

# **Singapore eCitizen: Government Services A Click Away**

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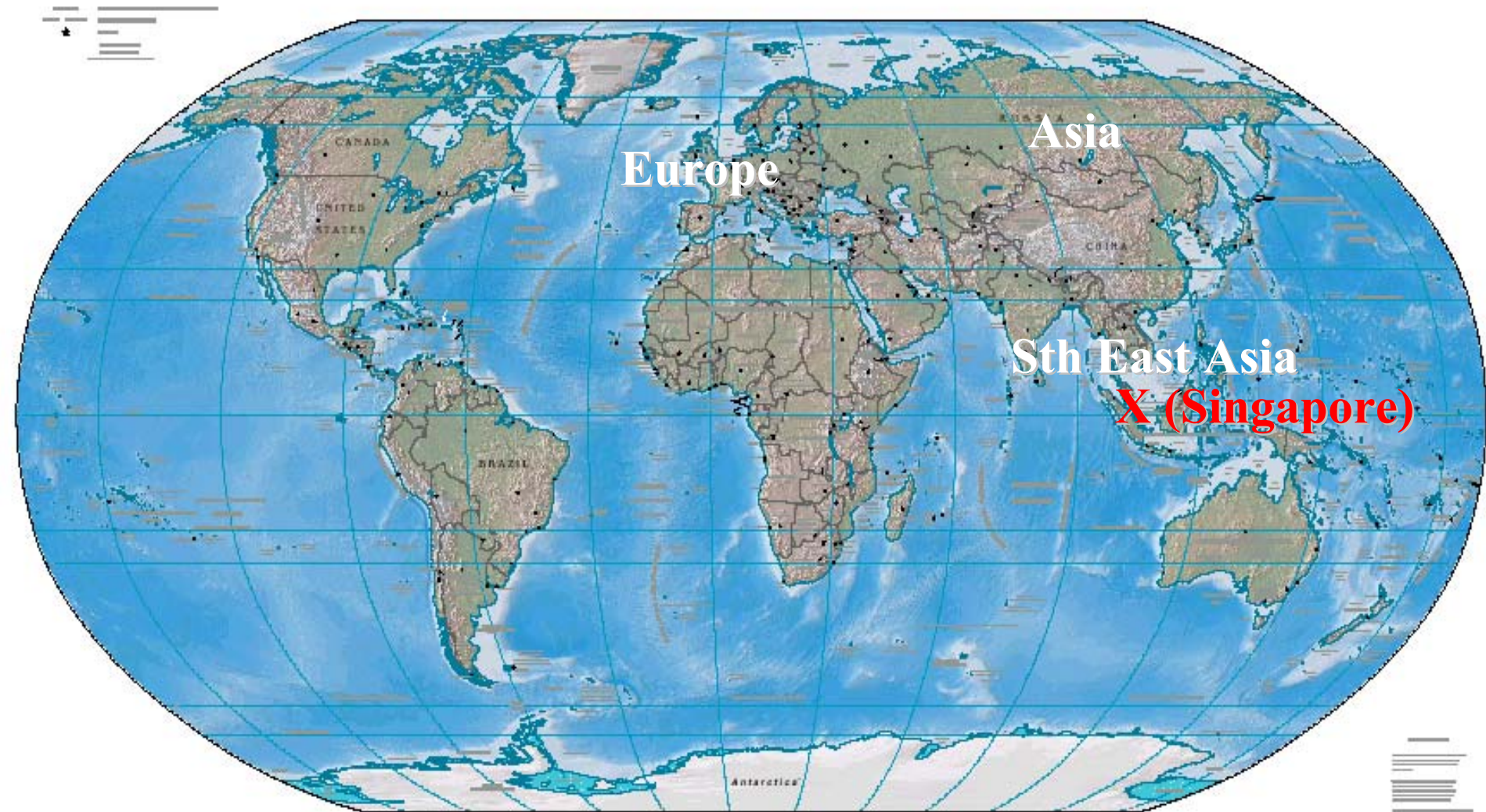
**Infocomm Development Authority of  
Singapore**

# Scope of Presentation

- **Background on Singapore & IDA**
- **eCitizen**
- **Behind the Scenes**
- **Pushing Our Frontier**
- **Conclusion**

# Singapore & IDA

# Singapore



# Singapore

**Singapore: 682.3 sq km  
(2% of Belgium)**



# Infocomm Development Authority (IDA)

- ***LEADING THE INFOCOMM REVOLUTION***
- **To listen, develop, promote and regulate**
  - Vanguard for the digital frontier
  - Leading edge influencer for growth
  - Trailblazer for an infocomm society

# **eCitizen**

**Government Services – A Click  
Away**

# eCitizen – www.eCitizen.gov.sg



Help ? Search

Index

Home

Your One-Stop Citizen Service Portal





# eCitizen Today

## eCitizen Government Services - A Click Away

Search

Go

- |                          |                         |                            |                                       |                           |                           |                        |
|--------------------------|-------------------------|----------------------------|---------------------------------------|---------------------------|---------------------------|------------------------|
| <a href="#">Business</a> | <a href="#">Defence</a> | <a href="#">Education</a>  | <a href="#">Employment</a>            | <a href="#">Elections</a> | <a href="#">Family</a>    | <a href="#">Health</a> |
| <a href="#">Housing</a>  | <a href="#">Library</a> | <a href="#">Recreation</a> | <a href="#">Safety &amp; Security</a> | <a href="#">Sports</a>    | <a href="#">Transport</a> | <a href="#">Travel</a> |



### What's New

- [Restore your Name in the Registry of Electors](#)
- [RCB Online Incorporation](#)
- [2nd Off-Budget Package Eligibility Calculator](#)
- [Singapore Statutes Online](#)

### eCitizen's Featured eServices



#### [Restore your Name in the Registry of Electors](#)

Check your name in the Registry of Electors, if your name is not found, you may want to restore your name in the registry by [downloading](#) and submitting the application form.



#### [2nd Off-Budget Package Eligibility Calculator](#)

Using the [Off-Budget Package Eligibility Calculator](#), you can calculate an approximate value of the benefits to you as an individual, or [view a list of benefits](#) for local enterprises and hawker stallholders.

### Frequently Accessed eServices

- [CPF PAL-Internet Statement Request](#)
- [Notify MINDEF of Overseas trips](#)
- [Book IPPT Date for Non-ICT IPPT](#)
- [Electronic Flat Application](#)
- [Search for School Information](#)
- [SingHealth: Book Medical Appointments](#)
- [Netcare: Book Medical Appointments](#)

### Links

- [GovMall](#)

#### Business More ▾

- [Business Planning](#)
- [Enhance Operations](#)
- [Incentives and Grants](#)

#### Defence More ▾

- [Go Overseas](#)
- [Go for IPPT](#)
- [Claim NSMen Pay](#)

#### Education More ▾

- [Attend Primary School](#)
- [Attend Secondary School](#)
- [Attend JC/CI/Poly/ITE](#)

#### Elections More ▾

- [Check Names in Register of Electors](#)
- [General Election 2001 Results](#)
- [Democracy @ Work](#)

# Top 10 eCitizen e-Services

	e-Service Name	Description	Internet Volume (Jan 02 – Dec 02)
1.	Trade Net	One-stop platform for trade declarations. World's first nationwide electronic trade documentation system for instantaneous permit applications.	5 M
2.	Enquiry of PARF/COE Rebates	Estimates the net refund of government levies on a vehicle upon scrapping or export.	1.6 M
3.	Weather Forecasts/ Information	Weather forecast for Singapore and other cities worldwide.	1.2 M
4.	Bizfile: Directory of Companies and Businesses	Retrieves company information based on the registration number and status.	1.1 M
5.	Enquiry of Approved Institutions for using Baby Bonus	Search for institutions that accept baby bonus credits.	941,000

# Top 10 eCitizen e-Services

	e-Service Name	Description	Internet Volume (Jan 02 – Dec 02)
6.	E-Filing of Individual Income Tax Returns	Filing of personal income tax returns.	809,000
7.	Monthly Statement of CPF Account Balances	Retrieves transactions and balance in government retirement savings scheme account.	757,000
8.	Search Library Catalogues	Search for resources available within Singapore's libraries using one of four languages— English, Malay, Chinese and Tamil.	629,000
9.	Enquiry of Road Tax Payable	Calculates road tax payable using the vehicle registration number.	354,000
10.	Flight Information Enquiry System	Retrieves real-time flight arrival and departure information.	334,000

# My.eCitizen

- Personalised alerts via email/sms
- Additional dimensions of service

My.eCitizen



Welcome | [Terms of Use](#) | [Help](#)

My.eCitizen provides  
**personalised**  
services **to you**

For this pilot phase, you can choose to receive alerts for a variety of e-services such as:

- Renewal of road tax
- Medical examinations for domestic workers
- Job alerts
- Passport renewal notifications
- Library book reminders
- Season parking reminders
- Parliament notices and alerts

[\[login now\]](#)



My.eCitizen

[ login now ]

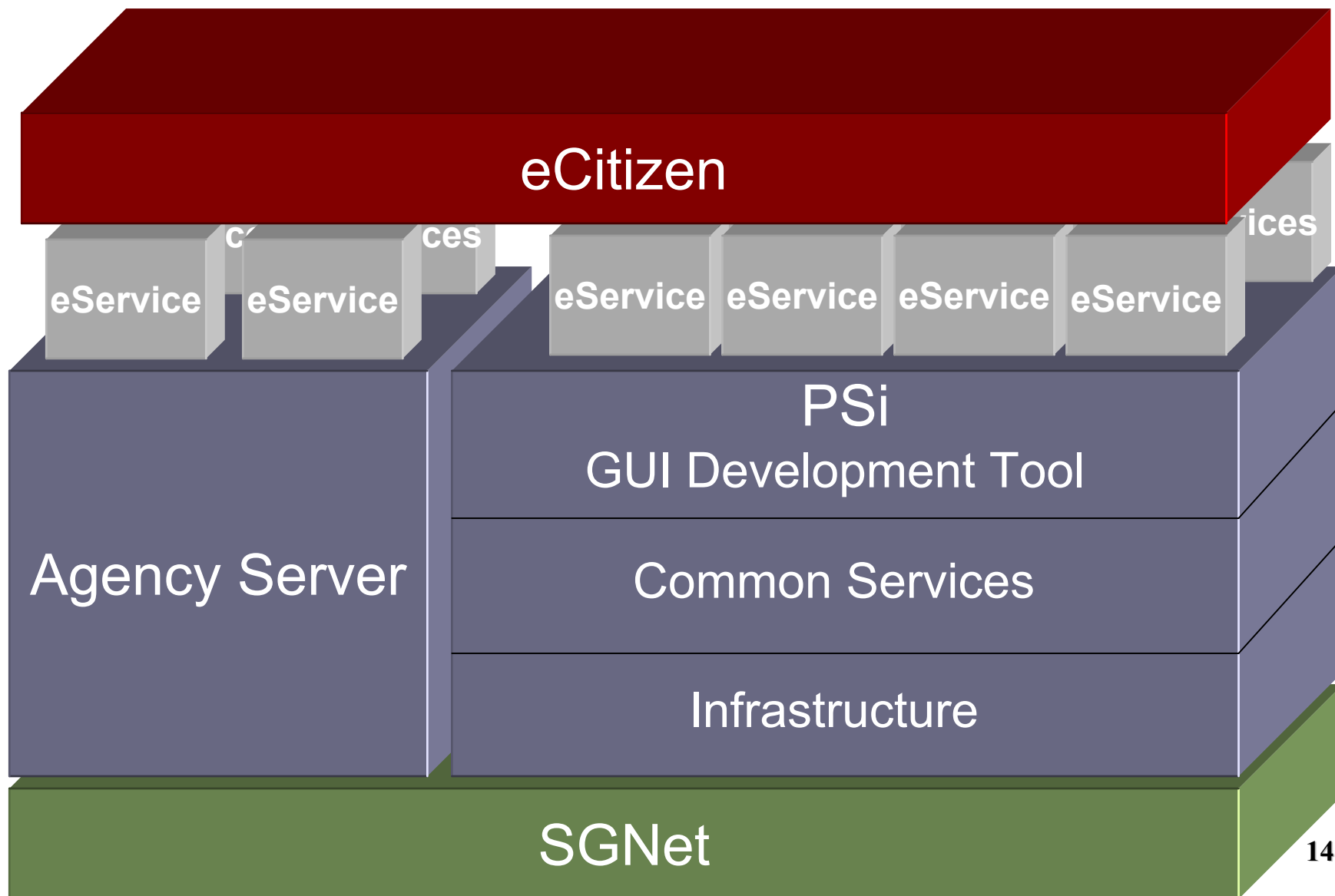
AND you can select pre-defined profiles that suit your needs.

To use these e-services, you need to have a CPF PAL PIN. If you need to reset your CPF PAL PIN, you can do so at any Community Development Council (CDC), selected Community Club/Centre or any CPF office.  
For more information on CPF Pal Pin [click here](#).

# **Behind The Scenes**

**To be a leading e-Government  
to better serve the nation in the  
digital economy**

# Behind The Scenes – Supporting Infrastructure



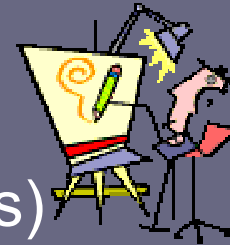
# Infrastructure – Public Services

## Infrastructure (PSi)

- **PSi – Rapid deployment of services on the web**
- **Issue:**
  - Long time-to-market
  - Duplicate effort - many services essentially similar (e.g. licensing, application etc)
- **Solution:**
  - Repeatability, componentisation, scalability, robustness, centralised enablement-decentralised deployment
  - Leverage on ‘building blocks’

# Public Services Infrastructure

GUI Development Tool  
(GUI interface for developers)



Common Services  
(Payment, authentication, electronic data exchange)

Infrastructure  
(Multi-tier h/w & s/w components)



# **New Singapore Shares ([www.nss.gov.sg](http://www.nss.gov.sg))**

- **Prime Minister's vision of a New Singapore**
- **Give Singaporeans a stake in New Singapore**
  - **'Shares' to all working citizens**
- **Pay guaranteed dividend**

# New Singapore Shares

- **Conceived, developed & deployed in 16 days**
  - New website
  - 2 e-services for users: check share allotment & request for cash exchange
  - 1 e-service for counter staff

- **Multi-organisation collaboration:**



- **Assisted by:**

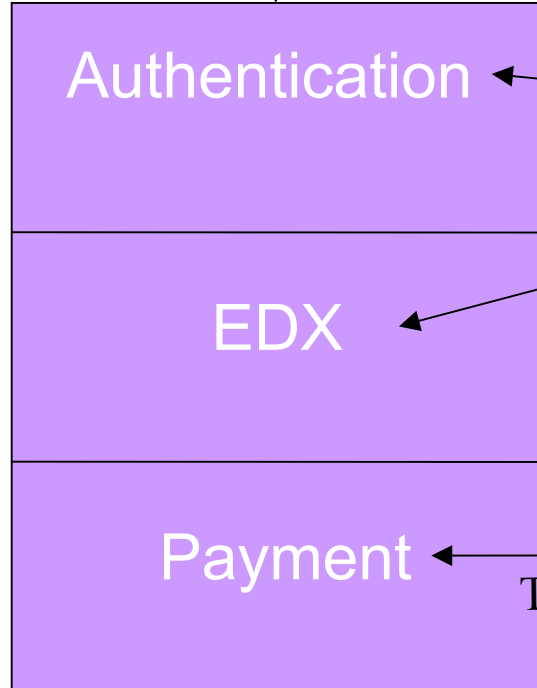


# New Singapore Shares



eCitizen

NSS



Authenticate user with pin

Verify share information  
Deduct share amt from  
citizen's account

Bank

Transmit payment information

# eBizCore ([www.rcb.gov.sg](http://www.rcb.gov.sg))

- **BIZFILE Internet** - electronic filing by the general public
- **BIZFILE Intranet** - RCB officers to administer submission made by public users
- **BIZFILE Batch** - public users fill forms offline and then submit the completed forms online through BIZFILE Internet

# eBizCore

- **20 June 2001 Start of implementation**
- **15 January 2002**
  - Application of New Company's Name
  - Registration of Local Company
- **13 January 2003**
  - Completion of eBizCore applications

# Infrastructure – PSi

- **Development:**



- **Sale of PSi to other governments (World Bank, Mexico):**



# Pushing Our Frontier

Catalyst for Change

# Pushing Our Frontier

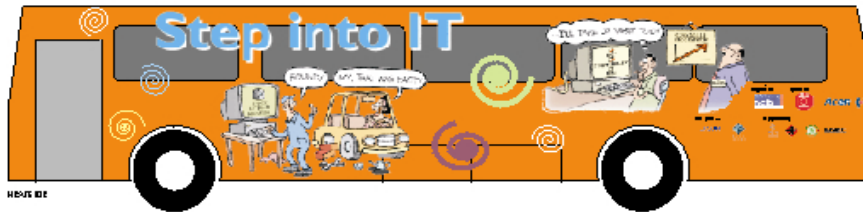
- **Integrated service delivery**
- **Ubiquitous access by all, facilitated where necessary**
- **Web services**



# Integrated Service Delivery

<p>Implemented</p>	<ul style="list-style-type: none"> <li>•One-Stop Government Job Application</li> <li>•Online Donation Portal</li> </ul>
<p>Under Development</p>	<ul style="list-style-type: none"> <li>•Single Web-page for Public Consultation</li> <li>•One-stop Application System for Integrated Services (OASIS)</li> </ul>
<p>Funding</p>	<ul style="list-style-type: none"> <li>•PayPoint</li> <li>•Integrated Scholarship Application</li> <li>•Attend to Demise</li> <li>•eSubmissions &amp; Replies to Legal Representation</li> </ul>

# Ubiquitous Access - IT Coach



- **Mobile resource centre**
- **Factories, schools**
- **100,000 participants**
- **30-min programme**
  - **Basic Internet, email**
  - **Chinese Internet**
  - **Electronic Commerce**

# Ubiquitous Access - PC Re-Use

- **Used PC + training + Internet access**
- **Donations from Govt, private sector, public**
- **Families with monthly income < \$2000 and young children**

# Ubiquitous Access - Common Access Points



# Community.NET.SG

- **Objectives**
  - Deliver personalised, community-based Web Services via NTUC INCOME, with collaboration with other partners in industry and government
- **Deliverables**
  - Develop 10 Web Services over 3 phases in 18 months (Jun 02 – Nov 03)
  - Study and recommend feasible business models
- **[www.bigtrumpet.com.sg](http://www.bigtrumpet.com.sg)**

# Conclusion

# Conclusion

- **Just some projects in Singapore e-Government**
- **Recent awards**
  - **E-GOV 2002 Show, Washington DC, USA – 2002**
  - **Intelligent20 Award – 2002**
  - **CIO 100 CIO Awards – 2002**
  - **Stockholm Challenge Award – 2002**
- **Still much to learn and grow**

***Thank you***