

### Agency

Singapore Land Authority



**How does the agency keep abreast of critical industry trends/innovations and facilitated new business ideas for the sector's transformation and growth? Please share the best practice with examples/case studies.**

#### **Strong advocator of Digitalisation and Adoption of Technology**

SLA supports digitalisation and the use of technology to streamline processes for continual transformation and growth. In the adoption of technology, SLA also ensures internally that officers are aligned in both their mindset and skillset through pre-launch briefings and relevant trainings. In line with our Service Charter and Innovation framework, SLA actively promotes a service and innovative culture among the officers, embracing digitalisation and how it value adds to their work and enhance the customer journey.

#### **Virtual Counter and Digitalised Appointment System**

For example, SLA has implemented phase 1 of the virtual counter and digitalised appointment system. Law representatives can now submit hardcopy documents in a safe manner via video conferencing devices for officers' verification, facilitating business continuity even amidst Covid-19 restrictions.

#### **Re-designing the Electronic Lodgement System (ELS)**

SLA has set out to redesign the current system architecture of the Electronic Lodgement System (ELS), to improve the productivity in preparation and lodgement of instruments. For example, we will allow instruments to be securely and digitally signed anytime, anywhere using mobile devices. We will also work with HDB and CPF Board to integrate their systems with ELS seamlessly, to enable digital end-to-end processes.

#### **Digital Conveyancing Portal (DCP)**

SLA is working to create a Digital Conveyancing Portal (DCP) to streamline the entire conveyancing process for property transactions over the intermediate term, allowing a digital exchange of data and connectivity to private and public stakeholders. Several "Design Thinking" workshops were conducted with our key stakeholders. As part of process, SLA engages stakeholders such as MinLaw, MND, URA, HDB, JTC, CPF Board, IRAS and CEA to obtain their support. We are in discussion to link the DCP to their portals to provide for a seamless user experience for the citizen/user. SLA is also in regular dialogues with banks on the digital settlement of fund transfers, and with real estate developers and professional bodies for their support and feedback.



**How does the agency, encourage new business ideas and innovations as well as taking the effort to understand stakeholders' needs and challenges to fine-tune implementation processes in support of them? Please share the best practice with examples/case studies.**

SLA adopts a 'partnership that journeys together' approach in our engagement with our stakeholders. This ensures that everyone is aligned towards a common objective and helps built a sustainable long-term business relationship.

### **Continuous Engagement with our Partners**

SLA regularly and systematically engages our partners to understand their needs at the individual/industry level. For example, SLA engages industry partners who are users of the Singapore Satellite Positioning Reference Network (SiReNT) to understand their precise satellite positioning needs to provide advice and consultancy. SLA engages the industry via annual conferences, conventions and workshops it supports/organise to allow knowledge and ideas cross sharing between subject matter experts and the industry. SLA also engages students/academia on the use of precise satellite positioning technology and services through innovation challenge events.

### **Close Collaboration with Partners in the Business Journey**

SLA held regular dialogue/tea sessions with partners to keep abreast of industry changes and gather feedback from stakeholders on new/existing systems e.g. SiReNT, ELS, for fine-tuning and/or addressing any concerns. Thereafter, to ensure successful implementation of new initiatives/projects, we take effort to train all our stakeholders' staff to ensure that they are familiar with the new processes. For example, we briefed staff from law firms, banks, HDB and CPF Board after the launch of Paperless Titles Scheme. SLA also collaborated with CPF Board to help retirees who chose not to engage lawyers to act for them in the preparation of legal documents for the Minimum Sum Scheme. In doing so, SLA also ensured that retirees understand the requirements and expedited the legal documents registration.

Another example; in-principle approval for lease renewal could now be considered based on Planning Advice (Outline Permission was required in the past which could be an impediment in cases where URA is unable to grant it) to facilitate owners' feasibility studies on their redevelopment plans.

### **Provision of 'Heartware' for our Partners**

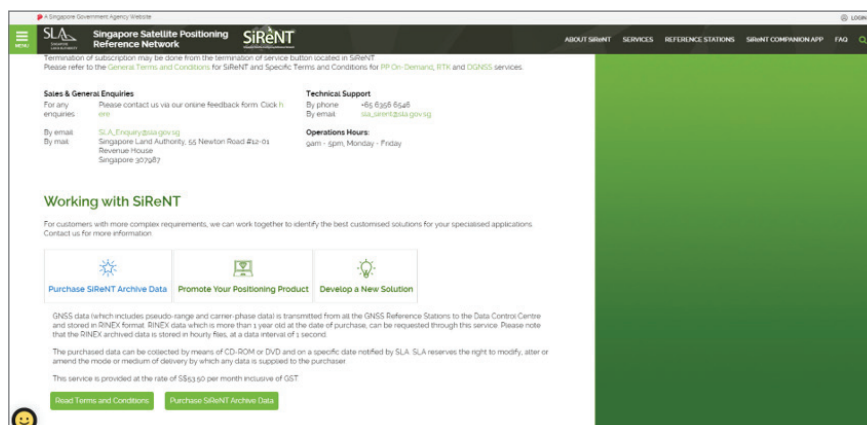
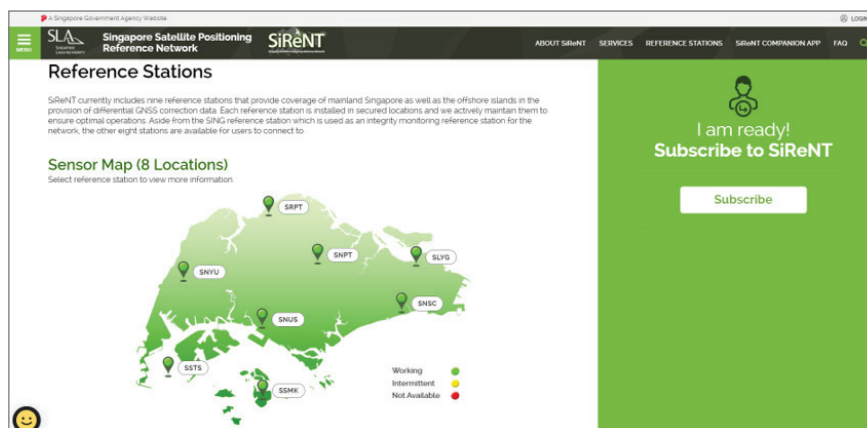
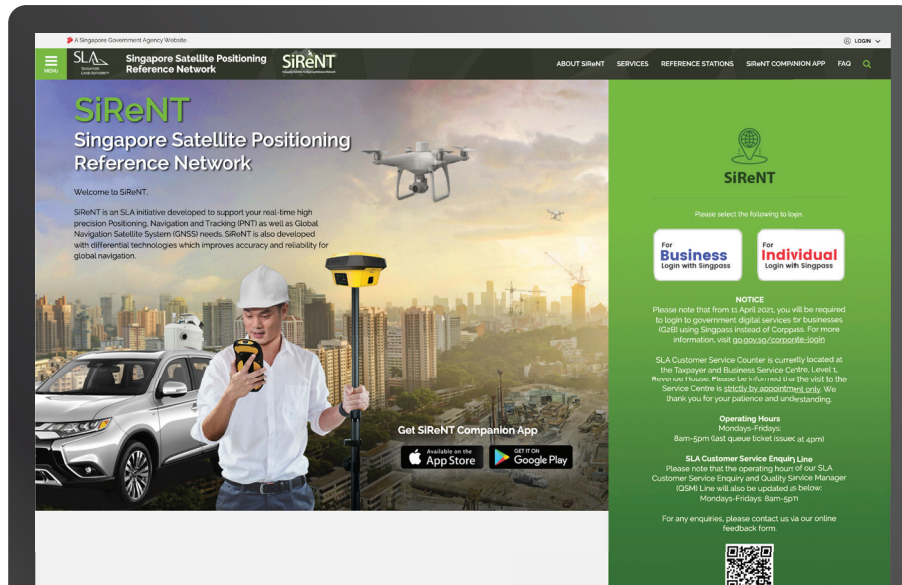
Operationally, when SLA transited from providing physical to email endorsements for State Land to facilitate customer's application to URA for planning submissions, partners are able to stay connected/reach out to SLA as the office phone lines were forwarded to personal handphones. Similarly, when online applications forms were implemented, our partners can reach SLA easily to provide instant feedback on their concerns and officers can see how best they can address their needs.

# PEP-SBF Awards 2021

## Pro-Enterprise Survey Recognition Award



<https://app.sla.gov.sg/sirent/>

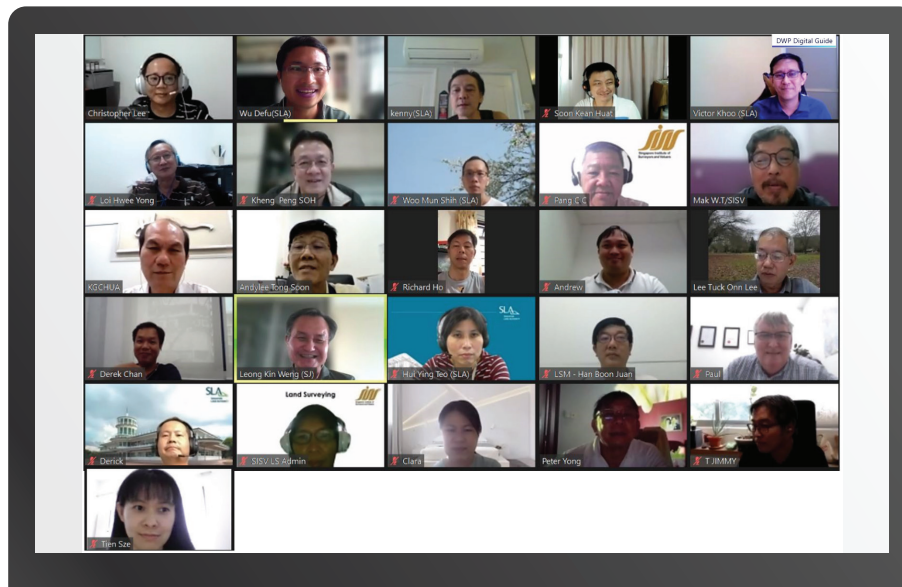


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## Pro-Enterprise Survey Recognition Award



<https://app1.sla.gov.sg/starsELS/jsp/common/index.jsp>



Regular Dialogue with Singapore Institute of Surveyors and Valuers (SISV)



Design Thinking Workshops with our Partners

# PEP-SBF Awards 2021

## Pro-Enterprise Survey Recognition Award



<https://uat-app.sla.gov.sg/stars/landing-page>

