



**Public Security Directorate
Civil Defense Directorate**

Customer Services Guide

Fourth edition
2022-2023





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Civil Defense Directorate**

Customer Service Guide

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His Majesty

King Abdullah II, Bin Al- Hussein, May god protect and preserve him



His Royal highness

Crown Prince Al-Hussein, Bin Abdullah II, May god protect and preserve him



The Hashemite Kingdom of Jordan

General Framework of the Customer Service Charter

"The government also has a vital role in enhancing the level of public services it provides, consolidating the institutionalization of public work, enriching government policies and guaranteeing their stability, according to a clear vision and a specific working plan that tackles various challenges."

His Majesty King Abdullah II ibn Al Hussein

Amman, 9 March 2013

Letter of Designation to Prime Minister Dr. Abdullah Ensour

Service Provider Commitments:

- To treat service recipient with care, courtesy and respect.
- To provide a cooperative team that is capable of answering all of service recipient's questions.
- To provide service recipient with service requirements and declare the completion time for each service.
- To respond to service recipient in a timely and professional manner.
- To simplify procedures in order to ensure smooth and quick service delivery.
- To continuously provide timely services via appropriate channels.
- To provide communication channels for complaints and suggestions and to ensure service recipient's participation in enhancing services.

Service Recipient Commitments:

- To treat employees with respect.
- To comply with service delivery regulations and venues, and not to override the rights of others.
- To provide the supporting documents required to complete a service.
- To respond in a timely manner to the employee's queries to receive a timely and efficient service.
- To immediately report to the service provider in case of errors, changes to information provided or circumstances related to the completion of service.
- To use advertised communication channels in case of grievance, complaint or query.

Public Security Director Speech



Witten by
Phd. Major General
Public security Director
Obaidullah Al-Ma'aytah

Since the establishment of the Jordanian State , the Public Security Directorate (P.S.D) has been one of the main pillars of the State, and also has been a focus of attention and care of the Hashemite leadership , which has placed the (PSD)in the position of bearing the responsibilities that fell upon the P.S.D and implementing the duties entrusted to It. represented in protecting lives and property, detecting crimes, road traffic policing, and providing all humanitarian and social policing services , For, citizens and residents of the Kingdom.

since His Majesty King Abdullah II Bin Al- Hussein assumed his constitutional powers, the Directorate of Public Security has received continuous support from His Majesty and has witnessed qualitative advances in the field of implementing its duties and providing comprehensive services until it has reached advanced ranks and occupy prestigious place among its counterparts at the regional and global levels. In terms of its contribution to maintain societal security and peace and its cooperation with security and police services in various countries of the world, which has been reflected positively in providing security and stability and reducing crime with its various forms and types, especially those that cross borders, such as drug crimes, terrorism, extremism, electronic crimes and other ones.

During recent years, the Public Security Directorate has been keen keeping up with all developments that the world is witnessing in the fields of security and police work through developing its work system and introducing the latest devices and modern technologies to work in its various units and departments, which has contributed to raising the level of service to citizens, add to that qualified, trained and specialized human resources which are capable to deal with various circumstances and events and providing comprehensive services in a way that the citizens touches the positive effects of its various aspects of their daily life.

It's no secret the magnitude of the achievements and sacrifices of our honorable public security's staff day by day, wherever they are in different positions and on every patch of our precious Jordan providing their different services believing in their great message of service to the homeland and achieving legal sovereignty and enforcing its rules which governs life.

In conclusion, the Public Security Directorate (P.S.D) believes that it's look like a river, that is inexhaustible and that it is its past in the course of endeavoring and giving its continued work and providing further services to build a bright and promising future for the homeland and its sons in the presence of His Majesty King Abdullah II bin Al-Hussein – May Allah Protect Him.

Civil Defense Director Speech



Witten by
Phd. Brigadier General
Civil Defense Director
Mohammad AL-Omari

During the reign of His Majesty, King Abdullah II, the Supreme Commander of the Jordanian Armed Forces, the Civil Defense Directorate witnessed qualitative leaps and went through many milestones in the humanitarian duties entrusted to it, which just turned out to be in protecting lives and property, achieving the highest level of public safety, and protecting homeland resources from various dangers, especially in the era of the renaissance and development, which includes all areas and sides of life.

The Civil Defense has given its greatest attention to providing the best services to citizens and residents on the Hashemite Kingdom of Jordan soil, as it worked to achieve an initial speed of response to various incidents to provide its humanitarian services around the clock and through its sites to spread over every part of our beloved Kingdom soil ,Based on prepared and well-thought-out plans that accompanied with the vertical expansion.

The PSD has keen to provide all its available capabilities to the Civil Defense Directorate, so that it can carry out its humanitarian duties with all efficiency at all times by employing trained and qualified staff and modern and developed vehicles, and fieldwork techniques to accompanied with the modern era and in a way that guarantees the protection of the security of the homeland and the safety of citizen and the preservation of its capabilities from dangers, which made the Civil Defense Directorate in a prominent position among its counterparts of civil protection agencies.

We are all proud of providing the Customer Services Guide in its fourth edition for the year 2022/2023 AD, which is an affirmation of the commitment of the Public Security Directorate / Civil Defense to the general framework of the charter for providing government services to maintain communication and knowledge with service recipients and facilitate access to services , that embody , in essence the insightful visions and ambitious aspirations of His Majesty our Supreme Leader. Represented by achieving the highest levels of protection and safety from dangers.

May Allah protect the homeland and maintain it as an oasis of security and safety under the patronage of our Supreme Leader, His Majesty, King Abdullah II, may Allah protect Him.

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Introduction

Public Security Directorate / Civil Defense Directorate keen to protect lives and preserve properties in order to provide its services with efficiency and ability, we place in your hands the Customer Services Guide in its fourth edition, which is an affirmation of the Public Security Directorate / Civil Defense Directorate commitment to the general framework of the charter for providing government services through effective participatory action with the various governmental agencies to improve its best levels in providing various services in a way that achieves the humanitarian mission of the Civil Defense, which is an integral part of the comprehensive goals system that embodies in its essence the insightful visions and ambitious aspirations of His Majesty our Supreme Leader, May Allah protect Him, represented by achieving the highest levels of protection and safety from risks .

The guide included a drawing of the service recipients various points in the overall delivery of services , which includes a description of services provided by the Civil Defense Directorate to citizens. It contains procedures for the operational services provided by the Civil Defense (paramedic, fire fighting and rescue), in addition to preventive services aimed to achieve requirements of prevention and self-protection in all vital facilities , and let us not forget the awareness education for all segments of society , as well as the training services , which are concerned with training citizens and public officials in the nation's institutions on Civil Defense works , embodying the concept of Comprehensive Civil Defense , so that in the end every citizen becomes a Civil Defense man in his position.

May Allah protect the homeland and maintain it as an oasis of security and safety under the patronage of our Supreme Leader, His Majesty, King Abdullah II, may Allah protect Him.

Duties of the Public Security Directorate

- Maintaining order , security and protecting lives and properties.
- Preventing crimes , working to discover and track them , and arresting their perpetrators and bringing them to justice.
- Managing prisons (Correction and Rehabilitation centers) and guarding prisoners.
- Implementing laws , regulations and legitimate official orders and assisting public authorities in performing their functions in accordance with the provisions of the law.
- Receiving unclaimed funds and disposing of them in accordance with the laws and regulations.
- Monitoring and organizing transportation on the road.
- Supervising public meetings and processions on roads and public places.
- Carrying out any other duties imposed by established procedures.

Duties of the Civil Defense Directorate

- Handling fire fighting ,rescue operations and dealing with resulting ambulance cases and other cases that require providing medical care to them while transporting them to the nearest hospital and preparing qualified crews for those operations and providing them with mechanisms and equipment that enable them to carry out the possible duties for them.
- Educating citizens who are present in the Kingdom who deal with various types of accidents as well as educating them how to conduct themselves in case of disaster or crises cases and spreading the Civil Defense comprehensive concept, moreover, publishing special studies about the tasks of Civil Defense.
- Providing means and tools for warning of air raids and disasters , organizing and supervising them , and verifying the readiness of public shelters for use.
- Detecting explosives, identifying their areas of presence , and marking them for closure .
- Contributing in detection of any chemical or radioactive leakage through cooperating with specialized parts in order to avoid its impacts as well as avoiding its effects.
- Approving the establishment of fuel stations , liquefied gas distribution agencies and their warehouses , in accordance with the conditions by the Prevention & Self- Awareness Dept.
- Determining the preventive measures and means of self –protection for the purpose of granting licenses of manufacture , store and sell explosives , fireworks , chemicals, hazardous materials and others.
- Training volunteer teams on Civil Defense duties from the public and private sectors throughout the Kingdom.
- Representing the Kingdom in periodic and regional organizations , conferences , events , and exercises related to Civil Defense and Civil Protection duties.
- Studying the plans of buildings, commercial ,industrial, and tourists facilities that are assigned to the Greater Amman Municipality and other Municipalities for their referral to them to ensure that the prevention requirements and other means of self-protection from the dangers of fire are provided in accordance with the established specifications in accordance with the legislations in force and monitor them after the issuance of the necessary license.
- Ensure the provision of prevention requirements and means of self-protection and means of alarm and extinguishing for commercial shops and industrial professions.
- Placement and approval of licensing professions related to the manufacture, import, sale, installation , maintenance and control of protective and self-protection materials and equipment , in accordance with the applicable instructions.

Our Vision

Pioneers of Civil protection and a model for Civil Defense

Our Mission

Protect lives and propriety by providing effective and efficient paramedic, firefighting and rescue services, ensuring the availability of prevention and self-protection in facilities, spreading the preventive culture and what contributes to ensuring the security of the homeland, citizens and everyone who reside on the homeland

Our Values

Affiliation, sacrifice, honesty, work in the spirit of one team, creativity, Humanity

Operational services



Request for handling a fire fighting accident					
Legislation regulating the service	Law (No.14) of (2022 AD) law amending the Public Security Law with Law No.38 of 1965 and its amendments)				
Conditions for providing the service	None				
Documents required to obtain the service	None				
Category of service	<ul style="list-style-type: none"> • Public Sector • Private Sector • Citizens • Residents 				
Place of service	All of Civil Defense Directorates , Sections and Centers spread throughout the Kingdom				
Service Provisions channels	<ul style="list-style-type: none"> • Telephone • Personal attendance 				
Procedures for providing the service	<ul style="list-style-type: none"> • The accident is reported by calling the unified emergency number (911) or calling (114) if one has sign language , visual communication is made with him. • The report is received and initial information is taken from the accident informant ,giving such information such as the location of the accident , then the report will be created and transferred to the relevant directorate, which in turn mobilizes the nearest Civil Defense Station to the site of the accident . • Upon arriving at the site, the situation will be presented and estimated (for the need of providing support with water tanks, ambulances mechanisms, equipment and the necessary human power) while contacting with the Operation Room. • The fire fighting will be dealt with firefighting crews , a rescue team will be dealt with trapped people and ambulance crews provide ambulance service who needs it. • After treating the fire accident, the Site Officer inspects the site in order to identify and counts the loses and casualties and passing final information to the Operations Room of the responsible directorate to indicate completing the treatment of firefighting accident. 				
The estimated time for providing the service	<ul style="list-style-type: none"> • Time of arrival rate (8) minutes (reporting emergency time+ conversion time- Movement time). • Rate of Fire Incident Treatment Time (120) per minutes. 				
Fees	Free charges				
Service outcomes	Automated Fire Incident Report				
The partner and his role in providing the service	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Partner</th> <th style="text-align: center;">Partner's Role</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> PSD Jordanian Armed Forces and other Security Agencies Ministry of Agriculture Electricity Company Amman Secretariat and Municipalities </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Receiving of Notification. • Directorate of Operations and Control • Security control on the incident site • Coordination in criminal suspicion cases. • Support with water tanks when in need and other security duties required by the accident. • Extinguishing forests. • Unplugging- separating the A.C (power supply) from the site of the accident. • Support is required according to capabilities. </td> </tr> </tbody> </table>	Partner	Partner's Role	PSD Jordanian Armed Forces and other Security Agencies Ministry of Agriculture Electricity Company Amman Secretariat and Municipalities	<ul style="list-style-type: none"> • Receiving of Notification. • Directorate of Operations and Control • Security control on the incident site • Coordination in criminal suspicion cases. • Support with water tanks when in need and other security duties required by the accident. • Extinguishing forests. • Unplugging- separating the A.C (power supply) from the site of the accident. • Support is required according to capabilities.
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PSD Jordanian Armed Forces and other Security Agencies Ministry of Agriculture Electricity Company Amman Secretariat and Municipalities	<ul style="list-style-type: none"> • Receiving of Notification. • Directorate of Operations and Control • Security control on the incident site • Coordination in criminal suspicion cases. • Support with water tanks when in need and other security duties required by the accident. • Extinguishing forests. • Unplugging- separating the A.C (power supply) from the site of the accident. • Support is required according to capabilities. 				
Contact and communication information	<ul style="list-style-type: none"> • Unified communication number (911). • Number (114) for people of sign language (visual communication) 				
Service providing times	7 days a week, 24 hours a day				

Request to treat a fire fighting accident		
Service Receiver	911 Operations Room	Competent/ Relevant Directorate
<p>Notifying about the accident via calling the emergency number 911 or calling Number (114) for people of sign language to have (visual communication) with him.</p>	<p>The report is being received and initial information is taken from the accident informant ,giving such information such as the location of the accident , then the report will be created</p>	
	<pre> graph TD A[Creating Notification] B[] --> A A --> C[] </pre>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Moving the nearest Civil Defense Center to the site of accident</p> </div>
	<div style="border: 1px solid black; padding: 5px;"> <p>Notifying the Relevant Directorate about the accident</p> </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Estimate the situation of the accident (in case of needing water supply tank or mechanisms)with continued communication With the Operating Room</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Dealing with the accident of Fire throughout Firefighters crews and rescue crews to release trapped people as well as the paramedic crews to handle ambulance service to injuries or casualties</p> </div>



Request to handle a paramedic accident

Legislation regulating the service	Law (No.14) of (2022 AD) law amending the Public Security Law with Law No.38 of 1965 and its amendments)	
Conditions for providing the service	None	
Documents required to obtain the service	None	
Category of service	<ul style="list-style-type: none"> • Public Sector • Private Sector • Citizens • Residents 	
Place of service	All of Civil Defense Directorates , Sections and Centers spread throughout the Kingdom	
Service providing channels	<ul style="list-style-type: none"> • Telephone • Personal attendance 	
Procedures for providing the service	<ul style="list-style-type: none"> • The accident is reported by calling the unified emergency number (911) or calling (114) if one has sign language , visual communication is made with him. • The report is received and initial information is taken from the accident informant ,giving such information such as the location of the accident , then the report will be created and transferred to the relevant directorate, which in turn mobilizes the nearest Civil Defense Station to the site of the accident . • Upon arriving at the site, the situation will be presented and estimated by the paramedic crews , who will start providing First Aid Service to the injured according to type of injury with watching their vital signs then pickup them up to the nearest hospital (while contacting with the Operation Room). • Upon arrival to the hospital , the injured will be handled to Emergency Division , an initial report is given on the case condition, and the Operating Room will be informed of the end of treating the accident . • The report on the accident will be created according to an ambulance accident model form , additionally, as usual, the ambulance vehicle will be prepared to receive a new service. 	
The estimated time for providing the service	<ul style="list-style-type: none"> • Time of arrival rate (8) minutes (reporting an emergency time+ conversion time- Movement time). • Rate of Fire Incident Treatment Time (120) per minutes. 	
Fees	Free charges	
Service outcomes	Automated paramedic Incident Report	
The partner and his role in providing the service	<p align="center">Partner</p> <p>PSD</p> <p>Ministry of health</p> <p>Govern and military hospitals</p>	<p align="center">Partner's Role</p> <ul style="list-style-type: none"> • Receiving of Notification. • Directorate of Operations and Control • Security control on the incident site • Coordination in criminal suspicion case. • forensics • receiving the injury after providing health care
Contact and communication information	<ul style="list-style-type: none"> • Unified communication number (911). • Number (114) for people of sign language (visual communication) 	
Service Provisions times	7 days a week, 24 hours a day	

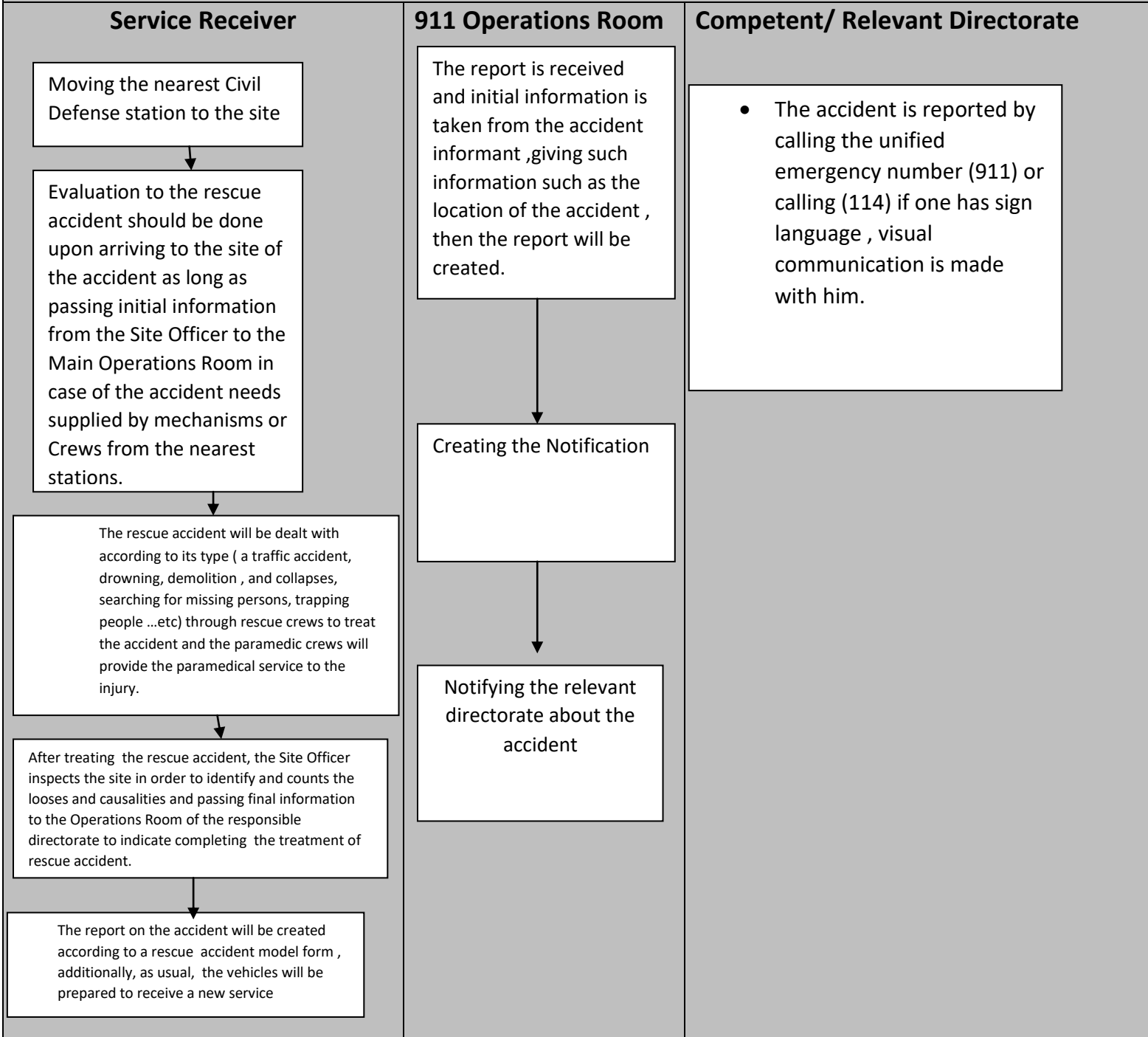
We are currently working on the development of paramedic services through having modern ambulances and new equipment in order to transfer medical data to the medical reference doctor (doctor for 24 hours) in order to communicate with the paramedics during transportation operations to provide medical advice.

Request to handle a paramedic accident		
Service Receiver	911 Operations Room	Competent/ Relevant Directorate
<p>Notifying about the accident via calling the emergency number 911 or calling Number (114) for people of sign language to have (visual communication) with him.</p>	<p>The report is being received and initial information is taken from the accident informant ,giving such information such as the location of the accident , then the report will be created</p> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Creating Notification</div> <div style="text-align: center; margin: 5px 0;">↓</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Notifying the Relevant Directorate about the accident</div> </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>[Grab your reader’s attention with a great quote from the document or use this space to emphasize a key point. To place this text box anywhere on the page, just drag it.]</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>of paramedic</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> • Picking the injury to the ambulance as well as providing the needed First Aids • Upon arrival to the hospital , the injures will be handled to Emergency Division , an initial report is given on the case condition, and the Operating Room will be informed of the end of treating the accident . </div> <div style="border: 1px solid black; padding: 5px;"> <p>The report on the accident will be created according to an ambulance accident model form , additionally, as usual, the ambulance vehicle will be prepared to receive a new service.</p> </div>



Request to handle a rescue accident			
Legislation regulating the service	Law (No.14) of (2022) law amending the Public Security Law with Law No.38 of 1965 and its amendments)		
Conditions for providing the service	None		
Documents required to obtain the service	None		
Category of service	<ul style="list-style-type: none"> • Public Sector • Private Sector • Citizens • Residents 		
Place of service	All of Civil Defense Directorates , Sections and Centers spread throughout the Kingdom		
Service Provisions channels	<ul style="list-style-type: none"> • Telephone • Personal attendance 		
Procedures for providing the service	<ul style="list-style-type: none"> • The accident is reported by calling the unified emergency number (911) or calling (114) if one has sign language , visual communication is made with him. • The report is received and initial information is taken from the accident informant ,giving information such as the location of the accident , then the report will be created and transferred to the relevant directorate, which in turn mobilizes the nearest Civil Defense Station to the site of the accident . • Upon arriving at the site, the situation will be presented and estimated (for the need of providing support with water tanks, ambulances mechanisms, equipment and the necessary human power) while contacting with the Operation Room. • The rescue accident will be dealt with according to its type (a traffic accident, drowning, demolition , and collapses, searching for missing persons, trapping people ...etc) through rescue crews to treat the accident and the paramedic crews will provide the paramedical service to the injury. • The report on the accident will be created according to a rescue accident model form , the vehicles will be prepared to receive a new service 		
The estimated time for providing the service	<ul style="list-style-type: none"> • Time of arrival rate (8) minutes (reporting an emergency time+ conversion time- Movement time). • Rate of rescue accident Treatment Time (90) minutes. 		
Fees	Free charges		
Service outcomes	Rescue Report		
The partner and his role in providing the service	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; vertical-align: top;"> Partner - PSD -JAF - Electricity company -ministry of works and housing - Greater Amman Municipality </td> <td style="width: 40%; vertical-align: top;"> Roll of partner - Receiving the report C.C - participating in security duties -switch off the current - backup in case of major accident - backup in case of major accident </td> </tr> </table>	Partner - PSD -JAF - Electricity company -ministry of works and housing - Greater Amman Municipality	Roll of partner - Receiving the report C.C - participating in security duties -switch off the current - backup in case of major accident - backup in case of major accident
Partner - PSD -JAF - Electricity company -ministry of works and housing - Greater Amman Municipality	Roll of partner - Receiving the report C.C - participating in security duties -switch off the current - backup in case of major accident - backup in case of major accident		
Contact and communication information	<ul style="list-style-type: none"> • Unified communication number (911). • Number (114) for people of sign language (visual communication) 		
Service Provisions times	7 days a week, 24 hours a day		

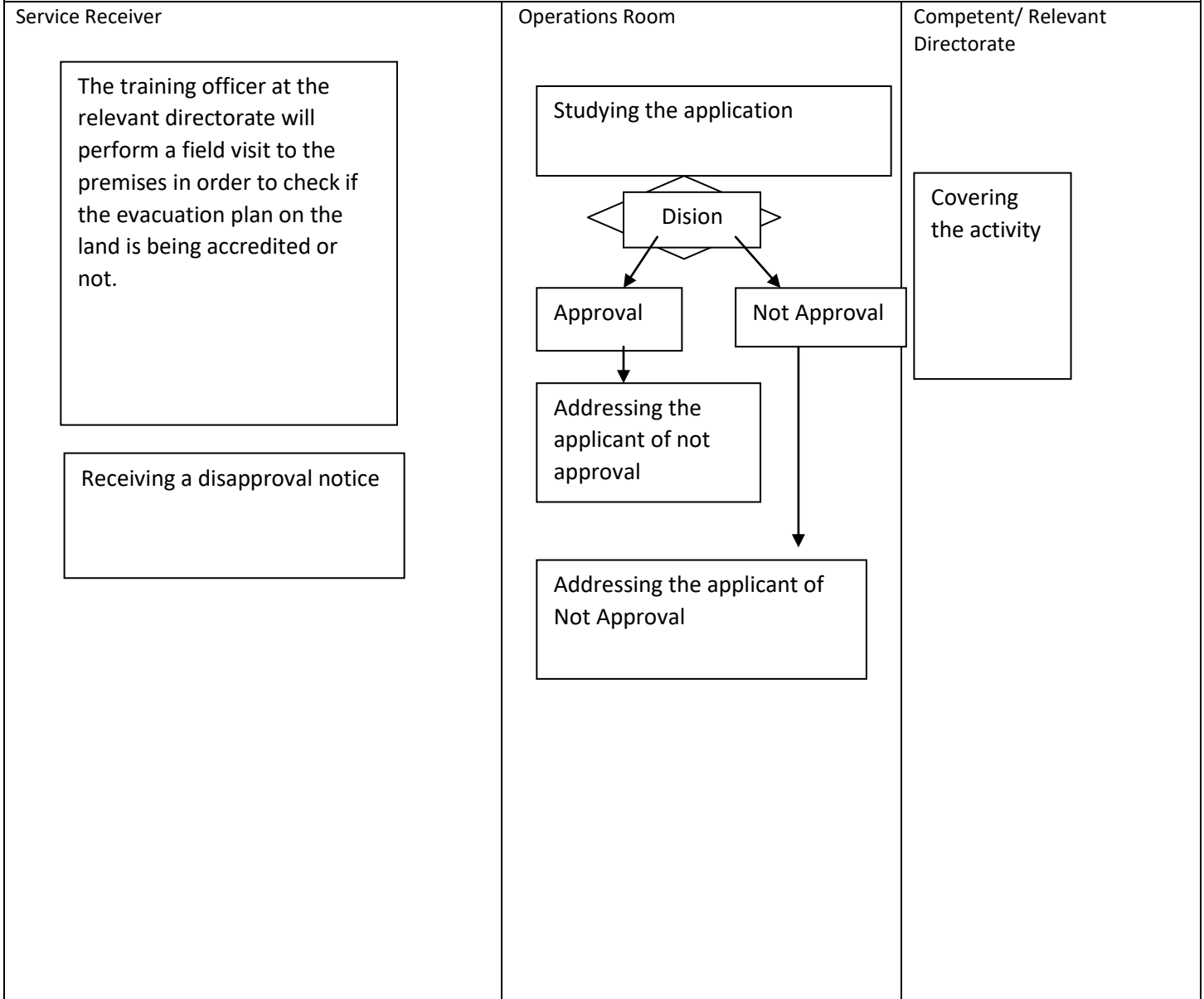
Request to handle a Rescue Accident





Civil Defense Form for using the services to cover sports, activities, public celebrations and festivals	
Legislation regulating the service	Law (No.14) of (2022 AD) law amending the Public Security Law with Law No.38 of 1965 and its amendments)
Conditions for providing the service	None
Documents required to obtain the service	Official letter from the requesting agency
Category of service	<ul style="list-style-type: none"> • Public Sector • Private Sector
Place of service	<p>Main Center : the Civil Defense Directorate / Division of Operations.</p> <p>Sub – premises : Civil Defense Directorates in governorates . PSD / Directorate of Operations & Control</p>
Service providing channels	<ul style="list-style-type: none"> • Personal attendance • Telephone • Fax • E-mail
Procedures for providing the service	<ul style="list-style-type: none"> • This service will be prepared by the Civil Defense throughout having paramedic, firefighting rescue vehicles To be used in the place of conducting the activity as long as having an official letter that handled to the Civil Defense Directorate / Operations Division or Field Civil Defense Directorate or throughout Control & Operations Directorate. • The application will be studied by Division of Operations. The Operations Division will contact the appointed directorate about the activity and its time as long as being ready to handle service. . •
The estimated time for providing the service	<ul style="list-style-type: none"> • According to the type of activity
Fees	Free charges
Service outcomes	Covering the activity or duty.
Contact and communication information	<p>The Civil Defense Directorate- Division of Operations. Amman- Abdali- Al – Abdali St. Tel. (065661111) / branch (4431) – Lists of information contacts of field directorates of Civil Defense e-mail : cdd.oper_dpt@psd.gov.jo</p>
Service providing times	7 days a week, 24 hours a day

Civil Defense Form for using the services to cover sports, activities, public celebrations and festivals





Training & Supervising Request on Evacuation Exercises	
Legislation regulating the service	Law (No.14) of (2022 AD) law amending the Public Security Law with Law No.38 of 1965 and its amendments)
Conditions for providing the service	The facility should be licensed , and having accredited on Evacuation plan
Documents required to obtain the service	None
Category of service	<ul style="list-style-type: none"> • Public Sector • Private Sector • Citizens • Residents
Place of service	All of Civil Defense Directorates , Sections and Centers spread throughout the Kingdom
Service Provisions channels	<ul style="list-style-type: none"> • Telephone • Personal attendance
Procedures for providing the service	<ul style="list-style-type: none"> • The accident is reported by calling the unified emergency number (911) or calling (114) if one has sign language , visual communication is made with him. • The report is received and initial information is taken from the accident informant ,giving such information such as the location of the accident , then the report will be created and transferred to the relevant directorate, which in turn mobilizes the nearest Civil Defense Station to the site of the accident . • Upon arriving at the site, the situation will be presented and estimated (for the need of providing support with water tanks, ambulances mechanisms, equipment and the necessary human power) while contacting with the Operation Room. • The fire fighting will be dealt with firefighting crews , a rescue team will be dealt with trapped people and ambulance crews provide ambulance service who needs it. • After treating the fire accident, the Site Officer inspects the site in order to identify and counts the losses and casualties and passing final information to the Operations Room of the responsible directorate to indicate completing the treatment of firefighting accident.
Fees	Free charges
Service outcomes	Covering the activity or duty.
Contact and communication information	The Civil Defense Directorate- Division of Operations. Amman- Abdali- Al – Abdali St. Tel. (065661111) / branch (4431) – Lists of information contacts of field directorates of Civil Defense e-mail : cdd.oper_dpt@psd.gov.jo
Service providing times	7 days a week, 24 hours a day

Training & Supervising Request on Evacuation Exercises

Service Receiver

Filling the application of the Service Receiver / or handling an official letter to the Civil Defense Directorate / Field Directorates.

Receiving a notification of " Not Approval "

Operations Room

Studying the application

Dision

Approval

Not Approval

Addressing the applicant of not approval

Addresses the applicant of " Not Approval "

Competent/ Relevant Directorate

The training officer at the relevant directorate will make an initial visit to the premises and check if the evacuation plan is applicable or not .

Obtaining Official Copy of Accident Report (fire fighting, paramedic, rescue)	
Legislation regulating the service	Law (No.14) of (2020 AD) law amending the Public Security Law with Law No.38 of 1965 and its amendments)
Conditions for providing the service	<ul style="list-style-type: none"> • There should be an accident by the name of the person / demanded agency . • Having an official letter from the Prosecutor or court
Documents required to obtain the service	<ul style="list-style-type: none"> • Personal Identification. • Official authorization from the stakeholder upon reviewing other person
Category of receiving the service	<ul style="list-style-type: none"> • Public Sector • Private Sector • Citizens • Residents
Place of handling the service	Main Center : the Civil Defense Directorate / Division of Operations. Sub – premises : Civil Defense Directorates in governorates .
Service Provisions channels	<ul style="list-style-type: none"> • Personal attendance • fax
Procedures for providing the service	<p>applying the service form or handling official letter from the stakeholder indicates that He /She or the appointed agency needs a copy of an official accident report (fire fighting, ambulance, rescue) in order to send it to the appointed agencies such as (courts, National Fund, insurance companies, Social Security Corporation ...,etc) in order to gain compensation or financial aid.</p> <ul style="list-style-type: none"> • The appointed division in the Operation Division / field directorate will check the transaction. • The requesting party will be provided with a certified copy of the accident report attached to an official letter.
The estimated time for providing the service	<ul style="list-style-type: none"> • According to the type of activity
Fees	For free
Service outcomes	an official copy of the accident's report .
Contact and communication information	The Civil Defense Directorate- Division of Operations. Amman- Abdali- Al – Abdali St. Tel. (065661111) / branch (4431) – Lists of information contacts of field Civil Defense directorates e-mail : cdd.oper_dpt@psd.gov.jo
Service providing times	Sunday – Thursday/ from (8:00 a.m-2:45 p.m)

Issuing an Accident Report (fire fighting, paramedic, rescue)

Service Receiver	Division of Operations	Competent/ Relevant Directorate
<div data-bbox="94 470 472 936" data-label="Text"> <p>Applying the form of service or handling official letter to the Civil Defense Directorate / Division of Operations or the specialized directorate , which indicates having an official copy</p> </div> <div data-bbox="94 1062 467 1467" data-label="Text"> <p>Receiving an official copy of an accident report enclosed with an official letter</p> </div>	<div data-bbox="662 569 878 737" data-label="Text"> <p>Auditing a transaction</p> </div>	<div data-bbox="943 491 1435 659" data-label="Text"> <p>Auditing a transaction by the competent division</p> </div> <div data-bbox="964 722 1456 974" data-label="Text"> <p>Inform the relevant person of the necessity of attending personally to the relevant directorate to receive the report.</p> </div>

Request to participate in a mock exercise or a joint security exercise	
Legislation regulating the service	Law (No.14) of (2020 AD) law amending the Public Security Law with Law No.38 of 1965 and its amendments)
Conditions for providing the service	None
Documents required to obtain the service	Official letter from the requesting agency
Category of service	<ul style="list-style-type: none"> • Public Sector • Private Sector • Citizens • Residents
Place of service	Main Center : the Civil Defense Directorate / Division of Operations. Sub – premises : Civil Defense Directorates in governorates . PSD / Directorate of Operations & Control.
Service Provisions channels	<ul style="list-style-type: none"> • Telephone • Official Letters
Conditions for providing the service	<ul style="list-style-type: none"> • The requesting body performs the exercise sends an official letter to the relevant directorate. • the relevant directorate addresses the Division of Operations throughout official letter. • the Division of Operations takes the approval from the authorized person (the Director of Civil Defense, Director of Operations & Training). • the Division of Operations after having the approval from the authorized person will notify the relevant field directorate to fulfill the procedures in order to execute the training exercise (preparing scenarios , rehearsal, indentifying the date of executing the exercise , identifying the place of the training exercise , identifying the number of human resources, identification of participating mechanisms). • The relevant directorate will notify the Operations Division of the exercise implementation procedures. • The training exercise will be following up by the Division of Operation.
The estimated time for providing the service	<ul style="list-style-type: none"> • Public sector/ Military security agencies (day) work • Private sector (week) work
Fees	Free charges
Service outcomes	<ul style="list-style-type: none"> • Providing the Civil Defense vehicles (ambulance, fire fighting, rescue) in order to successful the exercise. • Handling Civil Defense services in the site of the training exercise in case of having injury.
Contact and communication information	The Civil Defense Directorate- Division of Operations. Amman- Abdali- Al – Abdali St. Tel. (065661111) / branch (4431) – Lists of information contacts of field directorates of Civil Defense e-mail : cdd.oper_dpt@psd.gov.jo
Service providing times	7 days a week, 24 hours a day

Request to participate in a mock exercise or a joint security exercise



Preventative services



Study of Engineering Drawings	
Legislation regulating the service	<ul style="list-style-type: none"> • Law (No.14) of (2020 AD) law amending the Public Security Law with Law No.38 of 1965 and its amendments) • National Building Codes.
Conditions for providing the service	Submission of engineering plans by an accredited engineering office in the presence of the competent engineer.
Documents required to obtain the service	Document (engineering plans with an appropriate drawing scale (according to the approved specifications in the Prevention Department).
	directorate (accredited engineering office) document format (an original stamped copy by the Engineers Syndicate.
	Receipt and stamp of the Jordanian Engineers Syndicate (upon final accreditation)- Engineers Syndicate – original copy
Category of service	<ul style="list-style-type: none"> • Public Sector • Private Sector • Citizens • Residents
Place of service	Main Center : the Civil Defense Directorate / Prevention & Self- Awareness Dept. Branches centers : external divisions of the Prevention & Self- Awareness Dept. (in all governorates).
Service Provisions channels	<ul style="list-style-type: none"> • Personal attendance. • Telephone. • E-link with Greater Amman Municipality. • E- mail .
Conditions for providing the service	<ul style="list-style-type: none"> • The recipient of the service obtains an appointment to audit engineering plans by phone call , personal presence , or receiving the engineering plan to be audited on the electronic auditing system from the Greater Amman Municipality. • The recipient of the service fills out his information in the engineering dawning study form when he arrives according to the specified date if the engineering drawing is received on paper. • The study officer in the engineering branches (architectural , mechanical, electrical, residential) and the gas and chemical departments studies the plans , ensures the availability of conditions and requirements according to the approved technical codes, and writes the resulting recommendations in the study plan form. • In the event the plans conform the conditions and requirements that were initially approved and the value of the fees is calculated and then transferred to the Accounting Dept. to collect the required fees. • The recipient of the service will review the engineering branches to seal the engineering plans and finally approve them , along with placing explanations for the placement by approving the required construction license.
The estimated time for providing the service	<ul style="list-style-type: none"> • which depends on the area and occupancy of the building. • Current rate (45) minutes.
Fees	According to the amended system of collecting allowances service under the Law (No.14) of (2020 AD) law amending the Public Security Law , attachment (1).
Payment Procedure	<ul style="list-style-type: none"> • Cash • Electronic payment (prepaid cards). • E- Fwatercom.
Service outcomes	<ul style="list-style-type: none"> • Initially or final approved plans stamped with the Civil Defense stamp. • The document validity period: the document loses its validity if any change is made to the building.

The Partner and His Role in Providing the Service	<table border="1" data-bbox="727 195 1265 254"> <thead> <tr> <th data-bbox="727 195 977 254">Partner</th> <th data-bbox="977 195 1265 254">Partner's Role</th> </tr> </thead> <tbody> <tr> <td data-bbox="727 254 977 1041"> <p>Amman Greater Municipality- Requesting placement and approval to process a construction license for the area of jurisdiction (the Capital) .</p> <ul style="list-style-type: none"> - Municipalities : Requesting placement and approval to process a construction license for the area of jurisdiction (Governorates). - Commission of Aqaba – (Requesting placement and approval to process a construction license for the area of jurisdiction (Aqaba). - Jordanian Engineers Association :approving the plans and stamping them before the approval from the Prevention & Self Awareness Dept. - Jordan Valley Authority : (Requesting placement and approval to process a construction license for the area of jurisdiction (Jordan Valley Authority). <p>Petra Region Authority : (Requesting placement and approval to process a construction license for the area of jurisdiction (Petra Region Authority) .</p> <p>Industrial Estates Corporation : (Requesting placement and approval to process a construction license for the area of jurisdiction.</p> </td> <td data-bbox="977 254 1265 1041"></td> </tr> </tbody> </table>	Partner	Partner's Role	<p>Amman Greater Municipality- Requesting placement and approval to process a construction license for the area of jurisdiction (the Capital) .</p> <ul style="list-style-type: none"> - Municipalities : Requesting placement and approval to process a construction license for the area of jurisdiction (Governorates). - Commission of Aqaba – (Requesting placement and approval to process a construction license for the area of jurisdiction (Aqaba). - Jordanian Engineers Association :approving the plans and stamping them before the approval from the Prevention & Self Awareness Dept. - Jordan Valley Authority : (Requesting placement and approval to process a construction license for the area of jurisdiction (Jordan Valley Authority). <p>Petra Region Authority : (Requesting placement and approval to process a construction license for the area of jurisdiction (Petra Region Authority) .</p> <p>Industrial Estates Corporation : (Requesting placement and approval to process a construction license for the area of jurisdiction.</p>	
Partner	Partner's Role				
<p>Amman Greater Municipality- Requesting placement and approval to process a construction license for the area of jurisdiction (the Capital) .</p> <ul style="list-style-type: none"> - Municipalities : Requesting placement and approval to process a construction license for the area of jurisdiction (Governorates). - Commission of Aqaba – (Requesting placement and approval to process a construction license for the area of jurisdiction (Aqaba). - Jordanian Engineers Association :approving the plans and stamping them before the approval from the Prevention & Self Awareness Dept. - Jordan Valley Authority : (Requesting placement and approval to process a construction license for the area of jurisdiction (Jordan Valley Authority). <p>Petra Region Authority : (Requesting placement and approval to process a construction license for the area of jurisdiction (Petra Region Authority) .</p> <p>Industrial Estates Corporation : (Requesting placement and approval to process a construction license for the area of jurisdiction.</p>					
Contact and communication information	<p>The Civil Defense Directorate- Division of Operations. Amman- Abdali- Al – Abdali St. Tel. (065661111) / branch (4431) – Lists of information contacts of field directorates of Civil Defense e-mail : cdd.oper_dpt@psd.gov.jo</p>				
Service Provisions times	<ul style="list-style-type: none"> • (Sunday- Wednesday) from (7:30 am – 2:45pm). • Thursday from (7:30 am-1:00pm) 				

Checking Engineering Drawings

Receiver of the Service

Request an audit appointment to audit engineering plans through service applying channels or receiving on the electronic auditing system which is linked with the Greater Amman Municipality.

The recipient of the service fills out his information in the engineering drawings study form when he arrives according to the specified date if the engineering drawing is received on paper.

Fulfillment of the required fees

Sealing and final approval of the engineering plans

Prevention & Self Awareness Department and its Divisions

The study officer in the engineering branches (architectural , mechanical, electrical, residential) and the gas and chemical departments studies the plans , ensures the availability of conditions and requirements according to the approved technical codes.

Writing the resulting recommendations in the study plans forms

Not Approval

Dision

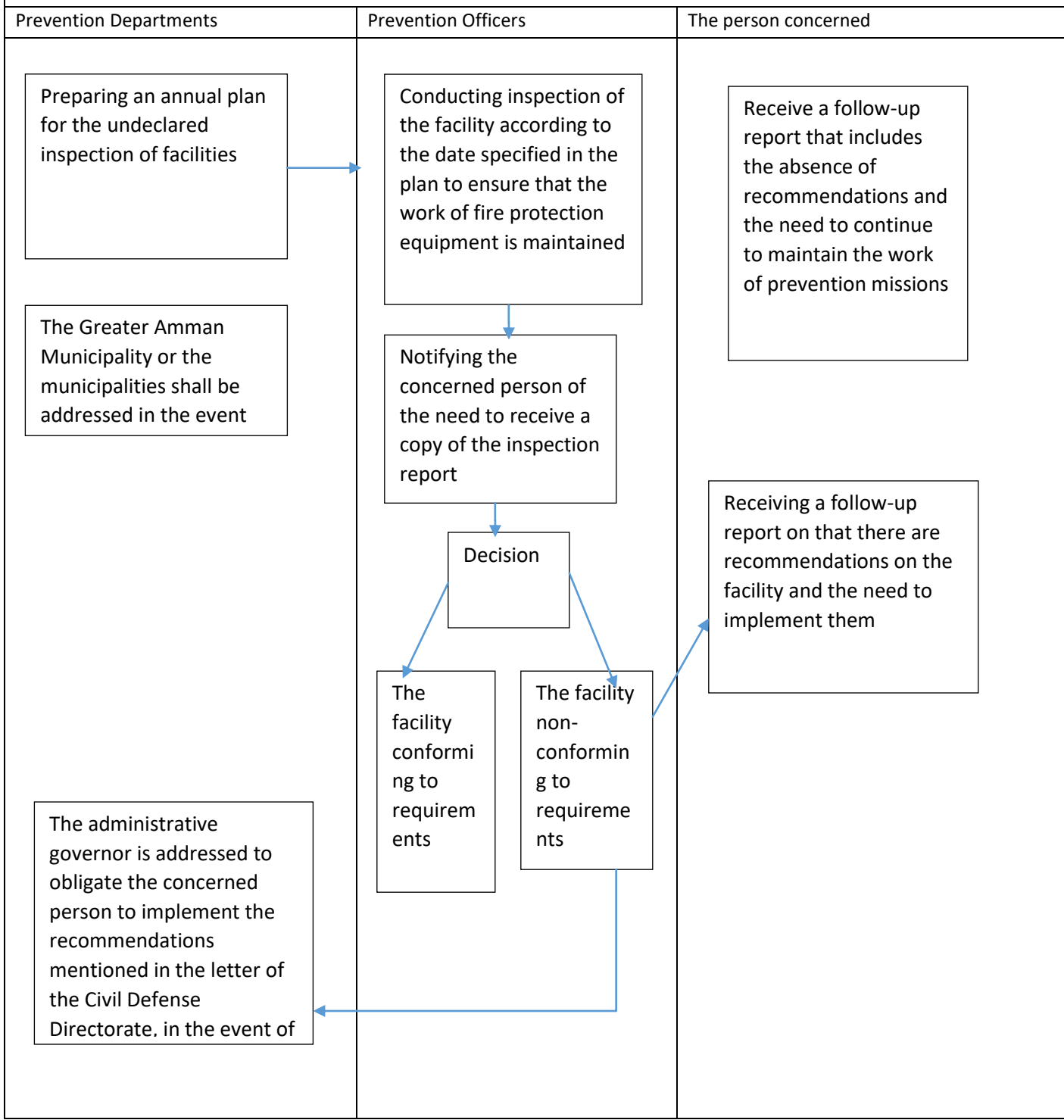
Approval

Initially accrediting it and summing up the amount fees

Recommendation for approval the required construction license

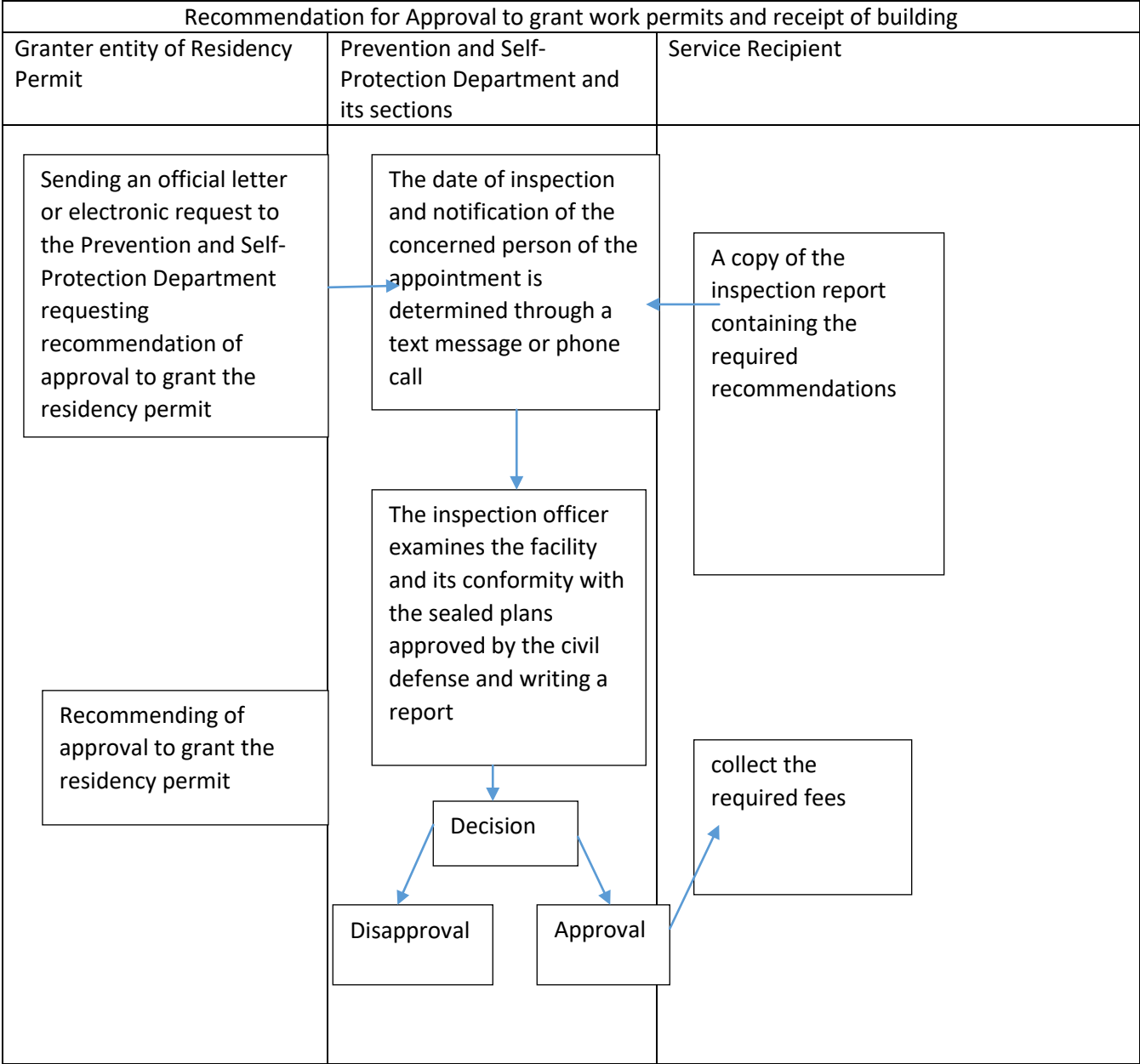
Periodic inspection on facilities to ensure the Sustainability of Prevention & Self-protection equipment work	
Legislation Regulating the Service	<ul style="list-style-type: none"> • Law (No.14) of (2020 AD) law amending the Public Security Law with Law No.38 of 1965 and its amendments) . • Notional building codes.
Conditions for Providing the Service	The facility must be registered in the Prevention & Self-Awareness Dept, and it must have a facility number (it is registered and a file is opened based on the availability of fire fighting and alarm systems in it after studying the plans).
Documents required to obtain the service	None
Category of the Service Receiver	<ul style="list-style-type: none"> • Public Sector • Private Sector • Citizens • Residents
Place of Providing the Service	Center's Branches : External divisions of Prevention & Self-Awareness Dept. (in all governorates) .
Service Providing channels	<ul style="list-style-type: none"> • Personal attendance. • Telephone . • Fax.
Providing Service Conditions	<ul style="list-style-type: none"> • An annual plan is prepared for unannounced inspection of facilities by the external departments based on the degree of danger. • The Inspection Officer conducts an inspection of the facility according to the specified date in the plan to ensure the continuation of the work of fire prevention missions, and the owner of the facility is given a notice of the inspection , which he has to present it upon he receives the report. • In the event that the facility does not comply with the requirements , the relevant stakeholders will be addressed with a follow-up report that includes the absence of recommendations and the necessity of continuing to carry out prevention missions. • In the event that the facility does not comply with the requirements , the relevant stakeholders will be addressed with the existence of recommendations and the necessity of implementing them, whereas, the Greater Amman Municipality or a municipality will be contacted . If the facility owner continues to fail to implement the recommendations , the Administrative Governor will be contacted to compel the facility owner to implement the recommendations which were declared in the Civil Defense book (the inspection will be repeated based on the annual following - up plan).
The Estimated time for providing the Service	2working days .
Fees	Free charges
Service outcomes	Following-up report – the validity duration of the document (until the next inspection date in accordance with the annual follow-up plan) .
The Partner and His Role in Providing the Service	Partner: the Greater Amman Municipality, municipalities , the Administrative Governor. His Role: Oblige the facility owner to implement the resulting recommendations of his facility.
Contact and Communication Information	<ul style="list-style-type: none"> • The Civil Defense Directorate- the Prevention & Self- Awareness Dept. • Amman- Abdali- Al – Abdali St. • Tel. (065661111) / Fax (065658067. • E-mail : cdd.oper_dpt@psd.gov.jo . • Attachment List of contact information for the external departments of the Prevention & Self- Awareness Dept.
Service Providing Times	<ul style="list-style-type: none"> • (Sunday- Wednesday) from (7:30 am – 2:45pm). • Thursday from (7:30 am-1:00 pm).

Conducting periodic inspection on facilities to ensure the work maintainability of the prevention and self-protection equipment



Recommending the Approval to grant residency permits and acquired the building			
Legislation governing of service	Law No. 14 of 2020 amending the Public Security Law No. 38 of 1965 and its amendments. National building code.		
Conditions for providing service	Availability of the required documents to complete this service		
Documents required to get the service	Document	Directorate	Form of Document
	The presence of plans stamped with the civil defense seal, designed or implemented according to reality	Civil defense	Engineering plans (replica)
	Book from certification body for work permits	Greater Amman Municipality, Municipalities, Aqaba Commission	Original copy
Service Recipient Category	<ul style="list-style-type: none"> • Public sector • private sector • Citizens • Resident 		
Service Location	Head Office: Directorate of Civil Defense / Department of Prevention and Self-Protection. Sub-Centers :External Prevention Departments(In all governorates)		
Providing Service Channels	<ul style="list-style-type: none"> • Personal attendance • Phone • Fax • Electronic Connection with the Municipality of Amman 		
Main procedures for providing service	<ul style="list-style-type: none"> • Receipt of an official letter from the body granting the work permit to the Prevention Department or its sections in the external directorates requesting approval to grant work permits. • The date of inspection and notification of the concerned person of the appointment is determined through a text message or phone call • The inspection officer examines the facility and its conformity with the sealed plans approved by the civil defense and writing a report • In the event that the establishment conforms to the requirements, the placement is made to grant a work permit, collect the required fees • In the event that the facility does not comply with the requirements, the recommendation is made that the works permit is not granted, and the service recipient is handed a copy of the inspection report containing the required recommendations. 		
Average time taken to provide service	2 working days maximum		
Value of Fees	According to the amended system for the system of collecting the services allowance of the General Directorate of Civil Defense No. 128 / for the year 1/2015.		
Payment Mechanism	<ul style="list-style-type: none"> • Cash • Online payment 		

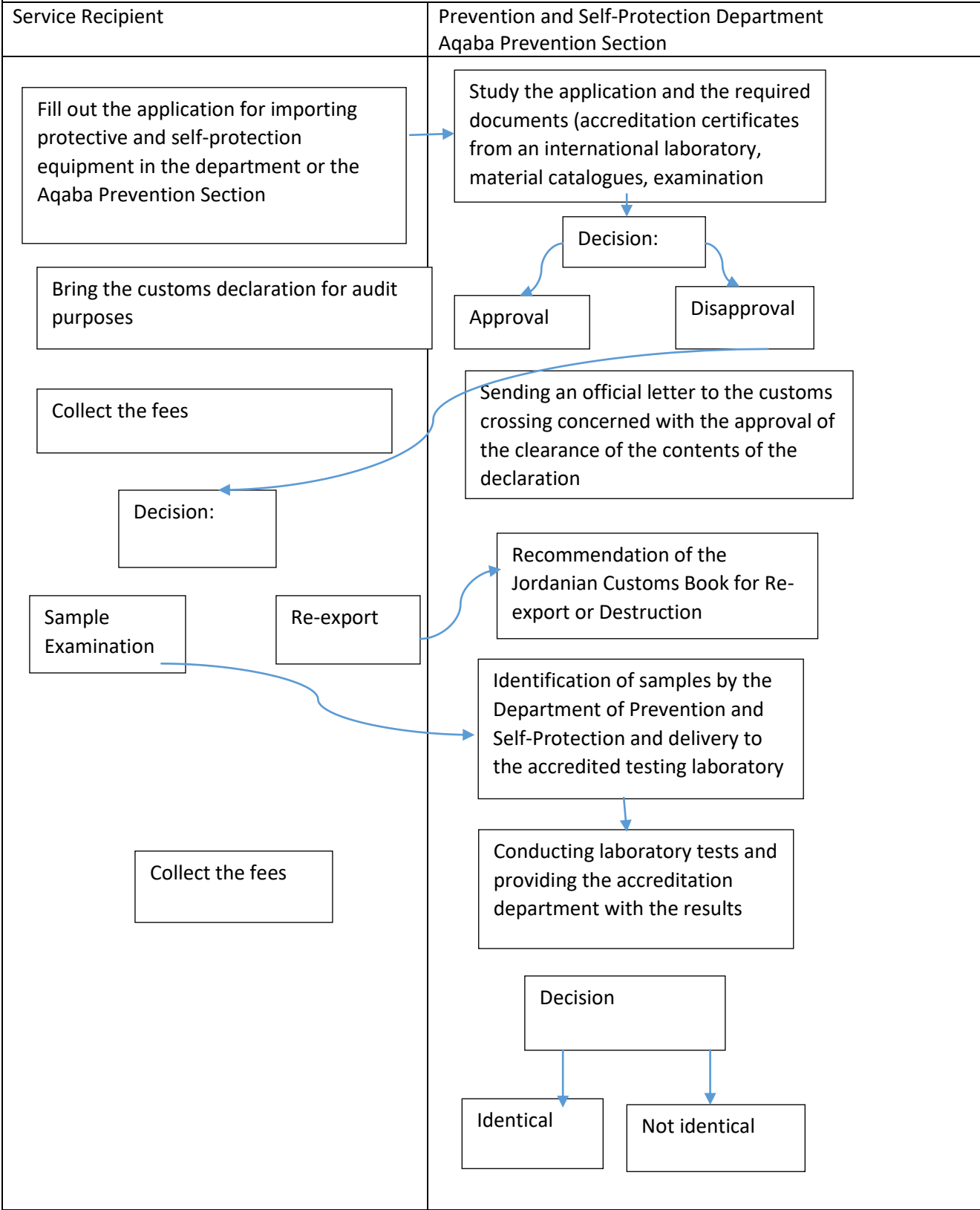
The partner and his role in providing service	Partner	The role of the partner
	Greater Amman Municipality	Request for Civil Defense Placement to Grant Works Permits within the Greater Amman Municipality Areas
	Municipalities	Request for Civil Defense Placement to Grant Works Permit within Governorates
	Aqaba Commissioners	Request for Civil Defense Placement to Grant Works Permit within Aqaba Governorate
Contact Information	<ul style="list-style-type: none"> • Directorate of Civil Defense - Prevention and Self-Protection Department • Amman/Abdali/Abdali street • Phone (065661111) fax (065658067) • E-mail (cdd.prevent-dpt@psd.gov.jo) 	
Providing service time	<ul style="list-style-type: none"> • (Sunday – Wednesday) from (7:30-2:45) • Thursday from (7:30-1:00) 	



Recommending of approval the import and entry of materials for public safety equipment and ensuring that they comply with specifications			
Legislation governing of service	Law No. 14 of 2020 amending the Public Security Law No. 38 of 1965 and its amendments. National building code.		
Conditions for providing service	The materials or equipment to be imported must be for the benefit of a public safety company accredited by the Civil Defense		
Documents required to get the service	Document	Directorate	Document form
	Customs declaration (containing the materials to be entered) and invoice	General Customs Department	Original
	Accreditation certificate from an international laboratory	An international technical laboratory accredited by the Jordan Standards and Metrology Organization	Original or Certified copy
	Laboratory test report for materials	Internal technical laboratory accredited by the Jordan Standards and Metrology Organization	Certified copy
	Catalogues of materials to be imported	Manufacturer	Original
Service Recipient Category	<ul style="list-style-type: none"> • Public sector • private sector 		
Service Location	Head Office: Directorate of Civil Defense / Department of Prevention and Self-Protection. Sub-centers: Aqaba Prevention Section		
Providing Service Channels	<ul style="list-style-type: none"> • Personal attendance • Phone • Fax • E-mail • Website • National Single-Window 		
Main procedures for providing service	<ul style="list-style-type: none"> • The concerned person fills out an application for importing protective and self-protective equipment in the Prevention and Self-Protection Department or the Aqaba Prevention Section according to a special form • The application and the required documents are studied (Certification from a global laboratory, technical inspection reports, material catalogues) In the event that the 		

	<p>results of the study conform to the conditions, a letter approving the import application is sent to the concerned person, in which it is indicated that the customs declaration must be submitted upon import.</p> <ul style="list-style-type: none"> • When carrying out the import process, the concerned person brings the customs declaration to the Accreditation and Standards Department, and in the event that the materials and equipment need a laboratory examination (extinguishers, hoses...) he is required to bring a technical inspection report from one of the laboratories accredited by the Standards and Metrology Institution. • After conducting laboratory tests, the results are handed over to the Accreditation and Standards Department where the samples are kept by a prevention officer and handed over to the concerned laboratory. • In the event that the results of the customs declaration study do not comply with the conditions, explanations are sent to the General Customs Department not to approve the entry of materials, re-export or destroy them, according to the request of the concerned person. • In the event that the results of the study conform to the conditions, the prescribed fees are collected in the accounting department and a letter is sent to the General Customs Department approving the entry of the materials.
Average time taken to provide service	<ul style="list-style-type: none"> • 1 working day (if all required documents are available) • In the event that the materials need technical inspection, the time depends on the delivery of the results of the examination
Value of Fees	According to the amended system for the system of collecting the services allowance of the General Directorate of Civil Defense No. 128 / for the year 1/2015.

Placement for approving the import and entry of materials for public safety equipment and ensuring that they comply with specifications



Recommendation to approve building a gas station			
Legislation governing of service	Law No. 14 of 2020 amending the Public Security Law No. 38 of 1965 and its amendments. National building code.		
Conditions for providing service	Availability of the required documents to complete this service		
Documents required to get the service	Document	Directorate	Document form
	Approval of the Central Committee consisting of several bodies with the membership of the Civil Defense and the presidency of the Energy and Minerals Regulatory Authority	Central Committee	Certified copy
	Engineering plans stamped with the seal of the Jordanian Engineers Association and approved by the Energy Regulatory Commission	Jordanian Engineers Association	Original copy
Service Recipient Category	<ul style="list-style-type: none"> • Public sector • private sector • Citizens • Resident 		
Service Location	Head Office: Directorate of Civil Defense / Department of Prevention and Self-Protection. Sub-Centers :External Prevention Departments(In all governorates)		
Providing Service Channels	<ul style="list-style-type: none"> • Public Service Office • Phone • Fax • E-mail 		
Main procedures for providing service	<ul style="list-style-type: none"> • The application for the construction of the plant is submitted to the Energy and Minerals Regulatory Authority, which in turn determines the date of the sensory examination on the site by the Central Committee, which includes in its membership a representative of the Civil Defense. • In the event that the committee meets on a preliminary approval for the establishment of the station, the concerned person submits the engineering plans to the Prevention Department or the Prevention Department in the concerned directorate, where the requirements of the station and its sub-buildings are studied, and if the requirements are met, the fees are collected, the plans are stamped and a preliminary file is opened for the station. • Upon completion of the construction work of the station and until obtaining 		

	<p>a work permit, the concerned person reviews the prevention department, where the station is inspected and the inspection report is written, and if the conditions are met, the Prevention Department is addressed with the approval placement, which in turn addresses the Energy and Minerals Regulatory Authority to approve the installation of pumps and fuel them.</p> <ul style="list-style-type: none"> • In case of non-compliance with the conditions, a report will be written with the required recommendations. • In the event of final approval, the station will be coded and given a permanent file number and included in the follow-up plan for annual inspection 	
Average time taken to provide service	2 working days	
Value of Fees	According to the amended system for the system of collecting the services allowance of the General Directorate of Civil Defense No. 128 / for the year 1/2015.	
fees	<ul style="list-style-type: none"> • Cash • Online payment 	
The partner and his role in providing the service	Partner	Role of the partner
	Jordanian Engineers Association	Approval and stamping of the plans before approval by the Prevention Department
	Energy and Minerals Regulatory Authority	Member of the Central Committee
Contact Information	<ul style="list-style-type: none"> • Directorate of Civil Defense - Prevention and Self-Protection Department • Amman/Abdali/Abdali street • Phone (065661111) fax (065658067) • E-mail (cdd.prevent-dpt@psd.gov.jo) 	
Providing service time	<ul style="list-style-type: none"> • (Sunday – Wednesday) from (7:30-2:45) • Thursday from (7:30-1:00) 	

Recommendation for approval to build gas warehouses			
Legislation governing of service	Law No. 14 of 2020 amending the Public Security Law No. 38 of 1965 and its amendments. National building code.		
Conditions for providing service	Availability of the required documents to complete this service		
Documents required to get the service	Document	Directorate	Form of document
	Initial approval letter	Energy and Minerals Regulatory Authority	Exact copy
	Permit to establish a gas agency	Energy and Minerals Regulatory Authority	Exact copy
	A letter addressed from the administrative governor to the external departments of the Prevention Department	Governorate	Original
	A copy of the personal identity of the owner of the station	Concerned person	Copy
	A written undertaking in the name of the owner of the agency	Prevention and Self-Protection Department	Original
	Storage agreement with a gas warehouse	Approved by the Energy and Minerals Regulatory Authority	Exact copy
	Certified lease contract or title deed	Concerned person	Exact copy
	A copy of the licenses of the distribution vehicles	Concerned person	Exact copy
Service Recipient Category	<ul style="list-style-type: none"> • Private Sector • Citizens 		
Service Location	Sub-Centers :External Prevention Departments(In all governorates)		
Providing Service Channels	<ul style="list-style-type: none"> • Personal attendance • Phone • Messaging system 		
Main procedures for providing service	<ul style="list-style-type: none"> • Addressing the Directorate of Civil Defense with a letter from the Energy and Minerals Regulatory Authority and the administrative governor in the concerned region to express an opinion on the initial approval of the site of the gas agency office to be established • Setting an appointment for an inspection of the agency by the concerned department after ensuring the completion of the required documents • The detection officer performs a sensory detection on the office's site, complies with the conditions, and writes a report on the detection. • In the event that the office site conforms to the conditions and 		

	<p>requirements, the administrative governor and the Energy Sector Regulatory Authority will be addressed with the initial approval of the office's site.</p> <ul style="list-style-type: none"> • The Directorate of Civil Defense is addressed by a letter by the Energy and Minerals Regulatory Authority to express its opinion on the approval of the establishment of a gas agency. • An inspection date is scheduled on the gas agency and its distribution vehicles by the concerned department after ensuring that the required documents are complete. • The detection officer performs a sensory detection on the gas agency and its distribution vehicles and their compliance with the conditions and write a report for the detection. • The Energy Regulatory Authority addresses the Directorate of Civil Defense with a copy of the final operating license of the Gas Agency (which is valid for 3 years), where a file is opened for the agency and included in the annual follow-up plan for the detection. • The concerned person shall refer to the concerned prevention department to receive permits for distribution vehicles (renewed annually), which authorize him to distribute liquefied gas, according to the area of jurisdiction. 	
Average time taken to provide service	2 working days (Conduct inspection and receive final reports)	
Value of Fees	According to the amended system for the system of collecting the services allowance of the General Directorate of Civil Defense No. 128 / for the year 1/2015.	
Payment Mechanism	<ul style="list-style-type: none"> • Cash • Online payment 	
The partner and his role in providing the service	Partner	Role of the partner
	Energy and Minerals Regulatory Authority	Civil Defense Directorate Request for the Establishment of Liquefied Petroleum Gas Agency
	Governorate/Administrative Governor	Civil Defense Directorate Request for Initial Approval for the Establishment of the Gas Agency
Contact Information	<ul style="list-style-type: none"> • Directorate of Civil Defense - Prevention and Self-Protection Department • Amman/Abdali/Abdali street • Phone (065661111) fax (065658067) • E-mail (cdd.prevent-dpt@psd.gov.jo) 	
Providing service time	<ul style="list-style-type: none"> • (Sunday – Wednesday) from (7:30-2:45) • Thursday from (7:30-1:00) 	

Recommendation for approval to build gas warehouses

Energy and Minerals Regulatory Authority	Prevention and Self-Protection Department and its sections	Service Recipient
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Addressing the Directorate of Civil Defense to express an opinion on the initial approval of the site of the gas agency to be established

Addressing the Civil Defense Directorate by the Energy and Minerals Regulatory Authority to express an opinion on the approval of the establishment of the Gas Agency

Addressing the Civil Defense Directorate with a copy of the operating license

Setting an appointment for an inspection of the agency by the concerned department after ensuring the completion of the required documents

The detection officer performs a sensory detection on the office's site, complies with the conditions, and writes a report on the detection.

Decision:

Conform to requirements

Not conforming to the requirements

Addressing the Administrative Governor and the Energy and Minerals Regulatory Authority with the initial approval of the office's site

Addressing the Administrative Governor and the Energy and Minerals Regulatory Authority with the disapproval of the office's site

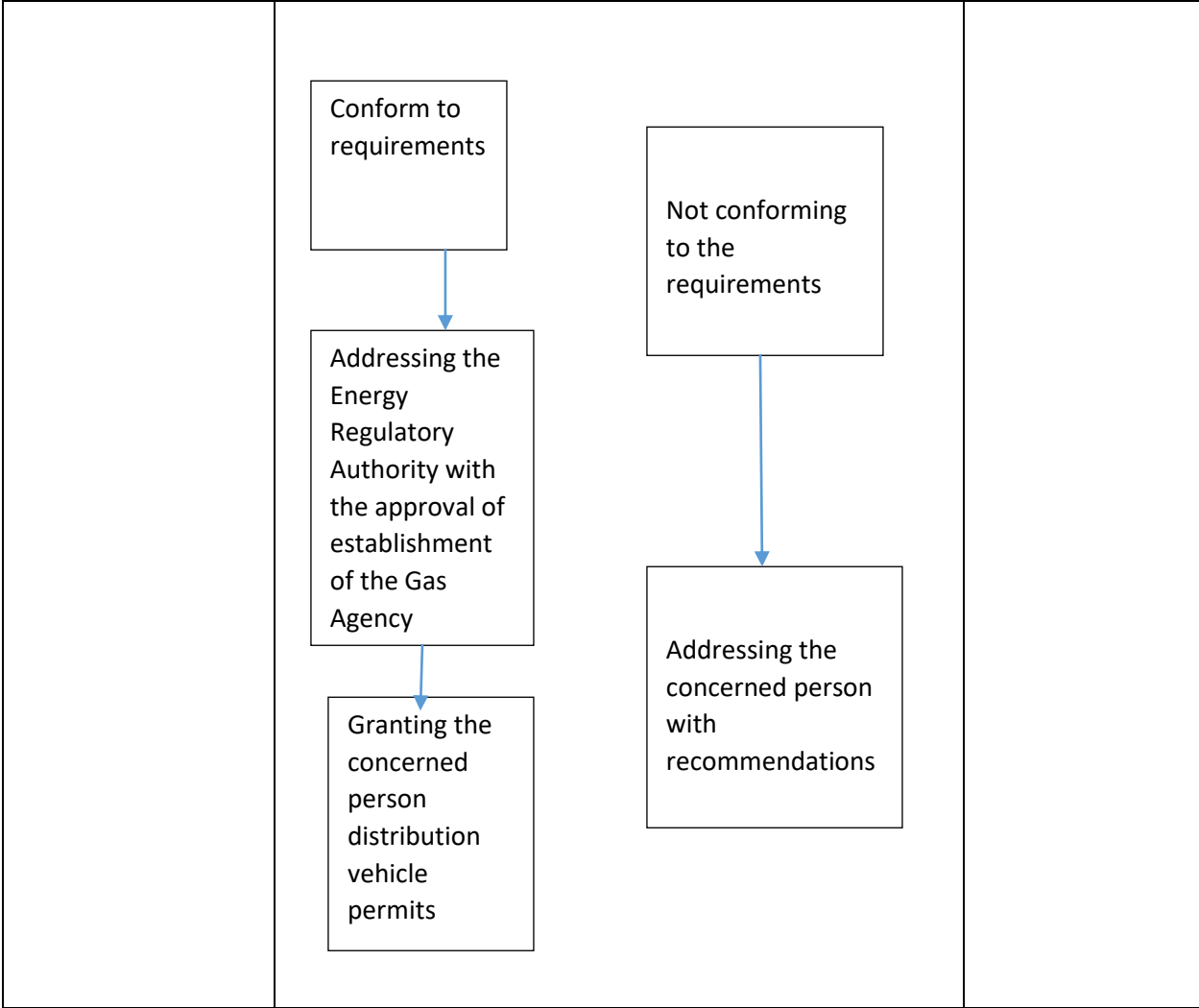
An inspection date is scheduled on the gas agency and its distribution vehicles by the concerned department after ensuring that the required documents are complete.

The detection officer performs a sensory detection on the gas agency and its distribution vehicles and their compliance with the conditions and write a report for the detection.

Visit the relevant prevention department to provide him with the required documents

Visit the relevant prevention department to schedule an appointment

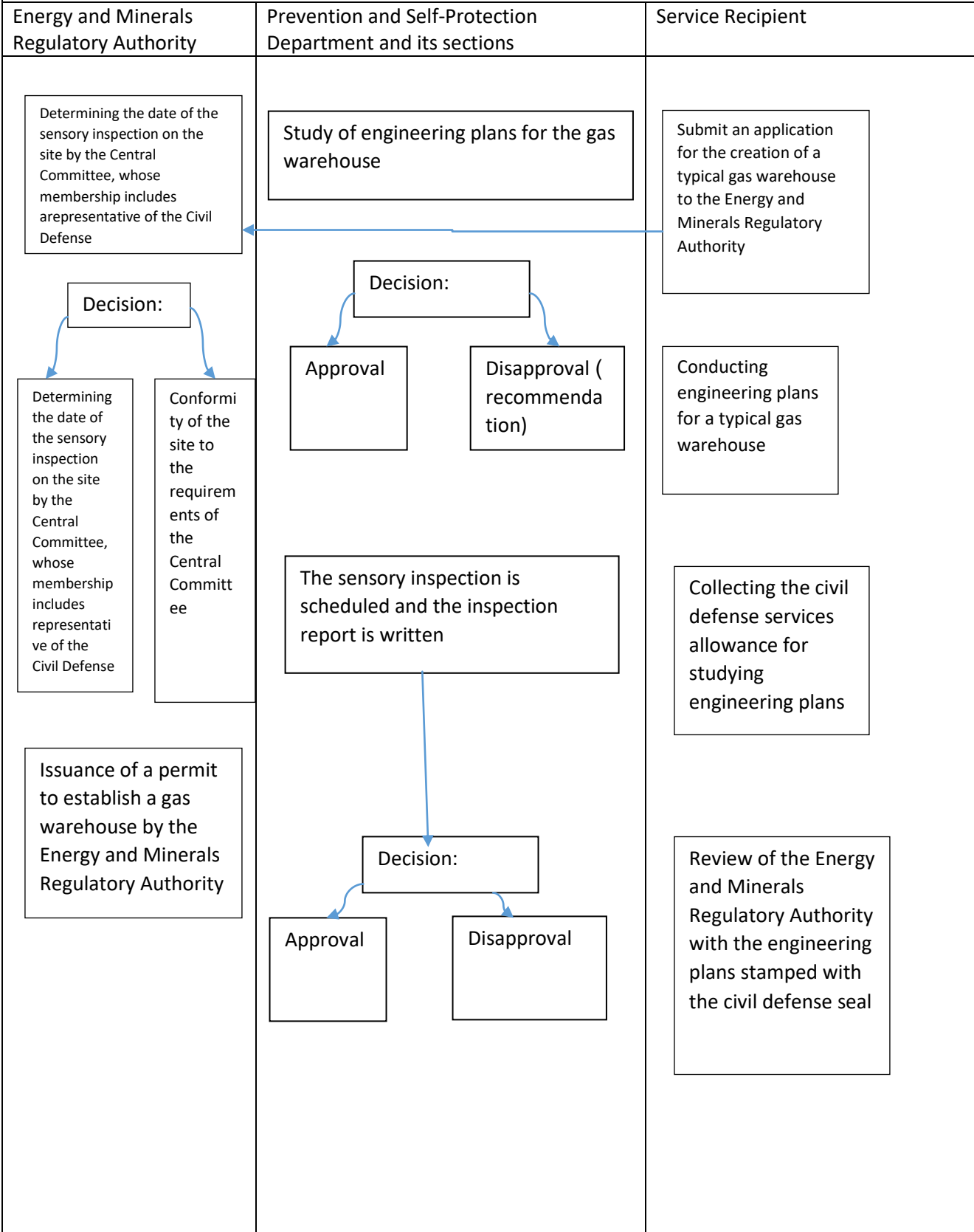
Decision:



Recommendation for approval to build Typical Gas warehouse			
Legislation governing of service	Law No. 14 of 2020 amending the Public Security Law No. 38 of 1965 and its amendments. National building code.		
Conditions for providing service	Availability of the required documents to complete this service		
Documents required to get the service	Document	Directorate	Document form
	Initial approval letter on the gas warehouse site	Central Committee / Energy and Minerals Regulatory Authority	Original
	Design Plans Approval Letter	Energy and Minerals Regulatory Authority / Civil Defense Directorate	Original
Service Recipient Category	<ul style="list-style-type: none"> • Public sector • private sector • Citizens • Resident 		
Service Location	Sub-Centers :External Prevention Departments(In all governorates)		
Providing Service Channels	<ul style="list-style-type: none"> • Personal attendance • Phone • Fax • E-mail 		
Main procedures for providing service	<ul style="list-style-type: none"> • The service recipient submits a request to establish a petroleum gas cylinder warehouse to the Energy and Minerals Regulatory Authority, which in turn conducts the sensory inspection by the Central Committee, whose members include a representative of the Civil Defense. • The service recipient is informed of the results of the disclosure, and if they are positive, the approval is made and the concerned person is informed of the approval to establish a warehouse for transporting and storing petroleum gas cylinders, provided that security and regulatory approvals are brought. • The concerned person is informed by a written letter of the initial approval of the proposed site for the establishment of a warehouse for the transport and storage of petroleum gas cylinders, and several documents are requested, including the preparation of engineering plans to be studied and approved by the Energy and Minerals Regulatory Authority and the Directorate of Civil Defense. • The approval of the Energy and Minerals Regulatory Authority is obtained on the engineering plans of the warehouse, provided that the study of the plans is completed by the Directorate of Civil Defense and the regulatory authorities. • Upon completion of the construction of the typical gas warehouse, the concerned party shall contact the Energy and Minerals Regulatory Authority to request the granting of a certificate of completion of the work of the petroleum gas cylinder warehouse. • The recipient of the service reviews the concerned prevention department 		

	<p>to express an opinion on the approval of granting the license to the gas warehouse, where the warehouse is inspected and a detection report is written, and if the conditions are met, the Civil Defense Directorate services allowance is collected to receive the requirements of prevention and self-protection and grant approval for the required license to the authority concerned with the license.</p> <ul style="list-style-type: none"> • A letter is sent to the concerned parties approving the completion of the work of the petroleum gas cylinder warehouse by the Energy and Minerals Regulatory Authority after conducting a sensory inspection on the typical gas warehouse, provided that several documents are presented, including the approval of the Civil Defense Directorate on public safety requirements. • The inspector in the prevention department in the concerned field directorate conducts a sensory inspection of the warehouse, and if the conditions are met, the Energy and Minerals Regulatory Authority is addressed to approve the completion of the procedures for completing the work of the petroleum gas cylinder warehouse. 	
Average time taken to provide service	2 working days (Conduct inspection and receive final reports)	
Value of Fees	According to the amended system for the system of collecting the services allowance of the General Directorate of Civil Defense No. 128 / for the year 1/2015.	
Payment Mechanism	<ul style="list-style-type: none"> • Cash • Online payment 	
The partner and his role in providing the service	Partner	The role of the partner
	Energy and Minerals Regulatory Authority	Request for Establishment of Petroleum Gas Cylinders warehouse
Contact Information	<ul style="list-style-type: none"> • Directorate of Civil Defense - Prevention and Self-Protection Department • Amman/Abdali/Abdali street • Phone (065661111) fax (065658067) • E-mail (cdd.prevent-dpt@psd.gov.jo) 	
Providing service time	<ul style="list-style-type: none"> • (Sunday – Wednesday) from (7:30-2:45) • Thursday from (7:30-1:00) 	

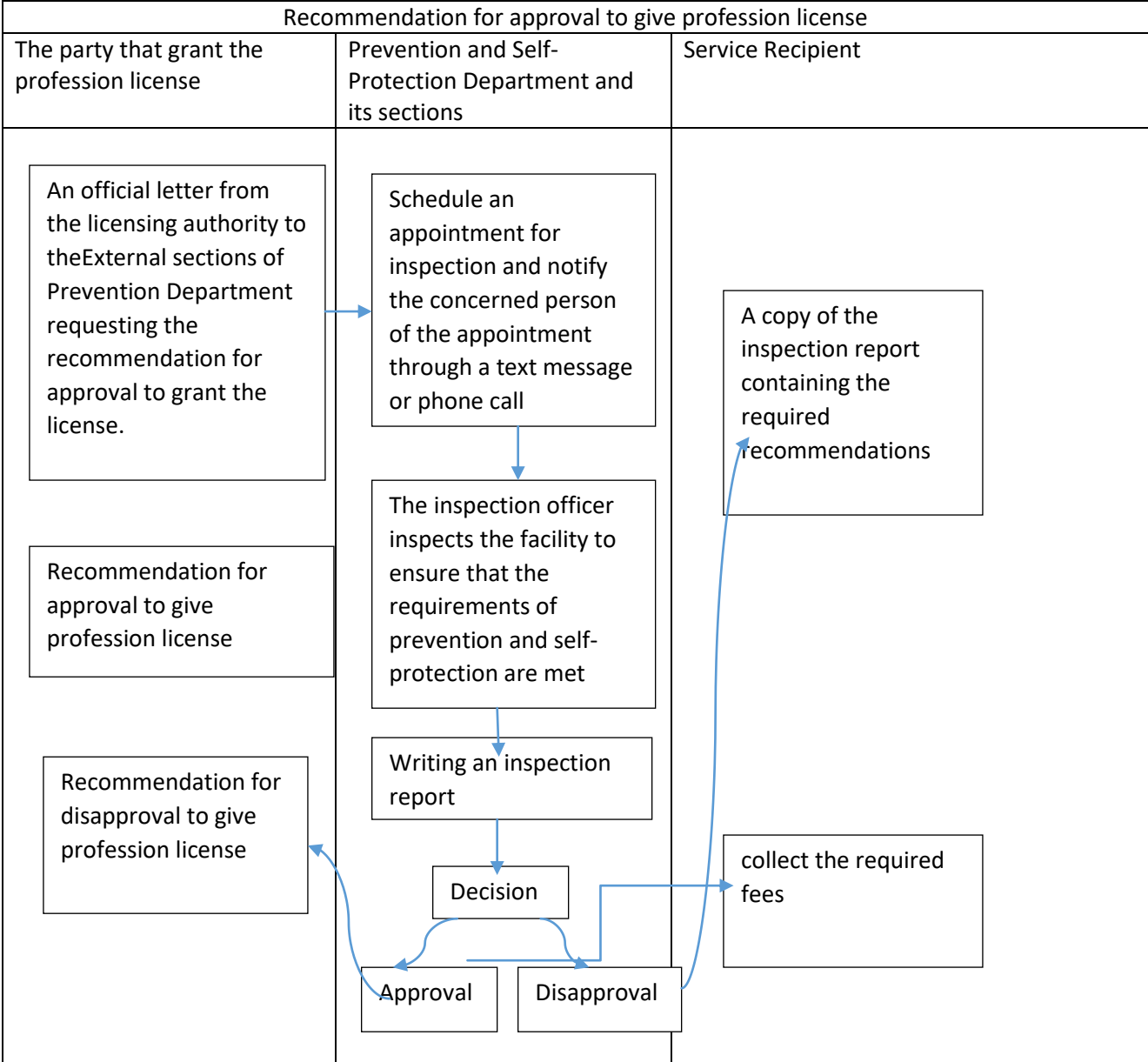
Recommendation for approval to build Typical Gas warehouse



<p data-bbox="224 296 500 1140">Conducting a sensory inspection of the gas warehouse and directing a letter to the concerned person approving the completion of the construction of the gas warehouse, provided that the approval of the Civil Defense Directorate on the requirements of public safety is brought</p>		<p data-bbox="1075 247 1339 997">After the completion of the creation of the gas warehouse, the licensing authorities and the Energy and Minerals Regulatory Authority are reviewed to request recommendation by approving the work permit and approving the operation of the warehouse.</p>
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Recommendation for approval to give profession license			
Legislation governing of service	Law No. 14 of 2020 amending the Public Security Law No. 38 of 1965 and its amendments. National building code.		
Conditions for providing service	Availability of required documents. The presence of a recommendation with the approval of the Civil Defense to grant an work permit for the building in which the shop to be licensed is located		
Documents required to get the service	Document	Directorate	Document form
	Work permit	Greater Amman Municipality	Exact copy
	License Letter	Certification body	Exact copy
Service Recipient Category	<ul style="list-style-type: none"> • Public sector • private sector • Citizens • Resident 		
Service Location	Sub-Centers :External Prevention Departments(In all governorates)		
Providing Service Channels	<ul style="list-style-type: none"> • Personal attendance • Phone • Fax 		
Main procedures for providing service	<ul style="list-style-type: none"> • An official letter from the licensing authority to the External sections of Prevention Department requesting the recommendation for approval to grant the license. • Schedule an appointment for inspection and notify the concerned person of the appointment through a text message or phone call • The inspection officer inspects the facility to ensure that the requirements of prevention and self-protection are met. • In the event that the facility conforms to the requirements, the recommendation is made to grant the professions license and collect the required fees. • In the event that the facility does not comply with the requirements, the recommendation is made that the professions license is not granted, and the service recipients are handed a copy of the inspection report containing the required recommendations. 		
Average time taken to provide service	2 working days		
Value of Fees	According to the amended system for the system of collecting the services allowance of the General Directorate of Civil Defense No. 128 / for the year 1/2015.		
Payment Mechanism	<ul style="list-style-type: none"> • Cash • Online payment 		
The partner and his role in providing the service	Partner	The role of the partner	
	Greater Amman Municipality, Municipalities, Development Zones and	Request for recommendation of Civil Defense on Granting	

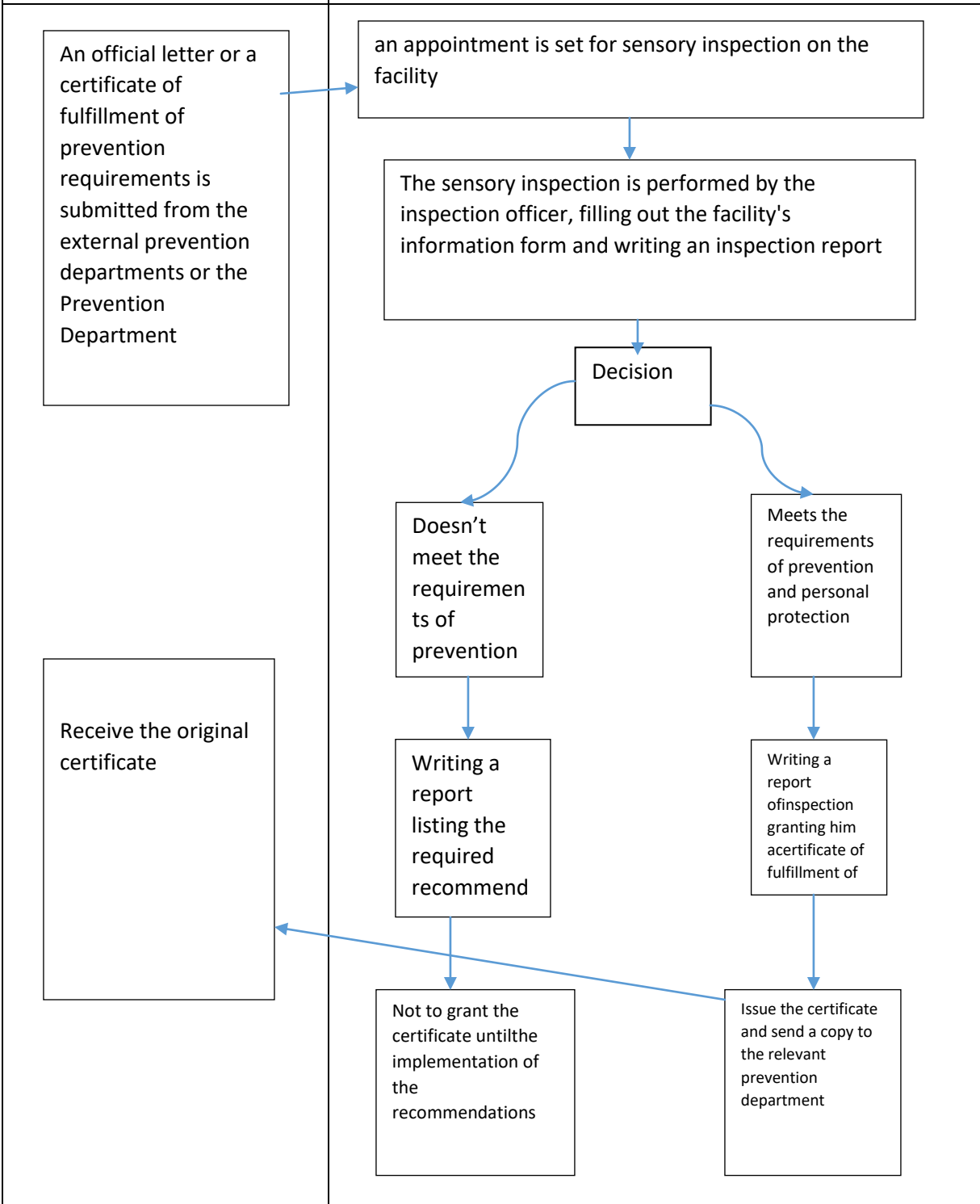
	Industrial Cities	Professions Licenses
Contact Information	<ul style="list-style-type: none"> • Directorate of Civil Defense - Prevention and Self-Protection Department • Amman/Abdali/Abdali street • Phone (065661111) fax (065658067) • E-mail (cdd.prevent-dpt@psd.gov.jo) 	
Providing service time	<ul style="list-style-type: none"> • (Sunday – Wednesday) from (7:30-2:45) • Thursday from (7:30-1:00) 	



Issuing a certificate of fulfillment of the requirements of prevention and self-protection in order to obtain the insurance policy			
Legislation governing of service	Law No. 14 of 2020 amending the Public Security Law No. 38 of 1965 and its amendments. National building code.		
Conditions for providing service	The facility must not be designated for housing and the amount of its insurance against fire risk exceeds fifty thousand dinars		
Documents required to get the service	Document	Directorate	Document form
	An official letter by the insurance company or by the owners of the facility for the department or its sections	Insurance Companies owners of the facility	original
Service Recipient Category	<ul style="list-style-type: none"> Private sector 		
Service Location	Head Office: Directorate of Civil Defense / Department of Prevention and Self-Protection. Sub-centers: Aqaba Prevention Section		
Providing Service Channels	<ul style="list-style-type: none"> Personal attendance Phone Fax E-mail 		
Main procedures for providing service	<ul style="list-style-type: none"> An official letter or a certificate of fulfillment of prevention requirements is submitted from the external prevention departments or the Prevention Department, and an appointment is set for sensory inspection on the facility The sensory inspection is performed by the inspection officer, filling out the facility's information form and writing an inspection report In the event that the requirements of prevention and self-protection are met, the main prevention department is addressed to the recommendation for granting him a certificate of fulfillment of the requirements of prevention and self-protection In the event that the requirements of prevention and self-protection are not met, a report will be written with the required recommendations and the recommendation not to grant the certificate until after implementing the recommendations 		
Average time taken to provide service	<ul style="list-style-type: none"> 2 working days 		
Value of Fees	<ul style="list-style-type: none"> Free service 		
The partner and his role in providing the service	-		
Contact Information	<ul style="list-style-type: none"> Directorate of Civil Defense - Prevention and Self-Protection Department Amman/Abdali/Abdali street Phone (065661111) fax (065658067) E-mail (cdd.prevent-dpt@psd.gov.jo) 		
Providing service time	<ul style="list-style-type: none"> (Sunday – Wednesday) from (7:30-2:45) Thursday from (7:30-1:00) 		

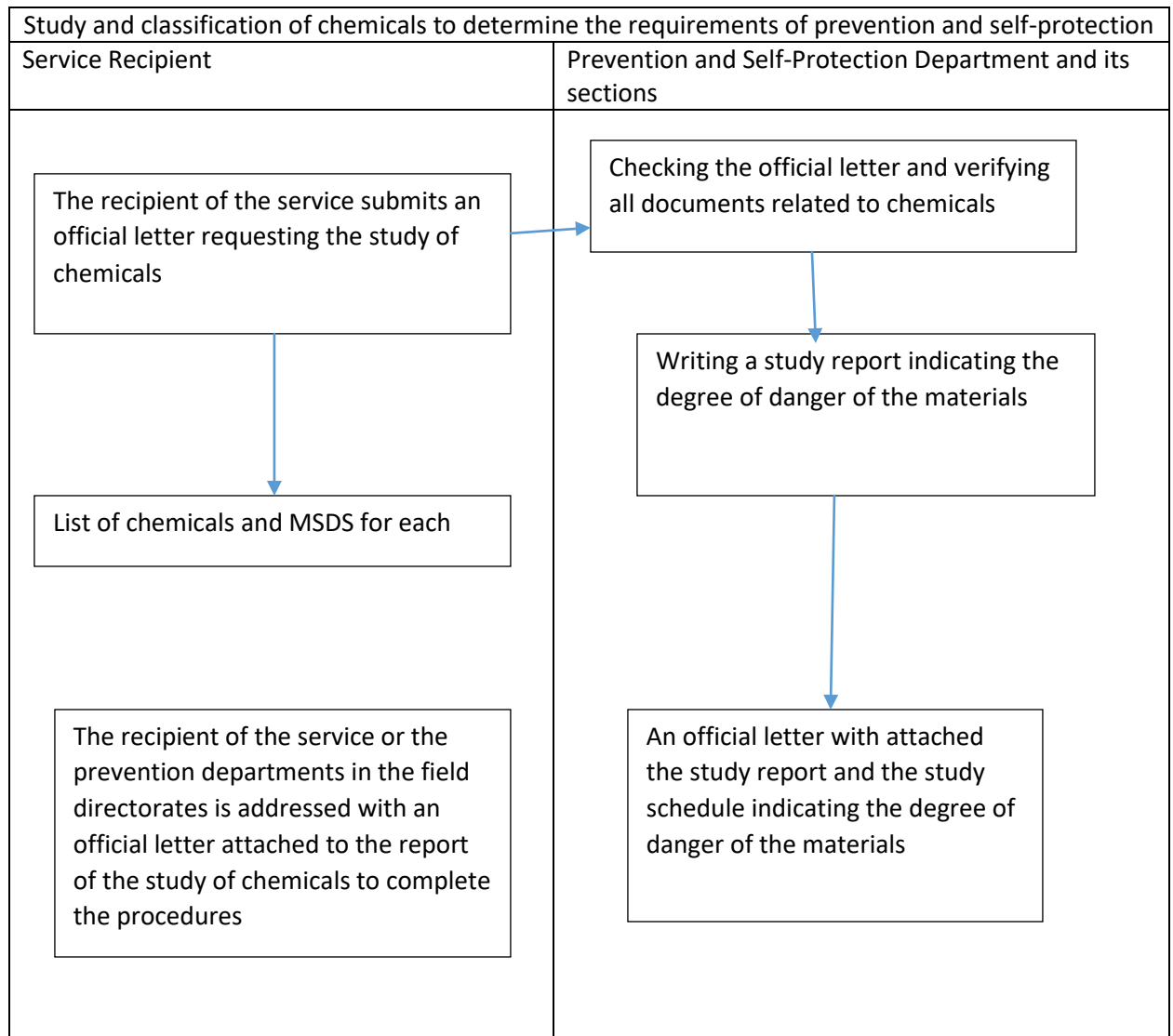
Issuing a certificate of fulfillment of the requirements of prevention and self-protection in order to obtain the insurance policy

Service Recipient Prevention and Self-Protection Department and its sections



Study and classification of chemicals to determine the requirements of prevention and self-protection in the facility			
Legislation governing of service	Law No. 14 of 2020 amending the Public Security Law No. 38 of 1965 and its amendments. National building code.		
Conditions for providing service	Submit the documents required to obtain the service		
Documents required to get the service	Document	Directorate	Document form
	A book explaining the nature of the materials used	Facility Owner	Original
	Special general safety regulation(MSDS) in each material of the manufacturer	Accredited international Laboratory	Hard copy or soft copy
Service Recipient Category	<ul style="list-style-type: none"> • Public sector • private sector • Citizens • Resident 		
Service Location	Head Office: Directorate of Civil Defense / Department of Prevention and Self-Protection. Sub-centers: Aqaba Prevention Section		
Providing Service Channels	<ul style="list-style-type: none"> • Personal attendance • Phone • Fax • E-mail • Electronic Connection with the Greater Amman Municipality 		
Main procedures for providing service	<ul style="list-style-type: none"> • The recipient of the service submits an official letter that includes a list of the names of the chemicals in the facility (primary, produced and stored) and the general safety list for each material for the facilities whose engineering plans are to be audited or the facilities to obtain a work permit or a professions license. • The head of the Department of Chemicals and Environment ensures the existence of all documents related to chemicals, including a list of the names of scientific chemicals, their manufactured and stored quantities, industrial processes, and the provision of MSDS for each material by the manufacturer. • The study officer in the Department of Chemicals and Environment shall study these materials based on MSDS and approved by one of the testing laboratories and write a study report indicating the degree of danger of the materials. • The recipient of the service or the prevention departments in the field directorates is addressed with an official letter attached to the report of the study of chemicals to complete the procedures 		

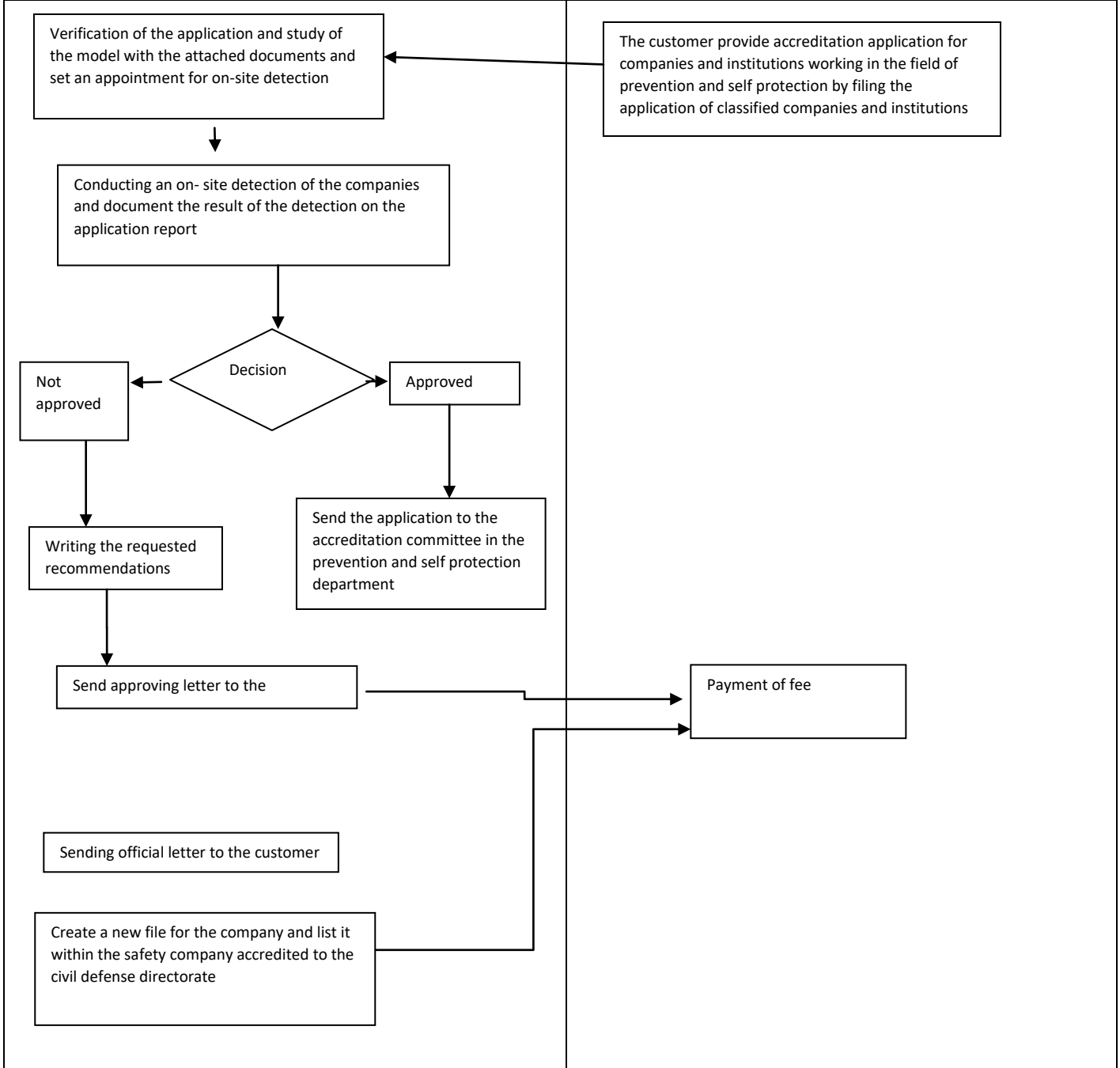
Average time taken to provide service	<ul style="list-style-type: none"> 2 working days from receipt of the application as a minimum and according to the materials submitted 	
Value of Fees	According to the amended system for the system of collecting the services allowance of the PSD NO 14/ for the year 2020/ Free service.	
The partner and his role in providing the service	Partner	Role of the partner
	Greater Amman Municipality	Request for recommendation to approve a construction license for the jurisdiction area or a work permit for the facility
	Municipalities	Request for recommendation to approve a construction license for the jurisdiction area or a work permit for the facility
	Aqaba Commission	Request for recommendation to approve a construction license for the jurisdiction area (Aqaba) or a work permit for the facility
	Jordanian Engineers Association	Approval and stamping of the plans before approval by the Prevention Department
	Ministry of Environment	Recommendation for approval to use the chemicals
	International Testing Laboratories	Get MSDS
Contact Information	<ul style="list-style-type: none"> Directorate of Civil Defense - Prevention and Self-Protection Department Amman/Abdali/Abdali street Phone (065661111) fax (065658067) E-mail (cdd.prevent-dpt@psd.gov.jo) 	
Providing service time	<ul style="list-style-type: none"> (Sunday – Wednesday) from (7:30-2:45) Thursday from (7:30-1:00) 	



Request for accreditation or renewal of public safety companies and institution (installing and maintenance of prevention and self-protection systems)			
Legislation to govern services	-Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments. -Building codes.		
Condition for providing services	Availability of required documents		
The documents requested to provide the services	document	Department	Document format
	Trade name registration certificate or contractors' classification card for the companies working in the field	<ul style="list-style-type: none"> • Contractors syndicate. • The ministry of industry and trade 	Certified copy
	A valid Certificate of affiliation to the chamber of industry and trade	chamber of industry and trade	Certified copy
	A valid professional license	Grate Amman municipalities	Certified copy
Service recipient groups	- public sector-privet sector –citizens – permanent residence		
Location	<ul style="list-style-type: none"> - Head quarter /civil defense directorate - Sub Branches: prevention and self-protection division 		
Channels of services delivery	-Public Service Office-Phone-Fax-Email –personal attendance		
Main procedures to deliver the service	<ul style="list-style-type: none"> - The concerned person fill on the application of institution and companies classification which deals with the prevention and self-protection equipment and materials (in the matter of accreditation or renewing of the specific calcification). - Auditing and studding the form and the attached document and set an appointment for field inspection. - The inspection officer do inspect the company (resident office and equipment) and writing a report of inspection according to the forms of the accreditation office that excite on the website of the public security directorate. - in the case does not meet the conditions, the inspector write the required recommendations in the inspection report and send a copy To the service recipient (the conditions mentioned in the classification form presented in the website of the civil defense. - In case of company meet the conditions the transaction send to the accreditation committee in the prevention and self-protection department with recommending the approval , and sending a letter to the service recipient to pay the required fees. - addressing the service recipient after paying the required fees of accreditation of the company or renewing. - creating a file for the company (in case of accredited for the fairest time) a listed it within the accredited company of the civil defense directorate as public safety company. 		
Average time taken to provide service	3 work days		
fees	The amended system for the fee collecting system instead of services of the general directorate of civil defense No. (128) of 2015. attachment (1)		

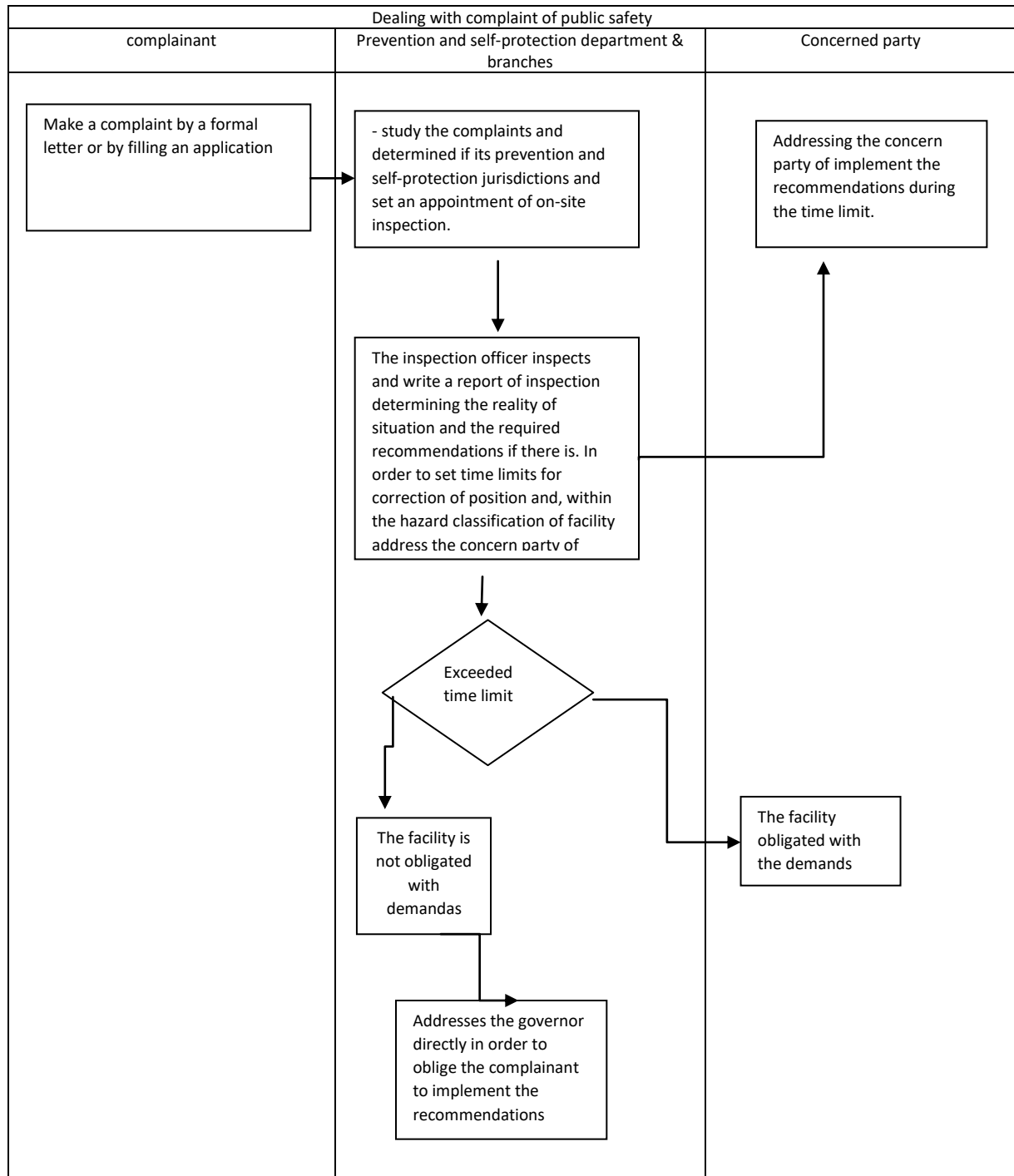
Payment mechanism	In cache – pay by E-card
Service outcomes	Approval letter of accrediting or renew the accreditation for the company (listed it within the accredited company of the civil defense directorate as public safety company).
The roll of the partner in providing service	Non partners
Contact Information	<ul style="list-style-type: none"> • Directorate of Civil Defense - Prevention and Self-Protection Department • Amman/Abdali/Abdali street • Phone (065661111) fax (065658067) • E-mail (cdd.prevent-dpt@psd.gov.jo)
Time of providing service	sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)

Application for accreditation companies and institutions for installing , implementing and maintenance of prevention and self-protection department



Public safety complaints			
Legislation to govern services	Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments. Building codes.		
Condition for providing services	The complaint have to be related to the demands of the prevention and self protection department		
The documents requested to provide the services	Document	Department	The shape of the document
	Filing the complaint form and any documents needed	Prevention and self protection department	Original copy
Service recipient groups	Public sector -private sector- citizens- residence		
Location	-Headquarter: civil defense directorate /prevention and self protection department. -branches: sections of prevention department (in all governorates)		
Channels of services delivery	-personal attendance – telephone – fax- Email -website - At your service platform – call unified emergency number (911)		
Main procedures to deliver the service	<ul style="list-style-type: none"> - The complaints is received in formal letter and reports of public safety or by fling the consisting form or using the any of customer crevice delivery mentioned above. - study the complaints and determined if its prevention and self protection jurisdictions and set an appointment of on-site inspection. - The inspection officer inspects and writ a report of inspection determining the reality of situation and the required recommendations if there is. In order to set time limits for correction of position, within the hazard classification of facility and address the concern party of implement the recommendations during the time limit. - After the deadline time limit given to correct the facility violations, an inspection implement on the facility to be sure of implementing the recommendations in case of implementing the recommendations, the complaint is closed. In case of the recommendations not implemented, the department addresses the governor directly in order to oblige the complainant to implement the recommendations. - In cases the owners of the facility will hold the whole legal responsibility concerning any accidents or incidents take place during the Tim limit given to them to correct the violations. 		
Time limit to deliver the crevice	work days		
Payment mechanism	Free service		
Crevice outcomes	Inspection report of the complaint	The validity period of the document(not determined)	
The roll of the partners in delivering the service	Grater Amman municipality, municipalities ,contractors association , Energy and mineral resources ministry	Participating in solving complaint according every entities jurisdictions	

Telecommunication information	<ul style="list-style-type: none"> - civil defense directorate – prevention and self-protection department - Amman /Alabdaly/Alabdaly street. -Tel(+96265661111) fax (+96265658067) -Email (cdd.prevent-dpt@gov.jo) - Attached list telecommunication information for the branches (attach2)
Time of providing service	(sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)



Attached #1

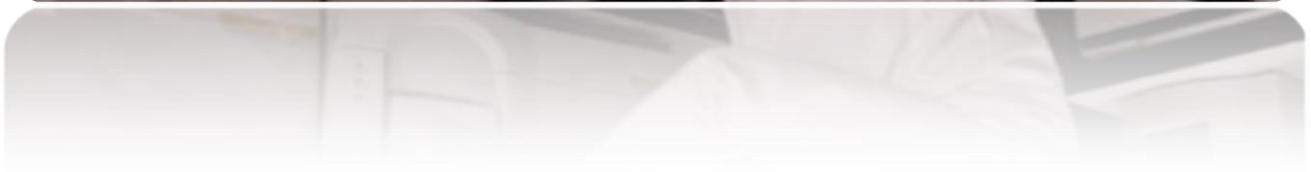
The amended system for services fee of civil defense #(128) year 2015	
Service name	Charged fees
Study the engineering plans and architect for residences or commercial or administrative or industrial or storage.	40 penny/m2
Architectural engineering plans for construction or residential construction witch its total surface may not exceed 600m2	40 penny/m2
Automatic fire extinguishing system (sprinklers /water deluge system	50penny/m2
Automatic fire extinguishing system (sprinklers /foam deluge system	100 penny/m2
Manual fire extinguishing system (rubber hose)	10 penny /m2
Manual fire extinguishing system (hydrant)	One dinar for each.
Immobile gaseous fire extinguishing system (one dinar for each m2 the total amount shall not exceed for each system (100 dinar)	One dinar for each.
Any fire system specified for kitchen pinch	10Dinar for each system
Manual alarm system	10 penny for m2
Automatic alarm system	40penny /m2
Voice evacuation system	20/penny
Smoke control system/ air conditioning system fire retardant	25 Dinar for one building
Smoke control system/ for center vent	25 Dinar for center vent
Smoke control system/ smoke suction system	25 Dinar for one building
Pressurized air control system stairwell	25 Dinar for one building
Inspect architect demands and fire alarm system after installation fees to be charged for one time only :	
Inspect architect demands	20 penny/m2
Inspect fire system	20 penny /m2
Inspect alarm system	20 penny /m2
Accreditation of companies and institutions dealing with of prevention and self-protection material	20 penny/m2
Accreditation component of manual fire system(hydrant ,rubber hose , linen hose)	One diner for each component of the system
Accreditation of dray chemical powder	One Diner for each credit
Accreditation of fire extinguisher types	One Diner for each credit
Accreditation of water sprinklers system	two diner for each component of the system
Accreditation component of other fire system such as (immobile fire systems-foam- wet chemical)	two diner for each component of the system
Accreditation of automatic and manual alarm system	one diner for each component of the system
Accreditation of rated material such as doors and windows	one diner for each component of the system
Renew accreditation of institutes and companies deals with prevention and self-protection	10 diner for each component of the system

equipment and material

Attach (2)

Civil defense Directorates phone numbers		
directorates	Phone number	Head of prevention department
Middle of Amman directorate	065660959	377
East Amman directorate	064895709	233
West Amman directorate	065829701	245
East Irbid directorate	027095730	326
West Irbid directorate	027273131	326
Zarqa' directorate	053984203	312
Almafraq directorate	026231199	317
Jarash directorate	026251199	312
Ajloun directorate	026440115	312
Desert highway directorate	032277025	348
Al tafila directorate	032250234	312
Maa'an directorate	032179100	245
AlAqaba directorate	032014222	306
AlBalqaa' directorate	053553701	306
Madaba directorate	053244132	312
Airports directorate	064452225	317
Free Zone branch	-----	053826103
Sahab prevention branch	-----	064023705
AlHasan industrial state	-----	027395352

Laboratory test services



Issuing laboratory tests report of physical and chemical fire extinguishing powder	
Legislation to govern services	Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments.
Condition for providing services	Delegate of privation and self-protection attends when the samples are present if the purpose of the transaction is import equipment and materials of public safety to the Hashemite kingdom of Jordan (customs form)
The documents requested to provide the services	<ul style="list-style-type: none"> -Issued letter from prevention and self-protection department if the purpose of the transaction is import equipment and materials of public safety to the Hashemite kingdom of Jordan (customs form). - issued letter by the service recipient clarifying the requested tests upon his request (voluntary test). - Test certificate of country of origin in case for quest for testing the dry powder.
Service recipient groups	Public sector -private sector- citizens- residence
Location	-Headquarter: hazardous martial and laboratory test department.
Channels of services delivery	-personal attendance – communication system
Main procedures to deliver the service	<ul style="list-style-type: none"> - provide formal letter (in relevance to requested document) filling laboratory test form customer car office. - Accreditation of the application by the department director transited to the specialized branch. - The tests fee charged at the accountant office in order to the receipt written in the customer car office. -sorting and coding the samples according to category and the requested test and direct it to specialized branches. - conducting laboratory tests according to accredited test specifications by trained and authorized testers , and issuing the result in time limit announced in the fee list and the Tim limit of the hazardous material and laboratory test department . - auditing the test results and reports by the technical director and chief of division and get the approval of the hazardous martial and laboratory test director. - delivering the final report of the laboratory test attached with formal letter to the concerned entities according to the regulations of the public security directorate.

Time limit to deliver the crevice	Fee list and the Tim limit of the hazardous material and laboratory test department.	
Payment mechanism	In cache	
Crevice outcomes	Laboratory test report	The validity period of the document(permanent for the exact sambals)
The roll of the partners in delivering the service	Partners	Roll of partners
	Jordan standards and metrology organization accreditation unit	External audit of quality system
Telecommunication information	- Hazardous material and laboratory test Amman /Tabarbor/Arab open university Tel (+96265066471) fax (+9625066431) Email (haz.tst@psd.gov.jo)	
Time of providing service	(sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)	

Issuing laboratory tests report of physical and chemical fire extinguishing foam	
Legislation to govern services	Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments.
Condition for providing services	Delegate of privation and self-protection attends when the samples are present if the purpose of the transaction is import equipment and materials of public safety to the Hashemite kingdom of Jordan (customs form)
The documents requested to provide the services	<ul style="list-style-type: none"> -Issued letter from prevention and self-protection department if the purpose of the transaction is import equipment and materials of public safety to the Hashemite kingdom of Jordan (customs form). - issued letter by the service recipient clarifying the requested tests upon his request (voluntary test). - Test certificate of country of origin in case for quest for testing the dry powder.
Service recipient groups	Public sector -private sector- citizens- residence
Location	-Headquarter: hazardous martial and laboratory test department.
Channels of services delivery	-personal attendance – communication system
Main procedures to deliver the service	<ul style="list-style-type: none"> - provide formal letter (in relevance to requested document) filling laboratory test form customer car office. - Accreditation of the application by the department director transited to the specialized branch. - The tests fee charged at the accountant office in order to the receipt written in the customer car office. -sorting and coding the samples according to category and the requested test and direct it to specialized branches. - conducting laboratory tests according to accredited test specifications by trained and authorized testers , and issuing the result in time limit announced in the fee list and the Tim limit of the hazardous material and laboratory test department . - auditing the test results and reports by the technical director and chief of division and get the approval of the hazardous martial and laboratory test director. - delivering the final report of the laboratory test attached with formal letter to the concerned entities according to the regulations of the public security directorate.
Time limit to deliver the service	Fee list and the Tim limit of the hazardous material and

	laboratory test department.	
Payment mechanism	In cache	
service outcomes	Laboratory test report	The validity period of the document(permanent for the exact samples)
The roll of the partners in delivering the service	Partners	Roll of partners
	No partners	-
Telecommunication information	- Hazardous material and laboratory test Amman /Tabarbor/Arab open university Tel (+96265066471) fax (+9625066431) Email (haz.tst@psd.gov.jo)	
Time of providing service	(sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)	

Issuing laboratory tests report of physical and mechanical of mobile fire extinguisher	
Legislation to govern services	Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments.
Condition for providing services	Delegate of privation and self-protection attends when the samples are present if the purpose of the transaction is import equipment and materials of public safety to the Hashemite kingdom of Jordan (customs form)
The documents requested to provide the services	<ul style="list-style-type: none"> -Issued letter from prevention and self-protection department if the purpose of the transaction is import equipment and materials of public safety to the Hashemite kingdom of Jordan (customs form). - issued letter by the service recipient clarifying the requested tests upon his request (voluntary test). - Test certificate of country of origin in case for quest for testing the dry powder.
Service recipient groups	Public sector -private sector- citizens- residence
Location	-Headquarter: hazardous martial and laboratory test department.
Channels of services delivery	-personal attendance – communication system
Main procedures to deliver the service	<ul style="list-style-type: none"> - provide formal letter (in relevance to requested document) filling laboratory test form customer car office. - Accreditation of the application by the department director transited to the specialized branch. - The tests fee charged at the accountant office in order to the receipt written in the customer car office. -sorting and coding the samples according to category and the requested test and direct it to specialized branches. - conducting laboratory tests according to accredited test specifications by trained and authorized testers , and issuing the result in time limit announced in the fee list and the Tim limit of the hazardous material and laboratory test department . - auditing the test results and reports by the technical director and chief of division and get the approval of the hazardous martial and laboratory test director. - delivering the final report of the laboratory test attached with formal letter to the concerned entities according to the regulations of the public security directorate.

Time limit to deliver the service	Fee list and the Tim limit of the hazardous material and laboratory test department.	
Payment mechanism	In cache	
service outcomes	Laboratory test report	The validity period of the document(permanent for the exact samples)
The roll of the partners in delivering the service	Partners	Roll of partners
	Jordan standards and metrology organization accreditation unit	External audit of quality system
Telecommunication information	- Hazardous material and laboratory test Amman /Tabarbor/Arab open university Tel (+96265066471) fax (+9625066431) Email (haz.tst@psd.gov.jo)	
Time of providing service	(sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)	

Issuing laboratory tests report of physical and mechanical for fire rubber /canvas hose	
Legislation to govern services	Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments.
Condition for providing services	Delegate of privation and self-protection attends when the samples are present if the purpose of the transaction is import equipment and materials of public safety to the Hashemite kingdom of Jordan (customs form)
The documents requested to provide the services	<ul style="list-style-type: none"> -Issuing formal letter prevention and self-protection department if the purpose of the transaction is import equipment and materials of public safety to the Hashemite kingdom of Jordan (customs form). - issued letter by the service recipient clarifying the requested tests upon his request (voluntary test). - Test certificate of country of origin in case for quest for testing the dry powder.
Service recipient groups	Public sector -private sector- citizens- residence
Location	-Headquarter: hazardous martial and laboratory test department.
Channels of services delivery	-personal attendance – communication system
Main procedures to deliver the service	<ul style="list-style-type: none"> - provide formal letter (in relevance to requested document) filling laboratory test form customer car office. - Accreditation of the application by the department director transited to the specialized branch. - The tests fee charged at the accountant office in order to the receipt written in the customer car office. -sorting and coding the samples according to category and the requested test and direct it to specialized branches. - conducting laboratory tests according to accredited test specifications by trained and authorized testers , and issuing the result in time limit announced in the fee list and the Tim limit of the hazardous material and laboratory test department . - auditing the test results and reports by the technical director and chief of division and get the approval of the hazardous martial and laboratory test director. - delivering the final report of the laboratory test attached with formal letter to the concerned entities according to the regulations of the public security directorate.

Time limit to deliver the service	Fee list and the Tim limit of the hazardous material and laboratory test department.	
Payment mechanism	In cache	
service outcomes	Laboratory test report	The validity period of the document(permanent for the exact samples)
The roll of the partners in delivering the service	Partners	Roll of partners
	Jordan standards and metrology organization accreditation unit	External audit of quality system
Telecommunication information	- Hazardous material and laboratory test Amman /Tabarbor/Arab open university Tel (+96265066471) fax (+9625066431) Email (haz.tst@psd.gov.jo)	
Time of providing service	(sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)	

Issuing a laboratory test report protective and self-protection materials and equipment, tests, for firefighting powder, extinguishers, fire hoses, and firefighting foam)		
The relevant division	Director of the Department of the Hazardous Materials and Laboratory Testing	service recipient
<div data-bbox="191 415 539 571" style="border: 1px solid black; padding: 5px;"> Sorting and coding the sambals according to category and the requested test and direct it to specialized branches. </div>	<div data-bbox="587 415 935 516" style="border: 1px solid black; padding: 5px;"> Form accreditation </div>	<div data-bbox="987 415 1481 579" style="border: 1px solid black; padding: 5px;"> Provide formal letter and filling laboratory test form customer car office </div>
<div data-bbox="191 873 539 1024" style="border: 1px solid black; padding: 5px;"> Conducting laboratory test according to credited test specifications </div>	<div data-bbox="587 886 935 982" style="border: 1px solid black; padding: 5px;"> Send it to concerned division </div>	<div data-bbox="974 768 1321 865" style="border: 1px solid black; padding: 5px;"> Pay fees </div>
<div data-bbox="191 1209 539 1310" style="border: 1px solid black; padding: 5px;"> Auditing the test results and reports by the technical director and chief of division </div>	<div data-bbox="587 1180 935 1276" style="border: 1px solid black; padding: 5px;"> Being approved </div>	<div data-bbox="974 1125 1321 1222" style="border: 1px solid black; padding: 5px;"> Receiving the final report of laboratory test </div>

List of costs and time scale for hazardous materials management and laboratory testing services						
T	Classify the sample	Type of laboratory examination	the cost of conducting the examination (IOD)*	the duration of keeping the sample in the lab before carrying out the examination(h)	Examination duration (h)**	Total release time and delivery of results (h)***
1	extinguishing powder	Humidity check	10	24	48	72
2		Bulk density examination	25	24	1	25
3		Checking the active chemical (chemical content)	50	24	72	96
4		Checking granular distribution (sieves)	60	24	2	26
5		water resistance check	10	24	1	25
6	portable fire extinguishers	Hydrostatic pressure check	80	24	3	27
7		check the thickness of the metal	40	24	2	26
8		virtual examination and weighting	60	24	2	26
9		checking the drainage capacity and the extent of ejaculation	25	24	4	28
10		chemical analysis of extinguishers bodies	120	24	6	30
11		Crushing strength check	70	24	2	26
12		check the diameter of the filling nozzle	20	24	3	25
13		check hydrostatic pressure and hose length	80	24	3	27
14	rubber hoses	the nominal inner diameter and upper limit of the mass	40	24	2	26
15		Dimensional change under operating stress	80	24	4	28
16		withstand pressure	80	24	3	27
17		Resistance to bending and crushing	80	24	2	26
18		Adhesion strength between layers of hoses before and after aging	160	24	192	216

19		Bending pressure	80	24	3	27
20		burst pressure before and after aging	160	24	192	216
21		Virtual inspection card statement	20	24	1	25
List of costs and time scale for hazardous materials management and laboratory testing services						
22	canvas hoses	Virtual examination (statement card)	40	24	1	25
23		Dimensional change under operating stress	80	24	3	27
24		flexion check	25	24	1	25
25		burst pressure before and after aging	200	24	192	216
26		reconstruction examination	200	24	168	192
27	extinguishing foam tests	Density check	20	24	1	25
28		PH check	20	24	1	25
29		sedimentation check	80	24	3	27
30		Surface tension check	80	24	1	25
31		viscosity check	40	24	1	25
32		Freezing point check	40	24	1	25
33		checking foam resistance to freezing and thawing	60	24	192	216
34		Virtual inspection card statement	20	24	1	25

Training services



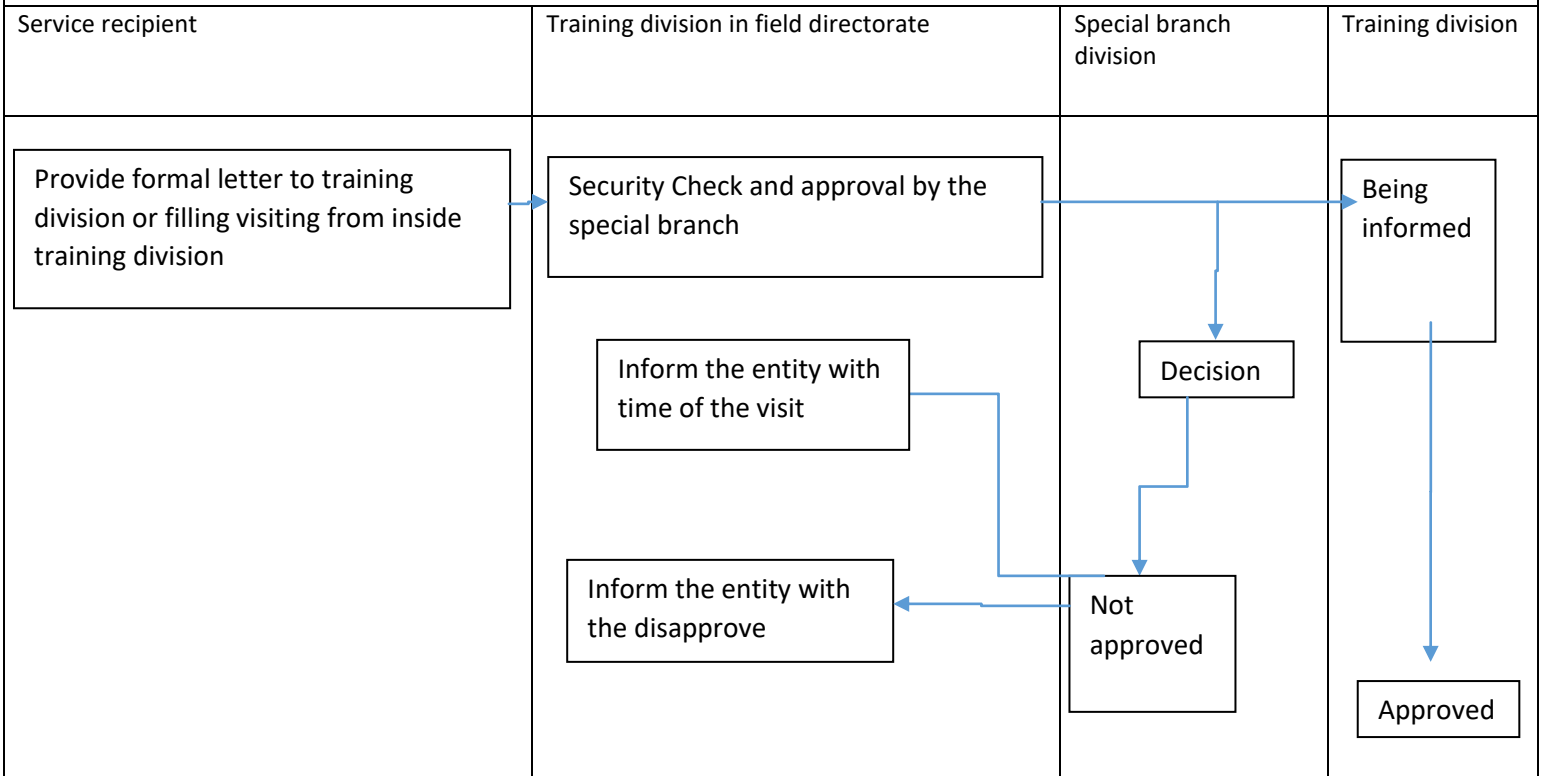
Request to hold free awareness lectures on civil defense work			
legislation regulation	Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments.		
conditions for providing the service	Provide the documents required to complete this service.		
Document required to obtain on service	Document	department	Document format
	Formal letter	Public and privet sector	Certified copy
Service recipient category	Public sector	Private sector	
Location	Headquarter: civil defense directorate/ training division branches: in the governorate		
Channels of service delivery	Personal attendance - Tel -fax-email		
Main procedures to deliver the service	<ul style="list-style-type: none"> - provide formal letter to training division or field directorate explaining type of training (paramedic, firefighting and recue, education and awareness of evacuation. - Security Check and approval by the special branch. - Set an appointment with the concerned party by phone. - carry out the requested training. 		
Time limit to deliver the service	One working day public sector 4-7 working days privet sector		
Payment mechanism	Free charges		
service outcomes	awareness lecture		
Telecommunication information	Civil defense directorate – training division Amman/Alabdaly/Alabdaly street Tel(+9626566111) subsection (4478) mobile number (+692780774432) fax (96265693442) Email (cdd.train@psd.gov.jo)		
Time of providing service	(sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)		

Request to hold free awareness lectures on civil defense work		
Service recipient	Training division	Specialized directorate
	<p>Auditing the application and submitting the security approval.</p>	<p>Provide formal letter to training division or field directorate explaining type of training (paramedic, firefighting and rescue, education and awareness of evacuation)</p>
	<p>Set an appointment to held the course and inform the requested concerned party.</p>	
<p>Carry out the request lecture</p>	<p>Informing the concerned directorate with the approval of holding the course.</p>	

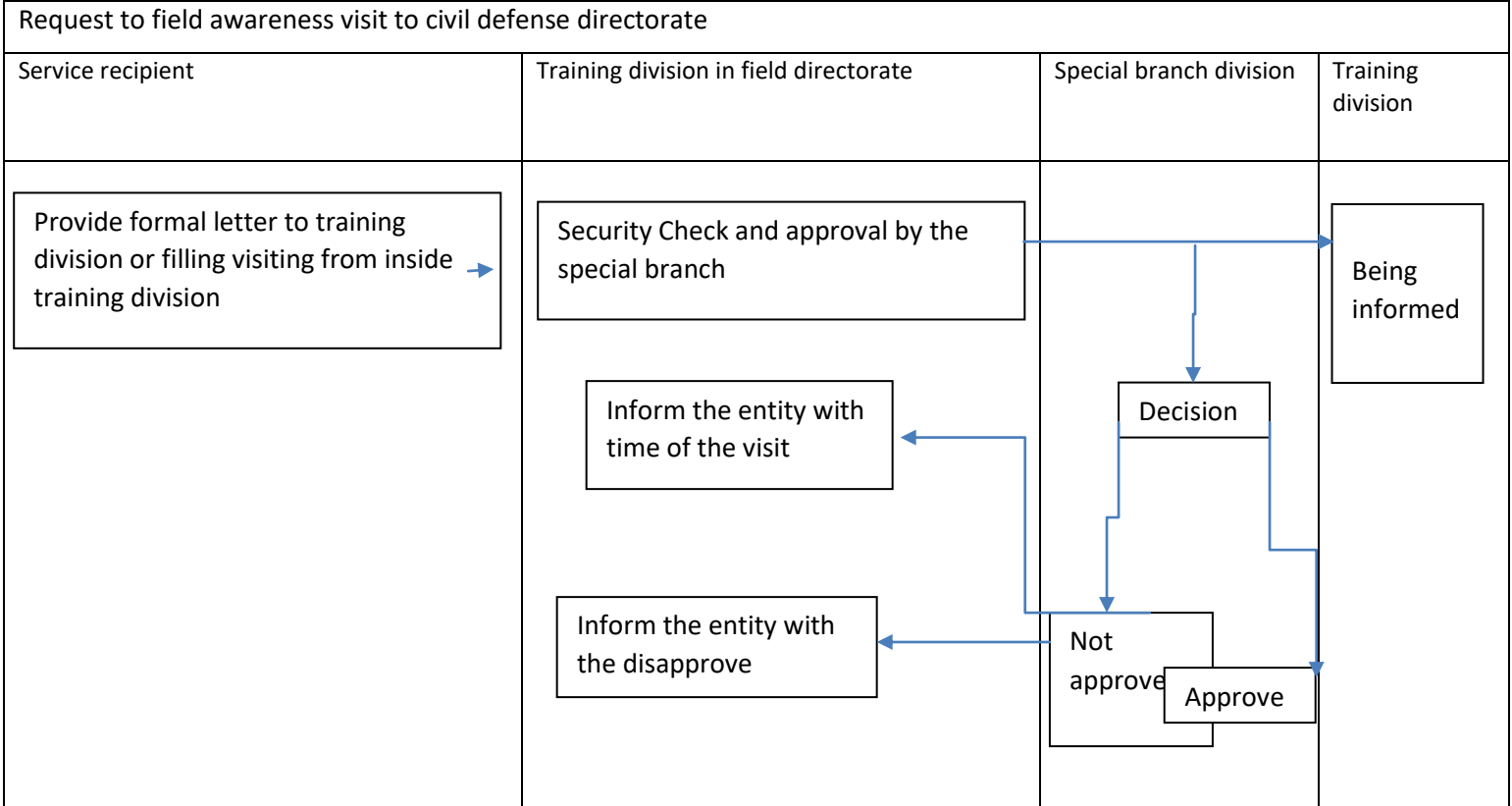
Request to field awareness visit to civil defense directorate			
legislation regulation	Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments.		
conditions for providing the service	- Filling specify detailed form of by the requester entity		
Document required to obtain on service	Document	department	Document format
	Formal letter	Public and privet sector	Certified copy
Service recipient category	Public sector	Private sector	
Location	Headquarter: civil defense directorate/ training division branches: in the governorate		
Channels of service delivery	Personal attendance - Tel -fax-email		
Main procedures to deliver the service	<ul style="list-style-type: none"> - provide formal letter to training division or filling visiting from inside training division. - Security Check and approval by the special branch. - Set an appointment with the concerned party by phone. - carry out the requested visit inside the field directorate take an overview of the divisions and vehicles used in the civil defense work. 		
Time limit to deliver the service	One working day public sector 4-7 working days privet sector		
Payment mechanism	Free charges		
service outcomes	awareness lecture		
Telecommunication information	Civil defense directorate – training division Amman/Alabdaly/Alabdaly street Tel(+9626566111) subsection (4478) mobile number (+692780774432) fax (96265693442) Email (cdd.train@psd.gov.jo)		
Time of providing service	(sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)		

Holding workshop and lectures on civil defense work for public and private sector

Request to field awareness visit to civil defense directorate



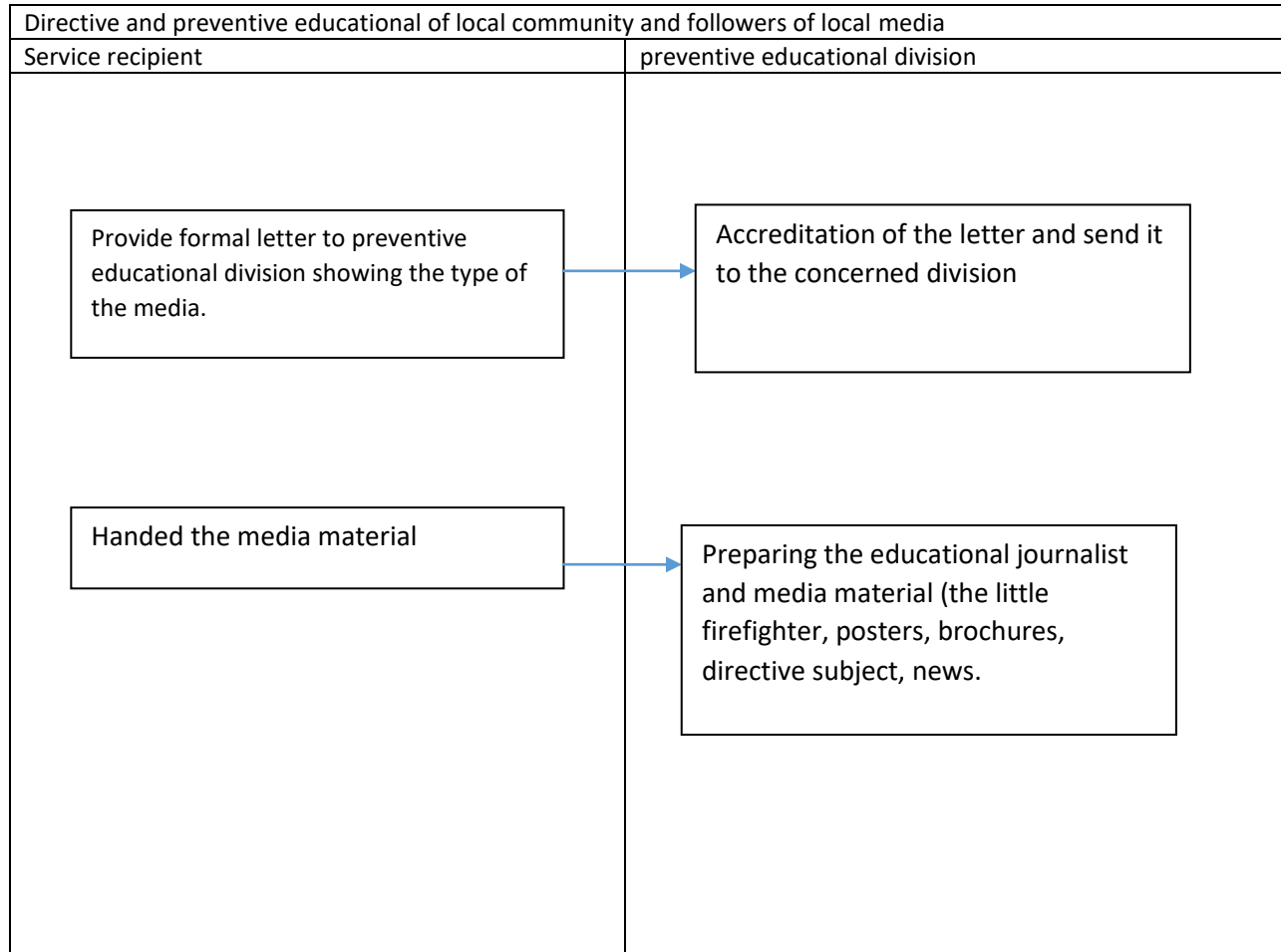
legislation regulation	Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments.		
conditions for providing the service	<ul style="list-style-type: none"> - Provide formal letter from the requester entity. - Security Check and approval by the special branch. - pay financial claim. - providing suitable place for training by the require entity(Public and privet sector). 		
Document required to obtain on service	Document	department	Document format
	Formal letter	Public and privet sector	Certified copy
Service recipient category	Public sector	Private sector	
Location	Headquarter: civil defense directorate/ training division branches: in the governorate		
Channels of service delivery	Personal attendance - Tel -fax-email		
Main procedures to deliver the service	<ul style="list-style-type: none"> - provide formal letter. - Security Check and approval by the special branch. - Set an apppointment with the concerned party by phone. - The concerned entity pay the fee by cache to financial department. - carry out the requested training. 		
Time limit to deliver the service	One working day public sector 4-7 working days privet sector		
Payment mechanism	The fee of the courses and workshops determined by the type of the course and the number of the participants for more information please call: Tel(+9626566111) subsection (4478) mobile number (+692780774432)		
service outcomes	awareness lecture		
Telecommunication information	Civil defense directorate – training division Amman/Alabdaly/Alabdaly street Tel(+9626566111) subsection (4478) mobile number (+692780774432) fax (96265693442) Email (cdd.train@psd.gov.jo)		
Time of providing service	(sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)		



Media services



Directive and preventive education for local community and followers of Jordanian media		
Legislation to govern services	Law NO (14) (2020) is an amended law of the public security law NO38 .1965 and its amendments. Building codes.	
Condition for providing services	No conditions	
The documents requested to provide the services	Formal letter from the requester entity	
Service recipient groups	Public sector -private sector- citizens- residence	
Location	Directorate of information and community police / directive and preventive education division	
Channels of services delivery	-personal attendance – telephone – fax- Email -website - personal attendance –TEL-fax-Email	
Main procedures to deliver the service	<ul style="list-style-type: none"> - provide formal letter. - The head of the directive and preventive education division commissioning the concerned branch. - The concerned branch present the information material. - The head of the division accredit the information material. - The material handed to the requester. 	
Time limit to deliver the crevice	One work days	
Payment mechanism	Free service	
Crevice outcomes	The requested educational and directional media	
The roll of the partners in delivering the service	The partners	The roll of partners
	Directorates and departments of civil defense	Participate in implementing the requested material
Telecommunication information	<ul style="list-style-type: none"> - civil defense directorate – directive and preventive education division -website (cdd.media_psd.gov.jo) - Email (cdd.media_dpt@psd.jo) - Tel: +96265690727 -Fax: +9626567883 	
Time of providing service	(sun-wen) from (7:30 am -2:45 pm) Thursday from (7:30 am- 1:00 pm)	



Educational services

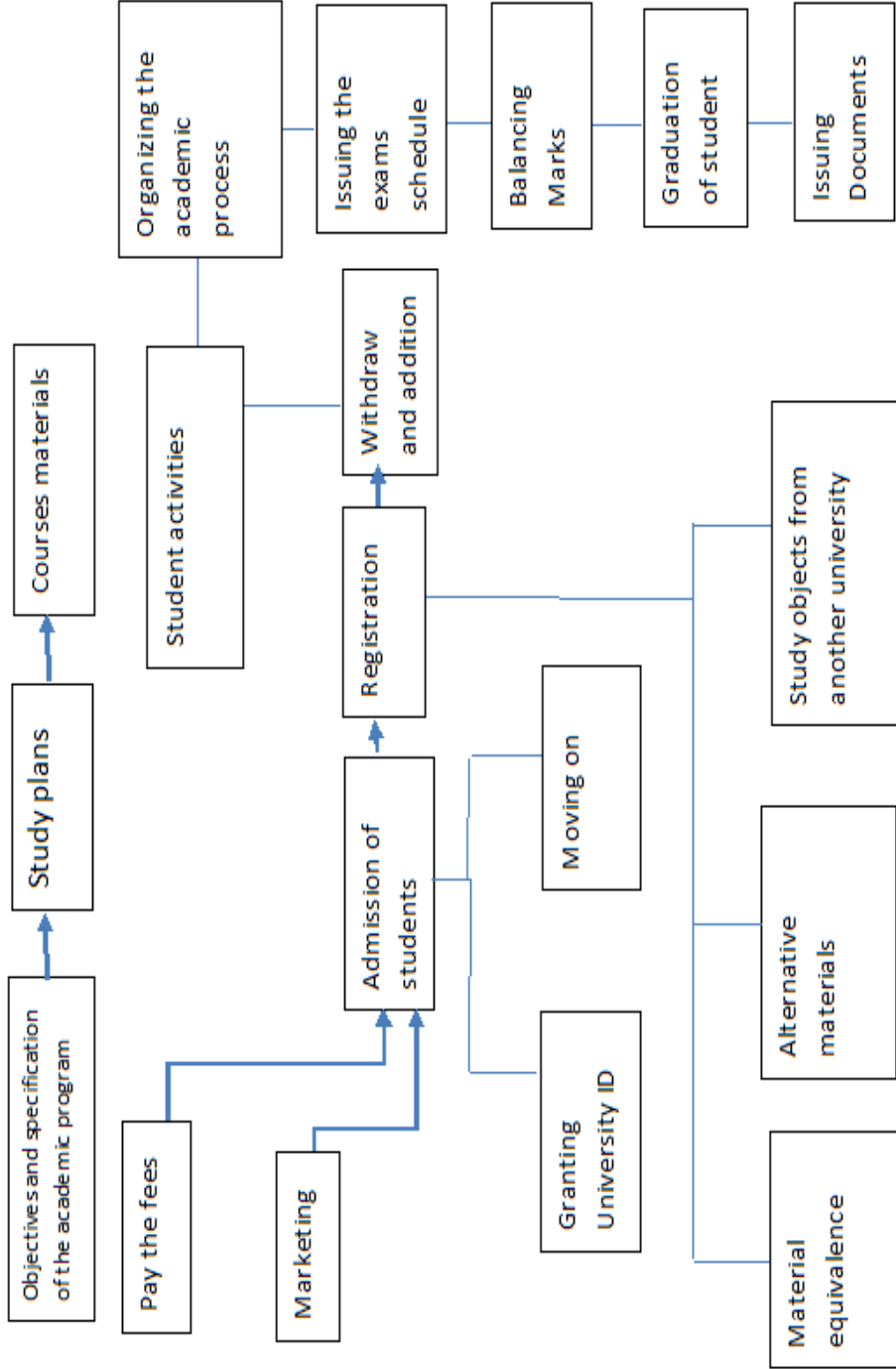


Granting academic degrees (Diploma, Bachelor's, Higher diploma Masters) in the field of civil protection sciences to Jordanians and foreigners			
Legislation to govern services	Instruction for granting bachelor's, diploma and master's degrees issued by A-IBalqa Applied University		
Condition for providing services the student does not obtain the required score	<ul style="list-style-type: none"> - Accepting the student on the unified admission lists or direct admission <u>Bachelor's degree specialization offered at the academy</u> <ul style="list-style-type: none"> - Mechanical engineering- fire and safety: Minimum acceptance rate (80%). - Specialized medical ambulance: Minimum acceptance rate (70%). - Disaster and crises Management: Minimum acceptance rate (65%). <u>Diploma degree specializations(intermediate university level) offered at the academy</u> <ul style="list-style-type: none"> - Logistics Support Diploma and Safety and security Diploma. - Minimum acceptance rate (50%). <u>Master degree: Disaster and Crises Management</u> <ul style="list-style-type: none"> - The student must have a good GPA in the bachelor's degree. - The student must attach a proof of success in one of the foreign language exams (TOEFL, IELTS, French language, German language) Pearson test, or attach a proof of registration for equivalent English language exam that held by BAU to be complete to exempting the student from the rehabilitation program. - In the case that the student does not obtain the required score in any language exam. He will study a rehabilitation program. - Completion the requirements for obtaining bachelor's degree / masters diploma and the decision of deans council. <u>Higher diploma /handling hazardous materials techniques</u> <ul style="list-style-type: none"> - Must have a bachelor degree in scientific specializations only 		
The documents requested to provide the services	Document	division	Document format
	New student admission documents	Admission and registration department	Original certified copy
	Registration of study materials	Admission and registration department	Original electronic copy
	Clearance certificate	Admission and registration department	Original copy
Service recipient groups	Jordanian and foreigners		
location	Prince Al Husain Bin Abdullah II Academy For Civil Protection		
Service delivery channels	Personal attendance – teaching lectures- distance learning platform - online learning		

Academic Degree Awarding Service

Main procedures to deliver the service	<ol style="list-style-type: none"> 1. Student admission procedures 2. Student registration procedures 3. Academic process procedures 4. Submitting students procedures 5. Students graduation procedures 	
Time limit to deliver the crevice	<ul style="list-style-type: none"> -Two years for an intermediate university degree diploma as a minimum. - four years for disaster and crisis management and paramedic as a minimum. - five years for mechanical engineering / fire and safety engineering as a minimum. - A minimum of two years of master in disaster and crisis management as a minimum. - one year for the higher diploma/ Handling hazardous material technique. 	
Fees	According to attached list attach (3)	
Payment mechanism	In cache	
Crevice outcomes	<ul style="list-style-type: none"> -Academic certificate awarding. - Qualified students in the field of civil protection since. 	Validity of the document: permanent.
The roll of the partners in delivering the service	The partner	The roll of the partner
	ALbalqa applied university	The legal umbrella for the academy
	University of Jordan	Preparing the plans and curriculum
	Entities providing scholarship	Covering the studding fees
Telecommunication information	Prince Al Husain Bin Abdullah II Academy For Civil Protection Amman / west duhaybah Tel :(+96264051717) fax (+96264051699) Email (pha@pha.edu.jo)	
Time of providing service	All days of the week except fray day (8am-5pm)	

The flow chart of granting academic degree (Bachelor's, Masters, Diploma) in the field of civil protection since for Jordanian and foregone students in Prince Al Husain Bin Abdullah II Academy For Civil Protection



Attachment number (3) : the service fees for awarding academic degree

Registrations fees + accredited study hours fees + fees for obtaining certified documents

- Admission registration fee for the new Jordanian students (bachelors and Diploma).
(Compete) 155 diner, (equivalent to Jordanian certificate) 255 diner
- First time registration fee for new international students (Bachelors and Diploma).
Bachelor's degree 1100 Dollar/ Diploma degree 925 Dollar

Admission study hours tuition fees for the bachelors and Diploma				
program	Compete /diner	Equivalent to Jordanian certificate/ diner	Equivalent to non-Jordanian certificate/diner	International /dollars
Diploma	25	35	45	100\$
Bachelor of engineering and paramedic	40	65	70	150\$
Bachelor of disaster and crisis management	30	45	50	100\$

Other services fees in diner		
Documents	Bachelor	Diploma
Student proof	1	1
Student transcript of records for graduate	6	-
Student transcript of records	5	3
Certified university degree	5	3
Study and class sequence	4	4
Replacement of ID	2	2
Objection on marks	2.5	2.5
Electronic objection on marks	1	1
Document of issuing decision	3	3
Wardrobe	5	5
Competency examination	0	5
Graduate fees	32	62

Transportation fee	Fairest semester	Second semester
Capital Transportation fee	75	50
Governorate transportation fee	150	75
Alzarqa/Madaba/Alsalt transportation fee	100	75

Semester admission fee	Compete/diner	Equivalent to Jordanian certificate	Equivalent to non-Jordanian certificate/diner
Fairest/second semester	55	95	135
Summer semester	27.5	47.5	67.5

- Admission registration fee for graduates studies for fairest time.
- (fairest /second) Semester admission fee 175 diner

Admission registration fee for graduates studies			
Degree	Study program	Regular program hours fees	International program hours fee
Masters	Disaster and crisis management	60 JD	150\$
Higher diploma	Handling with hazardous material techniques	50JD	150\$



Public security directorate

The public security directorate eager to communicate and interact with service recipient and employers in their various location to serve the process of continuous improvement and development, pleas not that complaint and suggestions are dealt with complete transparency and confidentiality through public security directorate /oversight and evaluation.

- **Complaint and suggestion box.**
- **Cdd.prevent.dpt@gov.jo**
- **Cdd.cpurt-dsp.gov.jo.**
- **At your service platform.**
- **Personal Attendance.**
- **Formal letters.**
- **Surveys.**
- **Public security website /civil defense.**
- **[https://www.facebook.com/JordanCivilDefense.](https://www.facebook.com/JordanCivilDefense)**