Search for the “Parent” project for which you want to submit an Amendment (PAD or AMC) either by using the Project Search feature or by locating it on your project list under the **Projects** tab. If your Public User account is properly associated or delegated with the required permission to create a CPR, an “Amendment” link will be visible at the end of the project record. You may create the amendment by clicking this link or by completing step 2 below.

Projects							
Showing 1-10 of 100+   <a href="#">Download results</a>   <a href="#">Add to collection</a>							
<input type="checkbox"/>	Date	Project Number	Project Type	Project Name	Status	Related	Action
<input type="checkbox"/>	11/02/2016	<a href="#">S162686-37-00</a>	Application for New Project	Project Name	Open	0	<a href="#">Amendment</a>

2. Click on the project number link to open the Project Details page. On the details page, click on the **Create Amendment** button to create a CPR amendment.



On the following screen, select the Amendment Type (CPR for this user guide) using one of the radio options; instructions for creating an Application for PADs and AMCs amendment are found in Section 6 and Application for Building Permit amendment in Section 7.

**Select an Amendment Type**

Choose one of the following available amendment types. For assistance or to apply for an amendment type not listed below please contact us at (916) 440-8400.

- Alternate Method of Compliance
- Application for Building Permit
- Comment and Process Review
- Post Approval Document

### 3.3 Entering the Specific Data into the eServices Portal

#### *Step 1. Describe the Issue, Reason for Appeal and the Proposed Alternative*

A request for CPR includes four unique elements that must be included with the appeal to completely describe the request:

1. Issue Under Appeal
  - Enter a detailed description of the specific ruling, order, decision or act that you would like to be reviewed in the appeal. Additional information can be found in the California Administrative Code, Section 7-161(b)2.
2. Reason for Appeal
  - Enter a detailed reason for the requested review of this appeal. Additional information can be found in the California Administrative Code, Section 7-161(b)3.
3. Proposal of Appellant
  - Describe the specific aspects of the decision with which you disagree and a proposal of alternatives you would like for the reviewer to consider. Additional information can be found in the California Administrative Code, Section 7-161(b)4.
4. Supporting Documents (optional)
  - You may upload supporting documents during Step 3.

**Comment and Process Review**

**APPLICATION**

\* Issue Under Appeal: ? Issue Under appeal 1

\* Reason for Appeal: ? Reason for Appeal 2

\* Proposal of Appellant: ? Proposal of the Appellant 3

[Continue Application >](#) [Save pending submittal](#)

**Step 2. Add The Contact Information for the person requesting the appeal.**

For Comment and Process Reviews, the contact is the individual requesting the appeal. In accordance with CAC 7-161, this person is the *Appellant* for this appeal. The licensed professionals and contacts listed on this project will NOT be copied to this Comment and Process Review. At least one Contact must be included for every CPR request. The search function is not available for Contacts and they must be added by clicking the **Add New** button and completing each applicable field **OR** by clicking the **Select from Account** button to use information contained in your Public User account. When complete, click **Continue** to copy the information to the Contacts List. Multiple Contacts may be added to the project, but only one Appellant should be listed.

**Contacts**

**Either**

[Select from Account](#) [Add New](#)

Showing 0-0 of 0

Name	Business Name	Contact Type	Work Phone	E-mail	Action
No records found.					

[Continue Application >](#) [Save pending submittal](#)

**Contact Information**

\* First Name: Jane Middle: Last Name: Doe Title: Project Manager

Name of Business: Project Management, Inc.

\* Address Line 1: 123 Main Street \* City: Los Angeles \* State: CA \* Zip: 90000

Work Phone: 123-456-7890 Mobile Phone: 987-654-3210 Fax: E-mail: Jane.Doe@PMInc.com

[Continue](#) [Clear](#) [Discard Changes](#)

Click **Continue Application** to proceed to the next page flow screen.

✔ Contact added successfully.

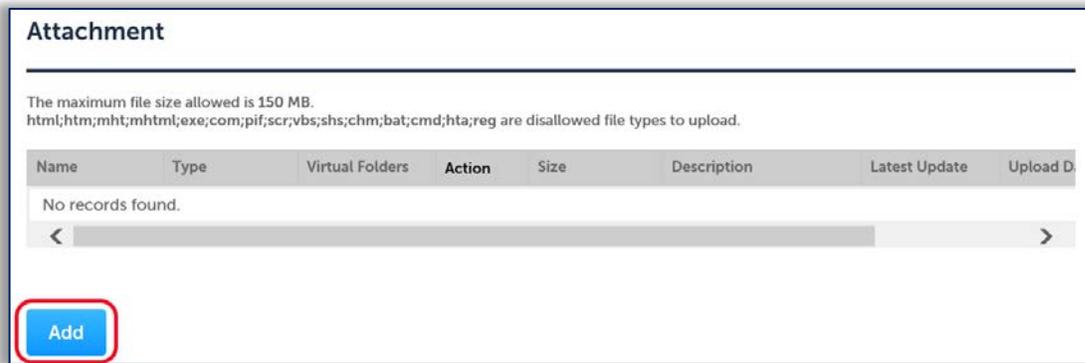
Showing 1-1 of 1

Name	Business Name	Contact Type	Work Phone	E-mail	Action
Jane Doe	Project Management, Inc.	Facility Representative	123-456-7890	Jane.Doe@PMInc.com	Edit Delete

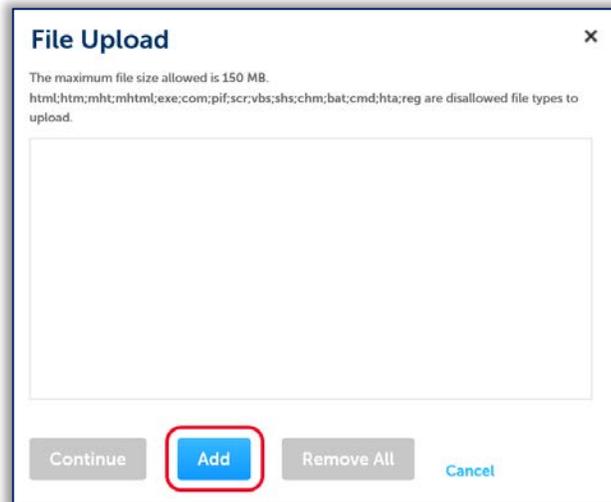
**Step 3. Upload Files to eSP**

Upload any plans, documents, photographs or data that you believe supports your appeal or that you believe would assist the reviewer in determining if this appeal should be upheld.

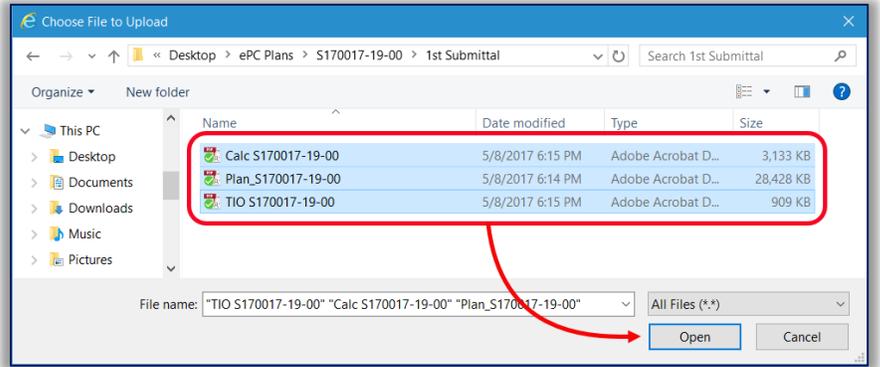
Begin by clicking the “Add” button.



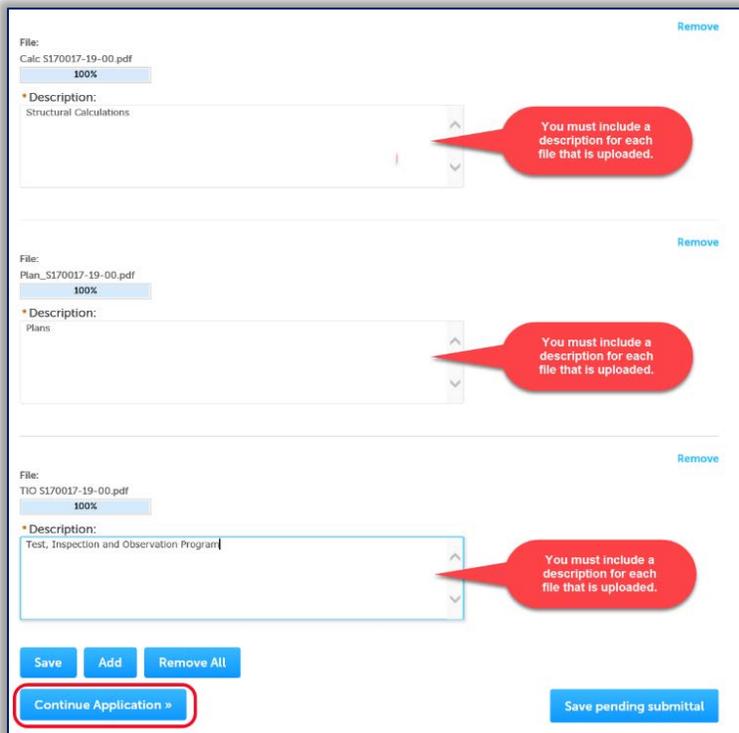
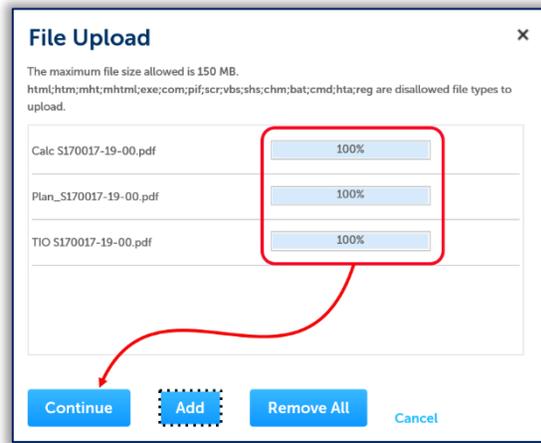
When the File Upload panel opens, click the “Add” button.



Locate the files on your computer that you desire to upload. Select each file, then click “Open”; you may also hold down the Ctrl key and selected multiple files to upload simultaneously.



When all files have completely uploaded, the completion bars will all show 100%. At this time, the **Continue** button becomes available. Click the “Continue” button to proceed.



Enter a description for each file that is uploaded. When complete, click the “Continue Application” button to proceed.

File upload is complete when **Actions** ▼ appears in the Actions column; clicking “Continue Application” before file upload is complete will result in files not being available to OSHPD.

When all files show **Actions** ▼ in the Actions column, click the “Continue Application” button.

**Step 4. Enter Facility PIN code or Save pending submittal.**

**Before entering the Facility PIN Code, it is recommended that you have clicked on “Save pending submittal” at least once!**

- 1 If you are authorized by the facility and have obtained a valid Facility PIN, enter it on the screen, then click **Continue Application** button to proceed to the next page flow screen.
- 2 If you do not have a valid Facility PIN code, click the **Save pending submittal** button to save the record.

**SECURITY**  
 Please enter your Facility's six digit PIN below. **You will not be able to complete this project without a valid PIN.** If you do not know your Facility's PIN, click "Save pending submittal" now. This will save your record and issue a temporary project number (e.g. 17TMP-00014); a confirmation email will be sent to you.

If you do not know the PIN but a PIN has been issued, forward the confirmation email to the PIN holder.

If your facility has not been issued a PIN, or you having other access issues, please contact the eCA Access Manager at [eCA.Access.Manager@oshpd.ca.gov](mailto:eCA.Access.Manager@oshpd.ca.gov) or call (916) 440-8400.

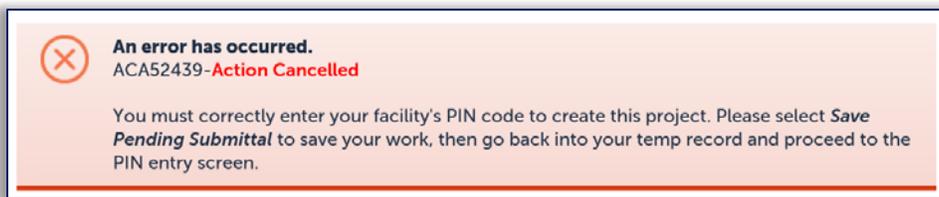
Facility PIN Code:

1 **Continue Application »**      2 **Save pending submittal**

When you click the “Save pending submittal” button, the application process stops and you will be redirected to the Project List page. The eServices Portal issues a temporary Project ID and displays the application in the Project list. You or any other authorized users can “Resume Application” at a later time.

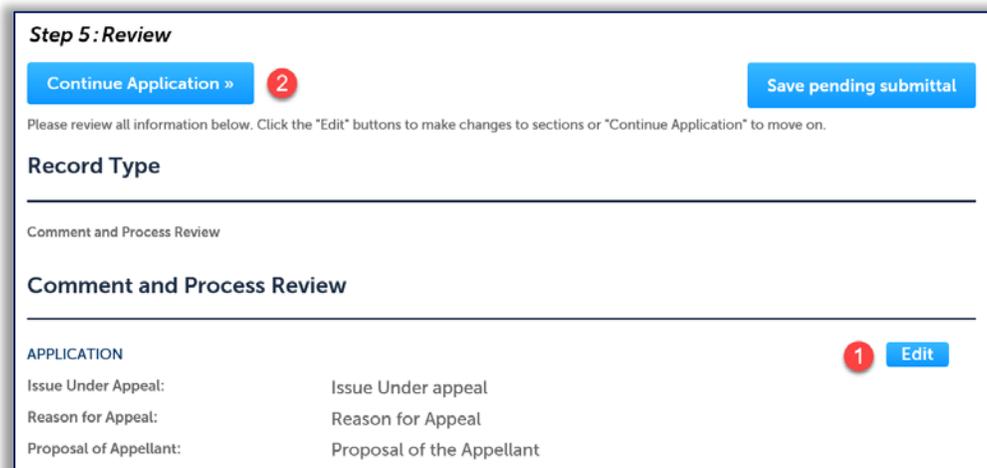


If you enter an invalid Facility PIN, eCA displays an error message at the review step and prevents you from completing the application. You must return to the Security page and re-enter the correct PIN in order to proceed with completion of the CPR request.



**Step 1. Review the data entered and makes edits if needed.**

- 1 On this screen, click the **Edit** button in each application step to make necessary changes.



- 2 Once all data is verified, click **Continue Application** to proceed to the next page flow screen.

## Congratulations! You have successfully submitted a Request for Comment and Process Review to OSHPD!

Your application has been successfully submitted.  
Please print your record and retain a copy for your records.

Thank you for using eClient Access to submit your project.  
**Your Project Number is S170023-19-00-CPR01.**

### Conditions

---

Showing 1-1 of 1

**Default - 1 Cleared**  
**Facility**  
 Northridge earthquake M6.4 34.21 -118.54  
 over 0.20g since SMRF modifications were done  
 Cleared || 01/17/1994

You will need this number to check the status of your project. Please print a copy for your records.

[Print/View Project](#)    [Print/View Summary](#)

---

Your Application for Comment and Process Review has been successfully submitted.

In accordance with CAC Section 7-161, "In the event that the appellant disagrees with a ruling, order, decision or act of the Office, the appellant must first seek to resolve the issue informally with the original decision maker". This CPR will be forwarded to the original decision maker for review; in the event you disagree with a ruling, order, decision or act of the Office following First Level Review, you may submit a request for Second Level Review to the immediate supervisor of the original decision maker. See California Administrative Code Section 7-161 for additional information.

[View Project Details >](#) (You must post the record in the work area.)

You and the Public User who entered the Facility PIN will receive a confirmation email

The following project application has been successfully submitted to OSHPD.

**Project Record Detail:**  
 Submission Date: 7/28/2017  
 Application initiated by: [gdunger@oshpd.ca.gov](mailto:gdunger@oshpd.ca.gov)

**Record Number: S170023-19-00-CPR01**  
**Record Type:** Comment and Process Review  
**Facility:** 13333 - Henry Mayo Newhall Hospital  
**Project Name:** Test for Project Summary

Please keep a copy of this email for your reference.

Thank you.  
 OSHPD eCA Portal  
 E-mail: [eserv@oshpd.ca.gov](mailto:eserv@oshpd.ca.gov)

**Please let us know how we're doing!**  
*FDD takes customer service very seriously; we pride ourselves on great customer service and strive to achieve good relations with our clients. We value your opinions and request you to please take a moment to fill out our [Quality of Service Survey](#). We would greatly appreciate any comments or concerns you would like to share about our department and/or your experience with us. All entries can be made anonymously if you prefer.*

**Your Request for a Comment and Process Review has been routed to the appropriate OSHPD Supervisor and will be reviewed shortly!**

## California Administrative Code, Section 7-161

### 7-161. Comment and Process Review (CPR).

(a) First Level Review. In the event that the appellant disagrees with a ruling, order, decision or act of the Office in a matter listed in Section 7-159(a), the appellant must first seek to resolve the issue informally with the original decision maker.

(b) Second Level Review. In the event that the appellant disagrees with a ruling, order, decision or act of the Office following First Level Review as described in (a) of this section, the appellant may submit a request for Second Level Review to the immediate supervisor of the original decision maker. A request for Second Level Review must be submitted in writing within ten (10) calendar days of issuance of the initial ruling, order, decision or act, and must include the following:

1. The name, mailing or e-mail address, and telephone number of appellant;
2. Identification of the specific ruling, order, decision or act to be reviewed;
3. The reason for the requested review;
4. Specific aspects of the decision with which the appellant disagrees and a proposal of alternatives the appellant would like for the reviewer to consider; and
5. Copies of any documents or data the appellant believes support the appellant's case or that the appellant believes would assist the reviewer.

(c) Third Level Review. In the event that the appellant disagrees with a determination made pursuant to (b) of this section, or in the event that the Second Level Reviewer does not issue to the appellant a response to the request for Second Level Review within ten (10) calendar days of submission of the request, the appellant may submit a request for Third Level Review by submitting in writing the information described in Section 7-161 (b)(1)-(5) to the Deputy Division Chief.

(d) Fourth Level Review. In the event that the appellant disagrees with a determination made pursuant to (c) of this section, or in the event that the Third Level Reviewer does not issue to the appellant a response to the request for Third Level Review within ten (10) calendar days of submission of the request, the appellant may submit a request for Fourth Level Review by submitting in writing the information described in Section 7-161(b)(1)-(5) to the Deputy Director. The Deputy Director shall provide the appellant with the written notice of his or her final determination.

(e) In the event that the appellant disagrees with the final determination of the Deputy Director pursuant to (d) of this section, or in the event that the Deputy Director does not issue to the appellant a response to the request for Fourth Level Review within ten (10) calendar days of submission of the request, appellant may request a formal hearing before the Hospital Building Safety Board pursuant to Section 7-163.