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# The Singapore e-Government Experience

Presentation for  
Participants of e-Gov Forum and Integrating Trade Facilitation

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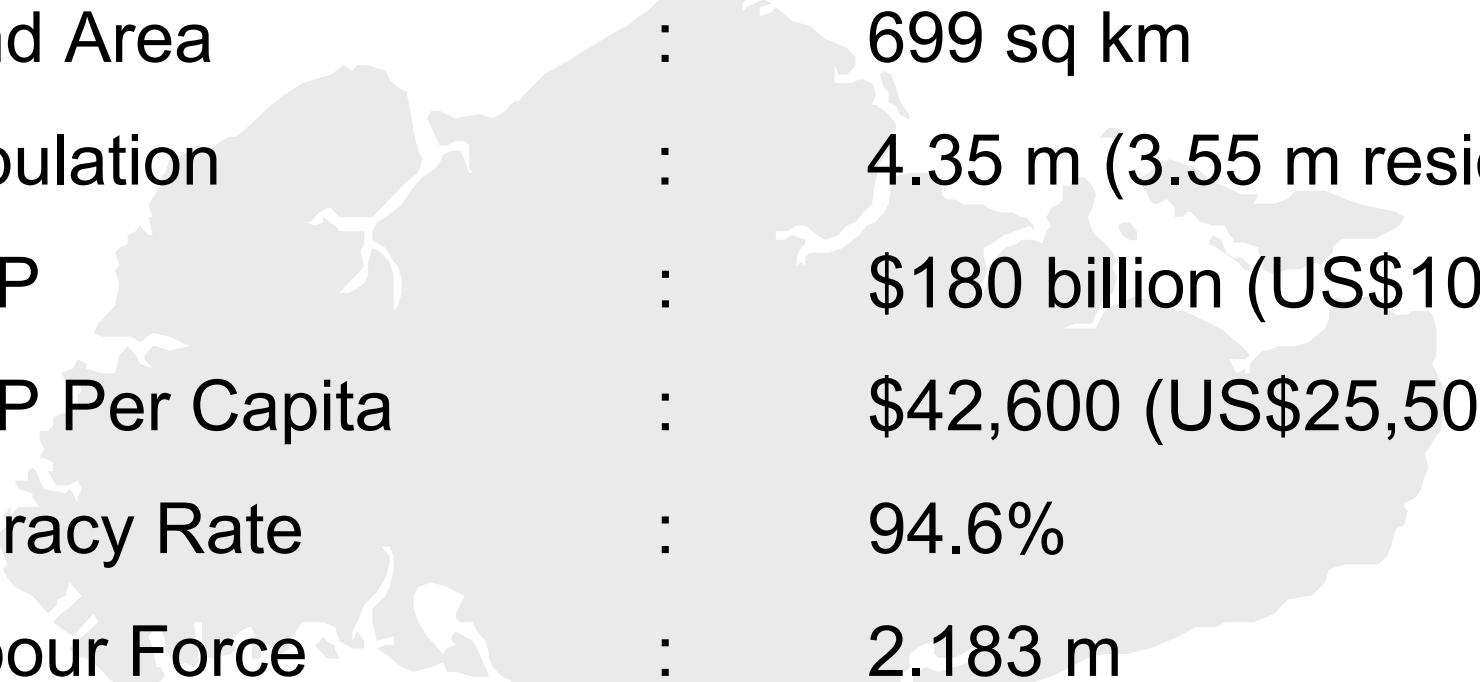


# Presentation Outline

- About Singapore and IDA
- Singapore Infocomm Journey
- e-Government in Singapore
  - e-Gov Action Plans
  - e-Services & e-Governance
  - Case Studies
    - Government to Citizens
    - Government to Business
- Critical Success Factors

# 1 / **About Singapore and IDA**

# About Singapore

- 
- Land Area : 699 sq km
  - Population : 4.35 m (3.55 m residents)
  - GDP : \$180 billion (US\$109 billion)
  - GDP Per Capita : \$42,600 (US\$25,500)
  - Literacy Rate : 94.6%
  - Labour Force : 2.183 m

# About Infocomm Development Authority of Singapore (IDA)

- Statutory board under Ministry of Information, Communications and The Arts (MICA)



- Formed on 1 Dec 1999
  - National Computer Board
  - Telecommunications Authority of Singapore

## ***Convergence of IT and Telecommunications***

# Overview of IDA's Roles



A single agency responsible for **planning, policy, regulation** and **industry development** of IT and telecom sectors



## ➤ Planning & Policy Development

- Formulate national infocomm masterplans, policies and technology road maps

## ➤ Competition Development (Regulation)

- Implement a regulatory framework that will ensure a fair and balanced competitive environment in the telecoms industry

## ➤ Industry Development

- Promote and develop infocomm industries and manpower
- Facilitate infocomm adoption and usage in businesses and society

## ➤ Chief Information Officer to Government

- Architect e-government plans and manage infocomm systems deployment in the government

2/

## **Singapore Infocomm Journey**

# Five National Strategic ICT Plans

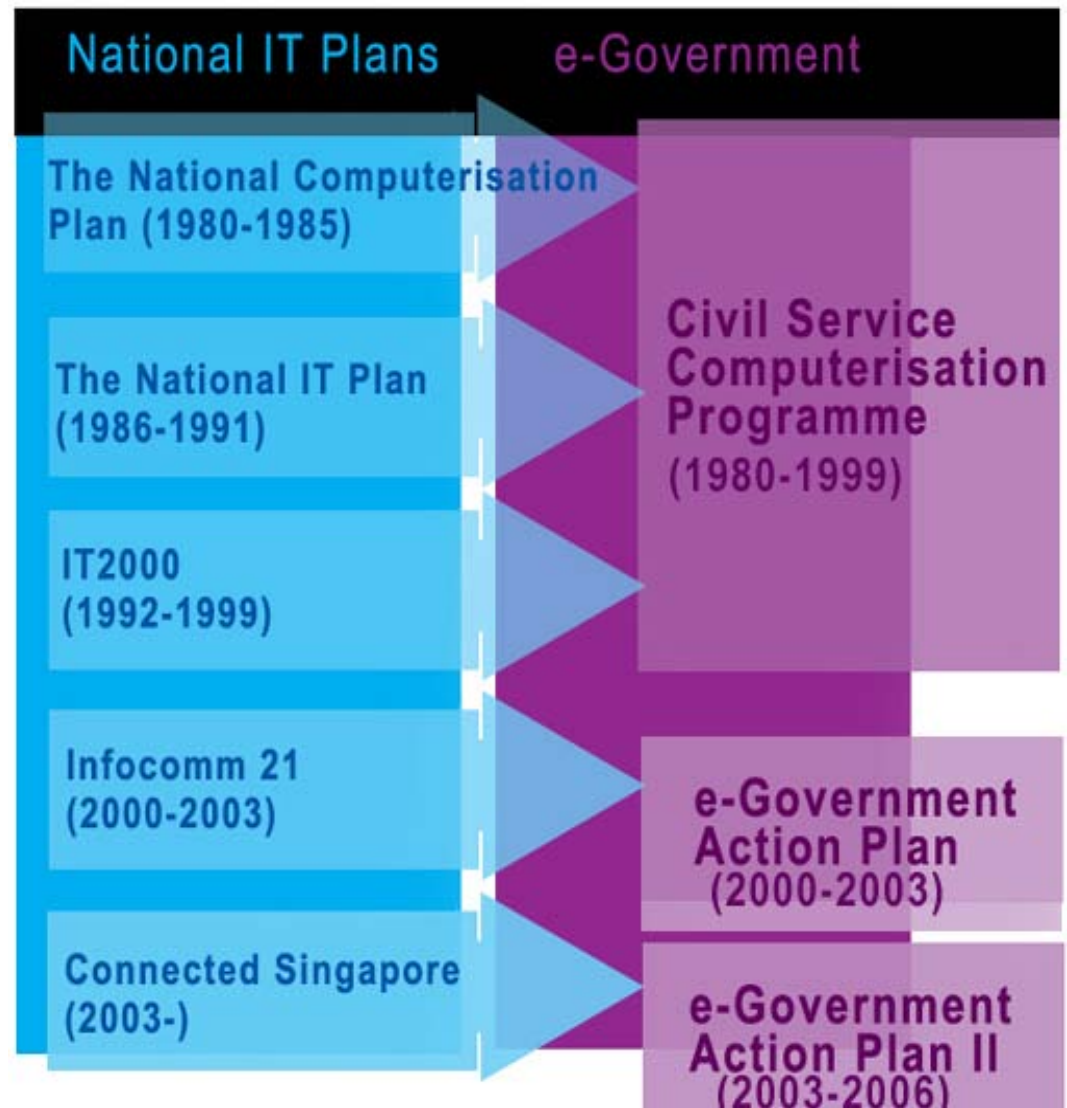
Civil Service Computerisation Programme  
Developing IT industry & IT manpower

Extending government systems to private  
sector e.g. TradeNet, MediNet, LawNet

Transforming Singapore into  
an Intelligent Island

Developing Singapore as a global Infocomm  
Capital, e-Economy and e-Society

Unleashing potential of Infocomm to  
create new values, realise possibilities and  
enrich lives





# Singapore's Infocomm Industry & Adoption of ICT

## Singapore's Infocomm Industry

- ICT industry grew by 3.7% to hit revenue of S\$34b (US\$21b) in 2004
- Infocomm manpower > 110,000

## Some Statistics on the Adoption of ICT

PC Penetration to Households	74%
Internet Penetration to Households	65%
Household Broadband Penetration	50%
Business Broadband Penetration <sup>1</sup>	59%
Mobile Phone Penetration	98%
Number of Internet users	2.4 mil (57% of population)

3/

## **E-Government in Singapore**

# Long History of Building Foundation...

## Before 1980

- 3 ministries with computers
- Just over 100 terminals
- No network Infrastructure
- Large application backlog

## How IT started..... March 1980

- Committee of National Computerisation
- Formation of National Computer Board
- Government taking the lead
- Civil Service Computerisation Programme (CSCP)

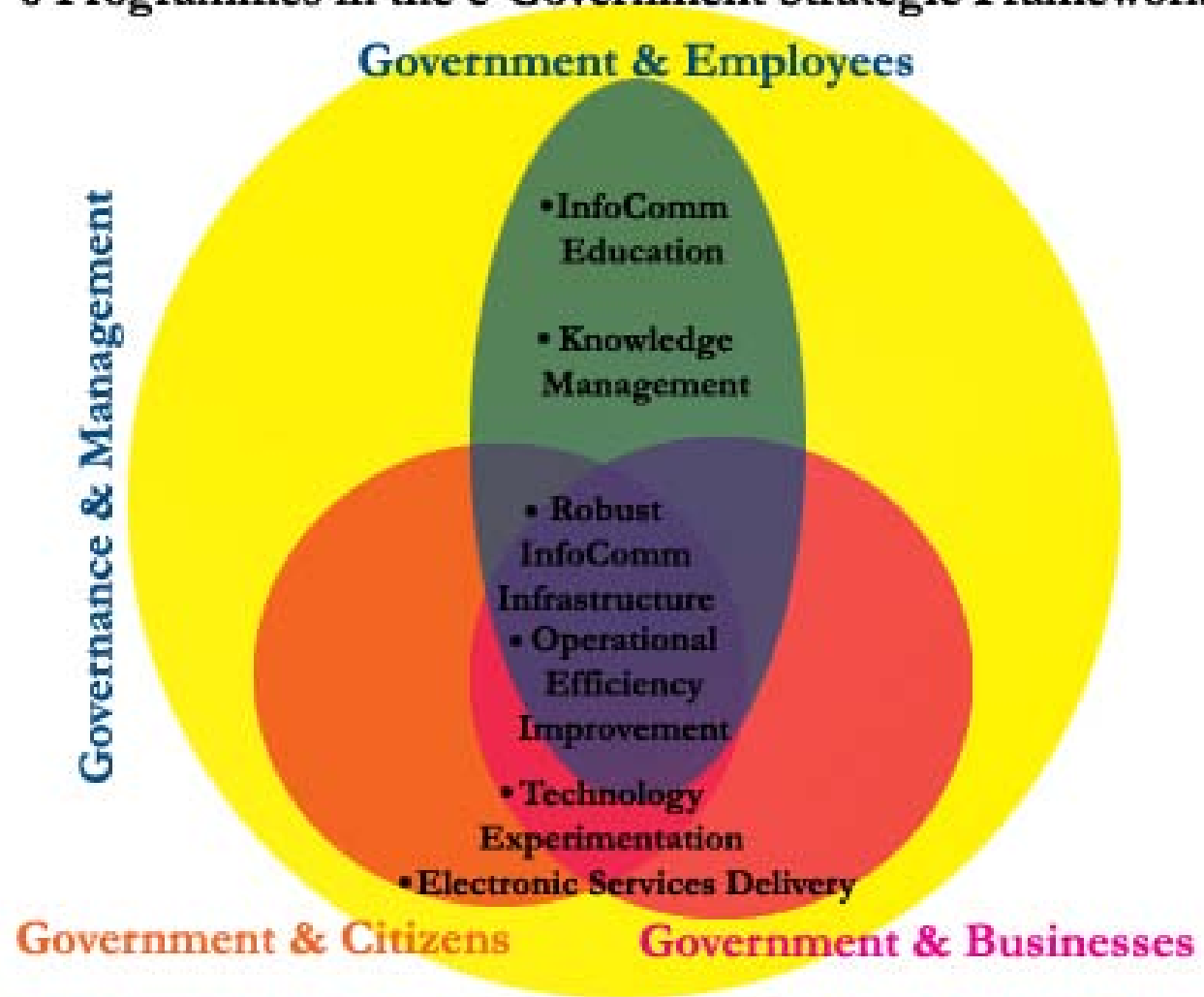


# E-Government Action Plan I (2000 – 2003)

## 5 Strategic Thrusts

- Reinventing Government
- Delivering Integrated Electronic Services
- Being proactive and responsive
- Using ICT to build capabilities & capacities
- Innovating with ICT

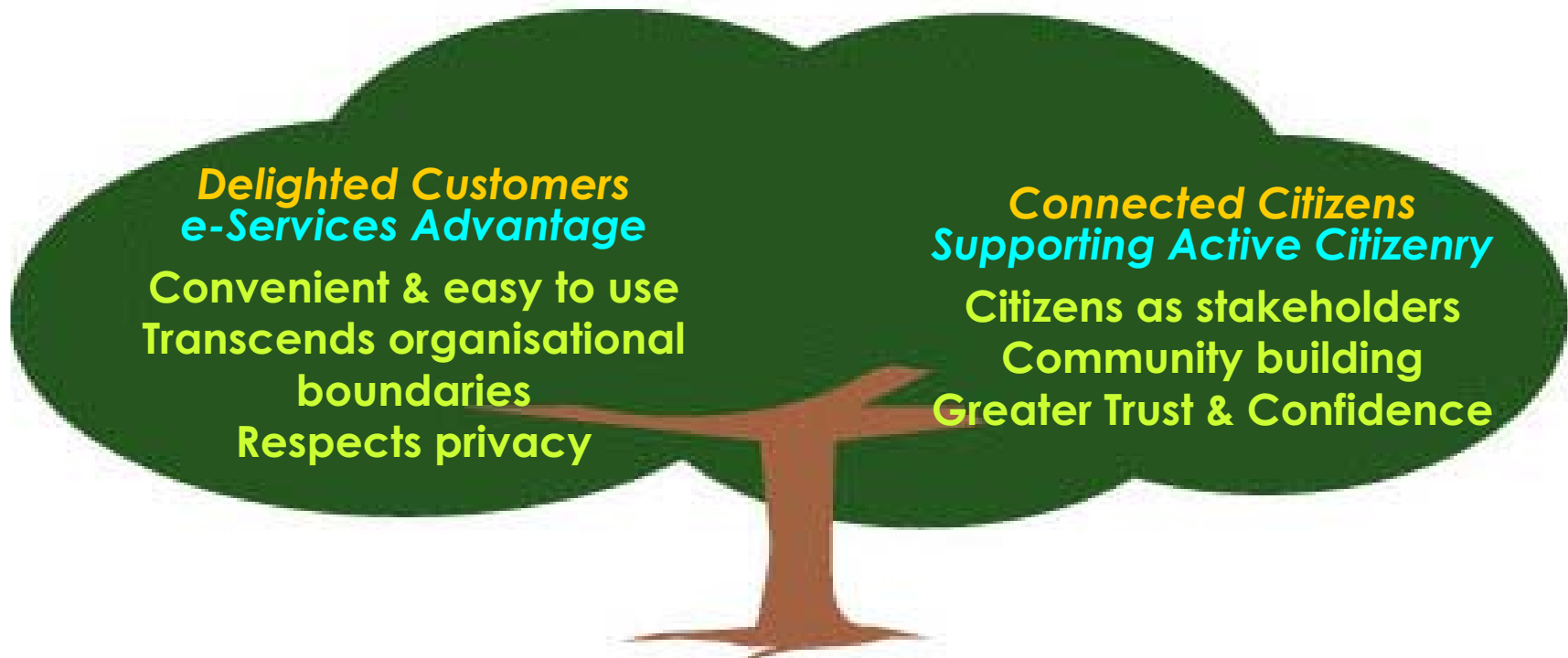
## 6 Programmes in the e-Government Strategic Framework



# E-Government Action Plan II (2003 – 2006)

## Vision

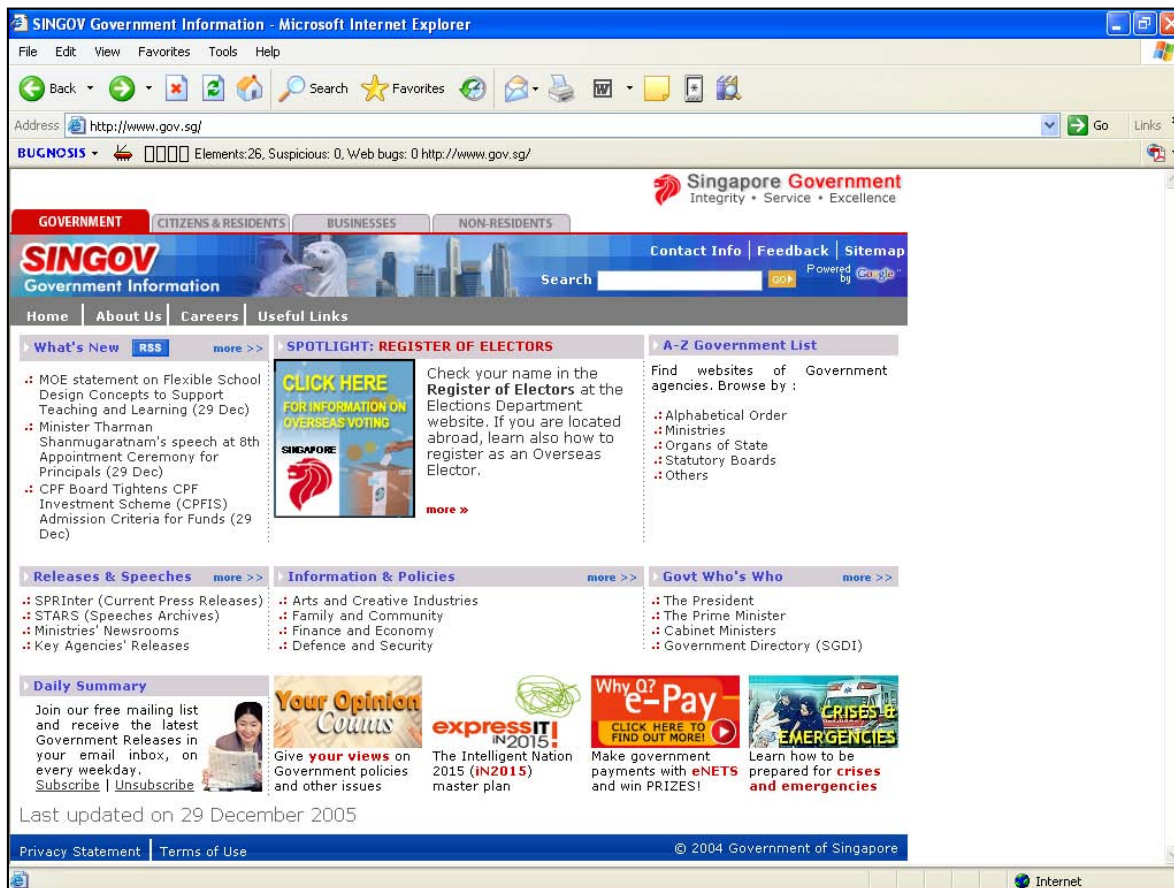
To be a leading e-Government to better serve the nation in the digital economy.



**Networked Government**  
**Underlying Foundation**  
“Many Agencies, One Govt”  
Agile, Effective & Efficient  
Secure & Responsive

# Case Study – Government-to-Citizen (e-Services Delivery)

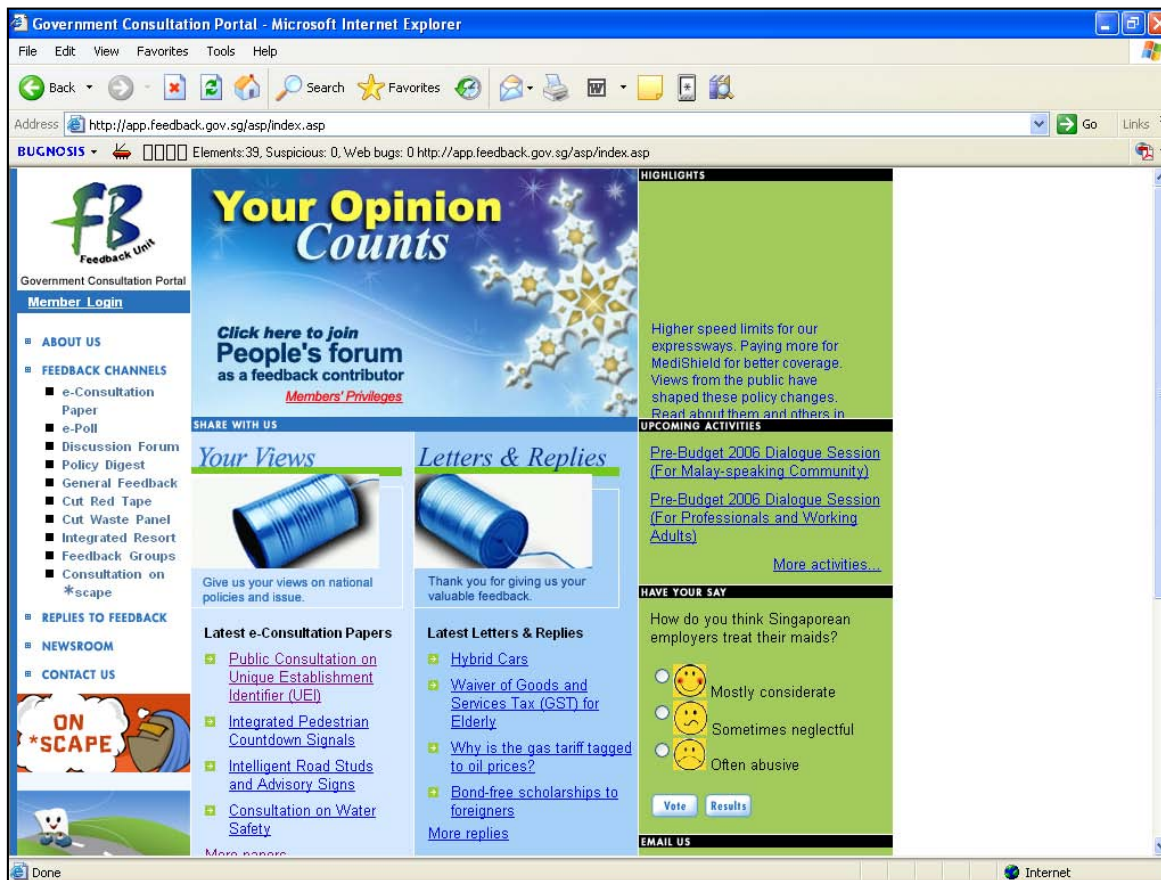
## Singapore Government Online Portal



- More than 97% feasible e-services already online
- Single identification & password (SingPass)
- 88% of those who transacted with Gov did so at least once electronically, 81% satisfaction rate

# Case Study – Government-to-Citizen (e-Governance)

## e-Consultation Portal



- More than 6,000 registered members
- More than 25 agencies published policy papers for public consultation
- More than 100 public policy papers have been published for consultation
- More than 500 public policies explained electronically

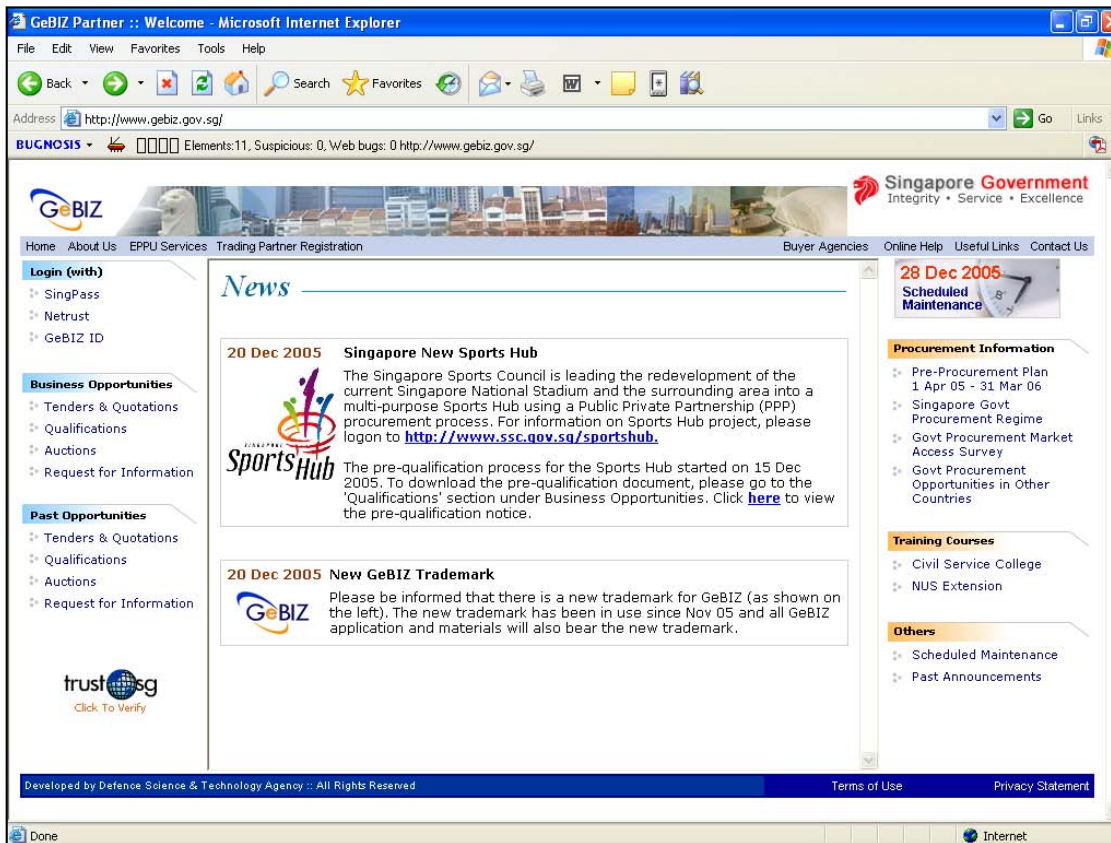
# Benefits to Citizens

Government Service	Over The Counter	Online
Applying for a passport	Processing time: 7 days No. of counter visits: 2	Cost: Savings of S\$10 (US\$6) Processing time: 3 days No. of counter visits: 1
Getting married	No. of counter visits: 2	No. of counter visits: 1
Renew Road Tax	No. of counter visits: 1	No. of counter visits: 0
Printing CPF Statements Of Account	Service Level: - 10 minutes during off-peak period - 30 minutes during peak period No. of Counter Visits - 1	Service Level - immediate No. of Counter Visits - 0
Submitting an Application to buy a flat under the Build-To-Order or Balloting Exercises.	No. of Counter Visit = 1 Administrative Fee = \$20 (US\$12)	No. of Counter Visit = 0 Administrative Fee = \$10 (US\$6)
Submitting a resale application	No. of Counter Visit = 1 Cost 1-2 room = \$50 (US\$30) each for seller and buyer >= 3 room = \$80 (US\$48) each for seller and buyer Processing Time = 3 days	No. of Counter Visit = 0 Cost 1-2 room = \$30 (US\$18) each for seller and buyer >= 3 room = \$60 (US\$36) each for seller and buyer Processing Time = 2 days



# Case Study – Government-To-Business (e-Procurement)

## e-Procurement Portal



- Over 8,000 Trading partners
- Over S\$1.1b (US\$0.66b) transaction value (FY04)
- Reduces paper work
- Improves efficiency for government agencies and suppliers

# Case Study – Government-To-Business (Business-related e-Services)

## Online Business Licensing System

The screenshot displays the BUSINESS.gov.sg website interface for the LICENCES section. The header includes the site name and navigation links for login, faqs, online tutorial, and feedback. Below the header, there are tabs for 'Apply New', 'Update', 'Renew', and 'Terminate', along with buttons for 'Retrieve Draft', 'Check Status', and 'Make Payment'. The main content area features a 'Quick Start to New Application' section with a search bar containing the word 'restaurant' and a dropdown menu for 'Industries / Business Activities'. A 'Search' button is also present. Below the search bar, there are tabs for 'Industries / Business Activities' and 'Government Agencies'. The 'Industries / Business Activities' tab is selected, showing a list of categories: 'Entertainment, Recreation and Sports', 'Events and Exhibition Services', and 'Food and Beverage Outlet'. On the right side of the page, there is a 'Licence Application Guide' section with a 'My Licence Cart (New Application)' button, a 'Payment modes' section listing Visa, MasterCard, Direct Debit, Internet Bank, and FlexiPay, and a 'Get your SingPass' section with a 'More On SingPass' button. A 'Notice' section at the bottom right mentions 'Online Credit/Debit Card Payment Module Maintenance'.

### Convenience

- One-stop licence application
- Single integrated form for multiple licences, to multiple agencies
- Immediate, automated status update via sms/email

### Streamline processes

- Up to 90% reduction in processing time
- Up to 50% reduction in data entry
- 10% reduction in number of licences

# Benefits to Businesses

Business Needs	Previously / Manually	With e-Services
Incorporating a new company	S\$1200 to S\$35000 (US\$720 – US\$21,000) (depending on company size) Time required : 5 days	S\$300 (US\$180) (flat fee) Time required: 15 minutes
Submitting building plans	Manual dispatching of documents to 12 agencies	Savings of S\$450 (US\$270) by submitting online
Obtaining an entertainment license	Time required: 2 months	Time required: 2 weeks
Trade Clearance	At least 3 working days to clear  3 – 30 docs	<ul style="list-style-type: none"> <li>• &lt; 1 min</li> <li>• 25% Productivity Increase</li> <li>• 50% Cost reduction</li> <li>• 1 doc</li> </ul>

# Equipping Users with Capabilities to use e-Government Services



## ➤ Schools

- Equipping students with IT skills

## ➤ Community

- National IT Literacy Programme - Learn to use computers
- e-Citizen Helpers - Provide assistance and guidance

## ➤ Business

- Engaging companies to do it on behalf of citizens, e.g. Passport application

# International Recognition

## Global e-Government Ranking

# 1 in e-Government, Global IT Report by World Economic Forum, 2005

#2 in e-Participation Index, UN Global e-Gov Readiness Report 2005

#2 in e-Gov Readiness in Asia, UN Global e-Gov Readiness Report 2005

#2 Brown University Global e-Gov Study 2005

# 3 in e-Government, Accenture global study 2005

## Other International e-Government Awards

UN Public Service Award for OBLS (2005)

Stockholm Challenge Award (2002, 2004)

E-Gov Explorer Award (June 2002)

Intelligent 20 Awards (Jan 2002)

CIO 100 award for Public Service Infrastructure (Jan 2002)



4/

## **Critical Success Factors**

# Critical Success Factors

- Clear long-term vision and goals
- High-level government commitment and funding
- Dedicated organisation (NCB/IDA) to drive strategic planning and execution
- Whole-of-government approach with user-centric focus
- Partnership with public, private and people sectors, each with a clearly defined role

# Critical Success Factors

- Our companies have earned strong track records by delivering many e-Government solutions
- They have also implemented e-Government solutions across many countries, e.g. Brunei, Thailand, Sri Lanka, Hong Kong, China, Saudi Arabia, Mexico, etc





**Thank you**  
**[www.ida.gov.sg](http://www.ida.gov.sg)**