

**FACTSHEET FOR MSO COS 2015:
WORKING ARRANGEMENTS WITH TOWN COUNCILS
ON FEEDBACK MANAGEMENT**

1. Municipal Services Office (MSO) will embark on a pilot with Holland Bukit-Panjang Town Council and Jurong Town Council (TC) to establish clear protocols and procedures for the referral of customer feedback on municipal services between government agencies¹ and the two TCs, as well as for municipal cases requiring agencies and TCs to work together on a solution. The pilot project is expected to take several months. We will review the project at the end of May 2015.

2. Under the pilot project, the parties will agree on the following working arrangements :
 - a) acknowledgement of acceptance of cases referred to them;
 - b) provide progress update to the referring agency; and
 - c) follow the MSO guidelines on cases involving multiple agencies and TCs to work together on a solution.

3. The new protocols will ensure that public feedback received by a partner agency but meant for a TC is referred to the TC seamlessly. Similarly, feedback meant for a partner agency but directed to a TC is referred with the same protocol. This will minimise cases lost in transition, and facilitate timely resolution of public feedback, thereby improving overall service delivery and enhancing customer service experience.

4. As TCs are autonomous entities, they will continue to remain accountable for their own service delivery and service standards. They are not required to follow MSO's service timeline for case acceptance or closure, unlike other partner government agencies.

¹ Current MSO's partner agencies include AVA, HDB, LTA, NEA, NParks, PA, PUB and SPF. Three additional agencies, namely BCA, SLA and URA, will come on-board starting 1 April 2015.

Current Feedback Management Process

5. TCs were set up in 1989 to give elected Members of Parliament (MPs) more authority and responsibility over the HDB estates in their constituencies, in order to strengthen the nexus between the residents and their elected MPs. A key function of TCs is to manage and maintain common properties in public housing estates, which house the majority of our population. It is thus important to establish clear working arrangements between MSO, its partner agencies and TCs, so as to bring about more holistic delivery of municipal services for residents.

6. Today, TCs redirect a sizeable number (about 1,000) of feedback cases to government agencies every month. Almost all feedback cases are redirected to MSO's partner agencies. This highlights that there is scope for MSO to establish some working arrangements with the TCs for feedback management. Similarly, MSO's partner agencies also route feedback cases (about 500 – 600 per month) to the TCs for their action.

7. However, the current protocols for redirecting feedback between TCs and agencies vary across TCs and partner agencies, resulting in some rare instances of cases getting lost in transition due to the lack of a formal referral process. The above initiative by MSO aims to address this, and ensures that referrals are carried out properly so that service to the public is not compromised.

Post-Pilot

8. MSO will refine the referral arrangements based on the pilot with the two TCs in end May 2015. Thereafter, we intend to invite all interested TCs to establish similar referral and working arrangements with MSO and its partner agencies.

9. The better "hand-shakes" (i.e. acknowledgement and proper follow-through) between government agencies and participating TCs on feedback management will help to improve the public's experience with municipal service delivery.

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