MEDIA FACTSHEET FOR MUNICIPAL SERVICES OFFICE (MSO) COS 2022

STRONGER PARTNERSHIPS FOR A BETTER LIVING ENVIRONMENT

The Municipal Services Office (MSO) will continue to partner government agencies and Town Councils (TCs) to increase productivity and deliver resident-centric municipal services more efficiently. We will also improve processes to make our OneService e-services more accessible to public, while continuing to ensure that residents' feedback is resolved in a satisfactory manner. To support efforts in building a pleasant living environment, we will continue to forge strong partnerships with residents and communities to collectively address complex neighbourhood issues, many of which stem from deep-rooted behaviours and habits.

Increasing Productivity in Municipal Service Delivery

Enhanced OneService app features

1. The OneService app is, today, our key touchpoint with the public, with more than 430,000 residents using the app to submit their feedback and access other municipal e-services. The number of users has increased ten-fold since we first launched the OneService app in 2015. Over the years, we have enhanced several app features to bring greater conveniences to residents:

a) The "Happenings" feature in the OneService app has been enhanced to alert neighbours within the block about upcoming renovation works. The notices inform users of the details of the renovation period and the appointed contractor, so that residents can work with the contractor to adjust the timing of noisier works or reschedule their WFH arrangements. We will progressively include notices on renovations, additions and alterations (A&A) in the private estates as well.

b) [New] To provide residents the ease of searching for alternative locations to study or to work, the "Happenings" feature will further allow residents to check the crowd levels at public libraries from mid-2022 (see details in Annex A).

c) [Update] To cater to the rise in demand for contactless services, the "Book Facilities" feature in the OneService app has also been enhanced to allow residents perform end-to-end contactless booking and payment for the use of common areas and facilities such as the multi-purposes halls and void decks in their estates (see details in Annex B). Prior to this, residents had to carry out these transactions by contacting the TC's office directly to check on eligibility and charges, and apply in-person at the TC's office.

Pilot of Integrated Municipal Operations in Tampines

2. [Update] We have commenced the ground operations to pilot an integrated model of municipal service delivery in Tampines town, in February 2022. The pilot will allow us to further evolve service delivery solutions and introduce systemic improvements that will enable the municipal services sector to respond more quickly

to residents' feedback, manage resources more efficiently, and develop higher-skilled municipal jobs.

3. During the pilot, which will be conducted for an initial period of 3 years, residents in Tampines can look forward to faster and more holistic resolution of neighbourhood issues such as cleaning of state land areas, infrastructure maintenance, vector and pest control, as well as surveillance and enforcement for smoking, littering, urinating and spiting offences in public areas.

Revamping Processes for an Optimal User Experience

Improve Case Handling of Municipal Feedback

4. Every day, government agencies and TCs receive over 4,000 cases of feedback on municipal issues. Most are straightforward cases that can be resolved within a week, but some complex cases can be long-drawn especially where investigations and/or neighbours' cooperation is required. Case owner agencies currently have the flexibility in deciding how to close cases, be it straightforward or complex cases.

5. [New] To raise the service standards of the municipal services sector, we are closely partnering the agencies and TCs to improve the handling of municipal feedback for the different types of cases. For straightforward cases that involve only one agency and where concrete actions can be taken to fully resolve the case, agencies should close the feedback loop only upon complete resolution of the case. For complex cases, agencies should close the feedback loop only after explaining to the feedback provider the action(s) taken or intended action plan, as well as providing an estimated timeline.

6. We have implemented two changes in the OneService app to regularise this improvement in the handling of municipal feedback (see details in Annex C):

a) First, photo evidence is provided upon resolution for straightforward cases. This initiative has been implemented since 2020 for feedback concerning public cleanliness, and since expanded to include more straightforward issues such as the maintenance of common property in HDB estates, HDB car parks and commercial property, and lights along covered walkways and footpaths.

b) Second, we have differentiated the status of cases since May 2021. Where previously all cases were labelled as 'Closed' once the agency had responded to the feedback, now they have been labelled as either 'Resolved' or 'Replied'. With the differentiated case status, residents have a more accurate understanding on the status of their case and can be assured that the unresolved cases continue to be worked on.

Introduce OneService e-services on LifeSG app

7. [New] We will continue to make our OneService e-services more accessible by having them available on more digital platforms. From 2H 2022, residents will be able to submit feedback on municipal issues using the LifeSG app, in addition to the

OneService app (see details in Annex D). In time, more OneService e-services will be available on the LifeSG app so residents who are currently not users of the OneService app can also access and use our e-services.

Enabling Support for One Another for a Pleasant Living Environment

8. Neighbourhood issues that arise due to differences in social norms or behavioural issues, such as the cluttering of common spaces, high-rise littering, bird feeding, and noise from neighbours, have seen an upward trend during this pandemic. For a more pleasant living environment, we will partner residents and communities in more ways to collectively address these issues and enable residents to support one another.

More Community-based Solutions

9. First, we are partnering the business community and the public to harness innovative ideas from them and bring practical benefits and solutions to residents. Switch is one such company. We facilitated the "Switch for Community" initiative by the People's Association (PA), Housing and Development Board (HDB) and Switch, which offers affordably priced and conveniently located Switch work booths for residents whose attempts to study or work from home are affected temporarily by renovation works or other forms of neighbourhood noise. This initiative complements the "Happenings" feature in the OneService app and has been launched as a 1-year pilot at the Bukit Timah Community Club and Trivelis Residents' Network Centre in Clementi.

10. [New] In the spirit of Singapore Together, PA and HDB will also be co-leading a Singapore Together Alliance for Action (AfA) to study and explore practical solutions to facilitate group buy activities in HDB estates. Group buy activities support small businesses and promote interaction among residents. But when large quantities of goods are delivered to an estate and redistributed to individual buyers, there could be inconveniences such as cluttering of goods at the common corridor and blocking of passageways. We would like to identify win-win solutions so that residents can continue to engage in group buying and support small businesses, while minimising inconvenience to others. Members of the AfA will consist of stakeholders such as group buy hosts, grassroots leaders and potential solution providers from the private sector, to explore better ways of facilitating the delivery and storage of group buy items.

Forge Positive Social Norms

11. Second, we will continue to focus on shaping positive social norms and attitudes to mitigate neighbourhood issues due to human behaviour.

12. [New] MSO and the Ministry of Culture, Community and Youth (MCCY) will set up a Community Advisory Panel (CAP) on Neighbourhood Noise to look at defining what are deemed as unacceptable noise disturbances, as well as what constitutes good 'community norms' that residents should observe to reduce noise disturbances to their neighbours. The CAP will comprise of representatives from the community who have the relevant experience and expertise in managing municipal issues. The 'community norms' developed by the CAP will help neighbours to better communicate

with one another, serve as a useful 'benchmark' and reference for our public advisories, and facilitate mediation and decision-making at the Community Disputes Resolution Tribunal.

Mobilise Care and Support

13. [Update] Third, we encourage the public to continue leveraging the "Help Neighbour" feature in the OneService app to show your care and support for persons in need. In collaboration with the Ministry of Social and Family Development (MSF) and Agency for Integrated Care (AIC), "Help Neighbour" was introduced last year for well-meaning residents to alert social service agencies to persons who may be in need. Till 31 January 2022, "Help Neighbour" has helped to refer 272 cases of seniors in need, rough sleepers, cardboard collectors, and tissue paper sellers to the relevant agency to engage the person and provide assistance as required. Of which, about 50% were new cases unknown to the agencies. With this feature, concerned residents can directly connect persons in need to social agencies, without risking over-exposing the person on social media.

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Municipal Services Office
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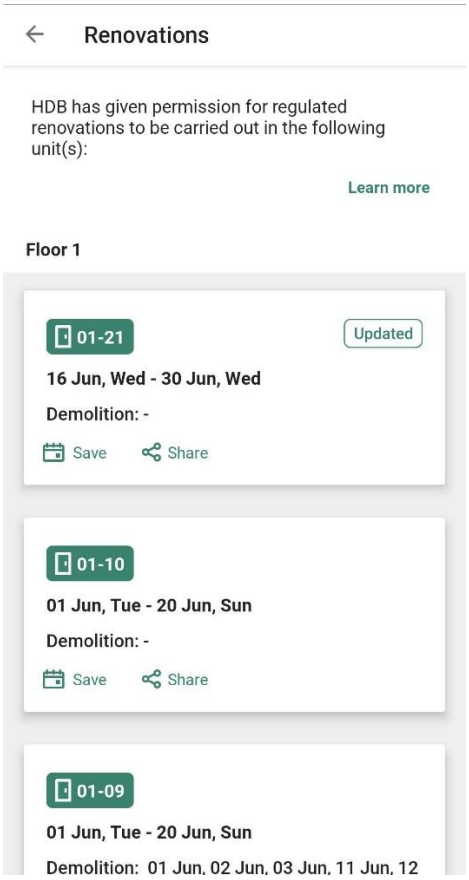
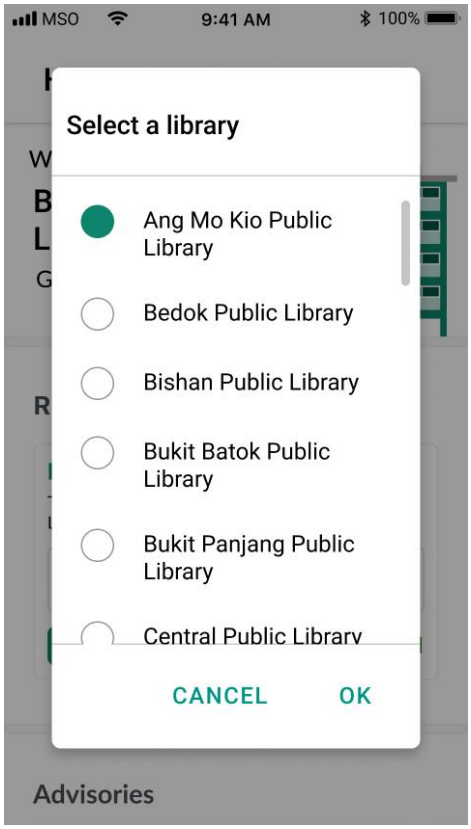
ANNEX A

Enhanced "Happenings" Feature on OneService App

1. The "Happenings" feature allows residents to 'see', 'save', and 'share' important neighbourhood information such as lift fault notifications, maintenance schedules and notices from government agencies and TCs.

2. Since July 2021, we have enhanced this feature to allow residents receive notifications of upcoming HDB-approved renovation works at their blocks. Through the app feature, residents can access information such as the contact details of the renovation contractor, duration of the renovation, and dates of the demolition or hacking works. Such information allows residents to work with the contractors to adjust the timing of noisier works. We will progressively include notices on renovations, additions and alterations (A&A) in the private estates as well.

3. From mid-2022, this app feature will also display an indication on the crowd level of public libraries to help residents plan for alternative locations to study or to work.

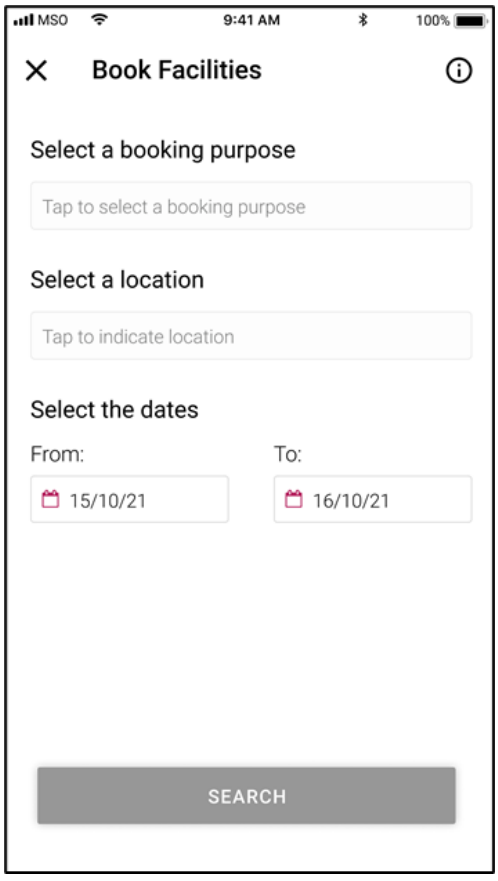
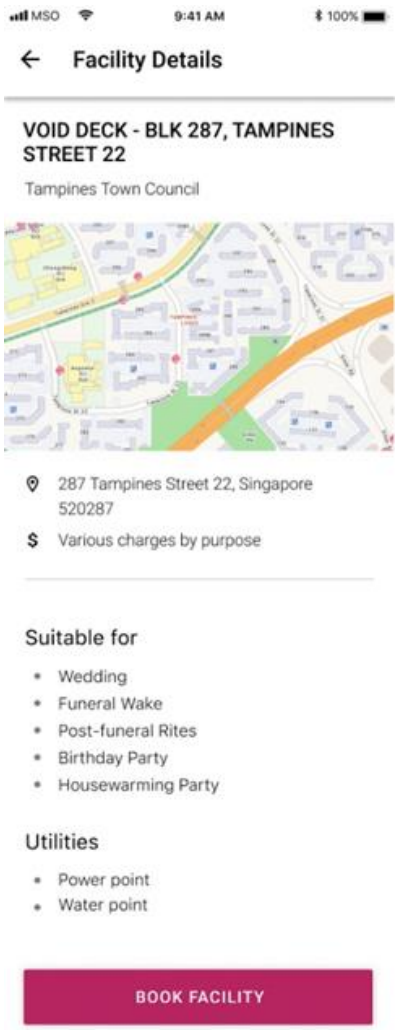
Screenshot on home renovation notices	*Users are able to select a public library to check on its crowd level*
	

ANNEX B

Enhanced "Book Facilities" Feature on OneService App

1. The "Book Facilities" feature provides residents the ease of booking neighbourhood facilities directly from the app. We have enhanced this feature to allow residents perform end-to-end contactless booking and payment for the use of common areas and facilities such as the multi-purposes halls and void decks in their estates.

2. In particular, this feature enables paperless and real-time backend verification of booking eligibility. For example, when booking the void deck to hold a wake via this feature, the applicant's consent will be sought to securely retrieve his residential address, the deceased's details and their familial relationship from the relevant agencies, for the relevant TC's secure backend verification against their eligibility rules. This way, the applicant would not be required to produce supporting documents at the TC's office when booking facilities.

Screenshot of "Book Facilities" feature (1)	*Screenshot of "Book Facilities" feature (2)*
	

ANNEX C

Enhancements in OneService App to Regularise Improvements in Municipal Feedback Case Handling

1. We have implemented two changes in the OneService app to help regularise improvements in the handling of municipal feedback. The two changes are:

a) Straightforward cases are closed upon complete resolution, along with photographic evidence of the work done; and

b) The status of cases is differentiated as either 'Resolved' or 'Replied' to provide feedback providers a more accurate understanding on the status of their cases. This differentiated labelling of case status has been implemented since May 2021.

Screenshot of a 'Resolved' case with photo evidence

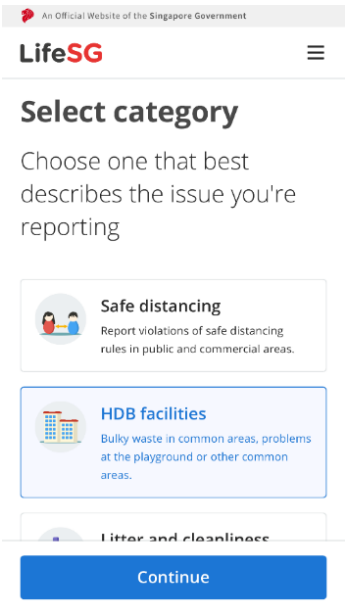
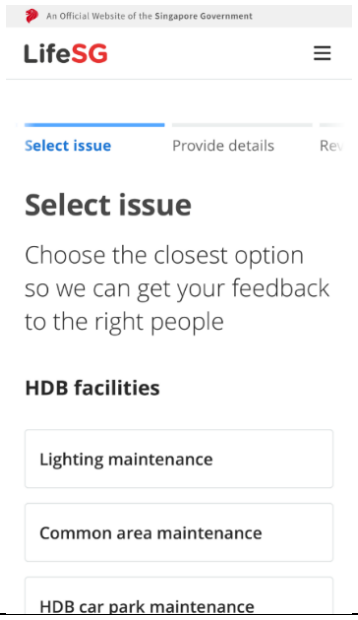
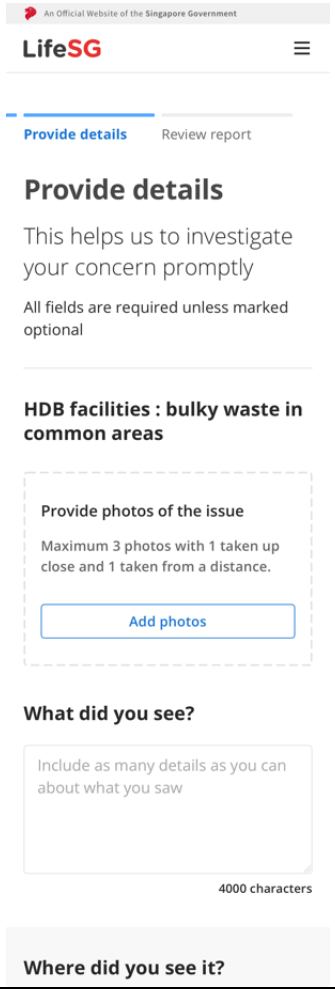
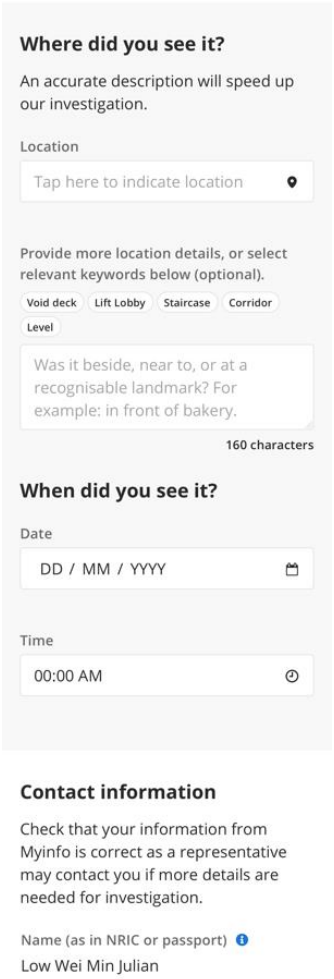
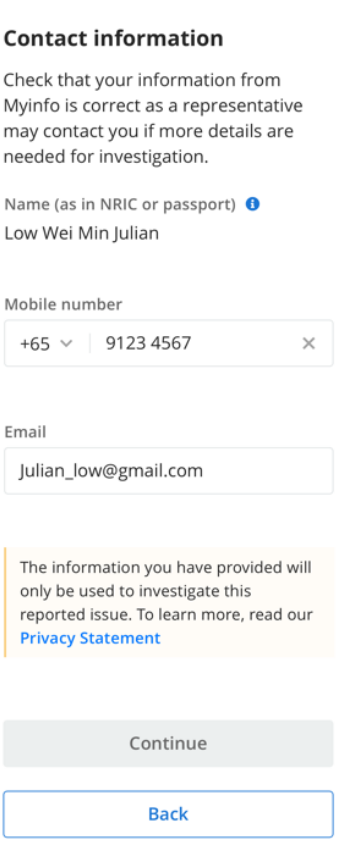
ANNEX D

Introduce OneService e-services on LifeSG app

1. From 2H 2022, residents will be able to submit feedback on municipal issues using the LifeSG app, in addition to the OneService app. LifeSG is a whole-of-government initiative, led by the Public Service Division (PSD) and Smart Nation and Digital Government Group (SNDGG), to integrate more than 70 public service digital shopfronts around citizens' needs, rather than along agency lines.

2. Hosting OneService e-services on this complementary platform will increase the Government's reach to more residents, and make it even more convenient for residents to provide their feedback on municipal issues they may encounter. We are introducing the "Submit Case" e-service on LifeSG for a start and will progressively offer more OneService e-services such as "Book Facilities", "Happenings" and "Help Neighbourhood" on LifeSG, from 2023 onwards.

Screenshots of the Flow to Submit Municipal Feedback on LifeSG app

Screen 1 of 5: Select the category of issue to feedback	*Screen 2 of 5: Select the sub-category of issue to feedback*
	

Screen 3 of 5: Case Submission Form – Photo and Description field	*Screen 4 of 5: Case Submission Form – Location and Time field*	*Screen 5 of 5: Case Submission Form – Contact Information field*