

FACTSHEET

MyDoc@HDB - Because Your Documents Matter

HDB receives more than 1 million paper documents every year for the various types of applications relating to HDB flats, from various channels such as post, fax, counter and drop-box. Customers may also face a challenge of having to retrieve and duplicate the same documents for different transactions with the HDB. Thus, to provide them with a convenient channel to submit documents and for more efficient management of the sheer document volume, MyDoc@HDB was launched on 1 September 2011.

2 This is the first HDB project that consolidates document requests for various applications into a single seamless e-service via a document management system. To date, MyDoc@HDB has received about 80,000 transactions. More than 70% of the documents required by the following applications are received via MyDoc@HDB:

- New flat
- Resale flat
- HDB Loan Eligibility Letter
- Selective En bloc Redevelopment Scheme
- Transfer of Flat Ownership
- Renting a Flat (PPHS)
- Enhancement for Active Seniors (EASE)

3 The following are some of the key features of MyDoc@HDB:

Key Features	Brief Description
<p><u>User-friendly and personalized service</u></p> <p>1. MyDoc@HDB via HDB InfoWEB</p>	<p>HDB InfoWEB is an open platform. Hence, anyone listed in an application, as well as HDB's business partners, can submit documents via MyDoc@HDB.</p>

<p>2. MyDoc@HDB via My HDBPage</p>	<p>My HDBPage is a personalized and secured platform. Applicants can log on to My HDBPage and conveniently access their personalised portal to view one consolidated list of documents required by the HDB for their various applications. They can also submit the documents via this portal.</p> <p>This facilitates their collation of documents and eases their application process.</p>
<p><u>Sophisticated Architecture</u></p> <p>3. Universal Document Catalogue</p>	<p>MyDoc@HDB has established a standardized code table, for more than 150 types of documents. With common terminologies and descriptions for documents, HDB's operational sections are consistent in the recognition and use of the various documents. This allows efficient information exchange and sharing.</p>
<p>4. Operational-specific Controlled List</p>	<p>MyDoc@HDB regulates and consolidates the types of documents required from customers for specific business areas. This streamlines HDB's work processes.</p> <p>Using the details provided by customers such as their identity number, employment details, MyDoc@HDB creates a tailored list of required documents for a particular application.</p>
<p>5. Auto-consolidation of required documents across various applications</p>	<p>MyDoc@HDB will then generate a customised list of documents required across the various applications and eliminate the need for submission of duplicate documents by customers.</p>

4 MyDoc@HDB aims to accentuate service excellence for customers and enhance efficiency and productivity for HDB's operations.

i. Customers

With this one-stop portal, customers simply have to submit one copy of the document online to apply for the various types of applications relating to HDB flats. They can also conveniently access their personalised consolidated list of documents online anywhere, anytime. Customers will also be able to enjoy a higher level of service standard and know the outcome of their applications in a shorter time. A comparison of the application process before and after the implementation of MyDoc@HDB can be found in Annex A.

ii. HDB

With this centralised, auto-routing and regulating system, HDB staff will be able to retrieve digitised documents easily, yet ensure the confidentiality of the customers' information. This will also help to shorten the process time of applications.

5 This e-service has garnered positive feedback that it is user-friendly and convenient. Going forward, HDB will continue to build up this library of customer documents for greater work efficiency and work towards the goal of "One Customer, One Record".

ANNEX A

