



SCDF

The Life Saving Force

... for a safer Singapore

SINGAPORE CIVIL DEFENCE FORCE



Your Ref : _____

Our Ref: CD/FSSD/12/02/03/01

Date : 4 March 2020

Registrar, Board of Architects (BOA)
Registrar, Professional Engineers Board (PEB)
President, Singapore Institute of Architects (SIA)
President, Institution of Engineers, Singapore (IES)
President, Association of Consulting Engineers, Singapore (ACES)

Dear Sir/Mdm

PROMOTING THE USE OF SCDF E-SERVICES DURING COVID-19 OUTBREAK

In view of the current COVID-19 situation, please use SCDF e-Services instead of visiting our Customer Service Centre at HQ SCDF to minimise your time spent in public spaces, especially if you are feeling unwell with flu-like symptoms.

2. Our Customer Service Centre is open from Monday to Wednesday: 8.30am to 6pm and Friday: 8.30am to 5.30pm. For Thursday, customers are encouraged to use SCDF e-Services.
3. If you have a pre-arranged appointment and wish to reschedule it, you may contact our Customer Service Officer at 1800 286 5555 (SCDF General Enquiry Hotline) or write to: SCDF_CSC@scdf.gov.sg. Rest assured that you will continue to receive quality service through our e-Services.
4. The following processes will be implemented with effect from 5 March 2020 until further notice:



SINGAPORE
QUALITY
AWARD
2015 WINNER



INNOVATION
EXCELLENCE
AWARD
2016 WINNER



PEOPLE DEVELOPER
SINGAPORE



SINGAPORE
SERVICE
CLASS



SCDF – A member of the Home Team

HQ SINGAPORE CIVIL DEFENCE FORCE, 91 UBI AVENUE 4, SINGAPORE 408827
TEL: 68481419 FAX: 68481486 EMAIL: Abdul_Jalil_Abu_HASSAN@scdf.gov.sg

S/N	Service	Process	Payment
1	Fire Safety Plans Submission	<ul style="list-style-type: none"> e-CORENET 	e-Payment (SCDF Website – e-Services)
2	Fire Safety Waiver Application		
3	CD Shelter Waiver Application	<ul style="list-style-type: none"> e-CORENET 	NA
4	Performance-Based Plans Submission [Only for Fire Safety Engineering Design Brief (FEDB) plans submitted by Fire Safety Engineers (FSE) who do not have e-CORENET account]	<ul style="list-style-type: none"> Please email the completed FEDB plan submission form and submit the FEDB report (In pdf format, total email size to be less than 20 MB) to: SCDF_CSC@scdf.gov.sg <p>(Note: Indicate the words “[FEDB submission by <FSE number>]” and then followed by Project Title in the email subject)</p>	NA
5	Fire Safety/CD Shelter Consultation Request (Qualified Persons)	<ul style="list-style-type: none"> e-CORENET 	NA
6	Fire Safety/CD Shelter Consultation Request (Non-Qualified Persons: e.g. Owners) - Walk-in to HQ SCDF	<ul style="list-style-type: none"> Please email to: SCDF_QP_Consultant@scdf.gov.sg 	NA



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HQ SINGAPORE CIVIL DEFENCE FORCE, 91 UBI AVENUE 4, SINGAPORE 408827
 TEL: 6848 1457 FAX: 6848 1490 EMAIL: Tan_Chung_Yee@scdf.gov.sg

S/N	Service	Process	Payment
7	<p>Consultation Request (Qualified Persons, Registered Inspectors, Owners and others) - Walk-in to HQ SCDF on matters relating to:</p> <ul style="list-style-type: none"> - Fire Certificate - Temporary Fire Permit - Fire Safety Certificate - Temporary Change of Use Permit - Amusement Rides Safety Act (ARSA) - Emergency Response Plan - Fire Safety Manager 	<ul style="list-style-type: none"> • Please email to respective processing officers or email to: SCDF_CSC@scdf.gov.sg for the enquiry to be diverted to Certification Branch 	NA
8	<p>Consultation Request (Owner, QPs, RIs and others) - Walk-in to HQ SCDF on matters relating to :</p> <ul style="list-style-type: none"> - Petroleum and Flammable Material (P&FM) Storage License - P&FM Transport License - P&FM Import License - P&FM Pipeline License 	<ul style="list-style-type: none"> • Please email to respective processing officers or email to: SCDF_CSC@scdf.gov.sg for the enquiry to be diverted to Licensing Branch 	NA



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S/N	Service	Process	Payment
9	Consultation Request (Owner, Occupier and others) - Walk-in to HQ SCDF on fire safety enforcement matters	<ul style="list-style-type: none"> Please email to respective case officers (as stated on enforcement notice) or email to: SCDF_CSC@scdf.gov.sg for the enquiry to be diverted to Enforcement & Prosecution Branch 	NA
10	Plans Search Application	<ul style="list-style-type: none"> Please email the Plans Search Application Form to: SCDF_CSC@scdf.gov.sg Please use e-payment ('Miscellaneous Payments') and quote 'Search Fee' in the 'Reference Number' field <p>(Note: Search Fee must be paid before the plans search can be processed by SCDF)</p>	e-Payment (SCDF Website – e-Services)
11	License Fees/ Enforcement Fines	<ul style="list-style-type: none"> Please use e-payment ('License Fees' or 'Fines') and enter the reference number 	
12	Over the counter payments (e.g. ARSA Permit, etc)	<ul style="list-style-type: none"> Please use e-payment ('Miscellaneous Payments') and quote the reference number 	

5. SCDF has updated the FAQs on its website at www.scdf.gov.sg to address the common enquiries raised by the customers. In addition, customers may also use our e-Services to check the status of their plans submission and waiver application. All customers are encouraged to refer to the FAQs for the answers before contacting the SCDF General Enquiry Hotline or emailing their questions.

6. Please convey the contents of this circular to members of your Institution/Association/Board. The circular is also available in CORENET-e-Info: <http://www.corenet.gov.sg/einfo>.



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7. For any enquiry or clarification relating to this circular, please contact: Mr Isaac Yong, Senior Assistant Director FSSD (Plans & Policy) at Tel: 6848 1482 / Ms Amelia Loh, Customer Service Team Leader at Tel: 6848 1731 or email to: SCDF_CSC@scdf.gov.sg. Thank you.

Yours faithfully,

(transmitted via e-mail)

LTC Tan Chung Yee
Fire Safety & Shelter Department
for Commissioner
Singapore Civil Defence Force



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Manager (Fire Safety & Building Control Unit, DSTA)
SCDF Fire Safety Standing Committee
Fire Code Review Committee



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