

**Our Strategic Service Intent**

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

**Quality Service Indicators (QSI)**

Our QSIs are our service pledges to you.

We strive to provide a high standard of service to our customers.

**Emergency Fire, Rescue and Ambulance Services**

**1) To answer 995 calls within 10 secs**

The 995 is an emergency hotline for fire/rescue/ambulance services. We strive to answer every 995 call politely and professionally within 10 secs, 95% of the time.

**2) To respond to fire/rescue calls within 8 mins**

Our appliances will be dispatched from the nearest fire station to attend to fire/rescue incidents. We strive to arrive at the incident location for any fire/rescue call within 8 mins to mitigate the incident, 90% of the time.

**3) To respond to ambulance calls within 11 mins**

An emergency is an illness or injury that could end in death or serious complication if it is not treated immediately. We will dispatch an ambulance from the nearest fire station and strive to arrive at the incident location within 11 mins to render medical aid, 80% of the time.

**Fire Safety**

**4) To issue Temporary Fire Permit/Fire Safety Certificate within 3 working days**

We strive to process the application and issue the Temporary Fire Permit/Fire Safety Certificate within 3 working days, 90% of the time.

**5) To respond to application for Petroleum Storage Licence within 7 working days**

We are committed to respond to the application for Petroleum Storage Licence for eating establishments, industrial premises and oil refineries within 7 working days, 90% of the time.

**6) To respond to application for Petroleum Transportation Licence within 3 working days**

We strive to respond to the application for Petroleum Transportation Licence within 3 working days, 90% of the time.

**Civil Protection**

**7) To attend to a customer at the Customer Services Centre within 5 mins**

We aim to provide you with convenient and expeditious service by attending to you within 5 mins after obtaining the queue number, within 90% of the time.

**8) To complete a customer transaction at the Customer Services Centre within 8 mins**

After attending to you within 5 mins of obtaining the queue number, you can expect to complete the transaction within 8 mins, 90% of the time.

**9) To provide outcome of waiver application within 7 working days**

When you submit a waiver application, we strive to process it promptly and to notify you of the Waiver Committee's decision within 7 working days from the date of the receipt of the waiver application, 90% of the time.

**10)To provide a reply to walk-in consultation and consultations by appointment within 3 working days and 7 working days for written consultations.**

We provide 3 types of professional consultation services through (1) walk-in, (2) appointment and (3) written. We aspire to deliver our response within 3 working days, 80% of the time for walk-in consultations/ consultations by appointment. For written consultations, we aspire to reply within 7 working days, 70% of the time.

**11)To provide outcome of fire safety plan applications within 5 working days**

We process applications for Fire Safety Plans such as Architectural, Mechanical and Ventilation, Fire Protection Plans and issue the Notice of approval within 5 working days, 75% of the time.

**Community Preparedness**

**12)To reply to emails/letters/faxed within 3 working days**

We will provide an interim reply within 1 working day to acknowledge your queries/feedback. For straight-forward cases, we will provide a full reply within 3 working days, 90% of the time. For more complicated cases, a full reply can take up to 10 days. If we are unable to provide a full reply within the service standard, we will keep you updated on the progress of your query/feedback.