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| **Section A: [For information] Criteria**  |
| 1. The nominated team must have exhibited excellent team spirit and delivered impactful outcomes in municipal service delivery through sustainable/systemic solutions.
2. The issue must be complex and cross-cutting (across agencies/town councils).
3. The solution must be
	1. impactful;
	2. sustainable and effective;
	3. scalable/transferable;
	4. innovative; and/or
	5. have productivity gains.
4. The team must have demonstrated OneService spirit (e.g., cross-agency collaboration). Service accolades and commendations from external parties would be a bonus.
5. Each nomination should not have more than 12 members in total; and not more than 5 officers from each Agency/Town Council.
6. Qualifying period for nominations **1 Mar 2023 to 28 Feb 2024**.
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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? |  |  |
| 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:**  |
| **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 reason why it is not appropriate for publicity.* |
| * + - * 1. *Describe how the team exhibited excellent team spirit and delivered impactful outcomes in municipal service delivery through sustainable/systemic solutions*.

*E.g., elaborate on challenges faced and how the team overcame them by bringing in their agency expertise.* |
| * + - * 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 was scalable/transferable.*

*E.g., The solution can be developed into a scalable model and adapted to other agencies’ needs or be applied to other areas with similar problems.* |
| * + - * 1. *Describe how the solution was innovative and/or had productivity gains.*

*E.g., The solution offered fresh, new perspectives and used creative ways to address problems. The proposed solution might not be completely new or original, but the nominees(s) managed to apply the solution in a new way to address the problem. There were substantial savings.* |
| * + - * 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)