

Online Reporting Centre

Enhancing Service Quality through Collaboration



The National Environment Agency (NEA) is responsible for improving and sustaining a clean and green environment in Singapore. The NEA develops and spearheads environmental initiatives and programmes. Through building a strong partnership with the People, Public and Private sectors, NEA's

mission is to motivate every individual to take up environmental ownership and to care for the environment as a way of life.

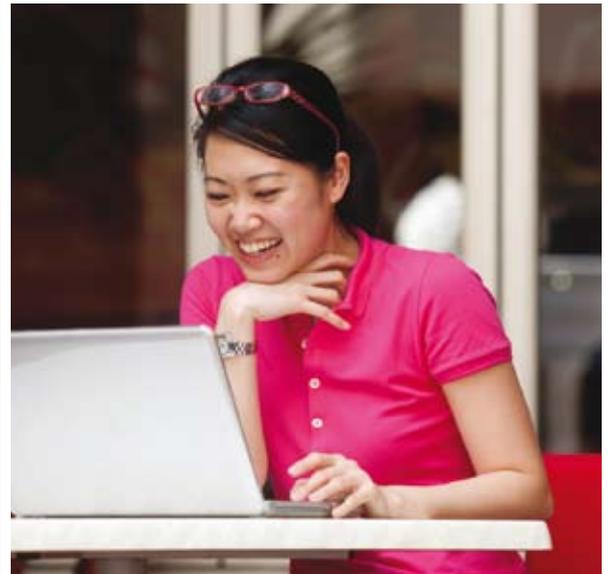
CONSOLIDATING PUBLIC REPORTING CHANNELS

To better engage the people in improving Singapore's living environment, NEA provides services that allow the public to lodge reports proactively. Similar report lodging channels are also offered by other government agencies. As such, the differing systems potentially confuse the public on which channels should be used to lodge a particular report.

NEA handles a wide variety of issues, from environmental pollution, public hygiene to management of hawker centres in Singapore, where subject matters may be of concern to other agencies as well though governed by different sets of jurisdiction. Hence, an issue lodged can potentially be routed across various agencies before locating the key department for resolution.

The Online Reporting Centre (ORC) was a unique initiative by Infocomm Development of Authority of Singapore (IDA) to consolidate reporting channels of government agencies in 2006.

As a major recipient of reporting cases amongst government agencies based, NEA led the initiative to work with 10 other government agencies to eliminate the confusion by providing a one-stop reporting e-service to the public. The objective of ORC is to allow general public to report on any matters without the need to know the jurisdiction of each agency.



CHALLENGES

- Enabling a one-stop channel for public reporting
- Enable efficient routing of reports
- Enhance inter-agency collaboration workflow
- Improve response time to public

SOLUTION

- Online Reporting Centre

BENEFITS

- Heightened convenience for public reporting
- Improved response time to public
- Increased operational efficiencies
- Consistent reporting standards

INTEGRATED REPORTING PLATFORM

NCS was awarded the development and implementation of ORC in 2007.

To meet the vision of ORC as “An integrated electronic reporting service that provides convenience to the public for reporting occurrences, infringements, nuisances and other civic matters and asking for service or enforcement actions”, NCS provided NEA with a web-based solution which included the following main features:

- Common reporting forms which provided pre-defined entries for data input and consistencies across the agencies
- Subject matter coordination where information are identified according to relevancy for respective agencies
- Intelligent routing of reports to relevant agencies
- Back-end coordination and collaboration amongst the agencies with shared knowledge base and discussion forum
- Single status check-point for public

NCS introduced leading technologies such as Microsoft Sharepoint, and Short Messaging (SMS), etc to the project, which were the latest in the market at that time.

The ORC had to be integrated with the government IT infrastructure such as Knowledge Enterprise Network (“KEN”, a pioneering Sharepoint implementation in the market by NCS). The interfaces developed by the NCS team allowed easy integration to the legacy case reporting systems used by NEA, providing users with a seamless way to continue their duties based on existing work processes.

The flexibilities in the technologies also ensure that the ORC can easily be scaled to integrate with more agencies in the future.

The successful use of technology to transform reporting systems enabled NEA and the agencies to provide a simple, one-stop service to the public.

ONE-STOP SERVICE, ANYTIME, ANYWHERE

The successful use of technology to transform reporting systems enabled NEA and the agencies to provide a simple, one-stop service to the public. With easy access to ORC via the web, public can proactively engage the agencies by reporting concerns or occurrences anytime. The public can check on status of their reports anytime via the system, ensuring accountability of their issues from the agencies.

Apart from heightened efficiencies in servicing the public, the ORC brought about increased operational efficiencies for the agencies as well. Agencies can now receive relevant reports effectively instead of spending efforts sieving through information and routing to the lead agencies for resolution of cases. Through pre-defined fields in the standardised forms submitted, issues can be attended to at a faster rate through increased accuracies in description of subject matters.

Quicker and more efficient public services enhance people’s faith and trust in the government. The simplicity and convenience of communication avenues for feedback to government agencies encourages the public to be more proactively involved in improving their environment and quality of lives.



ORC – An integrated reporting service (www.orc.gov.sg)

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