

SERVICE STANDARDS OF IZMIR FIRE DEPARTMENT

ROW NU. M.	NAME OF SERVICE	REQUESTED DOCUMENTS FOR APPLICATION	COMPLETION TIME (LATEST)
1	Respond of Demands and Complaints Related to Search & Rescue Activities	Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition	30 DAYS
2	Search and Rescue at Sea	1-All related calls arriving at Emergency Notification phone (110) *The specified times are the time to reach the scene of accident. Rescue works will continue until rescue is complete without time limit.	2 HOURS
3	Search and Rescue in Mountain or Land	1-All related calls arriving at Emergency Notification phone (110) *The specified times are the time to reach the scene of accident. Rescue works will continue until rescue is complete without time limit.	2 HOURS
4	Earthquake Emergency Search and Rescue	1-All related calls arriving at Emergency Notification phone (110) *The specified times are the time to reach the scene of accident. Rescue works will continue until rescue is complete without time limit.	24 HOURS
5	Search and Rescue in Chemical, Biological, Radiological and Nuclear Events	1-All related calls arriving at Emergency Notification phone (110) *The specified times are the time to reach the scene of accident. Rescue works will continue until rescue is complete without time limit.	4 HOURS
6	Search and Rescue From the Well	1-All related calls arriving at Emergency Notification phone (110) *The specified times are the time to reach the scene of accident. Rescue works will continue until rescue is complete without time limit.	2 HOURS

7	Free Water Discharge in Flood Disasters	1-All related calls arriving at Emergency Notification phone (110) *The specified times are the time to reach the scene of accident. Rescue works will continue until rescue is complete without time limit.	1 HOUR
8	Paid Water Discharge	Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition	1 HOUR
9	Giving the Report of Free Water Discharge	Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition	3 WORKING DAYS
10	Giving the Report of Paid Water Discharge	1-Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition 2-Receipt or Bank Receipt (Fees are according to Fee Schedule that is determined by Decision of Metropolitan Municipality Assembly)	3 WORKING DAYS
11	Giving the Report on Search&Rescue Activities	Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition	3 WORKING DAYS
12	Putting Out Fire	All related calls arriving at Emergency Notification phone (110) *During major fires such as forest and factory fires, the duration of fire control is over 24 hours.	24 HOURS
13	Rescue From the Car After Traffic Accident	All related calls arriving at Emergency Notification phone (110)	1 HOUR

14	Giving Fire Report and The Other Various Reports	<p>1-Official Demand Letter For Official Institutions.</p> <p>2-For persons; Requirement Status Certificate or Receipt or Bank Receipt (Fees are according to Fee Schedule that is determined by Decision of Metropolitan Municipality Assembly).</p> <p>*In case of official letter and the bringing of the reports of the applicant from District Gendarmerie Command, public interest groups, foundations, hospitals, schools and police headquarters, reports are free.</p>	5 WORKING DAYS
15	Giving Fire Investigation Report	<p>1-Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition.</p> <p>2-For persons; Requirement Status Certificate or Receipt or Bank Receipt (Fees are according to Fee Schedule that is determined by Decision of Metropolitan Municipality Assembly).</p> <p>*In case of official letter and the bringing of the reports of the applicant from District Gendarmerie Command, public interest groups, foundations, hospitals, schools and police headquarters, reports are free. In addition, there are no fees from investigation reports issued in case of objection to fire reports.</p>	10 DAYS
16	Opening the Door	<p>1-All related calls arriving at Emergency Notification phone (110)</p> <p>2-Receipt or Bank Receipt (Fees are according to Fee Schedule that is determined by Decision of Metropolitan Municipality Assembly).</p> <p>*It is free in emergency cases.</p>	30 MINUTES
17	Assessment of Escort Service for Fire Safety and Laddered Vehicle Service	<p>1-Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition</p> <p>*In Laddered Vehicle Service; it is the responsibility of the person or organization who demands the service to implement and enforce all kinds of occupational health and safety rules and to provide personnel who has the qualification certificate related to the activity.</p> <p>2-Receipt or Bank Receipt (Fees are according to Fee Schedule that is determined by Decision of Metropolitan Municipality Assembly).</p>	3 WORKING DAYS

18	Chimney Cleaning Certificate Authorization	1-Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition 2-Audit Report of Accordance Opinion of Inspection commission 3-Receipt or Bank Receipt (Fees are according to Fee Schedule that is determined by Decision of Metropolitan Municipality Assembly).	30 DAYS
19	Application and Assessment of Fire Department Training Services	1-Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition 2-Application on web site of Fire Department (itfaiye.izmir.bel.tr) 3-Receipt or Bank Receipt for Paid Trainings (Fees are according to Fee Schedule that is determined by Decision of Metropolitan Municipality Assembly).	30 DAYS
20	Application for Fire Prevention Compliance Report on Residences or Workplaces, On-site Inspection and Assessment	1-Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition 2-On the System, It Must be Seen the Payment Made to Cashier's Desk of the Municipality or Bank Office 3-Letter of attorney 4-Authorized Signatures List (For the Companies) 5-Numbering Document 6-"Permit Document" for Building Usage *If the fire precautions requested from the residence or work places are not taken within the given period, "Report on Fire Precautions to be Taken" is organized. If it is necessary, the time elapsed for the required test, analysis or opinion are excluded.	1 MONTH AND 10 DAYS
21	Giving Fire Department Report For Residences and Workplaces	Receipt of Fire Department Report (For positive reports)	7 WORKING DAYS

22	Investigation of Projects in terms of Fire Prevention	1-Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition 2-Letter of attorney 3-Authorized Signatures List (For the Companies) 4-Fire evacuation, architectural, electrical and plumbing projects approved by relevant units of the building	15 DAYS
23	Assessing Complaint Regarding Fire Precautions	Application to Writing Unit of Izmir Metropolitan Municipality or Izmir Fire Department With a Petition	30 DAYS

If you have any problems with the above conditions, please apply to the first reference point or the second reference point.

First Reference Point	: IZMIR FIRE DEPARTMENT	Second Reference Point	: DEPUTY SECRETARY GENERAL
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