

FACTSHEET FOR MSO COS 2015:

CENTRALISATION OF PUBLIC GREENERY MAINTENANCE

Residents can contact NParks on all greenery issues

from 1 June 2015

1. Today, the maintenance of greenery comprising grass, trees, plants and other vegetation in public areas are undertaken by National Parks Board (NParks), the Housing & Development Board (HDB), PUB, and the Singapore Land Authority (SLA). The table below shows the public greenery maintenance responsibilities of these agencies.

Public Greenery Maintenance Responsibilities

Agency-in-Charge	Area(s) of Responsibility
NParks	Along public road reserves and within parks.
HDB	Undeveloped vacant lands and reserve sites within HDB Towns.
PUB	Within drainage or pipeline reserves.
SLA	Unallocated State land and properties which include forested and non-forested land.

2. The government agencies (“Agencies”) engage their own contractors to maintain public greenery according to their land boundaries. The Agencies have different maintenance standards and requirements which could cause confusion to the public and appear un-coordinated.

3. From 1 June 2015, NParks will step forward to take on the role of the central agency for public greenery maintenance. As a start, NParks will centralise grass cutting in areas currently under the management of SLA, PUB and HDB, prioritising those that are nearest to the residential community. From 2016 onwards, NParks will progressively take over other forms of greenery maintenance (trees / plants, shrubs and other vegetation) in areas currently under the management of these three agencies.

4. From June onwards, members of the public can contact NParks for all greenery issues. If the scope of the greenery has not yet been taken over by NParks, NParks will help to channel feedback to the rightful land owner or managing agency for follow-up. Members of public can also use Municipal Services Office's (MSO's) OneService mobile app to report greenery-related feedback.

5. This centralisation of public greenery maintenance under NParks is part of MSO's effort to enhance delivery of municipal services with a citizen centric approach. As seen in similar initiatives such as the centralisation of public cleanliness under the National Environment Agency's (NEA's) Department of Public Cleanliness (DPC) and the appointment of the Agri-Food & Veterinary Authority of Singapore (AVA) as the First Responder for animal-related issues in 2012, having a central or lead agency can lead to higher productivity and better service for the public. With NEA as the lead agency, feedback from the public can be acted on more swiftly as it is no longer necessary to identify who owns the land. NEA has also integrated the various cleaning contracts for better productivity, and introduced mechanisation of the cleaning process. *[More information on the previous centralisation efforts can be found in the [Annex](#).]*

6. NParks will similarly aim to make improvements over time, leveraging on its in-house expertise and economies of scale brought about by consolidating service contracts across agencies.

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Annex: Previous Centralisation Efforts

1. Prior to the set-up of MSO, the Government has made some progress in improving service performance by designating agencies to take the lead on specific service delivery issues.
2. Public cleanliness: NEA formed the DPC in 2012 to ensure an integrated approach to public cleanliness standards and to better respond to public feedback on cleanliness. Currently, all cleanliness issues in public areas [with the exception of areas managed by TCs] are handled by NEA's DPC. DPC has also implemented various technology-based initiatives to help monitor its contractors and to ensure that they maintain high and consistent standards of cleanliness. With the formation of the DPC, the response time has been reduced from an average of one to three days to less than 24 hours.
3. Animal nuisances: In Mar 2012, AVA was appointed the First Responder for animal-related feedback. Under this approach, AVA works with various agencies to address public feedback on animal-related issues that are not under the direct purview of any agency, and front the replies for such feedback. Thereafter, AVA launched the Animal Response Centre (ARC) to provide members of the public with a single contact point for all animal-related issues on a 24/7 basis. In 2013, AVA received over 16,000 animal-related feedback. This was a sharp increase compared to previous years, indicating that the public now recognises AVA as the appropriate authority to contact for animal-related issues.

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