**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 (Team Category).
2. Your nomination will be disqualified if it does not meet the criteria and requirements in paragraphs 5 to 8 of this document. By submitting this form to the Municipal Services Office (MSO) of the Ministry of National Development, you and your team agree to be bounded by these criteria and requirements.
3. Please ensure all the nominee(s) in the team have been informed and their consent obtained before submitting the nomination form. Additionally, inform the Quality Service Manager of the nominee’s agency.
4. If your team 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 team that has exhibited excellent team spirit and delivered impactful outcomes in municipal service delivery through sustainable/systemic solutions to resolve at least one municipal issue[[1]](#footnote-1). Please note that the nominated team should not have more than 12 members in total and not more than 5 members from each agency.
2. The team must have:
3. resolved a complex and cross-cutting municipal issue that involved many parties (i.e. agencies and/or Town Councils);
4. delivered a solution which was (i) impactful, (ii) sustainable and effective, (iii) scalable/ transferable, (iv) innovative and/or (v) have productivity gains; and
5. demonstrated cross-agency collaboration.
6. The project/initiative delivered by the team should be completed within the qualifying period from 1 March 2024 to 28 February 2025. However, MSO may, at its sole discretion, consider ongoing projects which may not have been completed by 28 February 2025.
7. The other requirements for this nomination can be found in the subsequent sections of this form as follows:
8. Section B: Information on the Project
9. Section C: Summary of Project
10. Section D: Project Details
11. Section E: Photograph Submission
12. Section F: Declaration by Nominator

**Section B: Information on the Team**

**Name of Team**

*Indicate the name of your team and give a brief description (of not more than 200 words) on how the team was set up, for what purpose, and any other information which supports the nomination.*

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**Details of Team Members**

*You are required to fill in the contact details of all members in the project team (not more than 12 members, and not more than 5 members from each agency).*

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|  | **Name** | **Agency** | **Designation**  | **Contributions to the project** *(Please elaborate in a sentence)*  | **Mobile number**  | **Email address**  |
|  |  | *ABC society*  | *Manager* | *Project Manager – Responsible for overall project planning and ensuring that project was on track and executed according to timeline.*  |  |  |
| **Team Leader** |
| 1 |  |  |  |  |  |  |
| **Team Members** |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
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| **Section C: Summary of Project** |
| *Please provide a description (not more than 500 words) of the project/ initiative implemented by the team, including the solutions and services rendered to resolve the municipal issue within the qualifying period of 1 March 2024 to 28 February 2025.* |

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| **Section D: Project Details**  |
| 1. **Describe how the team tackled the complex and cross-cutting municipal issue.**

*In not more than 300 words, please provide information on how the solution:* * *Involved other parties and the workstreams involved; and*
* *The extent of coordination, in terms of technical works, and/or citizen engagement and the efforts needed to address the issue.*
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| 1. **Describe how the team exhibited excellent team spirit and delivered impactful outcomes in municipal service delivery through sustainable/systemic solutions.**

*In not more than 300 words, please indicate how the solution improved residents’ everyday lives (e.g. created greater convenience for residents in their daily routines) and living environment. If possible, show how the solution made a difference to a significant number of residents (within a block, an estate, a constituency, nation-wide).*  |
| 1. **Describe how the solution was impactful, sustainable and effective.**

*In not more than 300 words, please indicate how impactful and effective is the solution, and whether the solution is a long-term remedy to the municipal issue and if the solution resolved the issue to a large or full extent.*  |
| 1. **Describe how the solution was scalable/transferable.**

*In not more than 300 words, please indicate how the solution could be applied to**other projects with similar problems.* |
| 1. **Describe how the solution was innovative and/or had productivity gains.**

*In not more than 300 words, please indicate how the solution was innovative and led to savings in resources for agencies.* |
| 1. **List down service accolades/commendation and/or positive feedback from external parties.**

*Bonus points will be awarded to projects which have received service accolades and commendations from external parties. Compliments should come from residents and/or other agencies that were not directly involved in the project but benefitted from it.* |

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| **Section E: Photograph Submission**  |
| *You are required to submit at least 4 photographs as follows:* * *3 “action” photographs showing how your team supported/implemented the solution(s). If available, each “action” photograph can show the before and after situation.*
* *1 photograph showing the members of your team.*
* *All photographs are to have captions.*
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**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 all the nominee(s) in the team and obtained their 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)