

MINISTRY OF CULTURE, COMMUNITY AND YOUTH

SINGAPORE SPORTS COUNCIL (ALSO KNOWN AS SPORT SINGAPORE)

Possible Irregularities in Quotations for Star Rate Items

10. Arising from feedback, we test-checked 16 quotations for 9 star rate items in 6 purchase orders totalling \$14,200 under a term contract for mechanical and electrical services. We found possible irregularities in all the quotations, giving rise to concerns over their authenticity and whether value for money had been obtained for these items.

11. Sport Singapore informed us that it had since lodged a police report and that it would take extra steps to manage the risk of star rate items. These included minimising the need for such items by incorporating past star rate items in the Schedule of Rates of new contracts, and performing regular checks through data analysis and sample testing to prevent recurrence of such irregularities.

MINISTRY OF HOME AFFAIRS

GAMBLING REGULATORY AUTHORITY OF SINGAPORE

12. For the audit of the Gambling Regulatory Authority of Singapore (GRA), we covered the following areas:

- a. Revenue; and
- b. Procurement.

The more significant observation from the audit is presented in the paragraphs below.

Oversight Could be Improved to Ensure Excluded Persons and Special Employees are Prohibited from Gambling

13. There are several safeguards to protect financially vulnerable individuals from the harm of gambling and prevent problem gambling among households with financial needs. An exclusion order prohibits such an individual from gambling activities, which include entering local casinos and accessing Singapore Pools online betting services. Visit limits can be applied by the individual, a family member or a third party to limit the number of casino visits the individual can make in each calendar month. In addition, gambling prohibition on casinos' special employees serves as both an anti-collusion measure and a safeguard against the vulnerabilities arising from sustained exposure to a gambling environment.

AT A GLANCE

Under the Gambling Control Act 2022, an exclusion order may be made by GRA, the Commissioner of Police, or a Committee of Assessors constituted by the National Council on Problem Gambling. In addition, an individual may be excluded by law from entering casinos, for example undischarged bankrupts or persons on social assistance programmes.

Under the Casino Control Act 2006, a special employee includes a person who is employed by or working in a casino performing gaming-related duties, such as dealers, slot attendants and management.

14. We performed data analysis of records obtained from GRA and the Ministry of Social and Family Development (MSF)² on casino patron entries, excluded persons (EPs) and special employees (SEs) for the period 1 April 2023 to 31 March 2025, as well as Singapore Pools accounts as at 7 October 2025. We found the following lapses:

- a. 120 EPs had entered the 2 local casinos even though they were under exclusion orders;
- b. 26 individuals were allowed entry into the casinos even though they had exceeded their monthly casino visit limits;
- c. 79 Singapore Pools accounts held by EPs were not closed to prevent them from remote gambling. 32 of these account holders placed bets during the period 1 April 2024 to 31 December 2025 while under exclusion orders; and

² MSF oversees the National Council on Problem Gambling (NCPG), whose main roles include executing exclusions and visit limits in accordance with the Casino Control Act 2006 and prevailing social safeguard policies. GRA relies on NCPG's online platform for automated exclusion screening of EPs.

- d. 194 casino SEs who were licensed by GRA had entered the casinos with signs of possible gambling or gaming³. Under the licence condition for SEs, they must not gamble or game in any casino in Singapore.

15. The above lapses could undermine the safeguards to protect vulnerable individuals from gambling harm or erode compliance with licence conditions.

A. EPs Not Prohibited from Entering Casinos

16. Casino operators manage entry gantries that screen the patron's identification document (ID) to detect EPs and prohibit them from entering the casinos. They are required to report to GRA regulatory offences such as EPs entering the casinos while under exclusion orders.

17. Our data analysis found that for the period 1 April 2023 to 31 March 2025, 120 EPs under exclusion orders were allowed to enter the casinos. Out of the 120 EPs, 107 were subsequently reported by the casino operators to GRA while no report was made for the remaining 13.

- a. For the 107 EPs reported to GRA, they had entered the casinos 1,100 times in total while under exclusion orders. Twelve had entered the casinos more than 20 times each. These 12 individuals were only reported to GRA 43 to 626 days after their first casino entry.
- b. For the remaining 13 EPs who were unreported, they had entered the casinos 108 times in total.

18. GRA explained that the 13 EPs who entered the casinos unreported had used a different ID from that in the EP records, as they had not updated their new IDs with MSF, the system owner. MSF had been working on an IT solution to retrieve updated IDs of EPs, targeted for implementation in June 2026. MSF would also conduct ad hoc sampling of records to ensure data accuracy.

B. Individuals Not Prohibited from Entering Casinos After Exceeding Monthly Visit Limits

19. Our data analysis found that for the period 1 April 2023 to 31 March 2025, 26 individuals were allowed to enter the casinos despite having exceeded their monthly visit limits. Collectively, these individuals had entered the casinos a total of 102 times more than their visit limits.

C. EPs Not Prohibited from Remote Gambling

20. Our data analysis found that 79 Singapore Pools accounts held by EPs were not closed to prevent them from remote gambling. We noted that 32 of these EPs had placed 1,358 bets online amounting to \$75,800 during the period 1 April 2024 to 31 December 2025.

³ The Gambling Control Act 2022 defines gambling as betting (making a bet involving payment or staking money or anything of value), engaging in gaming activity or participating in a lottery. Gaming is defined as playing a game of chance for a prize and may not involve making payment to become a player.

21. For lapses described in paragraphs 19 and 20 above, GRA and MSF explained that they were due to data migration issues resulting in inaccurate EP records, missing system logic in the daily screening batch job, or other system-related issues affecting the automated screening checks. The errors had been rectified as of February 2026.

22. In addition, GRA and MSF had established a structured communication protocol to allow system changes or rectifications with potential enforcement implications to be promptly communicated. This would enable GRA to take swift and appropriate action where necessary. MSF would also strengthen its system control framework, including rigorous scenario testing, as well as systematic validation checks on production data and system configurations.

23. GRA had ascertained that as of 3 March 2026, 18 of these 79 Singapore Pools accounts were closed while the remaining 61 accounts were active as the account holders' exclusion orders had been lifted. In addition, it would continue to maintain regulatory oversight of Singapore Pools through ongoing monitoring and supervision.

24. GRA informed us that it had commenced investigations into possible regulatory offences committed by the EPs concerned.

D. Inadequate Monitoring of Compliance with Licence Condition on Non-gambling for SEs

25. Our data analysis found 194 SEs who had entered either casino through the public route 1,628 times from 1 April 2023 to 31 March 2025. We noted several indicators suggesting that gambling or gaming might have taken place during these visits. For example, the total number of visits by each SE to the casinos ranged from 1 to 148, and for some SEs, the cumulative duration of stays could be as long as 11 to 34 hours. Without adequate monitoring mechanisms, potential breaches by SEs could go undetected, undermining GRA's intended outcomes for imposing the licence condition.

26. GRA said that it had asked the casino operators to remind their employees of their obligations and licence conditions. It would reiterate this to SEs during townhalls in the second half of 2026 and stress that disciplinary action might be taken for non-compliance. It would also carry out targeted checks, with the support of data analytics, by June 2027.