

Factsheet on Integrated e-Services

The primary aim of integrating e-services is to provide greater time savings and convenience to our customers.

For example, by bringing together information and services provided by the various Government agencies into a common service package, customers can find out all they require and carry out all transactions pertaining to that service, without having to navigate to different websites. In other instances, it means that customers need only to do a one-time submission or application for a service, and then be able to receive the results from different agencies just through that one submission.

List of Integrated e-Services Implemented

We have implemented a total of 15 integrated e-services under eGAP II.

We will continue to work closely with the general public to identify ideas and develop more and better integrated e-services.

S/N	Integrated e-Service	Lead Agency	Participating Agencies	URL	Description
1.	Online Business Licensing Service	MTI	Licensing agencies in charge of issuing licenses, permits and approvals.	https://licences.business.gov.sg	The OBLS is a government wide business licensing application. Businesses can now make one application for all his licences regardless of which agencies issue them. Phase 1 was implemented in December 03.

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2.	Online Consultation Portal	MCYS-Feedback Unit	All public agencies	http://app.feedback.gov.sg/asp/ocp/ocp01a.asp	<p>This is an online policy consultation portal for the public sector. There are two channels:</p> <ul style="list-style-type: none"> • One is the “Consultation Papers” channel. It allows Ministries and Statutory Boards to post consultation papers online to solicit public views and ideas. Using the portal, members of the public can send their feedback directly to agencies. Agencies can also post a summary of the feedback received and their responses online, if they wish. • The second channel is the “e-Polls” channel. Agencies can post structured survey questionnaires online to solicit public feedback. Qualitative results can also be churned out from the surveys. This channel also allows agencies, if they wish, to post the survey results online for public viewing. <p>(Soft launched Phase 1 on 1 Apr 03 & Phase 2 launched in Oct 03).</p>
3.	Business Incentives Profiler	MTI	EDB, STB, MDA, IES, SPRING, A*STAR, IDA, IRAS, MOM	http://www.business.gov.sg	<p>This provides businesses a one-stop access and application for all the Government grants/incentives available to businesses.</p> <p>Phase 1 Profiler was soft-launched in February 2004.</p>

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4.	One-Stop Government Bills Payment	MOF	All public agencies that collect payments	http://www.ecitizen.gov.sg/govbill/index.html	A directory that enables customers to access various websites to make online payments for any of their Government bills and fines. It was implemented in January 2004.
5.	Attending to a Demise	NEA (Health & Environment eTown)	ICA, NEA, SPF, MOH, MinLaw, CPF	http://fcd.ecitizen.gov.sg/FamilyNCommunitySupport/AttendtoaDemise/	This allows the public to make enquiries about the location of grave plots/niches, apply for cremation/burial, place obituary notices, apply for public trustee etc. It was implemented in April 2004.
6.	Marriage & Procreation Schemes	MCYS	Departments within MCYS family	http://app.mcys.gov.sg/web/corp_press_story.asp?szMod=corp&szSubMod=press&qid=317	This e-service allows citizens to access all information and services on Government schemes in encouraging marriage and parenthood. It was implemented in August 2004.
7.	Directory of Family & Social Services	MCYS	Departments within MCYS family	http://app.mcys.gov.sg/web/serv_dss_main.asp	This e-service allows citizens to access a directory of disability services, family services, student care services, infant care and child care services, eldercare services and community development councils It was implemented in December 2004.

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8.	Online Update/Renewal/ Termination of Licences	MTI	Licensing agencies in charge of licenses, permits.	www.egov.gov.sg/NR/rdonlyres/E8AF8006-2130-4C4B-83CD-C5922F69BF34/4306/OnlineBusinessLicensingFactSheet.pdf	<p>This e-service is an extension of the OBLS and allows businesses to update, renew and terminate their licence applications through one portal</p> <p>The pilot implementation was in January 2005.</p>
9.	Employment Assistance Portal for offenders and ex-offenders	SCORE	Aftercare agencies (e.g. SANA, SACA) Employers (e.g. APEX-PAL International Ltd, Wilson Parking Pte Ltd etc)	http://app.score.gov.sg/loginexoff.aspx	<p>This e-service allows employers (who are registered with the Employment Assistance Unit's job bank) and offenders/ex-offenders to search and apply for job online. This is a 3Pi project because SCORE had partnered with the aftercare agencies (such as SANA, SACA) and Employers (such as APEX-PAL International Ltd, Wilson Parking Pte Ltd etc) to deliver this integrated e-services.</p> <p>Implemented in September 2005.</p>

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10.	Seniors Portal	MCYS	8 eTowns and their participating agencies	www.seniors.gov.sg	<p>The portal provides comprehensive information coverage on a variety of topics targeting at seniors, their families, and caregivers. Useful information such as ideas for leisure activities, grand-parenting tips, residential options (e.g. housing rental, HDB's studio apartment for the elderly), safety and accessibility as well as support for caregivers, are also available on the portal. The portal also features concessions and discounts for seniors to purchase food & beverage, products and services for health, beauty, leisure, entertainment and travel.</p> <p>Implemented in November 2005.</p>
11.	Youth Portal	MCYS	MCYS and project team of youth volunteers	www.youth.sg	<p>It is a first-stop resource portal for community participation, and a virtual space for young Singaporeans who want to make a difference to the people around them. Youth.Sg offers young Singaporeans an avenue to gain access to information on how to get started on their own community activities, as well as to find out about the initiatives their fellow youth are engaged in.</p> <p>Implemented in February 2006.</p>

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12.	EnterpriseOne Portal	Spring	G2B agencies, such as MOF, ACRA, CPF, IDA, IES, IRAS, MND, MOM and Singapore Customs	www.business.gov.sg	This portal aims to assist enterprises by providing them with comprehensive, holistic and timely G2B information and services. The portal is also supported by a call centre and walk-in operations. It was implemented in February 2006.
13.	Public Sector One-Stop Job Portal (VOG)	PSD	All Ministries and 8 Statutory Boards (i.e. ACRA, SEAB, CSC, PA, NIE, WDA, MAS and SLA).	www.vog.gov.sg	This portal allows for integrated online application of government jobs. Implemented in July 2005.
14.	Retirement Planning Package	CPFIB	MOM, CPF, MCYS	http://ele.ecitizen.gov.sg/Employment/CPFInformation/retirementplanning.htm	The Retirement Planning Package is a basic level bundling of links to information and e-services from CPF website and other relevant agencies' websites. Implemented in February 2006.

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15.	e-Financial Counselling	MOH	CPFIB / Hospitals	http://he.ecitizen.gov.sg/health_dollar_intro.htm	<p>This e-service helps citizens to carry out proper financial planning for their healthcare needs. It includes online publishing of information to educate citizens in planning for healthcare needs, financing of hospitalisation expenses and protection against unforeseen and costly medical emergencies. There is an interactive calculator for citizens to estimate the Medisave, Medishield claimable amounts and out-of-pocket cash payment for the hospital bills (of 70 common conditions).</p> <p>Implemented in March 2006.</p>