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| **Section A: [For information] Criteria** |
| 1. Nominee is from one of the OneService Partner Agencies/Town Councils. Can also be a staff/volunteer from non-government sectors. 2. Nominee went beyond his/her call of duty to serve the residents:    1. Demonstrated “Going the Extra Mile” and OneService spirit;    2. Solution/service is impactful; and    3. Service accolades/commendation from external party (e.g., Agency, Town Council, grassroots organisation, etc) and/or feedback provider. 3. Nominee should have at least **3 years of service** in the current role. 4. Qualifying period for nominations: **1 Mar 2023 to 28 Feb 2024** (note: this refers to the period when the service was rendered by nominee). |

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| **Section B: Checklist** |
| This checklist will ensure that all details required for the nomination are complete.   |  |  |  | | --- | --- | --- | | **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 |  |  | | Have you notified the nominated officer and the QSM of the officer’s Partner Agency/Town Council? |  |  | | If awarded, can this nomination be publicised? |  |  | | 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 (if applicable to the individual nominee)** |
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| **Section D: Nominee’s particulars** |
| **Nominating Agency/Town Council:** |
| **Nominee’s Particulars:**  **Name (Mr/ Mrs/ Ms/ Dr):**  *[Underline surname. Pls ensure accuracy as this name (without salutation) will appear on the certificate and related materials.]*  **Organisation:**  **Department:**  **Designation:**  **Years of Service in Agency:**  **Mobile No:**  **Email Address:** |

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| **Section E: Summary of nomination** **(not more than 200 words)**  *Description of how the nominee went beyond the call of duty to serve the residents (i.e. demonstrated “Going the Extra Mile” and OneService spirit, delivered impactful solution/service etc.) 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 reason why it is not appropriate for publicity.* |
| * + - * 1. *Describe how the nominee went beyond the call of duty to serve the residents (i.e. demonstrated “Going the Extra Mile” and OneService spirit.*   *E.g., The officer worked beyond his official working capacities and worked with other agencies, Town Councils, and/or community partners – taking a no-wrong-door/WOG approach, understanding the citizens’ needs.* |
| * + - * 1. *Describe how effective the solution/service was.*   *E.g., the solution/service was a long-term remedy to the issue that improved the everyday lives of residents and their living environment. Share the challenges and how the officer overcame them in doing the best for the residents.* |
| * + - * 1. *State (if any) support from another supporting agency/officer (****not*** *from nominating agency).*   Name:  Designation:  Agency/TC:  Reasons for supporting: |
| * + - * 1. *List down service accolades/commendation from a 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. |