

## **CASES UNDER THE PURVIEW OF OTHER PUBLIC AGENCIES**

The CPIB investigates into corruption, both in the Public Service and in the Private Sector. However, we often receive several kinds of requests that do not fall directly under our purview.

You should contact the government departments or agencies that are directly responsible to handle your request. The following is a list of common functions handled by other public agencies:

### **HDB BRANCH OFFICE**

1. Corroded air-conditioner casing.
2. Illegal parking at HDB car parks.
3. Illegal parking along HDB service road, at loading/unloading parking lots or in front of rubbish collection centres.
4. Nuisance caused by renovation works in HDB flats.
5. Infringement of the lease/tenancy agreement by commercial lessees/tenants operating within HDB premises.
6. Un-neighbourly behaviours.

### **TOWN COUNCIL**

1. Unattended and potentially dangerous items left on the parapet or windowsill.
2. Permits for hosting functions at void decks and community areas.
3. Noise from Town Council managed community areas such as communal halls, pavilions etc.
4. Residents playing games at common areas causing nuisance.
5. Obstruction of common walkway by goods and wares displayed outside shops.
6. Water dripping from wet clothing.
7. Misuse of water and electricity from Public source at common areas
8. Illegal parking, painting or repairing of motorcycles at void decks, footpaths and aprons surrounding HDB blocks.
9. Putting up signs and advertisements at lift lobbies and common areas.
10. Damage to common property.
11. Dumping of objects and debris at common areas.
12. Obstruction of common property.

Note: The above list is a generic one. Please contact your respective Town Councils for details on the types of services which come under their purview.

### **NATIONAL ENVIRONMENT AGENCY (NEA)**

1. Noise pollution from construction sites, roads, road works and religious buildings.
2. Complaints of illegal hawking.
3. Hygiene in food establishments and food centres.
4. Health nuisance caused by air pollution, dust and smoke.
5. Feedback on littering at public places.
6. Feedback on smoking at prohibited areas.

### **AGRI-FOOD AND VETERINARY AUTHORITY OF SINGAPORE (AVA)**

1. Complaints on stray animals.
2. Complaints on unleashed or un-muzzled dogs.
3. Reporting of animal cruelty cases.

### **LAND TRANSPORT AUTHORITY (LTA)**

1. Complaints of faulty traffic-lights.
2. Maintenance of road facilities such as overhead bridges, pedestrian footpaths and bus shelters.
3. Illegal vehicle modifications.
4. Obstruction of Public roads by skip-bins, rubbish bins and other objects.
5. Illegal parking along public roads and footways.

### **SINGAPORE POLICE FORCE (SPF)**

1. Suspected scams
2. Unlicensed moneylending
3. Robbery
4. Theft
5. Outrage of modesty
6. Housebreaking

### **MEDIATION CENTRES**

Mediation is a flexible and informal process to isolate dispute issues, develop options and explore alternatives so as to ultimately reach a consensual settlement.

### **COMMUNITY MEDIATION CENTRE (CMC)**

Community Mediation Centres were set up by the Ministry of Law to resolve social and relational conflicts through mediation. If you have a dispute with your family, friends or neighbours and a crime was not committed, you may consider contacting CMCs directly for assistance.

### **SINGAPORE MEDIATION CENTRE (SMC)**

The Singapore Mediation Centre, which comes under the Singapore Academy of Law, provides conflict management and dispute resolution services. This includes commercial disputes across many sectors such as banking, construction, healthcare, employment, information technology, insurance, partnership and tenancy disagreements. If you have a business dispute, you may consider contacting SMC for assistance.

Source: [Singapore Police Force Resources – Cases Under Public Agencies](#)