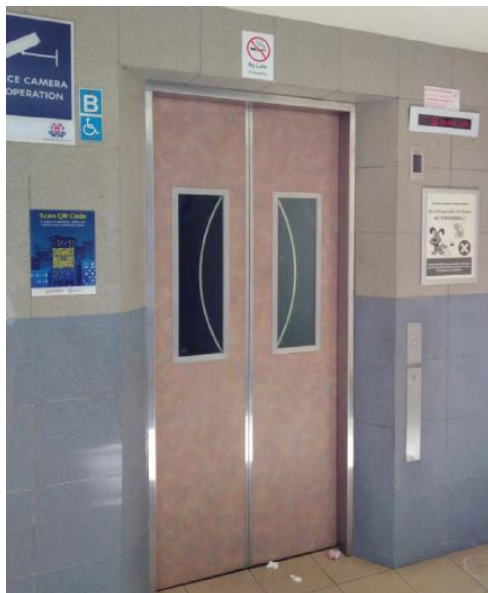
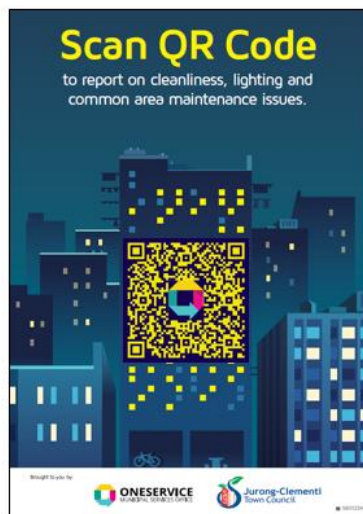


**OneService Lite**

- From Feb 2020, OneService Lite has been piloted at 20 blocks each at Aljunied–Hougang Town Council (AHTC) and Jurong-Clementi Town Council (JRTC). OneService Lite will subsequently be rolled out to Choa Chu Kang Town Council (CCKTC), Holland–Bukit Panjang Town Council (HBPTC) and Pasir Ris–Punggol Town Council (PRPGTC).

QR code found in common areas



Scanning the QR code leads to a pre-filled, mobile-optimised Reporting page. Residents may leave their phone numbers and register on the OneService App with the same phone number if they wish to receive replies on their cases.

A screenshot of a mobile-optimised web page for reporting a case. The page is titled "Submit Case" and shows the user is submitting a case for "441B CLEMENTI AVENUE 3 Lobby A". The "Type of case" section has three radio button options: "Dirty Public Areas", "Lighting Maintenance", and "Common Area Maintenance". Below this is a text input field for "Provide details of the issue:" with a character count of "(0/4000 words)". The "When did you see it?" section shows a date and time of "28 Jan 2020, 11:19 AM". The bottom of the page shows a mobile navigation bar with three icons: a list icon, a home icon, and a back icon.