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SINGAPORE: Access to all govt services via SMS

Along with being able to interact with government departments via text messaging, free Internet kiosks will be available for all to use

[Straits Times](#)

Wednesday, May 31, 2006

By Chua Hian Hou

By the year end, Singaporeans can access all government e-services -- from paying parking fines to checking CPF accounts -- by simply sending SMS messages from their cellphones. The SMS or short message service will allow access to existing as well as 15 new e-services currently in development.

The initiative is part of the Government's five-year, \$2 billion plan to streamline various departments, processes and operations.

Another part of the plan is to make it easier for businesses to interact with government departments.

Firms will be issued with a single "Unique Establishment Identifier," similar to an NRIC number for individuals. They can use the number as a reference when dealing with various government agencies.

Unveiling the iGov2010 Masterplan yesterday, Transport Minister and Second Minister for Foreign Affairs Raymond Lim said the Government wanted to do more than just offer combined e-services from various agencies via a single Internet webpage, which was the focus of its previous two masterplans for the civil service.

The Government is also developing 15 new e-services customised for specific communities like youth, parents and senior citizens. These would be similar to the 15 e-services the Government had earlier developed for groups like motorists, married couples and NSmen.

"Under iGov2010, we will leverage on infocomm technologies to continue to engage citizens effectively as an integral part of the public policy formulation process," said Mr Lim.

To ensure that people without access or who lack the know-how to use the services are not left behind, it will open within the next year 25 CitizenConnect centres -- free, manned Internet kiosks to teach users how they can interact with the Government online. The first centres were introduced last October, and there are currently five around the island.

The "ultimate goal," said Mr Lim, "is to delight our customers and connect with our citizens."

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