



25 January 2015

OneService MOBILE APP
-- MAKING IT EASIER
FOR YOU TO REPORT MUNICIPAL ISSUES

The Municipal Services Office (MSO) has launched a mobile app named **OneService** today to make it more convenient for members of the public to send their feedback on municipal issues in Singapore. The launch was held at “Clean Up South West!”, a recycling event jointly organised by the South West CDC and the NEA.

2 With **OneService**, it will now be easier and faster for the public to provide their feedback on municipal issues on one common platform, based on the issues they encounter. The app will automatically route each feedback to the relevant agency so that more timely service and response can be provided.

3 Feedback categories in the app are organised by the nature of issues such as “Animals”, “Cleanliness”, “Roads and Footpaths”, which are more intuitive. These categories constitute the majority of the feedback received. Besides adopting an issues-based approach for feedback to be provided, other functions of **OneService** include photo attachment and geo-tagging that will enable feedback providers to send reports that are more complete and precise. The map-based “pin-drop” location function will also help agencies resolve issues faster by identifying the exact location that the feedback refers to.

4 The government agencies participating in the app include AVA, HDB, LTA, NEA, NParks, People’s Association, PUB and the Police.

5 Prior to the launch of **OneService**, the app had undergone testing with about 1,700 users comprising 1400 public officers, and close to 300 grassroots leaders and volunteers. The exercise has enabled MSO to better test the functionality of the app geographically across Singapore.

6 Members of the public will be able to download **OneService** from Apple App Store and Google Play for free. They can also visit the MSO website (<http://www.mnd.gov.sg/mso/index.htm>) for more information.

7 Following this app launch, MSO will continue to fine-tune and improve on the functionalities and performance of the app, taking into account feedback and

suggestions. MSO plans to invite more agencies to participate in the app, and include additional features in future versions of the app. MSO developed **OneService** in partnership with the Infocomm Development Authority of Singapore (IDA).

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