

**FACT SHEET FOR MSO COS 2015:
PARTNERING MORE AGENCIES**

1. The Municipal Services Office (MSO) is partnering three additional agencies, namely the Building and Construction Authority (BCA), the Singapore Land Authority (SLA), and the Urban Redevelopment Authority (URA) from 1 April 2015. The partnership aims to: a) increase the types of municipal services covered by MSO; and b) strengthen MSO's network of agencies, so as to seek greater improvements in municipal service delivery.

2. BCA, SLA and URA, in total, managed around 700 municipal cases every month, as indicated in the table below. Examples of these municipal issues include those caused by construction activities and illegal parking. *[More information on the types of municipal services these three agencies handle is found in [Annex A.](#)]*

Average No. of Municipal Cases Handled by BCA, SLA and URA in 2014

Agency	Average no. of municipal cases per month
BCA	200
SLA	200
URA	300

3. The partnership will commence on 1 April 2015, with BCA, SLA and URA adopting MSO's service standards, which includes an escalation protocol that surfaces complex cases to partner agency's senior management and MSO's attention. This way, complex cases, particularly those requiring inter-agency coordination, are closely tracked and followed through.

4. This is to be followed by the linking of the three agencies' feedback management systems to MSO's integrated municipal feedback management system, a central IT platform that facilitates monitoring, coordination and timely resolution of feedback cases across agencies. The full system integration is targeted to complete by end 2016.

5. With these three agencies on-board, MSO will now have a total of 11 partner agencies, including existing ones like the Agri-Food & Veterinary Authority of Singapore (AVA), the Housing & Development Board (HDB), the Land Transport Authority (LTA), the National Environment Agency (NEA), the National Parks Board (NParks), the People's Association (PA), PUB, and the Singapore Police Force (SPF).

6. These agencies handle the bulk of municipal service delivery issues within the Government, such as cleanliness of public areas, maintenance of infrastructure, greenery issues, and animal-related issues, amongst others. *[More information on the types of municipal issues managed by these existing partner agencies is in Annex B.]*

7. MSO will continue to explore working with more agencies to enhance municipal service delivery government-wide so as to serve the public and citizens better.

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Annex A: Types of Municipal Services Managed by BCA, SLA and URA

Building and Construction Authority (BCA)

1. The BCA oversees the building control framework in Singapore, and attends to municipal issues such as vibration due to construction activities and structural safety of buildings. Furthermore, BCA facilitates various government infrastructural programmes such as the Estate Upgrading Programme (EUP) and the Interim Estate Upgrading Programme (IEUP) on behalf of MND.

Singapore Land Authority (SLA)

2. As the custodian of State land and properties, SLA is responsible for the management, maintenance, and rental of the bulk of the unallocated State land and properties in Singapore. In line with this, SLA attends to municipal issues, such as complaints about tenants, maintenance of vacant State buildings / properties (e.g., vandalism, pests, mosquitoes, etc.), and maintenance of vacant State land (e.g., fires, fallen trees, etc.).

Urban Redevelopment Authority (URA)

3. Other than LTA and HDB, URA also manages parking lots for cars, heavy vehicles and motorcycles, and oversees the majority of street-side car parking space in commercial areas. Cases arising from URA's car park operations include illegal parking, maintenance of URA's car parks, and adequacy of car parks.

4. In addition, common municipal issues such as illegal parking and incompatible uses could sometimes be attributed to the unauthorised change of use to dormitories, pubs, places of worship, eateries and KTV lounges.

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Annex B: Types of Municipal Issues Managed by Existing Partner Agencies

Agency	Broad Areas of Coverage of Municipal Issues
AVA	<ul style="list-style-type: none"> • First responder for animal issues
HDB	<ul style="list-style-type: none"> • Infrastructure-related request within HDB estates • One of the agencies managing community noise within HDB estates
LTA	<ul style="list-style-type: none"> • Provision and maintenance of transport-related infrastructure in the local environment (e.g. public roads, walkways, covered linkways, traffic lights) • Enforcement against illegal parking on public roads leading to disamenities
NEA	<ul style="list-style-type: none"> • Cleanliness in public areas • Illegal hawking and illegal smoking leading to disamenities • Enforcement against mosquito breeding • Vector management in public areas • One of the agencies managing commercial noise which affects the local community (e.g. construction, eateries, hawker centres)
NParks	<ul style="list-style-type: none"> • Maintenance of local parks and greenery
PA	<ul style="list-style-type: none"> • Acts as a channel for municipal issues from citizens which come in through OneConnect and the grassroots
PUB	<ul style="list-style-type: none"> • Management of water supply, drainage and sewerage issues in the local environment (e.g. flooding, water pipe leaks, manholes)
SPF	<ul style="list-style-type: none"> • One of the agencies managing community noise and disamenities caused by congregation • Management of event permits and road closures in the local environment • Crime-related issues that affect the local living environment

Note: This is not an exhaustive list of municipal issues covered by agencies as new types of issues may arise from time to time.

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