



## **PRESS STATEMENT**

### **Launch of Census of Population 2020**

The Singapore Department of Statistics (DOS) will conduct the Census of Population 2020 (C2020) from 4 February 2020, over a period of about six to nine months.

#### **About the Census**

The Census of Population is the largest national survey undertaken in Singapore and is conducted once in 10 years. The last Census of Population was conducted in 2010. Information collected on key characteristics of the population and households are important inputs for policy formulation and review, and for planning of programmes and services for the community.

Basic characteristics of the population such as age, sex and ethnic group are obtained from official administrative records. Additional information such as language literacy, language spoken at home and economic and employment details will be collected in the C2020 survey. Data on individuals with difficulties performing basic activities will also be collected for the first time for the compilation of disability-related statistics.

Some 150,000 households have been selected to participate in C2020. Of these, 33,000 households will be surveyed via the Comprehensive Labour Force Survey (CLFS) conducted by the Ministry of Manpower (MOM) in mid-2020. The CLFS will include C2020 questions so as to reduce overall response burden and minimise duplication of efforts by DOS and MOM.

#### **Participation from Households**

Between February and July 2020, the selected households will receive a notification letter from DOS, together with an information pamphlet on C2020 and a token of appreciation for their participation. The selected households may submit their C2020 returns via Internet, telephone or face-to-face interview.

(a) Internet Submission

Households may submit their C2020 returns via the Internet through the Census Online Submission Form, which is available 24 hours a day, 7 days a week and on-the-go via internet-accessible devices such as mobile devices and laptops. Households may refer to the online User Guide, pose queries to the Virtual Assistant or call the toll-free C2020 Hotline at 1800-236-2020 for further assistance.

(b) Telephone Interview

Alternatively, households may call the toll-free C2020 Hotline at 1800-236-2020 to complete their returns via a telephone interview. An appointment can also be scheduled over the phone for an interview at a later date.

C2020 interviewers may call households who have not submitted their returns by the due date indicated in their letter. They will identify themselves as C2020 officers and quote the unique House ID for each house.

(c) Face-to-Face Interview

C2020 field interviewers will visit the selected households who have not submitted their returns via the Internet or telephone by the submission deadline. These field interviewers will carry official identification cards and letters of authorisation. Some of these interviewers may visit households in the evenings. Households who wish to verify the identity of C2020 interviewers may call the C2020 Hotline at 1800-236-2020.

### **C2020 Hotline and Email Address**

The toll-free C2020 Hotline (1800-236-2020) operates daily (including public holidays), from 9am to 10.30pm. C2020 officers will answer enquiries and provide assistance on the submission of C2020 survey returns.

Enquiries on the survey may also be sent to: [census2020@singstat.gov.sg](mailto:census2020@singstat.gov.sg).

### **Cooperation from Respondents**

The cooperation of households in submitting their completed survey returns is crucial to the successful conduct of C2020. DOS looks forward to the participation of all selected households.

### **Confidentiality of Data Assured**

C2020 is conducted under the Statistics Act (Chapter 317). Participation is compulsory. All information provided will be kept in confidence in accordance with the Statistics Act.

## General Information

For an introduction on C2020 and information on how the conduct of Censuses have improved over the years, read the article on *Census of Population 2020* at [www.singstat.gov.sg/-/media/files/publications/population/ssn219-pg14.pdf](http://www.singstat.gov.sg/-/media/files/publications/population/ssn219-pg14.pdf) (**Annex**).

More information and resources on C2020 are available on the SingStat Website at [www.singstat.gov.sg/census2020](http://www.singstat.gov.sg/census2020).

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