

Singapore

Singpass simplifies government services



Singapore Parliament is the official seat of the Singapore government

Challenge

State agencies around the world typically operate in silos. This means that citizens have to make separate registrations for each service they require. Too often, the renewal of a passport or a benefit claim involves waiting in phone queues, dealing with helpdesks that lack the required information and websites that are challenging to navigate.

Singapore's government wanted to provide citizens with a unique digital identity that gave them instant, easy access to all its public services and published data via a single portal. At the same time, the government aimed to use this transformation project to embed a service culture across all public sector agencies.

In 2000, Singapore's leaders took the decision to go straight to the most modern approaches and technologies to deliver government services efficiently

Solution

Launched in 2018, the [Singpass](#) mobile app is a secure, personalised digital platform that builds on earlier versions to enable individuals to transact directly with government agencies.

Singpass offers access to everything from pension, health and welfare claims forms to more specialised services, such as complaints against estate agents and civil aviation licences for flight crews. Users can also consult a vast range of government data, such as the latest COVID-19 information or changes to taxation rules.

In addition, Singpass provides links to the products and services of a growing list of more than 150 private-sector companies, mostly focused on personal and consumer finance. If they wish, citizens can use Singpass to open a bank account, rent a car or apply for a mortgage. They can also take advantage of personal management software (MyInfo) installed with their unique identity to organise their transactions and enquiries.

Result

With more than [4.5 million holders](#), Singpass now covers almost all the country's citizens and permanent residents over the age of 15. They use Singpass to conduct around 350 million personal and corporate transactions every year.

Singpass's popularity testifies to its success in meeting citizens' needs on two levels. First, they have the freedom to pursue enquiries across departments and ministries, roaming between different agencies and data sources with their unique Singpass digital identity. This user control erodes the tendency of public-sector organisations to function in silos. Second, users trust Singpass – and by extension, Singapore's government – to manage and protect their data securely. Security features include face verification, optional extra firewalls and regular updates on phishing scams and other cyber threats.

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