



# FACT SHEET

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Contact: Eric Tey  
Tel: 6768 3912  
Hp: 9119 4966

## National Service Portal Website

The National Service (NS) Portal is the unified portal for all NS personnel in Singapore to conveniently access all important information and eServices online.

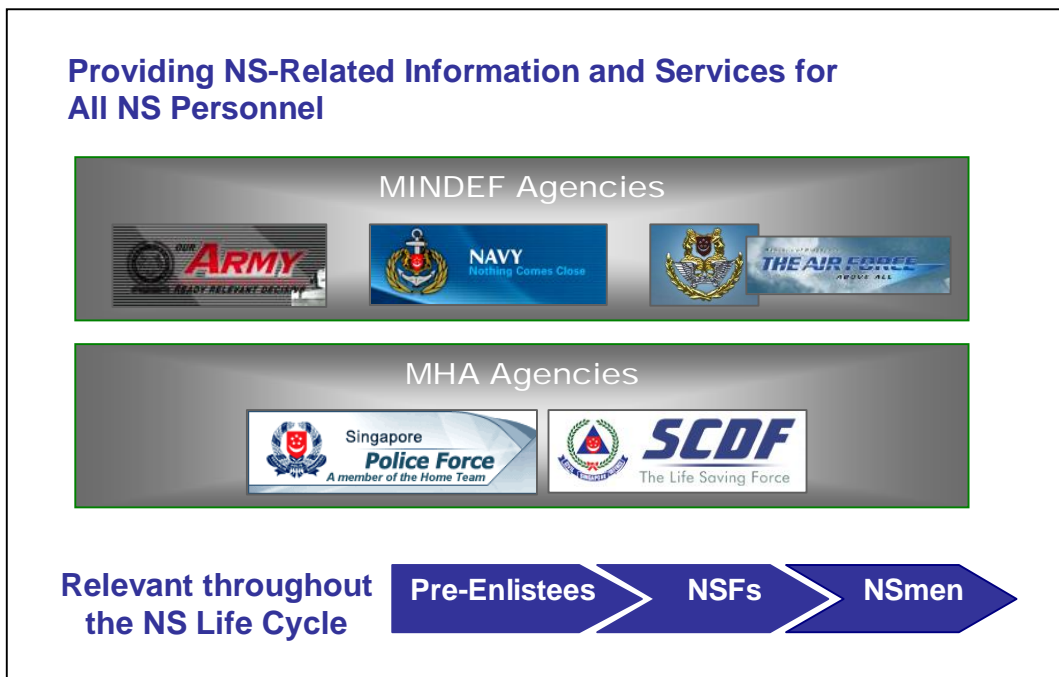


Figure 1: Providing NS-related Information and Services for All NS Personnel

Convenient Access to NS-related Services. The NS Portal enables more than 400,000 servicemen from MINDEF/MHA to perform eight million NS-related transactions each year at their own convenience. The NS Portal has become the

### MINDEF Public Affairs

Public Communications Department  
MINDEF Building, 303 Gombak Drive, #01-26 Singapore 669645 Tel:6768 3540 Fax 6764 6119

MINDEF Website: [www.mindef.gov.sg](http://www.mindef.gov.sg)  
MINDEF Portal: [www.ns.sg](http://www.ns.sg)

MINDEF eServices Centre  
Tel: 1800-eNSNSNS (1800-3676767) SMS: eNSNS (36767)

preferred mode of transaction, with more than 99% of all NS-related transactions conducted through the NS Portal. 42 NS-related services (e.g. booking of IPPT sessions) are available online through the NS Portal, of which 11 are also available through mobile phones. The portal receives more than 100 million page views annually from the users.

Supporting Pre-enlistees Preparing for NS Enlistment. Every year, the NS Portal supports more than 24,000 Pre-enlistees in their preparation for NS Enlistment. The portal provides relevant information in the form of articles and videos to help pre-enlistees and their parents to learn more about NS.

Supporting NSmen Preparing for In-Camp-Training (ICT). The NS Portal provides NSmen with an online platform for communication and engagement with their units. The portal enables NSmen to acknowledge their ICT call-ups, access ICT training programmes and messages from their commanders, and participate in forum discussions with members of their units.

The NS Portal consistently achieves a rating of more than 95% for its customer satisfaction surveys.

Besides the eGovernment Excellence Award, the NS Portal has won the following local and international awards:

- 1) International Service Excellence Awards
- 2) Hitwise No.1 Website
- 3) ICMI Global Call Centre of the Year
- 4) Stockholm Challenge Awards

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