

Ecquaria E-Government Platform - Citizen Centre

The Citizen Centre is a government's one-stop online service counter offering modern convenience and service quality to the public in general and citizens in particular.

The Citizen Centre:

- Comprises a set of modules and features on the public-facing frontend of the Ecquaria E-Government Platform
- Serves as a central place for citizens and public users to find updated information from the government
- Provides each registered citizen a personal collection of messages, documents and follow-up activities from the citizen's interactions with the government



What the Citizen Centre Provides



E-Government Portal

A single window to government information and online e-services.

The citizen or public user may browse directories for agency contacts or to engage in e-services such as license application, business registration, etc.

Benefits:

- Government now has a greater avenue of communication to citizens
- Citizens enjoy convenience as they consult this one-stop portal to obtain updated official information
- Citizens easily find government e-services such as licenses on a central e-service directory
- Citizens easily find government agencies and contact details on a central agency directory



E-Services

Online services that the government offers citizens and public users. E-services deployed on the E-Government Platform are displayed on the Citizen Centre.

Benefits:

- Public users easily access government e-services on the web via many modes including desktops, mobile browsers and kiosks
- Government may promote greater transparency by placing e-service information online e.g. required fees amounts, processing time, procedures, etc
- Citizens may cultivate greater awareness and accountability on important services such as licensing, retirement fund, healthcare, etc
- Both citizens and government enjoy time and cost savings as traditional paper processes are digitized.



E-Service Tracker

A convenient place for citizens to keep track of all e-service transactions (e.g. licensing applications) they have with the government.

With the E-Service Tracker, citizens no longer suffer the hassle of centralized dealings with different agencies. A citizen may access historical records and statuses of all the citizen's engagements with any agency.

Benefits:

- Citizens conveniently track statuses of all their e-service submissions from any agency
- Citizens may follow up with post-e-service submission activities via the E-Service Tracker
- Citizens enjoy worry-free e-services as records are securely kept and persisted in the E-Service Tracker



Message Hub

A convenient place for citizens to refer to all messages from the government.

Regardless of the agency the message is from, or whether it is a SMS text or e-mail message, all are archived in the Message Hub for the citizen's reference.

Benefits:

- Citizens are conveniently notified of follow-up actions required by an e-service
- Citizens easily log in to the Message Hub to obtain message records from any agency
- Citizens need not worry about missed messages due to loss of phone or transferred phone ownership, as message copies are kept in the Message Hub

Document Vault

A convenient place for citizens to obtain official documents from the government.

With the Document Vault, the government leaps into modern public service delivery by issuing secure softcopies of official documents e.g. notices, licenses, certifications, etc. Citizens may log in to the Document Vault to view and download the official documents.

Benefits:

- Citizens conveniently obtain official documents online via a secure channel
- Citizens need not worry about lost documents, licenses, and certificates
- Government and citizens enjoy time and cost savings by digitizing issuance and distribution of official documents



For more information, please visit www.ecquaria.com

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