

One-stop site for all municipal services – Smart Township transformation begins with an app



The Challenge

Singapore's citizen services provided by various agencies have been known to be highly digitised and convenient for residents. However, there wasn't a single platform where citizens could access all the services, and many struggle to contact the right agencies for their municipal service requests. For example, if someone wants to lodge a complaint about obstructions on a public pavement, they would not know the right government agency or authority to contact for removal, and might simply choose to contact the police.

To create a single solution for all common municipal services, the public municipal services agency in Singapore partnered with NEC APAC to develop a Centralised Command and Control (CC&C) platform.



The Solution

The CC&C platform integrates services from different government agencies, including the Housing & Development Board, Land Transport Authority, National Environment Agency, National Parks Board, Public Utilities Board and Singapore Police Force. With just one app on their phones, residents can now be directed to the right authorities depending on their requests, and conveniently contact the related persons.

The programme is now being tested in one township in Singapore before it rolls out to the rest of the country. The app can also easily be scaled up to include a multitude of government services within its user-friendly interface.



The Benefits

- ❖ Simplified process and faster response times for residents to request services
- ❖ Increased productivity for government agencies
 - Improved accuracy in addressing resident concerns
 - More time is now freed up to focus on more pressing tasks
- ❖ Scalable solution for expanding to other townships and including more services

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A drive towards greater sustainability

01

Easier access to services
Make public services more convenient and accessible

02

More efficient manpower allocation
Freed up time for customer service officers, and police officers to focus on protecting citizens

03

First step to full digitalisation
Making life even easier for citizens