



SCDF

The Life Saving Force

... for a safer Singapore



FSM Seminar 2024

Updates to Fire Safety Managers – Part 2

CPT Muhammad

Staff Officer

Fire Safety Department

Singapore Civil Defence Force



- 1 AMENDMENT TO SUBSIDIARY LEGISLATION
- 2 CASE STUDIES FOR FALSE ALARM CASES
- 3 STEP-BY-STEP GUIDE FOR FIRE CERTIFICATE APPLICATION
- 4 FAQ



AMENDMENT
TO
SUBSIDIARY LEGISLATION

Amendments to Subsidiary Legislation of the Fire Safety Act 1993

- With the amendment of the SL on **24 Nov 2023**, more clarity is provided to enable FSMs to discharge their duties efficiently.
- No addition of new duties.
- Clarification of existing duties by clearly indicating the next course of action for any non-compliances observed and the relevant schemes to ensure the compliance of Building Owners.

Amendments to Subsidiary Legislation of the Fire Safety Act 1993

General duties of fire safety manager

7.—(1) It shall be the duty of a fire safety manager appointed for any specified premises to assist the owner or occupier of the premises to —

(a) ensure at all times that fire safety requirements contained in the Emergency Response Plan are complied with;

[S 542/2013 wef 01/09/2013]

(aa) where the fire safety measures and fire safety practices of the premises do not comply with the requirements of the Act —

(i) inform the owner or occupier of the premises (as the case may be) of the non-compliance and the need to rectify the non-compliance; and

(ii) record in writing details of the non-compliance and when and how the fire safety manager informed the owner or occupier, as the case may be;

[S 753/2023 wef 24/11/2023]

(ab) where an approval of temporary change of use mentioned in regulation 21(3) of the Fire Safety (Building and Pipeline Fire Safety) Regulations (Rg 1) is issued for the premises, ensure that the owner or occupier (as the case may be) complies with any fire-safety related condition to the approval;

[S 753/2023 wef 24/11/2023]

(ac) where the premises is a building for which a fire certificate is required under section 35 of the Act and there is no valid fire certificate for the building, inform the owner or occupier (as the case may be) that there is no such certificate;

[S 753/2023 wef 24/11/2023]

Case Studies for False Alarm Cases

Case Studies – Scenario 1

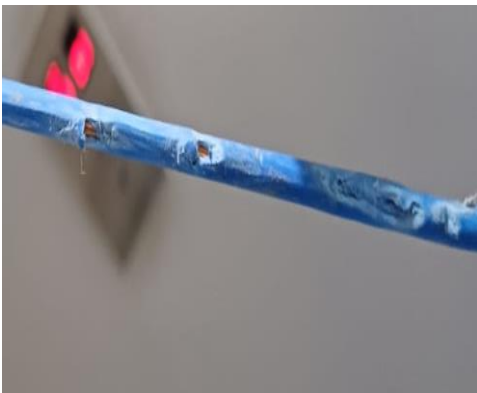
Frequent false alarm in a private residential estate

- Multiple complaints received from a condo for having frequent fire alarm activations.
- The development is around 4 years old and the residents feedback that from the onset, they had been experiencing high numbers of fire alarms activations.
- Preliminary findings revealed that the MCST had replaced several faulty detectors and it suspected acts of mischief by unhappy council members who have left.
- Conducted thorough assessment by going through the logs report for past years and identified that there was no pattern to the triggering, nor was there any specific time of the day the activations occurred.
 - This ruled out acts of mischief.

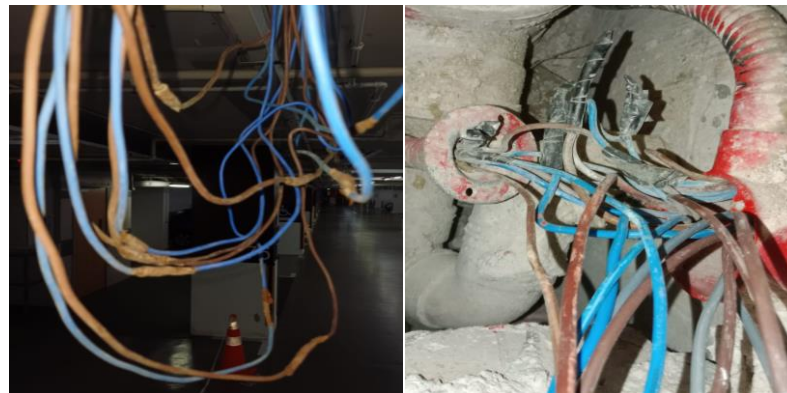
Case Studies – Scenario 1

Frequent false alarm in a private residential estate

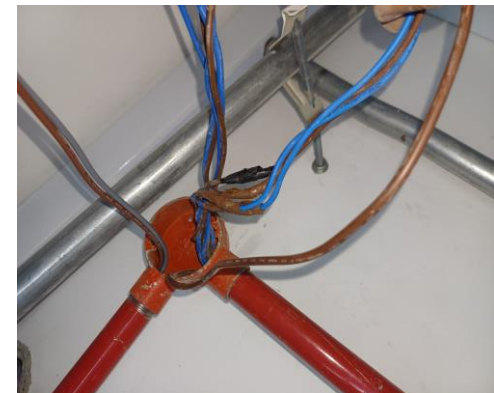
- The report also showed that locations with replaced detectors had activations again.
 - This proved that the issue had **NOT** been resolved by the replacement of detectors.
- Identified the issue to be systemic and informed the MCST to troubleshoot the configuration of the fire protection system with the fire alarm system.
- Investigation findings revealed that during development, the configuration was not done correctly with shoddy workmanship.



Damaged wires



Multiple wire extension using electrical tapes



Inadequate trunking

Case Studies – Scenario 1

Frequent false alarm in a private residential estate

Learning Points:

- 1) Thorough investigation is required to identify the root cause of a repeated incident.
- 2) To be mindful of the frequency of the alarms triggered. Cry wolf effect decreases order compliance of occupants.
- 3) To ensure all fire safety works are done with competent vendors/contractors.

Case Studies – Scenario 2

False alarm in a commercial building

- Fire alarm triggered in the basement of a high-rise building due to sprinkler pump activation.
- Preliminary findings revealed water discharged from the sprinkler head with no source of fire.
- The affected zone was isolated, and the fire alarm panel was reset. Briefly, isolation was removed after changing sprinkler head.
- However, several fire safety systems were not normalised upon reset.
 - Level 19 – alarm bell kept ringing
 - 3 lifts were still homing

Case Studies – Scenario 2

False alarm in a commercial building

- About 30 mins later, the management responded to feedback from the occupant on the continuous fire alarm ringing at the affected floor.
- Investigation findings revealed that signal relay for fire alarm bell and the lifts were faulty.



Alarm bell – signal relay



Lift – signal relay

Case Studies – Scenario 2

False alarm in a commercial building

Learning Points:

- 1) Always walk the ground to ensure all fire safety systems are fully normalised even though Fire Alarm Panel may not indicate any faults after normalising
 - Designated fire wardens to verify and to report any anomalies to FCC
- 2) FSM should be familiarised with the Emergency Response Plan (ERP).
- 3) FSM to ensure the maintenance of fire safety systems are done regularly. This would ensure the reliability of the fire safety systems during emergency.

STEP-BY-STEP GUIDE
FOR FC APPLICATION (For Info)

Set-up to access GoBusiness

- Please ensure that the CorpPass administrator has selected “Ministry of Trade and Industry (MTI)” and “GoBusiness” as shown below in the CorpPass website (www.corppass.gov.sg).

Customised e-Service Access

Filter Search

Govt. Agency	Assigned e-Services	Role	Parameters	Authorisation Effective Date	Authorisation Expiry Date
MINISTRY OF TRADE AND INDUSTRY (MTI)	GoBusiness	-	-		

1

Go to: [https://www.gobusiness.gov.sg/browse-all-licences/singapore-civil-defence-force-\(scdf\)/fire-certificate](https://www.gobusiness.gov.sg/browse-all-licences/singapore-civil-defence-force-(scdf)/fire-certificate)

Welcome to GoBusiness

Log in to GoBusiness Dashboard
You can apply for and manage licences, and register your business (for Individual Users).

Users with no registered Unique Entity Number (UEN)
Log In for Individual Users

Users with a registered UEN
Log In for Business Users
Need Help? [Contact Us](#)

GRANTS
Business Grants Portal
Apply for and manage grants, previously found on Business Grants Portal.

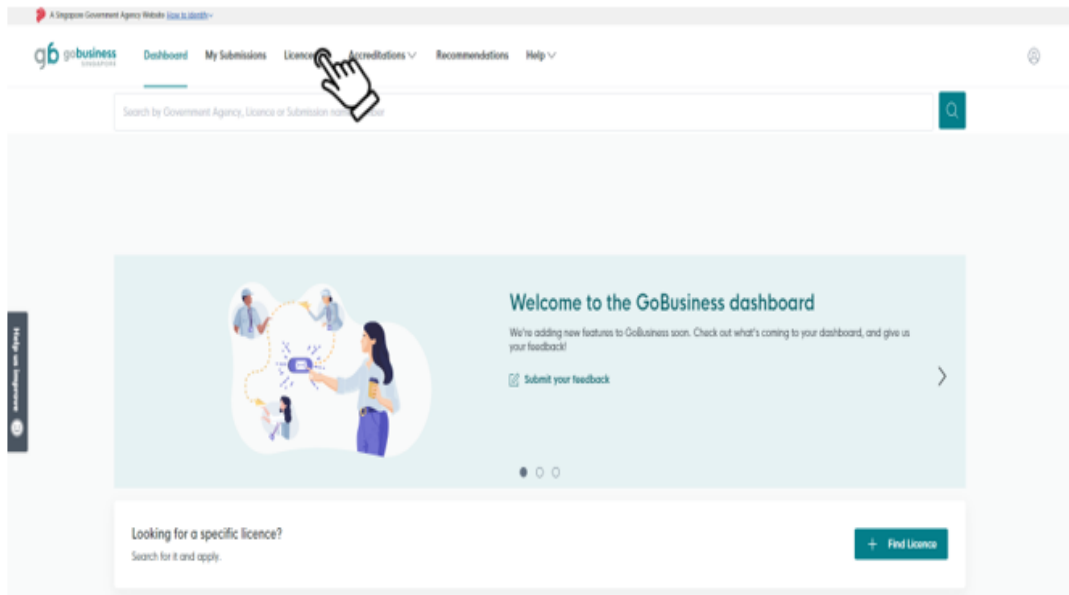
GeBIZ ALERTS
Subscribe to GeBIZ alerts via email or RSS feed.

LICENCES
Food Service Guided Journey
Apply for licences for new F&B businesses

GoBusiness Licensing (Legacy)
Starting from April 2022, licences will be moved in stages from GoBusiness Licensing to GoBusiness Dashboard.

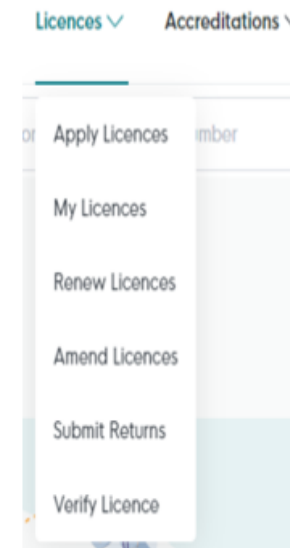
2

Welcome to the GoBusiness Dashboard



3

After logging in using Corppass, go to "Licences"



- For applicant applying for the first time using GoBusiness or applying for new Fire Certificate, select "[Apply Licences](#)"
- For applicant who have applied using GoBusiness and intend to renew the Fire Certificate, select "[Renew Licences](#)"
- To amend contact information for Fire Certificate **after approval**, select "[Amend Licences](#)"

4

“Apply Licences” – Scroll down to “S” and find “Singapore Civil Defence Force (SCDF)”

S

Singapore Civil Defence Force (SCDF)

Application for Temporary Fire Permit / Fire Safety Certificate	View Details
Apply for Fire Certificate	Apply
Apply for Lodgement of Minor Addition / Alteration Works (Minor A&A)	View Details
Apply for Petroleum & Flammable Material Import Licence	View Details
Apply for Petroleum & Flammable Material Pipeline Licence	View Details
Apply for Petroleum / Flammable Materials Storage Licence	Apply
Apply for Petroleum / Flammable Materials Transportation Licence	Apply

Select "arrow"

Select "Apply"

5

Apply for Fire Certificate

Singapore Government Agency Website

gbsingapore

Dashboard My Submissions Licences Accreditations Recommendations Help

Search by Government Agency, Licence or Submission name/number

Apply for Fire Certificate

Licences (New) - SCDF

Apply

Details

Under the Fire Safety Act Section 20, the owner or occupier of any public buildings such as offices, hospitals, shopping complexes, industrial buildings and private residential buildings that fall within the following criteria is required to apply and obtain a Fire Certificate:

- (a) Public building
 - has an occupant load of more than 200 persons
- (b) Industrial building
 - i. has an occupant load of at least 1,000 persons;
 - ii. has a gross floor area (GFA)* of at least 5,000 square metres ; or
 - iii. exceeds 24 metres in habitable height
- (c) Private Residential Building
 - that exceeds 24 metres in habitable height (or more than eight storeys) and is, or is required to be installed with any of the following
 - (i) a wet riser system; or (ii) an automatic fire alarm system; or (iii) a sprinkler system.

GFA* refers to the total cumulative area of all buildings within the same development/premises.

Apply

Select "Apply"

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1) General Info

The screenshot shows the 'General Info' step of the application process. The page title is 'You are applying for Fire Certificate (SCDF)'. A note states: 'All fields are mandatory unless stated as optional. Please note that processing time may be delayed if incomplete or inaccurate information is submitted.' Below this, it says 'Estimated 12 to complete'. The main content area is titled 'STEP 1 General Information' and includes a 'Profile' section with two radio button options: 'I am applying' and 'As an applicant' (which is selected). There is also an 'Applicant Detail' section. A callout box contains the following text: 'If you are the direct applicant, select as "As an applicant"', 'If you are applying on behalf for the Building Owner / MCST, select as "On behalf of applicant"', and 'Information of Applicant Details is auto populated from CorpPass'. The left sidebar shows a progress indicator with 'General Info' as the active step.

2) Application Details

The screenshot shows the 'Application Details' step of the application process. The page title is 'Application Details for Fire Certificate (SCDF)'. A note states: 'Fill in the following details.' Below this, it says 'Select your Application as follows'. There is a question 'Do you have FCP Number' with two radio button options: 'Yes' and 'No'. A callout box contains the text: 'Select "Yes", if you have a Notice of Renewal or Notice of Application from SCDF'. At the bottom, there are three buttons: 'General Information', 'Save Draft', and 'Review Form'. The left sidebar shows a progress indicator with 'Application Details' as the active step.


Select "Yes", if you have a Notice of Renewal or Notice of Application from SCDF

Select your Application as follows

Do you have FCP Number

Yes


No

FCP Number 

0/13

Validate FCP/FSC

Key in the reference number.
The reference number can be found in your Notice of Application or Notice of Renewal




9

Select your Application as follows

Do you have FCP Number

Yes



No

FCP Number 

FCP/R/0020/23

13/13

Validate FCP/FSC

 **Validation Successful** 

Validation successful, please continue filling the form.

Once you key in a valid Fire Certificate Reference Number and click "Validate FCP/FSC", it would show "Validation Successful" before proceed.

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2) Application Details

If you do not have FCP Reference Number, Select **"No"** and choose one Building Type.

You are required to have following certificate ready:

Temporary Fire Permit (TFP) / Fire Safety Certificate (FSC)

Temporary Occupation Permit (TOP) / Certificate of Statutory Completion (CSC)

Choose "Yes" if you have FSC or otherwise.

Select your Application as follows

Do you have FCP Number

Yes

No

Building Type

Industrial Building

Residential Building

Commercial Building

Institution

Religious Premises

Hospital/Convalescent Home

Do you have FSC Number

Yes

No

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Validation of FSC or CSC/TOP

Do you have FSC Number

Yes

No

FSC Number

0/13

Validate FCP/FSC

Do you have FSC Number

Yes

No

Do you have CSC/TOP Number

Yes

No

CSC / TOP Number

Applicant should attach the CSC/TOP certificate to us as a supporting document for our verification purpose.

0/12

- Key in FSC Reference Number starting with "FSC20xxxxxxx"
- You are required to submit the softcopy of the FSC upon submission.

- Key in CSC Reference Number starting with "CSCxxxxxxxx"
- You are required to submit the softcopy of the CSC upon submission.

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Details of Building Owner / MCST

Company Name

Name

Building Address

Postal Code [Retrieve Address](#)

Block/House No. Street Name

Floor/Level (Optional) Unit (Optional) Building Name

[Reset Address](#)

Mailing Address

Postal Code [Retrieve Address](#)

Block/House No. Street Name

Floor/Level (Optional) Unit (Optional) Building Name

[Reset Address](#)

Applicant to fill in the necessary information.

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Contact information

Mobile Number

+65 8123 4567

Telephone Number

+65 8123 4567

Business Email

Business Email 2 (Optional)

Business Email 3 (Optional)

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Fire Safety Manager (if applicable)

Details of Fire Safety Manager

Require Fire Safety Manager?

Yes

No

Solution

Select

Name

Contact Number

+65 8323 4567

Mobile Number

+65 8323 4567

Email

FSM ID

All Public or Industrial Buildings which satisfy at least one of the following conditions, are required to appoint a fire safety manager:

1. A public building that —

has 9 storeys or more (including any basement); has an occupant load of 1,000 persons or more; or has a floor area of 5,000 square metres or more, excluding any building specified in paragraph 3 of the Fire Safety (Fire Certificate — Designated Buildings) Notification 2020 (G.N. No. S [000] /2020).

2. An industrial building that —

has an occupant load of 1,000 persons or more; or has a floor area or site area of 5,000 square metres or more.

3. A foreign employee dormitory that —

has an occupant load of 1,000 persons or more; or has a floor area or site area of 5,000 square metres or more.

4. A hospital

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Details of Maintenance of Fire Safety Works

Details of Maintenance of Fire Safety Works

To select in accordance to the Fire Certificate Application Form




Maintenance Type

Select

Date of Last Testing or Inspection

DD/MM/YYYY

Add

Maintenance Type	Date of Last Testing or Inspection	Actions
Automatic Fire Alarm System	05/09/2023	 
Automatic Sprinkler System	05/09/2023	 

Required to fill based on **ALL** fire protection systems tested by Owner and Professional Engineer (PE) in the FC Form Page 1.

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16

Payment

Payment Mode

Payment Mode

Please select "Offline Payment" for Giro payment, Government agencies who is intending to use JAV or payment more than \$5,000 and "Online Payment" for Debit/Credit Card payment.

Online Payment

Offline Payment

Please submit application before making payment [here](#).

Things to note for GIRO payment process:

SCDF GIRO payment is not recurring auto-deduction. Fee deduction will only be processed after payment initiated via SCDF e-Services.

Processing time for GIRO payment is two weeks.

Soft copy of payment invoice will be emailed to the email address linked to the GIRO account upon successful collection.

For GIRO user: Required to click on the link in GoBusiness to open a separate tab.
Proceed for payment after submission.

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Uploading of Document and Form Review

- Attach the FC Form and/or other documentation

Note: File name should not have special characters.

- Once completed, select "Review Form"

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Review Form

Singapore Government Agency Website [View Us Online](#)

qb go-business

- 1 General Info
- 2 Application Details
- 3 Review Form
- 4 Declaration
- 5 Make Payment

STEP 3
Review Form
Please review the following details carefully. You will not be able to edit these details when you proceed to the next step.

General Information

Profile

Tax residency
As an applicant

Applicant Detail

Sex
Mdn

Name
Tim Tam

ID Type & ID Number
NRIC: ****0580Z

Email
timtam@abc.com

😊

Verify accuracy of information before proceeding.

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Declaration

Singapore Government Agency Website [View Us Online](#)

qb go-business

- 1 General Info
- 2 Application Details
- 3 Review Form
- 4 Declaration
- 5 Make Payment

STEP 4
Declaration
Please scroll to read and acknowledge the following clauses.

General Declaration

I declare that all the information given in this application form is true and correct.

I am aware that legal action may be taken against me if I had knowingly provided false information.

I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

I hereby declare that all of the above is true.

← Review Form Make Payment →

😊

GoBusiness Singapore
GoBusiness is jointly developed as a Whole-of-Government initiative for businesses in Singapore to access Government e-services and resources.

A collaboration between Developed by Account



Check the declaration box and proceed to Make Payment.



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Payment Method

Payment method
Please choose a payment method.

Credit/Debit Card


 
****4242
04/2024
[Use A Different Card](#)

We Accept
 

Add Card Details

What is a CVC? ⓘ

Save as my new default card

[Make Payment](#) → 

Applicant who selected **Online Payment**, fees will be reflected for payment.

Once keyed Credit/Debit details, click Make Payment.

Tax Invoice

Tax Invoice TN



28 May 2024, 09:41am

Applicant:

Payment Mode:
Credit Card - Visa

Fire Certificate

Singapore Civil Defence Force (SCDF)
91, Ubi Ave 4, Civil Defence Complex, SINGAPORE 408827

OST Registration No.:
-

Application ID:
FC24

Payment Transaction ID:

DESCRIPTION	FEES
Application Fee	\$231.00
Subtotal (SGD)	
\$231.00	
Total Paid (SGD)	
\$231.00	

Once completed, Tax Invoice will be generated.

Application status will be updated to "Submitted".

Note that the application will take approximately 21 business days to process and approve.

Payment (Offline)

DESCRIPTION	AMOUNT
Fire Certificate	
Application Fee	\$264.00
Subtotal	\$264.00
Total	\$264.00

Payment method

Offline payment
Your payment will be processed offline. Please contact the government agency directly if you need assistance.

[← Declaration](#) [Submit →](#)

Applicant who selected **Offline Payment**, fees will be reflected for payment.

Offline Payment refers to GIRO account with SCDF.

Applicant must select the “Submit” button to complete the transaction in GoBusiness.

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Submitted Application (Offline)

We have received your application
A confirmation email has been sent to you.

Application Status

APPLICATION	APPLICATION ID	EST. PROCESSING TIME	STATUS
Fire Certificate	FC244676208	21 business days	Submitted

Next Steps
Your application is being processed. We will send you an email when your application status changes. You can also log in below to check its status on your dashboard.
For application enquiries, you may contact GoBusiness Helpdesk at 63363373 or email AskGoBiz@govnetlogic.com.sg.

[Return to Dashboard →](#)

To make payment, proceed to SCDF e-Services at <https://eservices.scdf.gov.sg/fisops/payment>

Application status will be updated to “Submitted”.

If payment had not been done within **14-days**, the application will be “Rejected”.

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SCDF Payment Services

For GIRO

Applicant to visit <https://www.scdf.gov.sg> or <https://bit.ly/3tjhj2l>
 (click on the link or scan the QR code)



1

Note:

- The following payment modes are available:
 - Credit Card (Master/Visa)
 - eNETS Debit (Currently unavailable)
 - GIRO
- For any enquiries regarding payment matters, please contact SCDF Customer Service at SCDF_CSC@scdf.gov.sg
- Please **DO NOT OPEN multiple browser tabs/pages** simultaneously while accessing/making payment.
- For applications of interbank GIRO accounts, please follow the instructions below

Download and fill in this [GIRO application form](#) and post to:

Ministry of Home Affairs Headquarters
 Finance Shared Services Centre
 New Phoenix Park, 28 Irrawaddy Rd
 Singapore 329560

- Note: New GIRO applications will take 21 working days to process. The outcome of the GIRO application status will be mailed to the applicant.

2

Select option 2 "Licence Fee"

Select your Reference No as FCP

2. Licence Fee

Select your Reference No:

FCP

- FC
- FCP**
- FMI
- FMS
- FMT
- FR

Key in the reference number by excluding "FCP"

Enter Reference No:

/C/0002/24

For "FCP" there may be 4 kinds of Reference No. e.g. "/I/1234/00" or "/R/1234/11" or "/C/1234/22" or "/O/1234/44" or "/ /1234/55" [note to key in the "space" between "/" and "/"] or GoBiz reference like FC1234567890 or FR1234567890

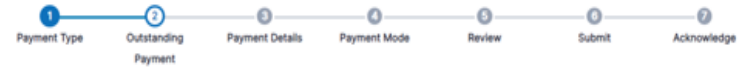
NOC Number required.

Enter ENF Reference No:

3



Fire Safety Plan Fire Safety Licensing & Enforcement Fire Safety Permit & Certification Shelter Waiver Payment



Note:

- Please make sure all details are correct before payment.
- Enter the amount to pay.
- Click "Continue" to proceed.
- For Members of Public - FSSD Plan fee / License / Fire Certificate

Please verify the "Submission ID" before making payment.

Internet Payment Service

Reference No: FCP/C/0002/24

Submission ID: SUB2024000031

Select Payment Type

- License Fee Payment
- Amendment of License
- Additional Copy of License

Amount To Pay: \$ 231.00

Continue

Back

Review the fees payable for the Fire Certificate and click "Continue".

4



Note:
Fields marked with * are mandatory fields.
1. Please take note and ensure compliance with the instructions below. Any failure to follow these instructions may result in delay in processing of your application.
a. Ensure all fields are completed.
b. If you have received any acknowledgement letter / charge report / other letters, please indicate the reference number under Reference No., and any additional details in the Description of Payment field.
c. After payment has been made, please email SCDF_Fire_Safety_Collections@SCDF.gov.sg a copy of the receipt as well as any supporting documents available (for example, scanned copies of any letters received) in order for us to facilitate the payment process.
d. Please note payment via bank transfer is available for payments above or equal to \$5,000.
2. Read the payment instructions in red.
3. Click "Next" to proceed.

Internet Payment Service

Name * Enter your name

Contact Number * Enter your contact number

Email Address * Enter your email address

Street Name * Enter your street name

Block / Building No * Enter your block / building number

Floor No: Enter your floor number

Unit No: Enter your unit number

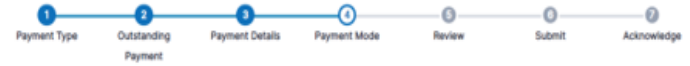
Postal Code * Enter your postal code

Reference No: FPHG000224

Payment Description * Enter your payment description

Amount Payable * \$231.00

Fill in all the necessary information and click "Next".



Note:
1. To pay by eNETS Debit or Credit Card
• Select "Payment Mode" as Epayments (eNETS Debit / Credit Card).
• From 11th July 2021, eNETS Debit will no longer be available for customers using Citibank. Customers are advised to check with Citibank for further information.
2. To pay by GIRO
• Select "Payment Mode" as GIRO.
• GIRO payment is available if you have an existing GIRO account with SCDF.
a. Please note that once the GIRO reference number is successfully verified, you are not allowed to change the selected payment mode.
b. Please note that it will take 14 working days to process GIRO payments.

Internet Payment Service

Payment Fees: \$231.00

Payment Mode:

E-Payment Reference Number: Enter your Reference Number

Select Paymode Mode as GIRO.

Fill in GIRO Reference Number and click "Verify ePayment GIRO Reference Number"

If your GIRO Reference Number

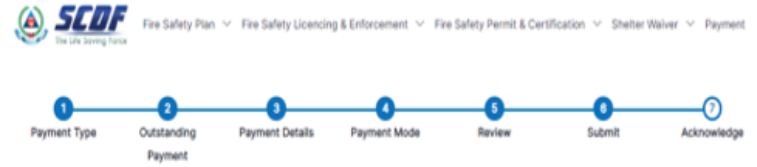
Is correct (✓), it will be Successfully Verified.
Click "Next".

Internet Payment Services

GIRO Reference Number has been Successfully Verified



7



Acknowledgement Letter

[Print Page](#)

Transaction Reference Number:

Name:

Address:

Contact Number:

Reference Number:

Submission Number:

Receipt Number:

Collection Type:

Payment Mode: GIRO

Amount (S\$): 57.00

Transaction Date:

Transaction Time:

Once completed,
Acknowledgement letter
will be generated.

8

Frequently Asked Questions

Can I submit application using my Singpass to login?

Customised e-Service Access

Filter Search

Govt. Agency	Assigned e-Services	Role	Parameters	Authorisation Effective Date	Authorisation Expiry Date
MINISTRY OF TRADE AND INDUSTRY (MTI)	GoBusiness	-	-		

- Only Corppass is allowed.
- Please ensure that the Corppass administrator has selected “Ministry of Trade and Industry (MTI)” and “GoBusiness” as shown below in the Corppass website (www.corppass.gov.sg).

What does the status mean in GoBusiness?

Fire Certificate Licences (New) • SCDF	Processing	Application: FC244039795	Updated on 25 May 2024, 12:14pm	Select Action ▾
Fire Certificate Licences (New) • SCDF	Submitted	Application: FC244676268	Updated on 24 May 2024, 09:24pm	Select Action ▾
Fire Certificate Licences (New) • SCDF	Approved	Application: FC244039796 Licence: SUB2024000031	Updated on 22 May 2024, 12:13am	Select Action ▾
Fire Certificate Licences (New) • SCDF	Draft	Application: FC244673604	Updated on 6 May 2024, 03:42pm	Select Action ▾
Fire Certificate Licences (New) • SCDF	Rejected	Application: FC234030175	Updated on 18 Apr 2024, 12:15am	Select Action ▾
Fire Certificate Licences (New) • SCDF	Submitted	Application: FC244041138	Updated on 25 Jan 2024, 03:20pm	Select Action ▾
Fire Certificate Licences (New) • SCDF	Outdated Draft	Application: FC244041118	Updated on 25 Jan 2024, 01:34pm	Select Action ▾

- Draft → You have not submitted the application and awaiting for you to submit.
- Submitted → You have submitted the application but with “Offline Payment” or awaiting for GIRO deduction to take place.
- Processing → Your case has reached SCDF for reviewing and approval.
- Rejected → Please check with SCDF as it may be due to Rejected Application or Rejected with no payment
- Approved → Your application has approved by SCDF.
- Outdated Draft → Your draft application has passed beyond the grace period. To apply, please resubmit a fresh application.

Why is my file not accepted?

Upload Documents

FC Application Form

Only 1 file at 7 MB or less.



 File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed.

The name of file should not contain any spacing.

Examples:

 Fire Certificate Renewal 2022

 FC Renewal

 Fire_Certificate_Renewal_22

 FC_Form

Difficulties in GoBusiness

Helpdesk

SME Centres

Agencies

Contact a helpdesk



GoBusiness Helpdesk

For help with GoBusiness Dashboard, e-Advisers or Food Service Guided Journey, and enquiries about starting a business, licences, and government assistance.

Helpdesk Operating Hours

Monday - Friday: 8:00am - 6.00pm
Saturdays: 8.00m - 1:00pm
Closed on Sundays and public holidays

Call: [+65 6336 3373](tel:+6563363373)

Email: AskGoBiz@crimsonlogic.com.sg



GoBusiness Licensing

For support transacting on GoBusiness Licensing platform.

Helpdesk Operating Hours

Monday - Friday: 8:00am - 8.00pm
Saturdays: 8.00m - 2:00pm
Closed on Sundays and public holidays

Call: [+65 6774 1430](tel:+6567741430)

Email: licences-helpdesk@crimsonlogic.com.sg



If you have any difficulty accessing, please contact GoBusiness helpdesk at 6336 3373 or AskGoBiz@crimsonlogic.com.sg



Finance Matter

For enquires on GIRO, GIRO application status, GIRO Reference number or Finance matters, please email to fssc_billing_collections@mha.gov.sg.

How do I get started for GIRO?

Fill in Part 1 of GIRO [application form](#) and mail it back to them at:
Ministry of Home Affairs Headquarters
Finance Shared Services Centre
New Phoenix Park,
28 Irrawaddy Rd
Singapore 329560

How long do I need to wait for my GIRO arrangement to be effective?

GIRO application requires 21 working days to process.

I did not receive the Tax Invoice and payment has been deducted, who can I get it from?

Email to SCDF_CSC@scdf.gov.sg with your Date of deduction for payment and GIRO Reference Number.

Query on CERT First aider course

Qn: MOM's Occupational First Aid (OFA) course is 3 Days and Refresher is once every 2 years; SCDF CERT First Aider Course is 1 Day. By attending OFA, is it considered as SCDF requirements being fulfilled?

Ans: Yes, as long as the courses on **First aid** and **CPR & AED** are conducted by training providers that are accredited by Singapore Resuscitation and First Aid Council (SRFAC). Please see the requirements in the next slide

Training Requirement for CERT Members

Starting from 2017, there must be a minimum of 4 trained first aiders in a CERT. The course should cover basic first aid, as well as CPR & AED. The course should cover the following topics:

CERT First Aider Course (1 day) / Basic First Aid Course (1 day)		
Duration	Topic	Remarks
4 hours	<ul style="list-style-type: none"> • CPR & AED 	Card & certificate to be issued
4 hours	<ul style="list-style-type: none"> • Introduction to first aid. • Management of sprains, dislocations, cuts, fractures and burns. • Improvised carrying techniques 	Basic first aid for CERT
1 hour	<ul style="list-style-type: none"> • Revision, theory & practical test 	

Any first aid training providers accredited by Singapore Resuscitation and First Aid Council (SRFAC) may conduct the CERT first aider course / basic first aid course with CPR & AED.

Accepted first aid certifications:

- WSQ Perform Workplace First Aid / Occupational First Aid with CPR and AED
- Standard First Aid with CPR and AED / Basic First Aid with CPR and AED
- Equivalent first aid courses that adequately covers the above topics

Non-accepted first aid certifications:

- Basic First Aid with only CPR or AED
- Community Emergency Preparedness Programme
- First Aid orientation / introduction / awareness courses

You may refer to “List of Accredited Training Organisations (ATOs) for CERT Training (SSG Approved)” at <https://www.scdf.gov.sg/home/fire-safety/cert>

Thank You

