



SCDF QUALITY SERVICE HANDBOOK



FOREWORD

The SCDF plays a leading role in providing fire-fighting, rescue and emergency ambulance services. We pledge to deliver these services with professionalism, operational excellence and service quality.

We are committed to continuous improvement and enhancement in order to serve our customers better. Our admittance to the Singapore Quality Class on July 2001 attests to our quest for service excellence and our journey towards the Service Quality Award reflects our dedication to value-add in meeting the needs of our customers.

The aim of this handbook is to state our service commitments to you in our endeavour to make every encounter a delightful experience.

**COMR JAMES TAN
COMMISSIONER
SINGAPORE CIVIL DEFENCE FORCE**

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ORGANISATIONAL OVERVIEW

Brief Description of Organisation

Singapore Civil Defence Force is a uniformed organisation under the purview of the Ministry of Home Affairs, to provide emergency services to the population during peacetime and national emergency. The roots of the organisation date back to the war years when the Advisory Civil Defence Committee comprising the Auxiliary Fire Service and Medical Auxiliary Service were formed in 1941. Since then, the civil defence set up in Singapore saw a series of strategic and organisational transformation that culminated in the inception of the National Civil Defence Plan in 1982. This paved the way for the birth of the Singapore Civil Defence Force in 1986.

Mission

The mission of SCDF is "To protect and save lives and property for a safe and secure Singapore".

Shared Vision

Our shared vision is "To be a World Class organisation providing fire fighting, rescue and emergency ambulance services through professionalism, operational excellence and service quality."

Shared Values

We work towards our mission through inculcation of our core values of **PRIDE** and **CARE** which are deeply entrenched in the Force.

QUALITY SERVICE PLEDGE

MEMBERS OF PUBLIC

1. Answering 995 Call

- We strive to answer every 995 call politely and professionally within 10 seconds.*



2. Response Time for Fire and Rescue Calls

- We are committed to ensure that our Fire Appliances arrive at the incident location **within 8 minutes*** to mitigate the incident.

3. Response Time for Ambulance Calls

- We are committed to ensure that our Ambulances and Fast Response Paramedics arrive at the incident location **within 11 minutes*** to render medical aids.



* We expect to meet the above service standards at least 82% of the time.

4. **Waiting Time Per Customer at Customer Service Centre**

- We endeavour to provide customers with a convenient and expeditious service by serving them **within 5 minutes*** after obtaining the queue number.

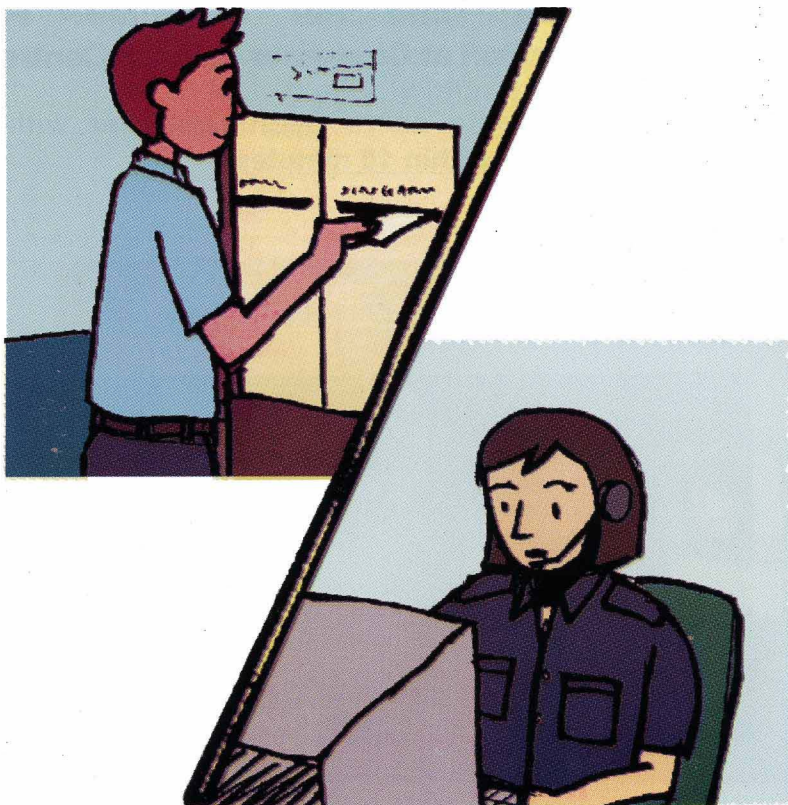
5. **Serving Time Per Customer Per Transaction at Customer Service Centre**

- We strive to serve each customer with a transaction **within 10 minutes**.*



6. Reply to Letter/E-mail/Fax

- We are committed to reply to written correspondences promptly and professionally **within 3 working days**.*



* We expect to meet the above service standard at least 95% of the time.

PROFESSIONALS

7. Waiver Application

- We strive to process waiver applications promptly and to notify customers of the decisions of the Waiver Committee **within 10 working days*** from the date of the receipt of waiver application.

8. Consultation

We deliver 3 types of professional consultation services, namely, walk-in, written and consultation through appointment

- We aspire to deliver our written response **within 3 working days*** for walk-in consultations and consultations by appointment.
- We aspire to reply **within 21 working days***, from the date of receipt of request, for written consultations.



* We expect to meet the above service standards at least 90% of the time.

9. Approval of Fire Safety Plan

- We aspire to process the applications for Fire Safety Plans, such as Architectural, Mechanical and Ventilation, and Fire Protection Plans, and issue the Notice of Approval **within 2 working days.***

10. Processing of Temporary Fire Permit/Fire Safety Certificate

- We strive to process the application and issue the Temporary Fire Permit/Fire Safety Certificate **within 3 working days.***



* We expect to meet the above service standards at least 90% of the time.

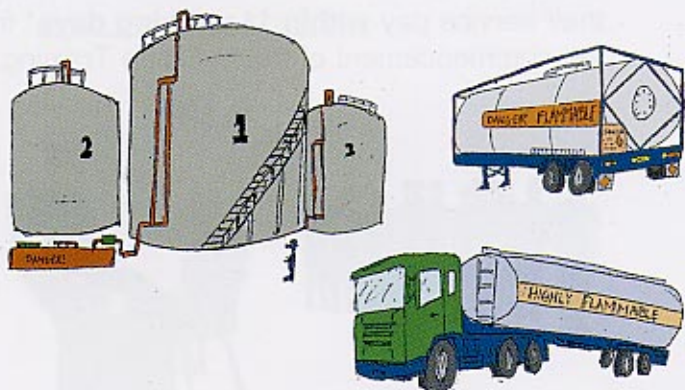
HAZMAT OPERATORS

11. Issuance of Petroleum Storage Licence

- We are committed to process the application for Petroleum Storage Licence for eating establishments and issue the licence within 7 working days.*
- We strive to process application for petroleum storage in industrial premises and oil refineries and conduct inspection of their premises within 7 working days.*

12. Issuance of Petroleum Transportation Licence

- We strive to process the application for Petroleum Transportation Licence and issue the licence within 3 working days.*



13. Result of Medical Review

- We aspire to inform the NSman of the result of the Medical Review within 14 working days.*

14. Request for 1st Appointment for Medical Review

- We strive to schedule for the appointment within 7 working days.*

15. Processing Disruption Cases

- We endeavor to process disruption cases within 3 working days* upon receipt of application.

16. Service Pay

- We want to ensure that our NS personnel receive their service pay within 11 working days* from the commencement of the In-Camp Training.



The information contained in this handbook are accurate at the time of printing. For queries/feedback, please contact the **Quality Service Manager** at **1800 3826792** or e-mail us at **scdf_feedback@scdf.gov.sg**. For more information about SCDF, you can visit our website at **www.scdf.gov.sg**.

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