

OneService App by the Municipal Services Office

The Municipal Services Office (MSO) focuses on services for the upkeep and improvement of the living environment for the general public, including managing cleanliness of public areas, maintaining greenery, roads and footpaths.

The OneService App is a platform launched by the MSO which enables residents to report issues and request services such as pest situations, HDB common area issues, litter, and facility maintenance.

The app is a digital helper for citizens and the government to work together to make neighbourhoods better and safer. By allowing citizens to take the initiative to report issues within their area via image uploads and location identification, the app enables government agencies to address the concerns quickly. The app also allows citizens to check on their reports in real-time and be up to date on them.

Overall, the OneService App for Singaporeans serves as a one-stop platform to enhance citizen engagement, service delivery efficiency, and sense of community.

MSO Website: <https://www.mnd.gov.sg/mso/oneservice/about-oneservice>

OneService Website: <https://www.oneservice.gov.sg/>

Download the OneService App directly from the App Store or Google Play Store on mobile.

- To access the OneService App, users can choose to sign up for an account via their Apple ID, Facebook, Google, or Singpass.

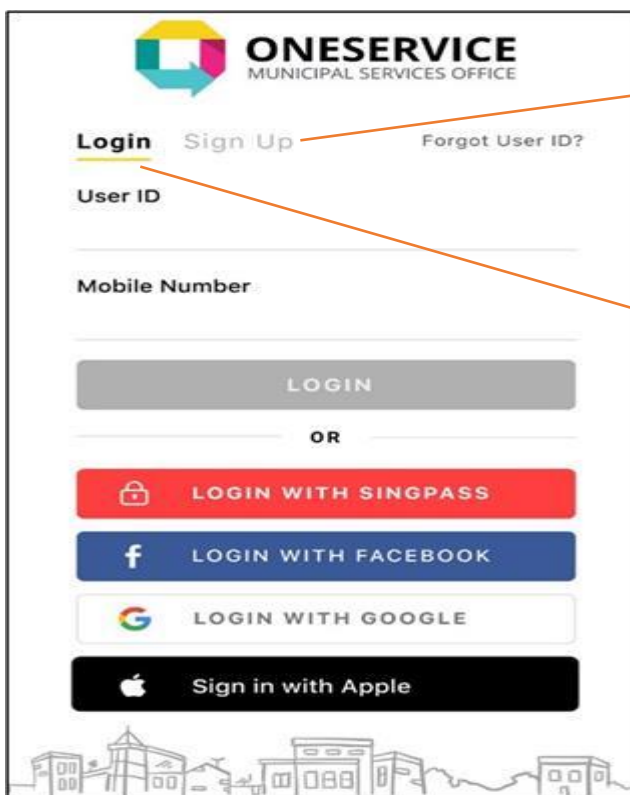
The OneService App has the following features:

- **“Submit Case”** – for residents to report issues they encounter in the area.
 - Illegal parking
 - Roads & footpaths
 - Faulty streetlights or road signs
 - Road or footpath maintenance
 - Pests
 - Mosquitoes, bees, hornets
 - Cockroaches and rats in food establishments or common areas
 - Smoking offences in public spaces
 - Drain & sewers
 - Choked, damage, flooding, smell
 - Construction sites
 - Noise
 - Shared bicycles
 - Feedback or indiscriminate parking
 - Facilities in HDB estates
 - Common area and carpark issues / maintenance
 - Cleanliness
 - Dirty public areas
 - Litter / overflowing litter bin / bulky waste in common areas
 - Animals & birds
 - Dead / injured animals
 - Any other animal issues
 - Parks & greenery
 - Overgrown grass / fallen tree
 - Lighting / facilities maintenance
 - Drinking water
 - Water pressure / leak / quality
 - Abandoned trolleys
 - Others
 - Residents must include photos and details of issues as well as accurate location.

- **“Book Facilities”** – search and book facilities and spaces for events and functions.
 - Weddings
 - Funerals
 - Birthdays
 - BBQs
- **“Help Neighbour”** – reach out to those in need and connect them to social service agencies (e.g. ComCare) via the OneService app.
 - Cardboard collector
 - Rough sleeper
 - Tissue paper seller
 - Seniors (above 60)
 - Disadvantaged families or children

The OneService App in pictures:

- OneService App Login and Sign-Up page
- Download the app here: <https://www.oneservice.gov.sg/>



Sign Up to the app using your Singpass, Facebook, Google, or Apple ID.

Once done, Login with your ID and password.

➤ Submit Case feature

The "Submit Case" feature enables residents to simply select the relevant category, upload a photo, and provide a brief description of their case. The system automatically directs the case to the appropriate agency or Town Council for further action.

Submit Case

Select category



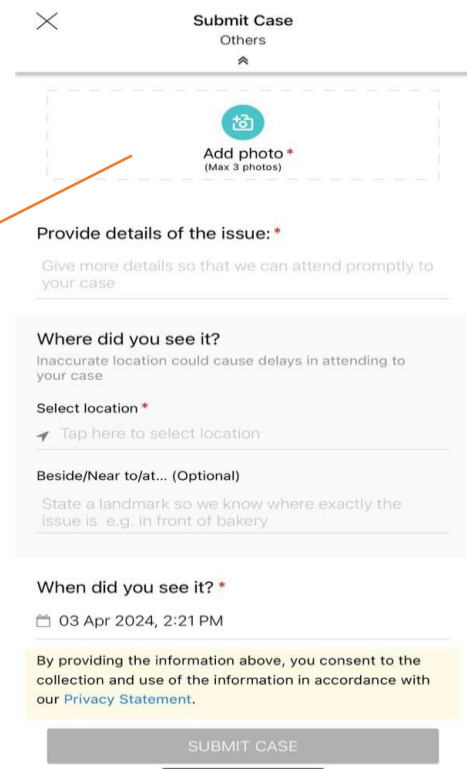
Once logged into the app and you would like to submit an issue you see around your area, tap on the "Submit Case" icon on the top left of the screen and select a category that your issue falls under.

Select sub-category



For example, your issue is about rats in the area, you may select "Pests" and select "Rodents in Common Areas" to lodge a report.

Once selected, you may provide details of the issue such as photo evidence, exact location of the issue mentioned and the date of the issue. Once done, click "Submit Case" and your report will be sent to the relevant authorities.



Submit Case
Others

Add photo
(Max 3 photos)

Provide details of the issue: *

Give more details so that we can attend promptly to your case

Where did you see it?
Inaccurate location could cause delays in attending to your case

Select location *

Tap here to select location

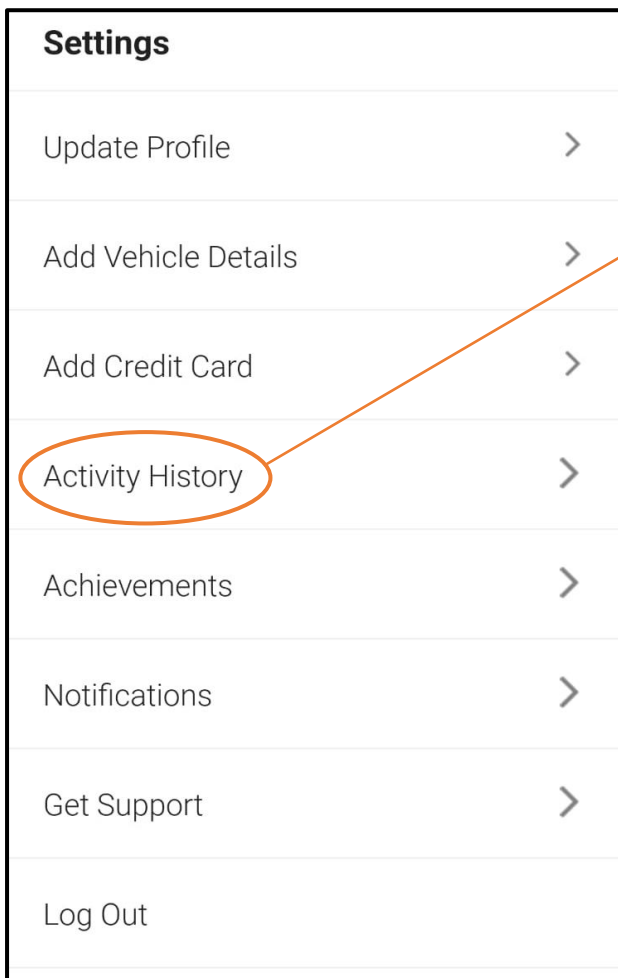
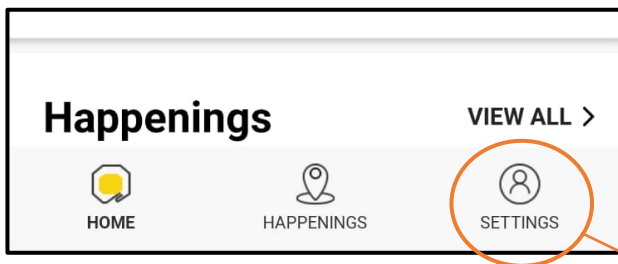
Beside/Near to/at... (Optional)
State a landmark so we know where exactly the issue is e.g. in front of bakery

When did you see it? *

03 Apr 2024, 2:21 PM

By providing the information above, you consent to the collection and use of the information in accordance with our [Privacy Statement](#).

SUBMIT CASE



*Residents can then monitor the progress of their cases by clicking on the "Settings" icon on the bottom right of the screen and accessing the "Activity History" tab.

➤ Book Facilities feature

Residents have the option to utilize the "Book Facilities" feature to explore, reserve, and inquire about various spaces, including function rooms and multi-purpose halls, for funerals, weddings and hosting their community interest groups.

Book Facilities

What facility are you looking for?
Type of facility e.g. meeting room

Which location would you prefer to book facilities from?
Tap to choose locations

When do you need the space?
From: DD/MM hh:mm To: DD/MM hh:mm

How many people are you expecting?
Tap to choose capacity

What amenities do you need?
Air-conditioned Microphone Projector
Sound system Tables and Chairs
Whiteboard Wi-fi

Search powered by COMMON SPACES

SEARCH

Once logged into the app and you would like to book a facility, tap on the "Book Facilities" icon on the top middle of the screen and select your booking purpose.

For example, you would like to have a wedding at the multi-purpose hall:

- Choose multi-purpose hall as the facility and enter your desired location.
- Then you may enter the dates that you need the space for and the number of people you are expecting to the function.
- Once done, select the amenities you need for your function.

< Results Facility Details

Blk 565, Hougang Street 51, 530565

Various charges by purpose

Suitable for

- Baby Shower
- Birthday Party
- Engagement
- Funeral Wake
- Housewarming Party
- Post-funeral Rites
- Wedding

Utilities

- Power Point & Water Point

Availability

Click on a date to view available slots

BOOK FACILITY

Once the app has searched for the venue and you are agreeable to it, you may then book the facility by entering your personal details in the next few pages.

➤ Help Neighbour feature

The OneService app in Singapore serves as an important link between citizens in need and social service agencies like ComCare.

Through the app, individuals such as cardboard collectors, rough sleepers, tissue paper sellers, seniors above 60, and disadvantaged families or children can reach out for assistance.

Whether it is for financial aid, shelter, healthcare, or other essential support, the app allows the community to connect these vulnerable individuals with the appropriate social services.

This will develop a more inclusive and supportive community.

Help Neighbour

Looking out for each other during times of need

Reach out to those in need and connect them to our social service agencies via OneService.

See a person in need?

If you feel that a life may be at risk or urgent help is needed, call the Police at 999 instead.

Otherwise, choose from one of the following categories that best describes the person in need.

- Cardboard Collector
- Rough Sleeper
- Tissue Paper Seller
- Senior (around or above 60 years old)

I'm looking to help others

Alternatively you may call the ComCare hotline at 1800-222-0000 to speak to an officer.

Once logged into the app and you would like to help someone, tap on the "Help Neighbour" icon on the top left of the screen and select your purpose.

For example, you see an elderly individual who is walking under the sun collecting cardboard:

- Select "Cardboard Collector" and key in the details of the person or where and when he/she was seen.
- You may also add other information to describe the person if the person is not comfortable to speaking with you.
- Follow the form in the app and provide as much details as you can of the individual.
- Once done, tap submit.

*Residents can then monitor the progress of their cases through the "Activity History" tab that they can find in the "Settings" icon on the bottom right of screen.