

# Highlights of Municipal Services Office (MSO)'s 10-Year Journey



**1 Oct 2014** - MSO was established to improve the Government's overall coordination and delivery of municipal services.

Formed **Municipal Services Steering Committee (MSSC)** to steer and guide agencies to raise standards of municipal services delivery.

Launched **OneService@SG (OSSG)** switchboard and onboarded then 7 agencies to facilitate feedback case routing, tracking and resolution.

Set up **Municipal Services Coordinating Committee (MSCC)** to engage agencies' Quality Service Managers in improving the coordination of municipal services delivery.



Launched **Municipal Services Awards (MSA)** to recognise agencies' and community's collaborative efforts in improving municipal services delivery.

Launched **OneService App** - a convenient tool for residents to report municipal feedback without having to know which agency to contact.

Published **Municipal Reference Guide (MRG)** to guide agencies and town councils in proper management and resolution of cases.



Convened **1st MSO-Town Council General Managers meeting** to forge stronger agency-town council coordination to resolve municipal matters in Housing & Development Board estates.

Onboarded then **16 town councils** onto OSSG switchboard for seamless case management.

Introduced **5-star rating poll in OneService App** to enable residents to rate agencies' and town councils' quality of case management.



Launched **Municipal Services Productivity Fund (MSPF)** to support agencies' initiatives to improve their municipal services delivery and raise productivity.

Organised **inaugural Regional Operations Network (RON) session** to share best practices and foster stronger OneService mindset among agencies and town councils.

Rollled out **auto-routing of cases in OSSG** to all agencies and town councils via geospatial algorithms for more timely case management.



Organised **OneService Innovation Challenge** - MSO's 1st hackathon for the public to generate ideas to improve the OneService App and its user experience.

Launched **Love Our 'Hood Youth Challenge** to mentor and support youths in piloting initiatives to tackle municipal issues.

Formed **Local Infrastructure Projects Committee (LIPC)** with agencies to better coordinate and fund the construction of small-scale local infrastructure on State land.



Implemented **Artificial Intelligence (AI)** for more accurate case routing and faster resolution.

Launched the **Design for Maintainability (DFM) Guide** for municipal infrastructure in collaboration with Building and Construction Authority, to link the maintenance goals and desired outcomes to the design process.



Organised **1st Municipal Services Delivery Programme (MSDP)** to train new agency officers on service delivery capabilities.

Launched the **Help Enhance Responsiveness Organisation (HERO)** framework to identify case ownership to improve timeliness of case acceptance and closure.

Introduced **"Safe Distancing"** category in OneService App to report cases where safe distancing was not practised during the COVID-19 pandemic.



Launched **Love Our 'Hood Initiative and Fund** to co-create and fund community-led solutions to tackle municipal issues in the neighbourhood.

Launched **Fund for Agile Solution and Trials (FAST) and Lean Forward Fund (LFF)** for agencies to testbed small-scale projects on new municipal-related solutions and to step forward and resolve complex issues respectively.

Formed **OneService Kakis (OSK) Network** to deepen MSO's relationship with community stakeholders to promote pro-social norms in the neighbourhood.

Launched **OneService Kaki Chatbot** with AI for residents to chat with Kaki to report municipal issues via WhatsApp and Telegram (available on Instagram in 2023).



Set up **Community Advisory Panel on Neighbourhood Noise** to establish norms to manage neighbourhood noise.

Initiated the **Integrated Municipal Operations Pilot** to provide faster, better and more productive delivery of municipal services to residents.

Formed **Alliance for Action (Afa) on Norms for Joss Paper Burning** to establish and promote responsible joss paper burning.

Launched **Love Our 'Hood Award** to recognise community partners for sustained efforts to improve the living environment.



Conducted **Resolution 360 (R360) Pilot** with 5 agencies to ensure that straightforward cases submitted via OneService channels are fully resolved before case closure.

Implemented **AI to detect relevancy** of case resolution photographs submitted by agencies for higher feedback providers' satisfaction.

Developed **four resident profiles** on satisfaction of municipal services delivery and willingness to be involved in resolving municipal issues in their neighbourhood.



**OGCC** OneService Game Changers Challenge 2024

Organised **MSO's 2nd hackathon** for the community to design games to promote considerate behaviours in the neighbourhood.

Set up the **Community Relations Unit (CRU) Pilot** to address severe neighbour noise disputes, starting in Tampines Town.