

Best Public Suggestion Award Winners

A) Mr Ranjan Vaswani General Manager, Sierra Solutions Pte Ltd

Mr Ranjan Vaswani, 37, is the founder of Sierra Solutions based in Singapore. Sierra Solutions provides SAP professional services and support to companies in Singapore and the region. Mr Vaswani, a Singaporean, is married with two children.



Brief description of winning suggestion

Previously, companies applying for an Employment Pass, S Pass, Training Employment Pass or Letter of Consent for the first time had to submit a manual application with a copy of their Business Profile from the Accounting & Corporate Regulatory Authority (ACRA), before they could apply for an Employment Pass Online (EPOL) account with MOM.

The customer suggested providing an online authorisation for employers to allow MOM to verify the Business Profile from ACRA directly.

Thanks to the suggestion, customers can now apply for an EPOL account electronically. Moreover, MOM removed the requirement for companies and employers to submit their business profiles for EPOL account application since October 2008. This information is now obtained by MOM from ACRA's databases, greatly simplifying the process for future MOM customers while saving processing time and costs.

B) Mr George Danelia Managing Director, RIGAS Dynasty LLC

Mr George Danelia, 28, has been a permanent resident in Singapore for two years. He set up his own capital management business, RIGAS Dynasty LLC, in late 2008, to provide financial education and portfolio management to individuals and families.



Brief description of winning suggestion

The EntrePass application process requires successful applicants with In-Principle Approvals to register their business with ACRA. Upon receipt of the company's information from ACRA, the applicant needs to send or fax the supporting documents to MOM before the EntrePass application can be completed.

ACRA requires foreign applicants to have a SingPass to register a new business. Foreigners who do not have a SingPass have to approach a service bureau for assistance to register their business online.

Mr Danelia, who was unable to register his business registration online and had to do so via a service bureau, suggested issuing the SingPass to EntrePass applicants. The process will be streamlined, with no extra costs incurred to engage a service bureau for business registration. MOM is currently working with the relevant agencies to implement the suggestion.

Profiles of MOM Staff featured in this release

A) Mr Roszaimi Abas

Mr Roszaimi Abas has been with CRD's (Customer Responsiveness Department) Customer Operations section for the last two years and has served within the Ministry's Integrated Advisory Counters, handling enquiries, claims and complaints under the various employment legislation administered by MOM. He has always been a highly productive counter service officer, consistently serving more than 1,000 customers per month.



Roszaimi is a keen learner, and constantly seeks to upgrade and improve his knowledge of the various functions and legislative instruments administered by MOM, making him one of the most adept and expert officers we have offering consultations on the Employment Act, the Work Injury Compensation and the Employment of Foreign Manpower Acts.

Perhaps the most impressive of his qualities is his obvious flair for handling customers from diverse backgrounds and profiles. In customer handling, Roszaimi does not shy away from difficult customers. In the course of his work, his team does encounter difficult or distressed customers. Roszaimi proactively takes these cases over, diffusing tense situations with his calm and empathetic demeanour. He gets more than 100 compliments from customers per month with ease, with most alluding to his sincerity and care, as well as his knowledge and competence.

B) Mr Vincent Teo

Mr Vincent Teo joined MOM as a Customer Responsiveness (CR) officer when the CR unit was created within the Occupational Safety & Health Division. His portfolio requires him to handle escalated queries from the Call Centre and also from QSM channels. Currently, he has been rotated to handle WICD calls/emails and is adept in handling difficult customers and situations.



Vincent proved himself a fast learner who understands the need to empathise with external customers while remaining professional and courteous. He has the ability to convey policies and procedures clearly to customers escalated from the Call Centre. He is always providing prompt and excellence services to customers which can be seen from the many compliments he has received.

Vincent has shown himself to be a dedicated officer and mentor, coaching and guiding new officers who joined the CR unit.

A customer whom Mr Teo helped complimented him, saying, "Vincent Teo is the most helpful guy that I have come into contact with in MOM over the phone and email. I believe he will continue to render quality service to all of his customers

because the attitude of an individual stays with the person who enjoys doing what he does... MOM should give him more opportunities to project a good image for the organisation."