**Section A: Instructions**

1. This nomination form sets out the eligibility criteria and nomination requirements pertaining to the nomination for the Municipal Services Awards (MSA) 2025 (Individual Category).
2. Your nomination will be disqualified if it does not meet the criteria and requirements in paragraphs 5 to 9 of this document. By submitting this form to the Municipal Services Office (MSO) of the Ministry of National Development, you (i.e. the nominator or nominating agency) and the nominee agree to be bounded by these criteria and requirements.
3. Please ensure that the nominee has been informed and consent obtained before submitting the nomination form. Additionally, inform the Quality Service Manager of the nominee’s agency.
4. If your nomination wins the award, MSO will contact the nominator and corporate communications officers of involved agencies to coordinate media publicity for the award.

**Eligibility Criteria:**

1. You can nominate a staff of a OneService partner agency, Town Council, or a staff/volunteer from non-government sectors (*e.g.* *civic groups, private organisations*).
2. The nominee (i.e. staff/ volunteer) has gone beyond his/her call of duty to serve the residents and improved the living environment in a neighbourhood, having:
3. Demonstrated “Going the Extra Mile” and OneService spirit of cross-agency collaboration in resolving a municipal issue[[1]](#footnote-1);
4. Implemented a solution/service that is impactful; and
5. Received service accolades/commendation from external parties.
6. The nominee should have at least 3 years of service in the current role as at 1 January 2025.
7. The qualifying period for the nomination is from 1 March 2024 to 28 February 2025 and should refer to the period when the service was rendered by the nominee.
8. The other requirements for this nomination can be found in the subsequent sections of this form as follows:
9. Section B: Information on the Nominee
10. Section C: Summary of Nomination
11. Section D: Nomination Details
12. Section E: Photograph Submission
13. Section F: Declaration by Nominator

**Section B: Information on the Nominee**

**Details of Nominee**

*You are required to fill in the contact details of the nominee. If the nomination is supported by another agency/officer (not from the nominating agency), please indicate his/her contact details in the table below.*

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| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Agency** | **Department** | **Designation** | **Years of Service in Agency** | **Mobile number** | **Email Address** |
|  |  | *ABC society* | *Manager* |  |  |  |
| **Nominee** | | | | | | |
|  |  |  |  |  |  |  |
| **Supporter** | | | | | | |
|  |  |  |  |  |  |  |

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| **Section C: Summary of Nomination** |
| *Please provide a description (not more than 500 words) of how the nominee went beyond the call of duty to serve the residents and improved the living environment (demonstrated “Going the Extra Mile” and OneService spirit of cross agency collaboration, delivered impactful solution/service to resolve a municipal issue etc.) within the qualifying period of 1 March 2024 to 28 February 2025.* |

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| **Section D: Nomination Details** |
| 1. **Describe how the nominee went beyond the call of duty to serve the residents (demonstrated “Going the Extra Mile”).**   *In not more than 300 words, please provide information on how the nominee went beyond his official working capacities and/or took extensive effort to address the citizens’ needs by upkeeping the neighbourhood and improving the living environment.* |
| 1. **Describe how the nominee demonstrated the OneService spirit (cross-agency collaboration/citizen engagement).**   *In not more than 300 words, please indicate how the nominee worked with agencies and/or citizens to resolve the municipal issue.* |
| 1. **Describe the effectiveness of the solution/service.**   *In not more than 300 words, please indicate how the solution/service improved residents’ living environment or daily lives, and the extent of the impact in terms of number of residents who benefitted from the solution/service.* |
| 1. **List down service accolades/commendation and/or positive feedback from external parties.**   *Bonus points will be awarded to nominees who have received service accolades and commendations from external parties. Commendation or compliments can be in the form of positive feedback submitted by external parties and/or residents who have had a good service experience with the nominee. If the nominee is being nominated for involvement in a particular project, do ensure that he/she played a significant role in contributing to the success of the project, and his/her contribution is supported by testimonials and positive feedback from external parties (groups or individuals who were not part of the project team).* |

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| **Section E: Photograph Submission** |
| *You are required to submit at least 4 photographs as follows:*   * *3 “action” photographs showing how the nominee supported the solution/ service delivery. If available, each “action” photograph can show the before and after situation.* * *1 photograph of the nominee. If a group photograph is submitted, please ensure that you have obtained consent from the individuals.* * *All photographs are to have captions, including the names of featured individuals.* |

**Section F: Declaration by Nominator**

*Please tick the boxes*

I declare that all the above information is true, accurate and complete.

I understand and accept that any decision made by MSO regarding the Municipal Services Award nomination is final and MSO may in its sole and absolute discretion disqualify any nomination, and/or withdraw/forfeit any award and/or certificate presented at any time, should your nomination:

1. contain any element, content or information that is incomplete, inappropriate, inaccurate, or offensive;
2. violate any criteria/requirements as set out in this nomination form; and
3. violate any applicable law or infringes any intellectual property rights of any third party.

I have informed the nominee and obtained his/her consent before submitting the nomination form. I have also informed the Quality Service Manager of the nominee’s organisation.

I give MND/MSO the permission to share the submitted content publicly and with the media for publicity, marketing and education relating to the Municipal Services Awards and other MSO-linked programmes and initiatives.

By submitting this nomination, I affirm that I have read, understood, and agreed to the terms stated above.

**Nominator’s name:**

**Nominator’s designation:**

**Nominator’s agency:**

**Signature** (*Can be e-signature*):

**Date:**

1. *Municipal issues refer to:*

   * *Issues which create disamenities to residents and the public, such as cleanliness, public safety issues like cracked walls, potholes, flooding, vectors, obstruction, illegal parking, illegal smoking, pigeon feeding, mosquitoes and rodents.*
   * *Matters arising from the need for infrastructure or connectivity-related facilities, such as covered linkways, bridges, footpaths and lighting.*

   *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.*

   [↑](#footnote-ref-1)