

Heartland Event for OneService Partnership

From time to time, members of the public may have encountered littered public areas, overgrown grass, and other municipal issues in their neighbourhoods, and reported them to the respective agencies and Town Councils. The OneService Partnership, comprising the Municipal Services Office (MSO), its 11 partner agencies and all 16 Town Councils, has been working closely to address such issues and to improve our living environment.

With the OneService App, the public can report municipal matters easily and conveniently without having to know which party to direct matters to, especially in the case of complex issues that require coordination across multiple agencies.

On 15 July, Minister Ms Grace Fu (click [here](#) for the full speech) announced the launch of a new category, "Facilities in HDB Estates", in the OneService App and [Portal](#) at Bedok Town Square. The heartland event was abuzz with residents who wanted to know more about OneService. Many, including seniors, learned about the OneService App's geo-tagging and photo uploading functions during the demonstration sessions, and found it easy to "spot, shoot, and send".



MSO staff demonstrating the use new OneService App Category, "Facilities in HDB Estates".



Minister Grace Fu with invited guests at the municipal "pop-up" display.



Residents finding out more about OneService.



NEA educating members of public on the prevention of mosquito breeding at its booth.