FACTSHEET FOR MSO COS 2015:
ONESERVICE MOBILE APP

1.   More than 14,000 members of the public have registered a profile on the OneService mobile app, and about 2,800 cases have been submitted from 25 January 2015 to 28 February 2015.

2.   "Cleanliness" was the category with the highest number of cases with over 1,000 cases submitted. This was followed by "Roads and Footpaths" which received around 800 cases, and "Pests" which took up about 400 cases. "Water Supply and Drains", "Trees and Greenery", and "Animals" made up the remaining cases.

3.   While the turnaround time in handling each feedback may vary from case to case, the public can generally expect a response within a week of submission for straightforward cases. Feedback requiring further investigation or review would take longer. The average time taken to close cases is about three days.

Background

4.   The OneService mobile app was jointly developed by the Municipal Services Office (MSO) and the Infocomm Development Authority of Singapore (IDA). It was launched on 25 Jan 2015 to make it more convenient for the public to give their feedback on municipal issues in Singapore.

5.   The mobile app consolidates municipal issues across MSO's partner agencies[1] on one common platform. Using an issues-based approach, the mobile app covers common categories of municipal issues managed by MSO's partner agencies. In other words, the public can provide feedback on-the-go based on the issues they encounter, without having to find out exactly which agency is responsible for the issue.

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[1] MSO's current partner agencies participating in the app include AVA, HDB, LTA, NEA, NParks, PUB and SPF.

6.   The table below shows the different categories available on the mobile app.

Categories in OneService Mobile App

Category	Description
Animals	Dead / injured animals and wild animal sightings
Pests	Cockroaches, mosquito breeding and rodents in public areas
Cleanliness	Littered public areas, choked drains and dead animals
Water supply & drains	Choked / damaged drains, flooding, water supply issues, sewer chokes
Roads & footpaths	Damaged road signs, faulty streetlights and traffic lights, maintenance of covered linkways and footpaths, potholes and flooding
Trees & greenery	Fallen tree / branch, grass-cutting and tree pruning

7.   In addition, the OneService mobile app also comes with photo attachment and geo-tagging functions to facilitate more complete and precise reporting of municipal issues. The map-based "pin-drop" location function enables agencies responsible to attend to the feedback in a timelier manner by identifying the exact location of the reported incidents. For matters which may require urgent resolution (e.g. dead / injured animals), the mobile app will also prompt members of the public to call the relevant agency directly.

8.   Prior to the launch, the mobile app underwent testing with about 1,700 users, comprising 1,400 public officers and close to 300 grassroots leaders and volunteers. The exercise allowed MSO to test the functionality of the mobile app geographically across Singapore, as well as to rectify any technical glitches.

9.   MSO will continue fine-tuning the functionalities and performance of the mobile app, taking into account feedback and suggestions. MSO also plans to invite more agencies to participate in the app, and include additional features in the future versions, such as multiple photo submission and push notifications for case status.

10.   Members of the public can download the OneService mobile app from Apple App Store and Google Play for free. They can also visit the MSO website (http://www.mnd.gov.sg/mso/index.htm) for more information.

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