

CITIZEN CHARTER

Name of Deptt : **FIRE & EMERGENCY SERVICES, DNH.**

Sr. No.	Service Provided	Brief Write-Up
1.	Attending to Fire calls	Every Fire Station has responded to fire calls, round the clock.
2.	Attending to Emergency / Rescue calls	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.
	Service delivery period	Within one minutes after receipt of information at respective Fire Station.
3.	Issue of No Objection Certificate for Residential/High Rise-cum Commercial Buildings, Business Establishments and other occupancies, etc.	The Goa, Daman & Diu Fire Force Act 1986 as extended to the UT of Dadra and Nagar Haveli and Rules-2003 & 2005 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-2005 and Other relevant code of practice.
	Service Delivery Period	Within 15 working days.
	(i) Issuance of Provisional NOC for Construction Permission of various occupancies	
	Service Delivery Period	Within 15 working days.
	(ii) Issuance of Final NOC for occupancy of various occupancies.	
	Service Delivery Period	Within 15 working days.
	(iii) Annual Renewal of Fire NOC for various occupancies	
	Service Delivery Period	Within 30 working days
5.	Pumping jobs	In special circumstances, the Citizen may request the services of the fire pump/appliance from the department on payment of prescribed fees as per Rules.