

# CITIZEN CHARTER

Name of Department: **FIRE & EMERGENCY SERVICES.**

Sr. No.	Service Provided	Brief Write-Up
1.	<b>Attending to Fire calls</b>	Every Fire Station has responded to fire calls, round the clock.
2.	<b>Attending to Emergency /Rescue calls</b>	In routine emergencies, the Fire Fighters at nearby Station respond to the calls round the clock. In very special cases like Air crash, Fire at Oil Tank Farms, etc., the U.T. Fire Force co-operate and supplement the work of special Fire Services of the concerned authorities.
	<b>Service delivery period</b>	Within one minute after receipt of information at respective Fire Station.
3.	<b>Issue of No Objection Certificate for Residential/High Rise-cum Commercial Buildings, Business Establishments and other occupancies, etc.</b>	The Goa, Daman & Diu Fire Force Act 1986 and Rules-2004 made there under have specified that residential/high rise-cum-commercial buildings and business establishments and other occupancies etc. carrying on hazardous occupations shall obtain prior No Objection Certificate from the Fire Department and comply with the safety precautions specified in the Rules and National Building Code-2016 and other relevant code of practice.
4.	<b>Issue of Fire Report</b>	After complete extinction of fire, a formal report is submitted to the higher authority. Subsequently, a simple report for attending the fire call as usual is being issued to the concerned, if required on payment of prescribed fees as per rule after completion of all formalities.
	<b>Service delivery period</b>	Within one months.
5.	<b>Pumping jobs</b>	In special circumstances, the Citizens may request the services of the fire pump/appliance from the department. Which can be provided as per availability with the department on payment of prescribed fees as per Rules.
6.	<b>Providing fire appliances on stand-by</b>	Fire Fighting appliances may be hired by the public for occasions like fairs, sales, functions, etc. on payment of prescribed fees as per Rules.
7.	<b>Attending calls outside the Union Territory.</b>	UT Administration Fire Service Authorities co-operate on mutual basis by deputing personnel and equipment/appliances on request from neighboring States/UT Administration, etc. Costs are recovered as per prescribed rates as per rules. In the case of major natural calamities, the UT Administration may offer such services as its contribution also.
8.	<b>Imparting Training in Basic First aid Fire Fighting/safety.</b>	The department imparting training on basic fire fighting/first aid fire fighting to employees of industrial units, etc. on payment of prescribed fees.
	<b>Whom to contact if dissatisfied.</b>	Assistant Director, Fire & Emergency Services
	<b>Whom to contact if no solace is received from Superiors.</b>	Director of Fire & Emergency Services, Dadra & Nagar Haveli and Daman & Diu.