



MEDIA RELEASE

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CITIZENCONNECT OFFERS EASY AND CONVENIENT ACCESS TO GOVERNMENT SERVICES

Government Services Brought Closer to the Community Through CitizenConnect

The Ministry of Finance (MOF), People's Association (PA) and its grassroots organisations today launched a pilot community project called 'CitizenConnect' at The Serangoon and Pasir Ris East Community Club (CC). This project aims to provide an easy and convenient means for the public to transact with the Government through the Internet.

The CitizenConnect offers two conveniences. First, free access to internet is provided. Second, there will be staff present to help citizens and residents access the eCitizen portal and perform online transactions with government agencies. Amongst the 1600 Government services available online, they can pay government bills, request for CPF statements, renew and apply for HDB or URA season parking tickets, pay for library fines, apply for business licences or even find out more government policies, such as the baby bonus, at CitizenConnect.

CitizenConnect will start with a one-year pilot programme at five Community Clubs. The first two centres are at The Serangoon and Pasir Ris East CC. Three other centres will be launched by the end of this year. If users find this service useful, the government will consider extending it to other community clubs.

Community Perspective

"Beyond attending courses and participating in social activities at the CC, residents can now use the CitizenConnect service here to access government information and services. We are pleased to work with the Ministry of Finance to bring this service to our residents. The presence of the CitizenConnect helper will be a great help to our residents as some of them are not IT savvy. They can now

transact electronically with the government at our CC“, said Mr. Brian Lincoln, The Serangoon Community Club Management Committee (CCMC) Chairman.

Mr Neo Kim Her, PBM, Pasir Ris East CCMC Chairman, said, “Through the CitizenConnect initiative, we hope that our CC can become a one-stop government online service point for residents. CitizenConnect is a convenient and fast way to connect with the government. It is a free service with dedicated PA staff to guide residents who do not know how to communicate with the government electronically.”

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Visit the online [Challenge magazine](#) to read on more about CitizenConnect.

ANNEX A - CitizenConnect translation in 4 languages

English

CitizenConnect

Mandarin

民联站

Malay

Talian Rakyat

Tamil

குடிமக்கள் இணைப்பு