

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR
GEN. COMMAND OF CIVIL DEFENSE



الإمارات العربية المتحدة
وزارة الداخلية
القيادة العامة للدفاع المدني

GEN. Command Civil Defense Services Guide

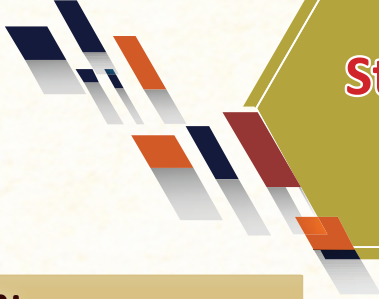


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First Release 2020





Strategy Paper (2017-2021)

Vision:

To have the United Arab Emirates standing as one of the best countries in the world in achieving safety and security

Values:

1. Justice
2. Teamwork
3. Excellence and Innovation
4. Courtesy
5. Integrity
6. Loyalty
7. Positive Citizenship

Mission:

To work effectively and efficiently towards enhancing the quality of life in the UAE community, through smart delivery of safety and security services within an innovation-driven environment to protect lives, honours and properties

Strategic Objectives:

- Promote Safety and Security
- Make Roads Safer and More Secure
- Promote Civil Protection and Safety
- Ensure Readiness and Preparedness in Face of Incidents
- Promote Customer Satisfaction with Delivered Services
- Ensure All administrative Services Be Delivered Against Quality, Efficiency, and Transparency Standards
- Instill a Culture of Innovation in Corporate Performance Environment



We work on shaping the future and improving our performance in order to insure enhancing the customer satisfaction of the compatible set of the modern electronic infrastructure that is in accordance with the leadership prospects and the UAE's vision of 2021.

As well as working on achieving the complete transition to the Smart Government. Therefore, we call all the ministry teams to move forward with creative and innovative steps to serve the present and the future, and make the ministry able to achieve the UAE's government prospects in its journey towards pioneering and progress for everyone.



Lieutenant General
H.H. Sheikh Saif bin
Zayed Al Nahyan
Deputy Prime Minister,
Minister of the Interior





The High Command of the Civil Defense is seeking to provide contemporary services that contributes in enhancing the customer happiness, saving time and effort, and accomplishing transactions easily and smoothly.

In the interest of insuring the application of the best accredited criteria of the Ministry of Interior quality policy, the High Command of the Civil Defense is committed to follow the best ways and initiatives that guarantee offering the finest services to achieve the customers satisfaction, and set a positive atmosphere that fosters the relationship between the Civil Defense and the society in order to achieve the welfare of the citizens and the country residents that is in accordance with the elite position of the UAE locally and internationally.





Major General
Jassim Mohammed Al Marzouki
General Commander of Civil Defence



United Arab Emirates
Ministry of Interior



برنامج الإمارات للخدمة الحكومية المتميزة
Emirates Government Service Excellence Program

Customer Happiness Charter

An Employee
Proud of
Providing
Excellent Service

+

An Entity
Dedicated
to Customer
Happiness

+

Positive and
Proactive
Customer

=



We Pledge to
Make You Happy!



We Work to Make
You Happy!



Help us Make
You Happy!

Customer
Happiness

Dear Customer: Our ultimate goal behind providing our services to you is to achieve your happiness and welfare in an environment abound with positivity. Joining our efforts and working collectively and positively will support this goal and reinforce the achievement of happiness and security in the United Arab Emirates.

Saif bin Zayed Al Nahyan

Deputy Prime Minister and Minister of Interior





الإمارات العربية المتحدة
وزارة الداخلية



برنامج الإمارات للخدمة الحكومية المتميزة
Emirates Government Service Excellence Program

Customer Happiness Equation

An Employee
Proud of
Providing
Excellent Service



We Pledge to
Make You Happy!

1. Greet you with a smile
2. Make an excellent first impression
3. Be courteous and polite
4. Be a great listener
5. Be professional and helpful
6. Show empathy
7. Be positive
8. Be innovative in service provision
9. Show dedication in customer happiness
10. Provide Customer with an exquisite experience

+

An Entity
Dedicated
to Customer
Happiness



We Work to Make
You Happy!

1. Provide a happy and a positive culture and environment
2. Simplify and speed up service delivery
3. Know the customer preferences and personalize the experience
4. Offer services at customer convenience
5. Provide fair and unbiased service
6. Delight the customer by going beyond expectations
7. Listen to the voice of the customer
8. Engage the customer to improve services
9. Continuously innovate (future service delivery)
10. Work with one-team spirit for customer happiness

+

Positive and
Proactive
Customer



Help us Make
You Happy!

1. Provide accurate and up-to-date information and documents
2. Offer constructive feedback and innovative and positive suggestions
3. Participate in service co-creation
4. Be our partner in shaping the future of services
5. Share your happy and positive experience

=

Customer Happiness Equation

Service Offering Channels

Website: <https://cdservices.moi.gov.ae/auth/login>

Smart App.:

<https://apps.apple.com/ae/app/moi-uae/id768665731>

<https://play.google.com/store/apps/details?id=com.uaemai.smartservices>

Customer Happiness Centers

Center Name	Emirate	Latitude	Longitude	Contact No.	Working Hours
Customer Happiness Center/ Abu Dhabi	Abu Dhabi	24.481	54.380	8005000	7:30 – 14:30
Customer Happiness Center/ Musaffah	Abu Dhabi	24.347	54.503	8005000	7:30 – 14:30
Customer Happiness Center/AI Ain	Abu Dhabi	24.234	55.750	8005000	7:30 – 14:30
Customer Happiness Center/Western Region (Gharbeya)	Abu Dhabi	23.618	53.718	8005000	7:30 – 14:30
Customer Happiness Center/Sharjah	Sharjah	25.367	55.401	8005000	7:30 – 14:30
Customer Happiness Center/Eastern Region	Sharjah	25.068	56.351	8005000	7:30 – 14:30
Customer Happiness Center/ Northern Regions	Fujairah	25.597	56.281	8005000	7:30 – 14:30
Customer Happiness Center/Fujairah	Fujairah	25.152	56.340	8005000	7:30 – 14:30
Customer Happiness Center/UAQ	UAQ	25.511	55.592	8005000	7:30 – 14:30
Customer Happiness Center/Dubai	Dubai			8005000	7:30 – 14:30
Customer Happiness Center/RAK	RAK	25.673	55.779	8005000	7:30 – 14:30
Customer Happiness Center/ Ajman	Ajman	25.393	55.472	8005000	7:30 – 14:30



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Name of the (main) service	Service card	Sub / Supplementary	Page
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**Licensing of establishments
in the field of preventive safety**



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Licensing establishments operating in the field of preventive safety

Main service	Issuing a license for a distributor in the field of fire preventive safety
Sub / Supplementary	sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a license is issued to carry out the sale of devices, equipment and materials of preventive safety and fire-fighting along with their equipment and accessories under «distribution agreement duly certified and granted by an authorized agent of the competent department
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• License of Chambers of Commerce and Industry in each Emirate • License of economic development departments in each Emirate • Municipal license
Need to deal with a print center?	No
Service standards	• Providing samples of devices, equipment and materials to be licensed • Limiting the activity only to the sale of devices, equipment and materials to be licensed. • The distributor's license is linked to the agent's license in accordance with the Commercial Agency Law. • All devices, equipment and materials must be supplied by the licensed agent.
Number of approvals	1

Service requirements (documents)	• Bussiness license from the competent licensing authorities in each Emirate. • Letter of undertaking by the agent or factory to ensure all devices and equipment to be approved from 3 to 5 years depending on the nature of the device. • A valid passport copy of the license holder • Certificate of registration from the Chamber of Commerce and Industry. • Distribution agreement concluded between the agent or the factory approved by the Civil Defense or the distributor.	
Number of documents required		5
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Payment of fees.	
Prompt delivery available?		-
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED + 100 AED per licensed equipment for the distributor
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures.	





الإمارات العربية المتحدة
وزارة الداخلية



Renewal of a distributor license in the field of fire preventive safety

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the license to carry out the sale of devices, equipment and materials of preventive safety and fire-fighting along with their equipment and accessories is renewed under "distribution agreement duly certified and granted by a licensed agent from the competent department
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• License of Chambers of Commerce and Industry in each Emirate • License of economic development departments in each Emirate • Municipal license
Need to deal with a print center?	No
Service standards	• To be limited to the sale and installation of devices, equipment and materials to be licensed. • All devices, equipment and materials must be supplied by the factory. agent.
Number of approvals	1

Service requirements (documents)	• Letter of undertaking to ensure all devices and equipment to be approved from 3 to 5 years. • A copy of the licensee's valid passport. • A valid registration certificate from the Ministry of Economy. • Agency contract with the manufacturer or producer in the country of origin. • An undertaking to provide spare parts for all equipment to be approved for a minimum of 10 years.	
Number of documents required		5
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Payment of fees.	
Prompt delivery available?		-
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED + 100 AED per licensed equipment for the distributor
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



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الإمارات العربية المتحدة
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Issuing a license for a factory in the field of preventive safety and fire-fighting devices, equipment and materials

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which all licenses are licensed by the competent department to manufacture and produce the devices, equipment and materials of preventive safety and fire-fighting along with their equipment and accessories
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• License of Chambers of Commerce and Industry in each Emirate • License of economic development departments in each Emirate • Municipal license
Need to deal with a print center?	No
Service standards	• Providing (2) engineers specialized in the manufacture of the devices, equipment and materials of fire preventive safety and control, each of them shall have at least five years of experience or three if he/she is a UAE national (fire-resistant doors manufacturing factories are excluded from engineers requirements). • Providing (8) technicians whose experience is not less than two years if they hold a diploma in the field of specialization or three years if they hold a general secondary certificate and five years if their educational qualification is less than the secondary school. • Provide a factory equipped with the necessary devices and equipment for the manufacturing process. • Provide spare parts for the local market
Number of approvals	1

Service requirements (documents)	• Industrial license issued by the competent authorities • Certificate of registration in the Chamber of Industry and Commerce • Ministry of Finance and Industry license (certificate). • Valid manufacturer's passport • Undertaking to provide spare parts for equipment and materials.	
Number of documents required		5
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED + 100 AED per licensed equipment for the distributor
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



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الإمارات العربية المتحدة
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Fire And Safety

Renewal of license for a factory in the field of preventive safety and fire-fighting devices, equipment and materials

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	-
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the license for the manufacture and production of preventive safety and fire-fighting devices, equipment and materials along with their equipment and accessories is renewed
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• License of Chambers of Commerce and Industry in each Emirate • License of economic development departments in each Emirate • Municipal license
Need to deal with a print center?	No
Service standards	• Providing (2) engineers specialized in the manufacture of the devices, equipment and materials of fire preventive safety and control, each of them shall have at least five years of experience or three if he/she is a UAE national (fire-resistant doors manufacturing factories are excluded from engineers requirements). • Providing (8) technicians whose experience is not less than two years if they hold a diploma in the field of specialization or three years if they hold a general secondary certificate and five years if their educational qualification is less than the secondary school. • Provide a factory equipped with the necessary devices and equipment for the manufacturing process. • Provide spare parts for the local market
Number of approvals	1

Service requirements (documents)	• Industrial license issued by the competent authorities • Certificate of registration in the Chamber of Industry and Commerce • Ministry of Finance and Industry license (certificate). • Valid manufacturer's passport • Undertaking to provide spare parts for equipment and materials.	
Number of documents required		5
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED + 100 AED per licensed equipment for the distributor
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



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الإمارات العربية المتحدة
وزارة الداخلية



Issuing a license for an agent in the field of fire preventive safety

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a license is issued to carry out the sale, installation and maintenance of the devices, equipment and materials of preventive safety and fire-fighting along with their equipment and accessories under official business agencies duly certified and registered in the country
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• License of Chambers of Commerce and Industry in each Emirate • License of economic development departments in each Emirate • Municipal license
Need to deal with a print center?	No
Service standards	• To be limited to the sale and installation of devices, equipment and materials to be licensed. • All devices, equipment and materials must be supplied by the factory.
Number of approvals	1

Service requirements (documents)	• Letter of undertaking to ensure all devices and equipment to be approved from 3 to 5 years. • A copy of the licensee's valid passport. • A valid registration certificate from the Ministry of Economy. • Agency contract with the manufacturer or producer in the country of origin. • Undertaking to provide spare parts for all equipment to be approved for a minimum of 10 years.	
Number of documents required		5
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Payment of fees.	
Prompt delivery available?		No
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED + 100 AED per licensed equipment for the agent
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



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الإمارات العربية المتحدة
وزارة الداخلية



Renewal of a license for a distributor in the field of fire preventive safety

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	-
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a license is issued to carry out the sale of devices, equipment and materials of preventive safety and fire-fighting along with their equipment and accessories under "distribution agreement duly certified and granted by an authorized agent of the competent department
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• License of Chambers of Commerce and Industry in each Emirate • License of economic development departments in each Emirate • Municipal license
Need to deal with a print center?	No
Service standards	• Providing samples of devices, equipment and materials to be licensed • Limiting the activity only to the sale of devices, equipment and materials to be licensed. • The distributor's license is linked to the agent's license in accordance with the Commercial Agency Law. • All devices, equipment and materials must be supplied by the licensed agent.
Number of approvals	1

Service requirements (documents)	• Bussiness license from the competent licensing authorities in each Emirate. • Letter of undertaking by the agent or factory to ensure all devices and equipment to be approved from 3 to 5 years depending on the nature of the device. • A valid passport copy of the license holder • Certificate of registration from the Chamber of Commerce and Industry. • Distribution agreement concluded between the agent or the factory approved by the Civil Defense or the distributor.	
Number of documents required		5
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED + 100 AED per licensed equipment for the distributor
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	

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الإمارات العربية المتحدة
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Renewal of license for an agent in the field of fire preventive safety

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the renewal of all licenses by the competent department to provide consultancy and directions in the field of fire preventive safety, including the preparation of fire fighting strategies, planning of evacuation in case of fire, the risks assessment and preparation of engineering designs related to the preventive safety systems of fire hazards in buildings and establishments and their modifications
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	-
Need to deal with a print center?	No
Service standards (terms and conditions)	• Providing (2) fire protection and safety engineers who have practical experience in preparing, reviewing and checking designs of fire prevention and fighting systems and equipment. • Providing (1) architect with practical experience in preparing, reviewing and auditing the architectural designs of buildings in relation to fire protection. • Providing (2) mechanical engineers specialized in the design and inspection of fire fighting, elevator systems and escalators systems. • Providing (2) electrical engineers specialized in the design and inspection of fire alarm and evacuation systems. • Provide all the necessary devices and equipment as per work requirements and specified by the management. • Must be a competent engineer who obtained a qualification according to the specified specialization from one of the universities recognized by one of the academic accreditation bodies in the country. • The engineer shall have at least 10 years of experience in his/her line of work or at least five years of experience if he/she is a UAE national. • The engineer must be an associate member in one of the international bodies and associations specialized in his/her field of specialization. • The engineer must pass the technical tests required by the competent department in his/her field of specialization.
Number of approvals	1

Service requirements (documents)	• Professional license issued by the competent licensing authorities in the Emirate of the activity area - Chamber of Commerce and Industry certificate in the Emirate of the activity area • Articles of Association • Headquarters lease contract • Passports of the licensee and his/her employees.	
Number of documents required		5
Service steps	• Visit one of the service providers in the centers of the Ministry of Interior • Submit the required documents Website : Login to the website • Fill out the e-form and pay the necessary fees to complete the service procedures	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED per activity
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



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الإمارات العربية المتحدة
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License for expertise house in the field of fire preventive safety

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the renewal of all licenses by the competent department to provide consultancy and directions in the field of fire preventive safety, including the preparation of fire fighting strategies, planning of evacuation in case of fire, the risks assessment and preparation of engineering designs related to the preventive safety systems of fire hazards in buildings and establishments and their modifications
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• Economic Development Departments in each Emirate • Municipalities
Need to deal with a print center?	No
Service standards (terms and conditions)	• Providing (2) fire protection and safety engineers who have practical experience in preparing, reviewing and checking designs of fire prevention and fighting systems and equipment. • Providing (1) architect with practical experience in preparing, reviewing and auditing the architectural designs of buildings in relation to fire protection. • Providing (2) mechanical engineers specialized in the design and inspection of fire fighting, elevator systems and escalators systems. • Providing (2) electrical engineers specialized in the design and inspection of fire alarm and evacuation systems. • Provide all the necessary devices and equipment as per work requirements and specified by the management. • Must be a competent engineer who obtained a qualification according to the specified specialization from one of the universities recognized by one of the academic accreditation bodies in the country. • The engineer shall have at least 10 years of experience in his/her line of work or at least five years of experience if he/she is a UAE national. • The engineer must be an associate member in one of the international bodies and associations specialized in his/her field of specialization. • The engineer must pass the technical tests required by the competent department in his/her field of specialization
Number of approvals	1

Service requirements (documents)	- Professional license issued by the competent licensing authorities in the Emirate of the activity area - Chamber of Commerce and Industry certificate in the Emirate of the activity area - Articles of Association - Headquarters lease contract - Passports of the licensee and his/her employees.	
Number of documents required		5
Service steps	- Visit one of the service providers in the centers of the Ministry of Interior - Submit the required documents Website : Login to the website - Fill out the e-form and pay the necessary fees to complete the service procedures	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED per activity
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية



Issuing a license for a contractor in the field of safety systems maintenance and installation

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a contractor for the maintenance and installation of safety and gas systems is licensed to carry out the installation and maintenance of the devices, equipment and materials of preventive safety and fire-fighting, along with their equipments and accessories in buildings and facilities by category classification and field of activity.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• License of Chambers of Commerce and Industry in each Emirate • License of economic development departments in each Emirate • Municipal license
Need to deal with a print center?	No
Service standards (terms and conditions)	• To provide an inventory and list of the firm's tasks executed internally and externally. • To dedicate permanent headquarter for the constructor located in the franchise with the commitment of notifying the responsible authority of any changes in the address thereof. • To provide a permanent workshop for the constructor located in the franchise according to the technical requirements identified by the High Command for the after-sale services systems according to the High Command requirements with the commitment of notifying the responsible authority of any changes in the address thereof. • To insure that the technical staff is well-acquainted with the maintenance requirements of the systems to be licensed for installment and maintaining, as well as the other relevant international standards, along with proven preventive safety requirement. • To meet the minimum limit of the technical staff for each group according to the specified requirements. • To make sure that the technical staff passes the competence test made by the High Command. • To provide a monthly report of the data of the locations of installments and maintenance with a detailed outline to the competent administration. • To have a technician ID.
Number of approvals	1

Service requirements (documents)	• Business or professional license from the competent authorities in the area of activity • Certificate of registration with the Chamber of Commerce (enrollment). • Copy of the Articles of Association • Valid passport of the licensee • Submitting the required documents, provided that they are duly certified, to the competent authority to match them with the photos • A pledge from the company stating that the work will be carried out as required	
Number of documents required		6
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		No
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED per activity
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Renewal of license for a contractor in the field of safety systems maintenance and installation

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a contractor license for the maintenance and installation of safety and gas systems is renewed to carry out the installation and maintenance of the devices, equipment and materials of preventive safety and fire-fighting, along with their equipment and accessories in buildings and facilities by category classification and field of activity.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• License of Chambers of Commerce and Industry in each Emirate • License of economic development departments in each Emirate • Municipal license
Need to deal with a print center?	No
Service standards (terms and conditions)	• To provide an inventory and list of the firm's tasks executed internally and externally. • To dedicate permanent headquarter for the constructor located in the franchise with the commitment of notifying the responsible authority of any changes in the address thereof. • To provide a permanent workshop for the constructor located in the franchise according to the technical requirements identified by the High Command for the after-sale services systems according to the High Command requirements with the commitment of notifying the responsible authority of any changes in the address thereof. • To insure that the technical staff is well-acquainted with the maintenance requirements of the systems to be licensed for installment and maintaining, as well as the other relevant international standards, along with proven preventive safety requirement. • To meet the minimum limit of the technical staff for each group according to the specified requirements. • To make sure that the technical staff passes the competence test made by the High Command. • To provide a monthly report of the data of the locations of installments and maintenance with a detailed outline to the competent administration. • To have a technician ID.
Number of approvals	1

Service requirements (documents)	• Business or professional license from the competent authorities in the area of activity • Certificate of registration with the Chamber of Commerce (enrollment). • Copy of the Articles of Association • Valid passport of the licensee • Submitting the required documents, provided that they are duly certified, to the competent authority to match them with the photos • An undertaking from the company stating that the work will be carried out as required.	
Number of documents required		6
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		No
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED per activity
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Licensing of fire prevention training companies

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a training institute in the field of fire preventive safety is licensed in order to prepare training programs on fire preventive safety procedures and provide theoretical training and awareness programs in the field of fire preventive safety training to the private sector, in addition to practical training and organizing lectures, seminars and conferences on fire preventive safety procedures.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	• Providing the headquarters of the institute according to the area specified by the Directorate General. Practical training away from residential and commercial areas and oil and industrial facilities and that the training does not pose a threat to neighboring buildings and facilities. • Ensuring the safety of all workers and trainers, as well as safety and prevention equipment, first aid kits and equipment in buildings in general, and in laboratories and training fields in particular. • Provide three fire preventive safety trainers. • The trainer must have a certified trainer certificate from an international body specialized in trainers' accreditation or a leadership certificate proving his/her work in the field of preventive safety or fire fighting. • The trainer must have at least 10 years of experience in the field of fire preventive safety training or at least 5 years of experience if he/she is a UAE national. • The following requirements must be provided in accordance with the numbers and space specified by the Directorate General: 1- Administrative and educational buildings 2. An arena for training on fire-fighting.
Number of approvals	1

Service requirements (documents)	• Passport copy of the licensee. • ID card copy of the licensee. • Lease contract for the company's headquarters. • Written acknowledgment in Arabic of the validity of the data. • Approved training program for companies working in the field of training. • Brief report on training facilities (description of building and facilities). • Business license.	
Number of documents required		7
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Renewal of license of fire prevention training companies

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a training institute in the field of fire preventive safety is licensed in order to prepare training programs on fire preventive safety procedures and provide theoretical training and awareness programs in the field of fire preventive safety training to the private sector, in addition to practical training and organizing lectures, seminars and conferences on fire preventive safety procedures.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	- Economic development departments in each Emirate - Municipalities
Need to deal with a print center?	No
Service standards (terms and conditions)	- Providing the headquarters of the institute according to the area specified by the Directorate General. Practical training away from residential and commercial areas and oil and industrial facilities and that the training does not pose a threat to neighboring buildings and facilities. - Ensuring the safety of all workers and trainers, as well as safety and prevention equipment, first aid kits and equipment in buildings in general, and in laboratories and training fields in particular. - Provide three fire preventive safety trainers. - The trainer must have a certified trainer certificate from an international body specialized in trainers' accreditation or a leadership certificate proving his/her work in the field of preventive safety or fire fighting. - The trainer must have at least 10 years of experience in the field of fire preventive safety training or at least 5 years of experience if he/she is a UAE national. - The following requirements must be provided in accordance with the numbers and space specified by the Directorate General: 1- Administrative and educational buildings 2. An arena for training on fire-fighting.
Number of approvals	1

Service requirements (documents)	• Passport copy of the licensee. • ID card copy of the licensee. • Lease contract for the company's headquarters. • Written acknowledgment in Arabic of the validity of the data. • Approved training program for companies working in the field of training. • Brief report on training facilities (description of building and facilities). • Business license.	
Number of documents required		7
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Accreditation of (international) laboratories

Main service	Licensing and accreditation of companies
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which an application is submitted for the accreditation of international laboratories specialized in the examination of civil defense systems, equipment and measurement devices for the application of quality and safety standards.
Customer description	From the government to the business sector
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	N/A
Number of approvals	-
Service requirements (documents)	
Laboratory accreditation:	
• The application must be submitted by the laboratory itself or by one of the licensed establishments or those wishing to be licensed within one of the activities specified by law. • The laboratory must be accredited by an international laboratory accreditation body such as the International Laboratory Accreditation Cooperation (ILAC) for example, provided that the relevant documents are submitted. • The laboratory must obtain ISO 17025 certification, provided that the relevant documents are submitted. • Specifying the nature and quality of systems and materials being tested • Specifying the quality of certificates issued by the	
- laboratory along with providing samples of these certificates • Approval application form • ISO 17025 accreditation • ILAC certificate for accreditation body • Organization chart for testing • List of accredited tests • Auditing summary • Association with local authority • Health and safety auditing • Customer complain file • Number of certificates issued / tests conducted for last 2 years ago	

Accrediting an issuing body of a global safety certificate	• Approval application form • ISO 17065 accreditation • ISO 17020 accreditation • ILAC certificate for accreditation body • Organization chart for testing • List of accredited tests • List of outsource test laboratories • Auditing summary • Quality manual certificate • Association with local authority • Surveillance inspections • Health and safety auditing • Customer complain file • Number of certificates issued / tests conducted for last 2 years ago	
Number of documents required		-
Service steps	• Visit the the General Directorate of Civil Defense. • Fill in the application. • Submit the required paperwork. • Checking the application by the Civil Defense. • Scheduling an appointment to visit the laboratory by the General Directorate of Civil Defense. • Accreditation.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable - General Directorate of Civil Defense only
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Non-applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		No
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية

Renewal of (international) laboratories accreditation

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which an application is submitted for the accreditation of international laboratories specialized in the examination of civil defense systems, equipment and measurement devices for the application of quality and safety standards.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	Non-applicable
Number of approvals	1

Service requirements (documents)

Laboratory accreditation:

- The application must be submitted by the laboratory itself or by one of the licensed establishments or those wishing to be licensed within one of the activities specified by law.
- The laboratory must be accredited by an international laboratory accreditation body such as the International Laboratory Accreditation Cooperation (ILAC) for example, provided that the relevant documents are submitted.
- The laboratory must obtain ISO 17025 certification, provided that the relevant documents are submitted.
- Specifying the nature and quality of systems and materials being tested
- Specifying the quality of certificates issued by the

- laboratory along with providing samples of these certificates
- Approval application form
- ISO 17025 accreditation
- ILAC certificate for accreditation body
- Organization chart for testing
- List of accredited tests
- Auditing summary
- Association with local authority
- Health and safety auditing
- Customer complain file
- Number of certificates issued / tests conducted for last 2 years ago

Accrediting an issuing body of a global safety certificate	• Approval application form • ISO 17065 accreditation • ISO 17020 accreditation • ILAC certificate for accreditation body • Organization chart for testing • List of accredited tests • List of outsource test laboratories • Auditing summary • Quality manual certificate • Association with local authority • Surveillance inspections • Health and safety auditing • Customer complain file • Number of certificates issued / tests conducted for last 2 years ago	
Number of documents required		-
Service steps	• Visit the the General Directorate of Civil Defense. • Fill in the application. • Submit the required paperwork. • Checking the application by the Civil Defense. • Scheduling an appointment to visit the laboratory by the General Directorate of Civil Defense. • Accreditation.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable - General Directorate of Civil Defense only
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Non-applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		17
Federal fees		No
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Issuance of an engineer or technician card for civil defense employees

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	-
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the application for the issuance of a card for engineers or technicians operating in the field of civil defense. (civil engineer - architect - assistant engineer) to legally authorize them to operate in field locations
Customer description	Engineers or technicians operating in the field of civil defense
Sector	Civil Defense
Management	Department of Civil Protection
Priority service?	-
Description of mandatory access to service	-
Service reliability (ministry services)	-
Service interconnection (third party services)	-
Need to deal with a print center?	No
Service standards	• Within the Emirate jurisdiction • Only within the company where the engineer or technician work
Number of approvals	2

Service requirements (documents)	• A copy of the technical test result • Personal photo	
Number of documents required		2
Service steps	• Visit the center. • Fill in the application. • Submit the required documents. • Payment of fees. • Receipt of the card.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable - Head Office by Emirate
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		300 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Issuance of an engineer or technician card for civil defense employees (lost or damaged cards)

Main service	Licensing establishments operating in the field of preventive safety
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service of the General Directorate of Civil Defense, through which the replacement of lost or damaged cards for an engineer or technician operating in the field of civil defense is issued.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards	• Within the Emirate jurisdiction • Only within the company where the engineer or technician work
Number of approvals	1

Service requirements (documents)	-	
Number of documents required		1
Service steps	• Visit the center. • Fill in the application. • Submit the required documents. • Payment of fees. • Receipt of the card.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		100 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	







**Raising awareness and
promoting training in the field
on civil defense**





الإمارات العربية المتحدة
وزارة الداخلية



Training on evacuation techniques for establishments, buildings and hotels

Main service	Raising awareness and training in the field of civil defense
Sub / Supplementary	Sub
Service category	Informatics
Service type	From the government to the business sector
Service description	A service through which institutions, companies and government agencies can request training on evacuation techniques for establishments and buildings.
Customer description	Everyone who applied for the service
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	Yes
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	1.Training on evacuation of hotels and hotel apartments (seven stars) 2. Training on the evacuation of hotels and hotel apartments (six - five stars) 3. Training on the evacuation of hotels and hotel apartments (four stars) and below
Number of approvals	1
Service requirements (documents)	• The original site layout issued by the municipality • A valid certificate of compliance with the prevention and safety conditions • Certificate of Origin to the Civil Defense • Number of employees
Number of documents required	4

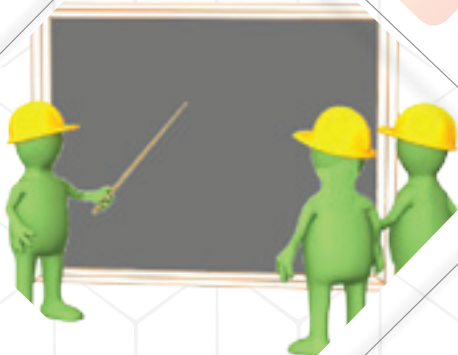
Service steps	1. Submitting the required documents. 2. Checking the application. 3. Approving the application and paying the fees. 4. Obtaining the training.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1 - Training on evacuation of hotels and hotel apartments (seven stars) 5000 AED 2 - Training on the evacuation of hotels and hotel apartments (six - five stars) 3000 AED 3 - Training on the evacuation of hotels and hotel apartments (four stars) and below 2000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية



Awareness lectures in the field of preventive safety

Main service	Raising awareness and training in the field of civil defense
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector - from the government to the government sector
Service description	A service through which institutions, companies and government agencies can request awareness lectures by a competent team in the field of knowledge of preventive safety for the public.
Customer description	Companies - government agencies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	Registration in the Federal Prevention and Safety System
Number of approvals	1

Service requirements (documents)	• Letter from the establishment to the Civil Defense	
Number of documents required		1
Service steps	• Login to the website. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Receive the certificate.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		No
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





**Services of preventive safety
for hazardous materials**



الإمارات العربية المتحدة
وزارة الداخلية



Renewal of license for companies importing and exporting hazardous materials

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the license for exporting and importing hazardous materials is renewed.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• Customs departments in each Emirate • Chambers of Commerce and Industry in each Emirate • Economic development departments in each Emirate • Municipalities
Need to deal with a print center?	No
Service standards (terms and conditions)	• Within the Emirate jurisdiction • Registration in the Federal Prevention and Safety System
Number of approvals	-



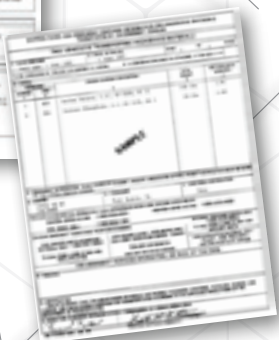
Service requirements (documents)	• Copy of the business license • Lease contract • Maintenance and installation of fire equipment contract • Site layout	
Number of documents required		4
Service steps	• Visit the center. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية



Licensing hazardous materials import and export trade companies

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the exporting and importing of hazardous materials classified under the approved special schedule is granted.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	• Within the Emirate jurisdiction • Registration in the Federal Prevention and Safety System
Number of approvals	1

Service requirements (documents)	• Copy of the business license • Lease contract • Maintenance and installation of fire equipment contract • Site layout	
Number of documents required		4
Service steps	• Visit the center. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Gas distribution companies license

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Sub
Service category	Procedural
Service type	-
Service description	A service through which the company is authorized to move and distribute gas cylinders
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	-
Number of approvals	-

Service requirements (documents)	A copy of the commercial license issued by the Department of Economic Development - A certificate copy of compliance with the prevention and safety requirements issued by the Civil Defense - A copy of the lease contract.	
Number of documents required		4
Service steps	• Visit the center. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		According to the official working hours of the service centers According to inspection procedures
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Non-applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية

Renewal of gas distribution companies license

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the license of gas distribution companies is renewed after the requirements are met.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	-
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• Customs departments in each Emirate • Chambers of Commerce and Industry in each Emirate • Economic development departments in each Emirate • Municipalities
Need to deal with a print center?	No
Service standards (terms and conditions)	-
Number of approvals	-

Service requirements (documents)	A copy of the commercial license issued by the Department of Economic Development - A certificate copy of compliance with the prevention and safety requirements issued by the Civil Defense - A copy of the lease contract.	
Number of documents required		4
Service steps	• Visit the center. • Fill in the application. • Submit the required documents. • Checking the application by the Civil Defense. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Approval of hazardous materials tanks

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which contractors and the business sector can request a certificate stating that they meet the requirements of prevention and safety to be met in the tanks of hazardous materials from the General Directorate of Civil Defense.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	- Economic Development Departments in each Emirate - Municipalities
Need to deal with a print center?	No
Service standards (terms and conditions)	Non-applicable
Number of approvals	1

Service requirements (documents)	• Copy of the commercial or industrial license. • Approval of the tank site blueprints by the Civil Defense. • Site layout. • Copy of the commercial license of the company examining the tank. • A certificate of examination for the tank from an accredited body.	
Number of documents required		6
Service steps	• Visit one of the service providers in the centers of the Ministry of Interior. • Submit the required documents for the license. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية



Renewal of approval for hazardous materials tanks

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which contractors and the business sector can request to renew a certificate stating that they meet the requirements of prevention and safety to be met in the tanks of hazardous materials from the General Directorate of Civil Defense.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• Economic Development Departments in each Emirate • Municipalities
Need to deal with a print center?	Non-applicable
Service standards (terms and conditions)	Non-applicable
Number of approvals	1

Service requirements (documents)	• Copy of the commercial or industrial license. • Approval of the tank site blueprints by the Civil Defense. • Site layout. • Copy of the commercial license of the company examining the tank. • A certificate of examination for the tank from an accredited body.	
Number of documents required		6
Service steps	• Visit one of the service providers in the centers of the Ministry of Interior. • Submit the required documents for the license. • Schedule an inspection. • Payment of fees.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية

Approval of hazardous material storage warehouses

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the requirements of fire safety and prevention required to be provided for the approval of hazardous material storage warehouses are inspected.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Non-applicable
Need to deal with a print center?	No
Service standards (terms and conditions)	Non-applicable
Number of approvals	1

Service requirements (documents)	• Copy of the commercial or industrial license. • Lease contract. • site map. • Permit from the Nuclear Energy Corporation . • Licensing of the Environment Agency.	
Number of documents required		6
Service steps	• Visit one of the service providers in the centers of the Ministry of Interior. • Submit the required documents for the license.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية



Renewal of approval for hazardous material storage warehouses

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which contractors and businessmen can apply for renewal of hazardous materials storage warehouses by the General Directorate of Civil Defense.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Economic development departments in each emirate
Need to deal with a print center?	No
Service standards (terms and conditions)	Non-applicable
Number of approvals	1

Service requirements (documents)	• Copy of the commercial or industrial license. • Lease contract. • Site layout. • Maintenance contract for fire prevention and safety devices and equipment. • List of hazardous materials to be stored. • Material Safety Data Sheet (MSDS).	
Number of documents required		6
Service steps	• Visit one of the service providers in the centers of the Ministry of Interior. • Submit the required documents for the license.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية



Approval for transportation vehicles / tankers for hazardous materials and gas cylinders

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which contractors and businessmen can request the approval of licenses for tankers / vehicles for transporting hazardous materials and gas cylinders.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	• Economic development departments in each Emirate. • Authorized vehicle testing centers. • Traffic and licensing.
Need to deal with a print center?	No
Service standards (terms and conditions)	• Drivers of vehicles and tankers for the transport of hazardous materials are committed to training to the dangerous driving of vehicles and tankers in accordance with the conditions and controls specified by the Directorate General.
Number of approvals	1

Service requirements (documents)	• A copy of the valid vehicle ownership or technical inspection form. • Copy of the commercial or industrial license. • A copy of the driver's permit card to drive tankers or vehicles transporting hazardous materials. • Copy of the driver's license. • Initial approval letter for registration in case of new vehicles or tankers or change of item.	
Number of documents required		10
Service steps	• Visit one of the service providers in the Ministry of Interior centers. • submit the required documents for the license. • Vehicle testing at the testing center.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		500 AED for vehicles 1000 AED for tankers
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية



Renewal of approval for transportation vehicles / tankers for hazardous materials and gas cylinders

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which contractors can request the approval of licenses for tankers / vehicles for transporting hazardous materials and gas cylinders.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	- Economic development departments in each Emirate. - Authorized vehicle testing centers. - Traffic and licensing.
Need to deal with a print center?	No
Service standards (terms and conditions)	Drivers of vehicles and tankers for the transport of hazardous materials are committed to training to the dangerous driving of vehicles and tankers in accordance with the conditions and controls specified by the Directorate General.
Number of approvals	1

Service requirements (documents)	• A copy of the valid vehicle ownership or technical inspection form. • Copy of the commercial or industrial license. • A copy of the driver's permit card to drive tankers or vehicles transporting hazardous materials. • Copy of the driver's license. • Initial approval letter for registration in case of new vehicles or tankers or change of item.	
Number of documents required		6
Service steps	• Visit one of the service providers in the centers of the Ministry of Interior. • Submit the required documents.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		500 AED for vehicles 1000 AED for tankers
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية



Request for approval of gas cylinders locations

Main service	Preventive safety services for hazardous materials
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the requirements of fire prevention and safety required to be provided for the approval of gas cylinders installation locations outside the building are inspected.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Non-applicable
Need to deal with a print center?	Non-applicable
Service standards (terms and conditions)	Non-applicable
Number of approvals	1

Service requirements (documents)	• A copy of the commercial and industrial license • Site layout • License of the contractor company for the maintenance and installation of civil defense equipment.	
Number of documents required		5
Service steps	• Visit one of the service providers in the centers of the Ministry of Interior. • Submit the required documents for the license to be practiced • Receive a certificate stating that the location meets the requirements of fire prevention and safety.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		200 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center





**Receiving complaint and
processing emergencies**





الإمارات العربية المتحدة
وزارة الداخلية



Response to fire and rescue reports

Main service	Receiving reports and handling emergencies
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service provided to the speed of response to reports in order to preserve the properties and lives of the society in case of fire or other hazards by a specialized human team equipped with machinery.
Customer description	From the government to the business sector From government to government From government to individuals
Sector	Civil Defense Sector
Management	Civil defense departments
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	Non-applicable
Number of approvals	-

Service requirements (documents)	Non-applicable	
Number of documents required	Non-applicable	
Service steps	Call 999 - 997	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Non-applicable
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Applicable
Access to service channels	Customer Happiness Centers	Non-applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		Non-applicable
Federal fees		No fees
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





**Engineering services and
achievement certificate**



الإمارات العربية المتحدة
وزارة الداخلية

Approval of engineering blueprints

Main service	Engineering services and completion certificate
Sub / Supplementary	Sub
Service category	Procedural
Service type	Government to government
Service description	A service of the General Directorate of Civil Defense under which engineering blueprints are approved through the introduction of detailed schemes and drawings.
Customer description	Companies, Government
Sector	Companies, Government
Management	Civil Defense Sector
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	• Within the emirate of jurisdiction only • Registration in the system
Number of approvals	1

Service requirements (documents)	Mandate from the owner (contract) Preliminary executive blueprints	
Number of documents required	-	
Service steps	• Visit one of the service providers in the centers of the Ministry of Interior • Submit the required documents	
Prompt delivery available?		-
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		0.50 AED per square meter
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Request a certificate of completion for buildings / gas system

Main service	Engineering services and completion certificate
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the central gas system certification for new and existing buildings is issued, where the customer is not authorized to operate the building in whole or in part until the issuance of certification stating the completion of construction works in full, as well as the approval of the municipality engineer.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	The application must be submitted by the consultant or contractor concerned
Number of approvals	1

Service requirements (documents)	• A list of equipment and companies executing the works of the civil defense • Executive plans approved by the General Directorate of Civil Defense • Site layout from the municipality • Letter of approval of the original plans issued by the General Directorate of Civil Defense • A letter from the consultant stating that all equipment installed in the building are ready for inspection. • Letters from companies that have installed fire alarms and fire fighting devices ready for inspection • A copy of the licenses of the companies installing the fire alarm and fire fighting systems. • Receiving a new building. • Licensing each company according to its Emirate	
Number of documents required	6	
Service steps	• Visit one of the service providers at the service centers. • Submit the required documents.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		0.50 AED per square meter / for the gas system
Local fees		Non-applicable
Other fees		1000 AED for the material to be inspected
Urgent fees		500 AED for re-inspection
Average service delivery time	According to the Service Procedures	





**Meeting the preventive safety
conditions of fire in buildings
and establishments**





الإمارات العربية المتحدة
وزارة الداخلية



Approval of an annual maintenance contract for preventive safety systems or gas systems

Main service	Compliance with fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service of the General Directorate of Civil Defense under which an annual maintenance contract for preventive safety systems or gas systems (maintenance - installation - supervision of networks installation - extinguishing - alarm networks - installation of security and safety systems - follow-up on the site during the contract period 3-4 times a year - preparing a detailed report on the status of the installed devices).
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	Non-applicable
Number of approvals	1

Service requirements (documents)	• Certificate of completion for the building • Approval of the contracting parties' signature	
Number of documents required	2	
Service steps	• Visit one of the service providers at the service centers. • Submit the required documents.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Non-applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		150 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية

Issuance of a compliance certificate with fire preventive safety requirements for buildings

Main service	Compliance with fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service of the General Directorate of Civil Defense under which a certificate proving the compliance with the requirements of preventive safety of buildings is issued to building owners annually.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	• Within the Emirate of jurisdiction • Registration on the website
Number of approvals	1



Service requirements (documents)	• Tourism License (color copy issued by Abu Dhabi Tourism Authority) • Establishment Owner's passport + ID card • Membership of Abu Dhabi Chamber of Commerce and Industry (color photo) • Commercial license (color copy issued by the Department of Economic Development) • Lease contract (color photo) • Approval of signature (original) • Valid maintenance contract	
Number of documents required	11	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents Website • Login to the website • Fill out the e-form and pay the necessary fees to complete the service procedures	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		500 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	

Business Center



شهادة السليفا - شروط السلامة القياسية

هذا استناداً إلى قرار مجلس الوزراء رقم (24) لسنة 2012 و في شأن تنظيم خدمات الفحاح

ياسين و النجاة: سعادتي المبرورة

تاریخ	موضوع
۱۳۹۸/۰۱/۰۱	جلسه اول
۱۳۹۸/۰۱/۰۲	جلسه دوم
۱۳۹۸/۰۱/۰۳	جلسه سوم
۱۳۹۸/۰۱/۰۴	جلسه چهارم
۱۳۹۸/۰۱/۰۵	جلسه پنجم
۱۳۹۸/۰۱/۰۶	جلسه ششم
۱۳۹۸/۰۱/۰۷	جلسه هفتم
۱۳۹۸/۰۱/۰۸	جلسه هشتم
۱۳۹۸/۰۱/۰۹	جلسه نهم
۱۳۹۸/۰۱/۱۰	جلسه دهم
۱۳۹۸/۰۱/۱۱	جلسه یازدهم
۱۳۹۸/۰۱/۱۲	جلسه دوازدهم
۱۳۹۸/۰۱/۱۳	جلسه سیزدهم
۱۳۹۸/۰۱/۱۴	جلسه چهاردهم
۱۳۹۸/۰۱/۱۵	جلسه پانزدهم
۱۳۹۸/۰۱/۱۶	جلسه شانزدهم
۱۳۹۸/۰۱/۱۷	جلسه هجدهم
۱۳۹۸/۰۱/۱۸	جلسه نوزدهم
۱۳۹۸/۰۱/۱۹	جلسه بیستم
۱۳۹۸/۰۱/۲۰	جلسه بیست و یکم
۱۳۹۸/۰۱/۲۱	جلسه بیست و دوم
۱۳۹۸/۰۱/۲۲	جلسه بیست و سوم
۱۳۹۸/۰۱/۲۳	جلسه بیست و چهارم
۱۳۹۸/۰۱/۲۴	جلسه بیست و پنجم
۱۳۹۸/۰۱/۲۵	جلسه بیست و ششم
۱۳۹۸/۰۱/۲۶	جلسه بیست و هفتم
۱۳۹۸/۰۱/۲۷	جلسه بیست و هشتم
۱۳۹۸/۰۱/۲۸	جلسه بیست و نهم
۱۳۹۸/۰۱/۲۹	جلسه سی و یکم
۱۳۹۸/۰۱/۳۰	جلسه سی و دوم
۱۳۹۸/۰۱/۳۱	جلسه سی و سوم

المؤلف: الدكتور محمد بن عبد الله بن محمد بن عبد الله

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26

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تم إعداد هذا التقرير بالتعاون مع وزارة التعليم العالي والبحث العلمي

2024 April 16/17

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Main service	Compliance with fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a certificate is issued to medium-risk establishments proving that the establishment meets the requirements of fire preventive safety.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	• Only issued to establishments classified only as low-risk establishments. • Within the Emirate of jurisdiction. • Create a user with the establishment number.
Number of approvals	1

Service requirements (documents)	• Commercial license - tourism license. • Chamber of Commerce certificate. • Approval of signature . • lease contract . • List of employees to contractors. • Site layout of the establishment. • Maintenance contract for fire equipment for the establishment or building.	
Number of documents required	7	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents Website • Login to the website • Fill out the e-form and pay the necessary fees to complete the service procedures	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		According to the activity in the Cabinet Resolution No. (50) of 2019
Local fees		Non-applicable
Other fees		200 AED as re-inspection fees
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center





الإمارات العربية المتحدة
وزارة الداخلية



شهادة الامتثال - شروط السلامة التي تلتزم بها
هذا السجل إلى قرار مجلس الوزراء رقم (24) لسنة 2012 و في شأن تنظيم خدمات الدفاع
المدني

رقم الخدمة: 00000000000000000000
رقم العميل: 00000000000000000000
رقم الترخيص: 00000000000000000000

الجهة المختصة: الدفاع المدني

تاريخ الصلاحية: 01/01/2025
تاريخ التجديد: 01/01/2025
تاريخ الإصدار: 01/01/2025
تاريخ الانتهاء: 01/01/2025

الجهة المختصة: الدفاع المدني

Issuance of a certificate of compliance with the requirements of preventive safety for medium-risk establishments B

Main service	Compliance with fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a certificate is issued to medium-risk establishments, proving that the establishment meets the requirements of fire preventive safety.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	- Only issued to establishments classified only as low-risk establishments - Within the Emirate of jurisdiction - Create a user with the establishment number
Number of approvals	1

Service requirements (documents)	• Commercial license - tourism license. • Chamber of Commerce certificate. • Approval of signature . • lease contract . • List of employees to contractors. • Site layout of the establishment. • Maintenance contract for fire equipment for the establishment or building.	
Number of documents required	7	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents Website • Login to the website • Fill out the e-form and pay the necessary fees to complete the service procedures	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		According to the activity in the Cabinet Resolution No. (50) of 2019
Local fees		Non-applicable
Other fees		200 AED as re-inspection fees
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	

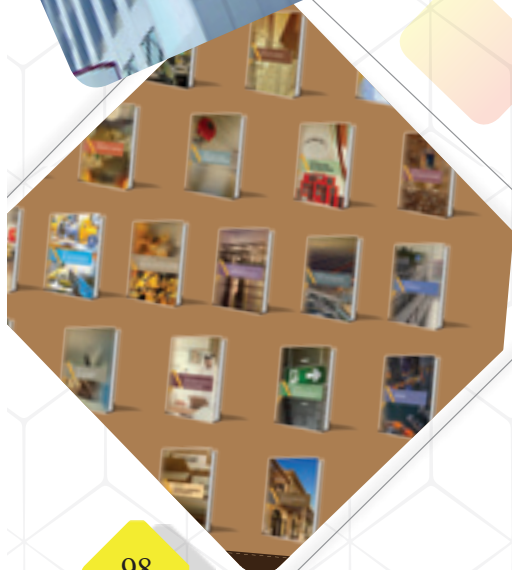


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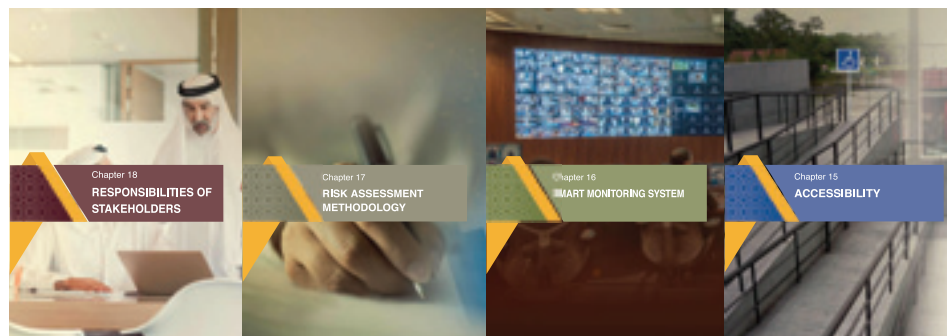
الإمارات العربية المتحدة
وزارة الداخلية



Purchase of Emirates Code Directory for Fire Prevention

Main service	Compliance with the fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the consultants, companies working in civil defense and contractors are provided with the Emirates Code Directory for fire prevention, containing fire science and fire extinguishing engineering.
Customer description	From the government to the business sector
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	Create a user with the establishment number in the ministry website or the smart app
Number of approvals	1

Service requirements (documents)	Non-applicable	
Number of documents required	-	
Service steps	• Visit one of the service providers in the centers of the Ministry of Interior. • Submit the required documents.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		3000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center



الإمارات العربية المتحدة
وزارة الداخلية



Issuance of a certificate of compliance with the requirements of preventive safety for medium-risk establishments B

Main service	Compliance with fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a renewal certificate for medium-risk establishments is issued on an annual basis, proving that the establishment meets the requirements of fire preventive safety.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	• Only issued to establishments classified only as low-risk establishments. • Within the Emirate of jurisdiction. • Create a user with the establishment number.
Number of approvals	1

Service requirements (documents)	• Commercial license • Chamber of Commerce certificate • Approval of signature • lease contract • List of employees to contractors • Site layout of the establishment • Maintenance contract for fire equipment for the	
Number of documents required	7	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		According to the activity in the Cabinet Resolution No. (50) of 2019
Local fees		Non-applicable
Other fees		200 AED as re-inspection fees
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Renewal of the certificate of compliance with the preventive safety requirements for medium-risk establishments B

Main service	Compliance with fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a renewal certificate for medium-risk establishments is issued on an annual basis, proving that the establishment meets the requirements of fire preventive safety.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	• Only issued to establishments classified only as low-risk establishments. • Within the Emirate of jurisdiction. • Create a user with the establishment number.
Number of approvals	1

Service requirements (documents)	• Commercial license • Chamber of Commerce certificate • Approval of signature • lease contract • List of employees to contractors • Site layout of the establishment • Maintenance contract for fire equipment for the	
Number of documents required	7	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		According to the activity in the Cabinet Resolution No. (50) of 2019
Local fees		Non-applicable
Other fees		200 AED as re-inspection fees
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Renewal of the certificate of compliance with the preventive safety requirements for medium-risk establishments C

Main service	Compliance with fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a renewal certificate for high-risk establishments is issued on an annual basis, proving that the establishment meets the requirements of fire preventive safety.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	• Issued only to establishments classified only as high-risk establishment • Within the Emirate of jurisdiction • Create a user name and an ID with the establishment number • The license is received only by the owner or the representative.
Number of approvals	1

Service requirements (documents)	• Commercial license - tourism license • Chamber of Commerce certificate • Approval of signature • lease contract • List of employees to contractors • Site layout of the establishment • Maintenance contract for fire equipment for the establishment or building	
Number of documents required	7	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		According to the activity in the Cabinet Resolution No. (50) of 2019
Local fees		Non-applicable
Other fees		200 AED as re-inspection fees
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	





الإمارات العربية المتحدة
وزارة الداخلية



Renewal of the certificate of compliance with the preventive safety requirements for medium-risk establishments C

Main service	Compliance with fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Supplementary
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a renewal certificate for high-risk establishments is issued on an annual basis, proving that the establishment meets the requirements of fire preventive safety.
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	• Issued only to establishments classified only as high-risk establishment • Within the Emirate of jurisdiction • Create a user name and an ID with the establishment number • The license is received only by the owner or the representative.
Number of approvals	1

Service requirements (documents)	• Commercial license - tourism license • Chamber of Commerce certificate • Approval of signature • lease contract • List of employees to contractors • Site layout of the establishment • Maintenance contract for fire equipment for the establishment or building	
Number of documents required	7	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		According to the activity in the Cabinet Resolution No. (50) of 2019
Local fees		Non-applicable
Other fees		200 AED as re-inspection fees
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center





الإمارات العربية المتحدة
وزارة الداخلية

Installation of fire alarm system for buildings and establishments (Hassantuk)

Main service	Compliance with the fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a device connected to fire systems in the building with the control room is installed, thus contributing to the speed of response and the effectiveness of the systems.
Customer description	Individuals - companies - government
Sector	Directorate General of Civil Defense (outsourcing for Injazat company)
Management	Directorate General of Civil Defense (outsourcing for Injazat company)
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	

The existing or constructed buildings for the installation of the system shall be classified into 5 categories as follows:

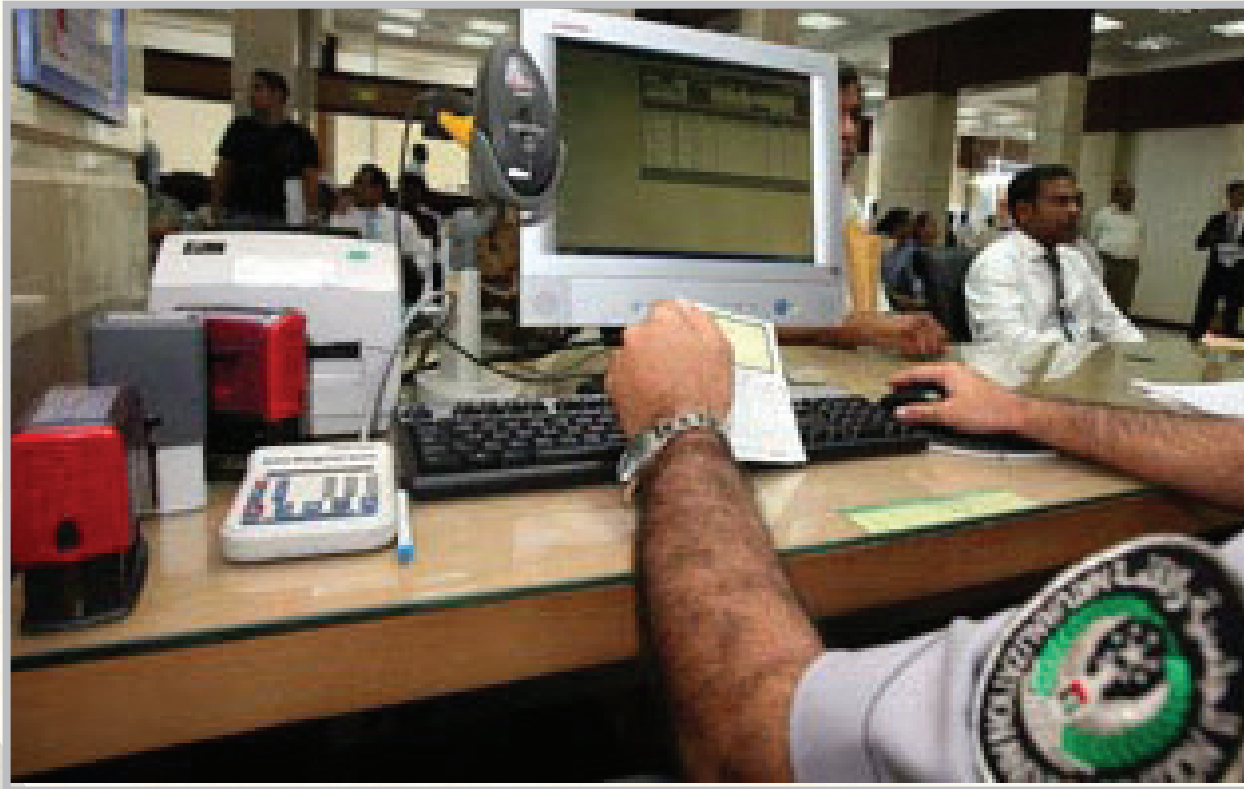
- 1- Category 1: small building (A), including: -
 - a- Commercial establishments with an area not exceeding (5000) five thousand square feet and having a separate alarm system (alarm panel).
 - b- A building whose height is not more than 9 meters.
 - c- A factory not exceeding (5000) five thousand square feet.
2. Category 2: small building (B), including:
 - a- A building whose height is more than (9) nine meters and not exceeding (15) fifteen meters.
 - b- A factory area of more than (5000) five thousand square feet and not exceeding the area of (10000) ten thousand square feet.

حسنتك
HASSANTUK



3. Category 3: medium building, including:
- a- Commercial establishments with an area of more than (5000) five thousand and not exceeding (10000) ten thousand square feet and having a separate alarm.
 - b - A building whose height exceeds (15) fifteen meters and does not exceed (23) twenty-three meters.
 - c- A factory with an area of more than (10000) ten thousand square feet and not exceeding (15000) fifteen thousand square feet.
4. Category 4: large building
- a- Commercial establishments with an area of more than (10000) ten thousand feet and have a separate alarm system.
 - b- A building whose height exceeds (23) twenty-three meters and does not exceed (46) forty-six meters.
 - c- A factory area of more than (15000) fifteen thousand square feet and not exceeding the area of (20000) twenty thousand square feet.
5. Category 5 : a very large building:
- a- A building with a height of more than (46) meters.
 - b- A factory with an area of more than (20000) twenty thousand square feet.

Number of approvals	1			
Service requirements (documents)	· A certificate of compliance with the preventive safety requirements for buildings or establishments.			
Number of documents required	1			
Service steps	Login via smartphone app / e-mail			
Prompt delivery available?			-	
Service delivery channels	Customer Happiness Centers	Non-applicable		
	Website	Applicable		
	Smartphone app	Applicable		
	Self-service devices	Non-applicable		
	Contact center	Non-applicable		
Access to service channels	Customer Happiness Centers	Applicable		
	Self-service devices	Non-applicable		
	Mail	Non-applicable		
Number of visits required			1	
Federal fees	Small building (A)	Annual 1000 AED.	Small building (B)	Annual 1500 AED.
	Medium building	Annual 2500 AED.	Large building	Annual 4000 AED.
	Very large building	Annual 8000 AED.	Small building (A)	Annual 1000 AED.
	Small building (B)	Annual 1500 AED.	Medium building	Annual 2500 AED.
	Large building	Annual 4000 AED.	Very large building	Annual 8000 AED.
Local fees			Non-applicable	
Other fees			Non-applicable	
Urgent fees			Non-applicable	
Average service delivery time	According to the Service Procedures.			





**Paying the fines -
civil defense**





الإمارات العربية المتحدة
وزارة الداخلية



Fines payment - Civil Defense

Main service	Compliance with the fire preventive safety requirements for establishments and buildings
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which the fees of the fines registered on the establishment are paid
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	Non-applicable
Number of approvals	1

Service requirements (documents)	Non-applicable	
Number of documents required	1	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents • Login to the website • Fill out the e-form and pay the necessary fees to complete the service procedures • Login to the smartphone app • Fill out the e-form and pay the necessary fees to complete the service procedures.	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		The value of the fine is specified in accordance with the Cabinet Resolution No. (24) of 2012
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	







Certification - civil defense





الإمارات العربية المتحدة
وزارة الداخلية



Issuing a certificate of «to whom it may concern» - Civil Defense

Main service	Certificates - Civil Defense
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which customers can issue "To Whom it May Concern" certificate for official uses
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	•Within the Emirate of jurisdiction •Delivery takes place via the system
Number of approvals	1

Service requirements (documents)	• A letter from the applicant body for a certificate	
Number of documents required	1	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents Website : • Login to the website • Fill out the e-form and pay the necessary fees to complete the service procedures	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Non-applicable
	Website	Non-applicable
	Smartphone app	Applicable
	Self-service devices	According to the official working hours of the service centers
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Non-applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		100 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	







Activities and events





الإمارات العربية المتحدة
وزارة الداخلية



Preventive inspection for private events and celebrations

Main service	Events and occasions
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which a request for preventive inspection for private events and celebrations is issued
Customer description	Companies
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	No
Need to deal with a print center?	No
Service standards (terms and conditions)	-
Number of approvals	1

Service requirements (documents)	• Request for preventive inspection of private events and celebrations	
Number of documents required	1	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents	
Prompt delivery available?		-
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures.	





الإمارات العربية المتحدة
وزارة الداخلية



Request to prepare contingency plans

Main service	Events and occasions
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which contingency plans for establishments and buildings are prepared in order to determine the procedures to be followed when an incident occurs, in addition to the spreading awareness among employees regarding the comprehensive evacuation plan for exits and assembly points at the evacuation
Customer description	Private companies - hotels
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	Yes
Need to deal with a print center?	No
Service standards (terms and conditions)	• Within the scope of jurisdiction
Number of approvals	1

Service requirements (documents)	• A valid certificate of compliance with prevention and safety requirements • Letter from the establishment to the civil defense • List of number of employees	
Number of documents required	3	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures	



Business Center





الإمارات العربية المتحدة
وزارة الداخلية



Request to cover events and occasions

Main service	Events and occasions
Sub / Supplementary	Sub
Service category	Procedural
Service type	From the government to the business sector
Service description	A service through which private companies and hotels are secured when holding an event or during public occasions to ensure the security of the place when an unexpected and sudden occurrence takes place
Customer description	Private companies - hotels
Sector	Civil Defense Sector
Management	Department of Civil Protection and Safety
Priority service?	No
Description of mandatory access to service	Yes
Service reliability (ministry services)	Yes
Service interconnection (third party services)	-
Need to deal with a print center?	No
Service standards (terms and conditions)	• Within the scope of jurisdiction
Number of approvals	1

Service requirements (documents)	• A valid certificate of compliance with prevention and safety requirements • Letter from the establishment to the civil defense • List of number of employees	
Number of documents required	3	
Service steps	• Visit one of the service providers at the service centers • Submit the required documents Website : • Login to the website • Fill out the e-form and pay the necessary fees to complete the service procedure	
Prompt delivery available?		Yes
Service delivery channels	Customer Happiness Centers	Applicable
	Website	Non-applicable
	Smartphone app	Non-applicable
	Self-service devices	Non-applicable
	Contact center	Non-applicable
Access to service channels	Customer Happiness Centers	Applicable
	Self-service devices	Non-applicable
	Mail	Non-applicable
Number of visits required		1
Federal fees		1000 AED / hour
Local fees		Non-applicable
Other fees		Non-applicable
Urgent fees		Non-applicable
Average service delivery time	According to the Service Procedures.	





الإمارات العربية المتحدة وزارة الداخلية