



Public Service re-opens more facilities in Phase Two

The Public Service will progressively re-open more public facilities and resume more of its physical services from 19 Jun 2020.

Our primary consideration is to safeguard the health and wellbeing of the public and staff.

In tandem with more activities resuming in Phase 2, we will re-open more public facilities, such as facilities in parks and public housing estates and sports facilities.

Programmes and activities which require physical presence will resume in small groups with reduced density, intensity and duration. For example, Community Centres/Clubs will re-open and progressively resume courses and activities in a limited way, with activity groups kept small and safe distancing measures in place. The Judiciary may restrict the numbers of people present during open court hearings so as to comply with safe distancing measures.

However, to minimise the risks of outbreaks of infection, other facilities that may involve large numbers of people interacting with one another in enclosed spaces, or for prolonged period of time, will not re-open for the time being. They may re-open later, and in a limited way.

The Public Service will continue to recommend that citizens access public services and transactions through digital means as much as possible, although various service centres have been attending to citizens via appointments. The public officers who can work from home will continue to do so. Appropriate safe distancing and SafeEntry measures will be implemented at all public service workplaces and service centres, to facilitate swift contact tracing in the event of infections being detected.

For more information on access to public services and relevant appointments, the public can check the relevant agencies' websites. The list of activities and facilitates that will re-open is in Annex A.

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List of Government Service Centres' Operations

Note: Members of public are encouraged to continue to access government services digitally. Please refer to the relevant agencies' website for updates on access to services and making relevant appointments.

A) Service Centres that were open during Phase One "Safe Re-opening" and remain open in Phase Two "Safe Transition"

S/n	Agency	Remarks
1	Agency for Integrated Care (AIC)	7 AIC Links at hospital institutions <ul style="list-style-type: none"> • Changi General Hospital (CGH) • Khoo Teck Puat Hospital (KTPH) • National University Hospital (NUH) • Ng Teng Fong General Hospital (NTFGH) • Sengkang Community Hospital (SKH) • Singapore General Hospital (SGH) • Tan Tock Seng Hospital (TTSH)
2	Civil Aviation Authority of Singapore (CAAS)	My Personnel Licensing (PEL) Hub
3	Health Science Authority (HSA)	Bloodbanks <ul style="list-style-type: none"> • Bloodbank@HSA (Outram) • Dhoby Ghaut MRT Station • Woodlands Civic Centre • Westgate Tower
4	Judiciary - Supreme Court, State Courts and Family Justice Courts	All hearings have resumed. Where possible and appropriate, hearings will continue to be conducted using remote communications technology.
5	Majlis Ugama Islam Singapura (MUIS)	MUIS Counter Services at Singapore Islamic Hub
6	Ministry of Culture, Community and Youth (MCCY)	Syariah Court – All hearings have resumed.
7	Ministry of Defence (MINDEF)	Central Manpower Base (CMPB) for pre-enlistment processing
8	Ministry of Law (MinLaw)	Ministry of Law Services Centre
9	Ministry of Manpower (MOM)	MOM Services Centre <ul style="list-style-type: none"> • Service Hall 'A' • Service Hall 'B'
10	Ministry of Social and Family Development (MSF)	All 24 Social Service Offices

11	National Environment Agency (NEA)	<ul style="list-style-type: none"> • Mandai Crematorium & Columbarium Booking Office • Mandai Crematorium Ash Collection Centre • Choa Chu Kang Cemetery Booking Office • Choa Chu Kang Columbarium Booking Office
12	People's Association (PA)	<p>All Community Centres/Clubs (CCs)</p> <ul style="list-style-type: none"> • Community Centres/Clubs will re-open and progressively resume courses and activities in a limited way
13	Prime Minister's Office - Elections Department (ELD)	ELD HQ
14	Singapore Civil Defence Force (SCDF)	SCDF Customer Service Centre
15	Singapore Customs	<ul style="list-style-type: none"> • Customs Tax Payment Office, Changi Airport Terminal 1 • Goods and Services Tax (GST) Refund Counter, Changi Airport Terminal 1 • Customs Tax Payment Office, Changi Airport Terminal 3 • Goods and Services Tax (GST) Refund Counter, Changi Airport Terminal 3 • Customs Tax Payment Office, Tanah Merah Ferry Terminal • Customs Tax Payment Office, Woodlands Checkpoint • Customs Tax Payment Office, Tuas Checkpoint
16	Singapore Police Force (SPF)	<ul style="list-style-type: none"> • Neighbourhood Police Centres • Neighbourhood Police Posts • Other Service Centres - Traffic Police, Certificate of Clearance Office, Found and Unclaimed Property Office
17	Workforce Singapore (WSG)	<p>All Careers Connect Centres</p> <ul style="list-style-type: none"> • Careers Connect @ Lifelong Learning Institute (Paya Lebar) • Careers Connect @ Our Tampines Hub • Careers Connect @ Woodlands Civic Centre

B) Service Centres that will operate by appointments only in Phase Two “Safe Transition”

S/n	Agency	Remarks
1	Accounting and Corporate Regulatory Authority (ACRA)	ACRA Service Counters in the Taxpayer and Business Service Centre at Revenue House
2	Attorney-General’s Chambers (AGC)	AGC Service Counters at Upper Pickering Street
3	Building and Construction Authority (BCA)	BCA Service Centre
4	Board of Architects (BOA)	BOA Service Counter at MND complex
5	Central Provident Fund Board (CPF Board)	5 CPF Service Centres
6	Civil Aviation Authority of Singapore (CAAS)	CAAS Examination Centre
7	Health Promotion Board (HPB)	Selected services at <ul style="list-style-type: none"> • Student Health Centre at HPB Building • School Dental Clinic at HPB Building • Selected Dental Clinics in schools
8	Housing & Development Board (HDB)	Service counters at HDB Hub and HDB Branches
9	Immigration & Checkpoints Authority (ICA)	ICA Services Centre
10	Inland Revenue Authority of Singapore (IRAS)	Taxpayer and Business Service Centre at Revenue House
11	Institute of Technical Education (ITE)	All Customer & Visitor Centres
12	Intellectual Property Office of Singapore (IPOS)	IPOS Service Centre
13	Land Transport Authority (LTA)	LTA Customer Service Centre at Sin Ming Drive <ul style="list-style-type: none"> • E-lobbies at the Centre will be opened for public to access digital vehicle services. Motorists can also access these services via www.onemotoring.com.sg.
14	Ministry of Culture, Community and Youth (MCCY)	Registry of Muslim Marriages
15	Ministry of Defence (MINDEF)	<ul style="list-style-type: none"> • Kranji and Maju Fitness Conditioning Centres (FCC) for pre-enlistee Individual Physical Proficiency Test (IPPT); pre-enlistees will be notified of their appointments • Recruitment Centres

16	Ministry of Education (MOE)	MOE Customer Service Centre
17	Ministry of Foreign Affairs (MFA)	Consular Services Counter at MFA HQ
18	Ministry of Manpower (MOM)	<ul style="list-style-type: none"> • MOM Services Centre <ul style="list-style-type: none"> ○ Service Hall 'C' • Employment Pass Services Centre (EPSC)
19	Ministry of Social and Family Development (MSF)	Registry of Marriages
20	Nanyang Polytechnic (NYP)	Student Information & Service Centre
21	National Environment Agency (NEA)	<ul style="list-style-type: none"> • One-stop Information and Service Centre for Hawkers at HDB Hub • Choa Chu Kang Exhumation Office
22	Ngee Ann Polytechnic (NP)	Student Services and Visitors Centre (SSVC)
23	Professional Engineers Board (PEB)	PEB Service Counter
24	Registry of Societies (ROS)	ROS Service Counters
25	Republic Polytechnic (RP)	RP One Stop Centre
26	Singapore Customs	Customs Operations Command Service Centre
27	Singapore Land Authority (SLA)	SLA counters for land titles transactions in the Taxpayer and Business Service Centre at Revenue House
28	Singapore Police Force (SPF)	Police Licensing & Regulatory Department
29	Singapore Polytechnic (SP)	SP One Stop Centre
30	Strata Titles Boards (STB)	STB office at The URA Centre
31	Temasek Polytechnic (TP)	Student Services Centre
32	Urban Redevelopment Authority (URA)	The URA Centre

C) Public sector parks, open fields, sports and cultural facilities that were closed in Phase One “Safe Re-opening” and will open in Phase Two “Safe Transition”

S/n	Agency	Remarks
1	National Arts Council (NAC) *	Exhibition/gallery spaces, museums and heritage institutions to open progressively
2	National Heritage Board (NHB) *	
3	National Library Board (NLB)*	All public libraries, National Library Building, and National Archives of Singapore will open later
4	National Parks Board (NParks)	Gardens, parks and nature reserves - playgrounds, skate parks, hardcourts, fishing areas,

		dog runs, beaches, lawns and fields, shelters, car parks, as well as food & beverage, retail, recreation and convenience outlets. Function spaces (for wedding solemnisation only).
5	Singapore Land Authority (SLA)	Vacant Open Fields (State Lands)
6	Sport Singapore (SportSG)	Majority of SportSG facilities will be opened. More details will be available on SportSG website (www.sportsingapore.gov.sg).
7	Sentosa Development Corporation (SDC)	All beaches and nature walks
8	Town Councils	Common property in public housing estates – playgrounds, fitness corners, hard courts and seating facilities only

**Closed at the start of Phase 2, will progressively open later.*

D) Public sector tourism centres, social and arts facilities that will remain closed in Phase Two “Safe Transition”

S/n	Agency	Remarks
1	Corrupt Practices Investigation Bureau (CPIB)	<ul style="list-style-type: none"> Corruption Reporting & Heritage Centre (CRHC)
2	Housing & Development Board (HDB)	<ul style="list-style-type: none"> LivingSpace Gallery at HDB Hub My Nice Home Gallery at HDB Hub Punggol Discovery Cube
3	ISEAS- Yusof Ishak Institute (ISEAS)	ISEAS Library
4	National Arts Council (NAC)	All indoor and outdoor performance venues (e.g. theatres, concert halls, blackboxes) will remain closed, except for workplace activities and training / workshops subject to safe management measures.
5	National Parks Board (NParks)	Barbecue pits, camping sites, galleries and attractions at parks and gardens
6	PUB, Singapore’s National Water Agency (PUB)	<ul style="list-style-type: none"> Marina Barrage Visitor Centre (MBVC) NEWater Visitor Centre (NVC)
7	Science Centre Singapore (SCS)	Science Centre
8	Sentosa Development Corporation (SDC)	All ticketing counters in Sentosa
9	Singapore Civil Defence Force (SCDF)	Civil Defence Heritage Gallery

10	Singapore Police Force (SPF)	Police Heritage Centre
11	Singapore Tourism Board (STB)	Singapore Visitor Centre
12	Urban Redevelopment Authority (URA)	Singapore City Gallery