

# Singapore Civil Defence Force QUALITY SERVICE HANDBOOK

# SCDF

QUALITY SERVICE HANDBOOK



## **Mission**

To protect and save lives and property  
for a safe and secure Singapore

## **Vision**

To be a world-class organisation providing  
fire-fighting, rescue and emergency  
ambulance services through  
professionalism, operational  
excellence and service quality

## **Core Values**

We take PRIDE in saving lives and property  
We CARE for our people and those we serve

# Foreword

The SCDF's vision is to be a world-class organisation providing fire fighting, rescue and emergency ambulance services through 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 Award in 2005 is a testament to SCDF quest for service excellence and reflects our dedication to constantly review our processes to fulfill and surpass 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 for all.

**COMR PETER LIM**  
*COMMISSIONER*  
*SINGAPORE CIVIL DEFENCE FORCE*

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## **Service Intent**

We are committed to leave a positive impression on every customer. Customer's needs are attended to by competent and caring staff, guided by our Quality Service Indicator targets.

# MEMBERS OF PUBLIC



## 1 Answering 995 Calls

We strive to answer every 995 call politely and professionally **within 10 seconds**<sup>1</sup>.

## 2 Response Time for Fire and Rescue Calls

We strive for our fire appliances to arrive at the incident location **within 8 minutes**<sup>2</sup> to mitigate the incident.

## 3 Response Time for Ambulance Calls

We strive for our ambulances and fast response paramedics to arrive at the incident location **within 11 minutes**<sup>3</sup> to render medical aid.

<sup>1</sup> We expect to meet the service standard at least 95% of the time.

<sup>2</sup> We expect to meet the service standard at least 90% of the time.

<sup>3</sup> We expect to meet the service standard at least 80% of the time.

#### 4 Waiting Time Per Customer At Customer Service Centre

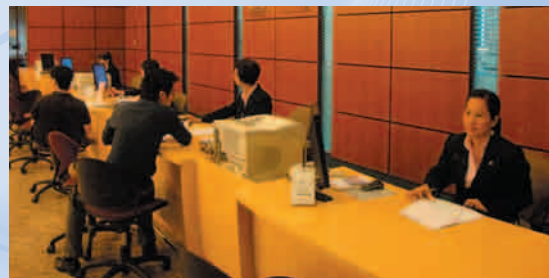
We endeavour to provide customers with convenient and expeditious service by attending to them **within 5 minutes**<sup>4</sup> after obtaining the queue number.

#### 5 Serving Time Per Customer Per Transaction at Customer Service Centre

We strive to complete each customer transaction **within 10 minutes**<sup>5</sup>.

#### 6 Reply to Letter/E-mail/Fax

We are committed to reply to written correspondences promptly and professionally **within 3 working days**<sup>6</sup>.



<sup>4</sup> We expect to meet the service standard at least 91% of the time.

<sup>5</sup> We expect to meet the service standard at least 91% of the time.

<sup>6</sup> We expect to meet the service standard at least 90% of the time.

# PROFESSIONALS

## 7 Waiver Application

We strive to process waiver applications promptly and to notify customers of the decision of the Waiver Committee **within 7 working days**<sup>7</sup> from the date of the receipt of waiver application.



## 8 Consultation

We deliver 3 types of professional consultation services, namely, (1) walk-in, (2) consultation through appointment and (3) written.

We aspire to deliver our written response **within 3 working days**<sup>8</sup> for walk-in consultations or consultations by appointment.

We aspire to reply **within 10 working days**<sup>9</sup> from the date of receipt of request for written consultations.

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<sup>7</sup> We expect to meet the service standard at least 90% of the time.

<sup>8</sup> We expect to meet the service standard at least 90% of the time.

<sup>9</sup> We expect to meet the service standard at least 92% 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**<sup>10</sup>.



## 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**<sup>11</sup>.



<sup>10</sup> We expect to meet the service standard at least 95% of the time.

<sup>11</sup> We expect to meet the service standard at least 90% of the time.

# HAZMAT OPERATORS



## 11 Issuance of Petroleum Storage License

We are committed to respond to the application for Petroleum Storage License for eating establishments, industrial premises and oil refineries **within 7 working days**<sup>12</sup>.

## 12 Issuance of Petroleum Transportation License

We strive to respond to the application for Petroleum Transportation License **within 3 working days**<sup>13</sup>.

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<sup>12</sup> We expect to meet the service standard at least 90% of the time.

<sup>13</sup> We expect to meet the service standard at least 90% of the time.

## CD NSmen

### 13 Result of Medical Review

We aspire to inform the NSman of the result of the Medical Review **within 14 working days**<sup>14</sup>.

### 14 Request for 1st appointment for Medical Review

We strive to schedule for the appointment **within 7 working days**<sup>15</sup>.

### 15 Processing of Disruption Cases

We endeavour to process disruption cases **within 3 working days**<sup>16</sup> upon receipt of application.

### 16 Service Pay

We want to ensure that our NS personnel receive their service pay **within 11 working days**<sup>17</sup> from the commencement of the in-camp training.



<sup>14</sup> We expect to meet the service standard at least 90% of the time.

<sup>15</sup> We expect to meet the service standard at least 90% of the time.

<sup>16</sup> We expect to meet the service standard at least 90% of the time.

<sup>17</sup> We expect to meet the service standard at least 90% of the time.

For queries/feedback, please contact the Quality Service Manager at  
**1800 3826792** or email us at **[scdf\\_feedback@scdf.gov.sg](mailto:scdf_feedback@scdf.gov.sg)**

For more information about the SCDF, you can  
visit our website at **[www.scdf.gov.sg](http://www.scdf.gov.sg)**

**The information contained in this handbook is  
accurate at the time of printing.**

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