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| **Section A: [For information] Criteria**  |
| 1. The nominated **project** must have:
	1. resolved a/several complex municipal issue/s *– E.g., involved many parties, took great effort, time, and coordination to resolve*;
	2. delivered an i) impactful, (ii) sustainable, (iii) effective solution; and
	3. demonstrated active community participation and strong ground-up effort – *E.g., the initiative was started, developed and implemented by members of the community*.
2. The team can be community partners (members of grassroots organisations, members of public, civic groups, etc.), Partner Agencies and/or Town Councils who worked together to improve the living environment.
3. Each nomination should not have more than 12 members in total; and not more than 5 officers from each agency/organisation.
4. Service accolades and commendations from external parties would be a bonus.
5. Qualifying period for nominations: 1 March 2023 to 28 Feb 2024 (projects should be completed within this period. MSO will, however, consider ongoing projects which may not fall within the qualifying period).
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| **Section B: Checklist**  |
| This checklist will ensure that all details required for the nomination are complete.

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| **Have you done the following?** | **Pl tick****√** | **MSO’s****verification** |
| **Is this issue municipal?**Municipal issues refer to:* Disamenities to residents (e.g., public safety issues like cracked wall, potholes, flooding, vectors, obstruction, illegal parking, illegal smoking, animal issues, mosquitoes, rodents)
* Matters arising from the need for infrastructure or connectivity-related facilities (e.g., lifts, playground, common areas)
* Situations that call for improvement to the living environment (e.g., cleanliness, unmaintained greenery)

Examples of non-municipal issues:* Giving aid to public on social/financial/job search assistance
* Law and order/Crime prevention efforts
* Upcycling, Home Improvement Programme (HIP)
* Busking, begging, homeless person/issues
* Traffic congestion, road rage, traffic offences, public transport
* Food hygiene
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| Have you notified the nominated member(s) and the QSM(s) of their agency(s)? |  |  |
| If awarded, can this nomination be publicised? |  |  |
| *(For nomination submitted by agencies/town councils)*Has your agency’s corporate communications division endorsed the nomination? Please fill in the point of contact below if so: |  |  |
| Do you have pictures and/or videos in at least 300 dpi to support the nomination? |  |  |
| Have you read the MSA 2024 FAQs? |  |  |

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| **Section C: Title of project** |
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| **Section D: Nominees’ particulars**  |
| **Nominating Agency/Town Council/Individual:**  |
| **Nominees’ Particulars** |
| **Names of team members[[1]](#footnote-1)***[Underline surname. Pls ensure accuracy as this name (without salutation) will appear on the certificate, and related materials.]* | **Organisation and** **Department** *(pls ensure organisation name is spelt in full)* | **Designation** | **Mobile No** | **Email Address** |
| Team Leader *(The leader’s agency will be the nominating agency. MSO will liaise directly with the leader on any details/permissions needed)*: |  |  |  |  |
| 1. |  |  |  |  |
| Team Members: |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
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| 12. |  |  |  |  |

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| **Section E: Summary of nomination** **(not more than 200 words)***Description of project and solution/service rendered within the qualifying period of 1 Mar 2023 to 28 Feb 2024.* |
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| **Section F: Nomination details** **(not more than 300 words per section)***Note: Publicity write-up will be based on this. Please highlight information that is not for publicity and indicate reasons why it is not appropriate for publicity.* |
| * + - * 1. *Describe how the team worked with community partners to resolve an issue which was complex. E.g., the solution took great effort, time and coordination, in terms of technical works, legal implications, and/or citizen engagement, and*

*involved several workstreams.* |
| * + - * 1. *Describe how the solution was impactful, sustainable and effective.*

*E.g., the solution was a long-term remedy to the issue that improved the everyday lives of residents and their living environment.*  |
| * + - * 1. *Describe how the solution demonstrated active community participation and was a good example of strong ground-up effort led by the community.*

*E.g., the solution was started, developed, and implemented by members of the community.* |
| * + - * 1. *List down service accolades/commendation from the feedback provider and/or another agency, and good feedback from external parties.*

*Note: Compliments can be from residents who were not directly involved in the project but benefited from it.* |

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| **Section G: Photograph submission**  |
| Include photographs of solution/service delivery (at least 300 dpi, not more than 3MB) and before/after photographs if applicable. Please also include a team photo of the members. |

1. Please note that the maximum number of members in each nominated team is **12**. [↑](#footnote-ref-1)