

For discussion
on 19 February 2008

LegCo Panel on Food Safety and Environmental Hygiene

Introduction of Tracking Facility to Food Business Licence Application

PURPOSE

This paper briefs Members on the introduction of a new service to enhance online tracking of the application status of food business-related licences through the internet.

BACKGROUND

2. The Administration launched the “Be the Smart Regulator” Programme in early 2007 to improve the efficiency, transparency and customer-friendliness of the Hong Kong licensing system and enhance Hong Kong’s business environment and long-term competitiveness. As one of the initiatives under the Programme, the Food and Environmental Hygiene Department (FEHD) plans to facilitate applicants of food business-related licences to check the status of their applications through the internet. The online tracking facility will enable applicants to track and monitor the progress of their applications and enhance the transparency of the licensing processes.

NEW SERVICE

Objectives and Scope of the New Service

3. The new service will cover the following ten types of food business-related licences:

- (a) General Restaurant Licence;
- (b) Light Refreshment Restaurant Licence;
- (c) Marine Restaurant Licence;

- (d) Food Factory Licence;
- (e) Fresh Provision Shop Licence;
- (f) Factory Canteen Licence;
- (g) Frozen Confection Factory Licence;
- (h) Siu Mei and Lo Mei Shop Licence;
- (i) Bakery Licence; and
- (j) Milk Factory Licence.

Operation Procedures

4. Each applicant of any of the food business-related licences mentioned above will be provided with a unique user account and password to access the new service through the internet. Once logged onto the online facility, an applicant will be able to track the status of his/her licence application. The entire licensing process will be presented as a simple graphical representation with milestone events (e.g. result of compliance inspection) highlighted for easy reading. An applicant may also check the assessment result of the supporting documents that have been submitted for the licence application and whether there are documents still outstanding. For enquiries, an applicant may contact the case officer or case supervisor in the relevant departments, whose contact details will also be provided online. A leaflet introducing the operational procedures will be provided to each applicant upon submission of the licence application. An illustration of the features of the online tracking facility is at **Annex**.

Expected Benefits

5. The new service will enhance communication between the Administration and licence applicants, thus render the whole licensing process more transparent. Also, licence applicants will be able to take active steps on their part (e.g. submission of outstanding documents) to match the progress on the Administration's side to avoid unnecessary delays and speed up the application process.

Trade Consultation

6. We have consulted the trade on the introduction of the new online application tracking facility. They are supportive and look forward to its early implementation.

NEXT STEP

7. The new online tracking service for food business-related licence applications will be launched on 18 February 2008. We will closely monitor its implementation and users' feedback, and review its effectiveness in the light of operational experiences and introduce further improvements where necessary.

ADVICE SOUGHT

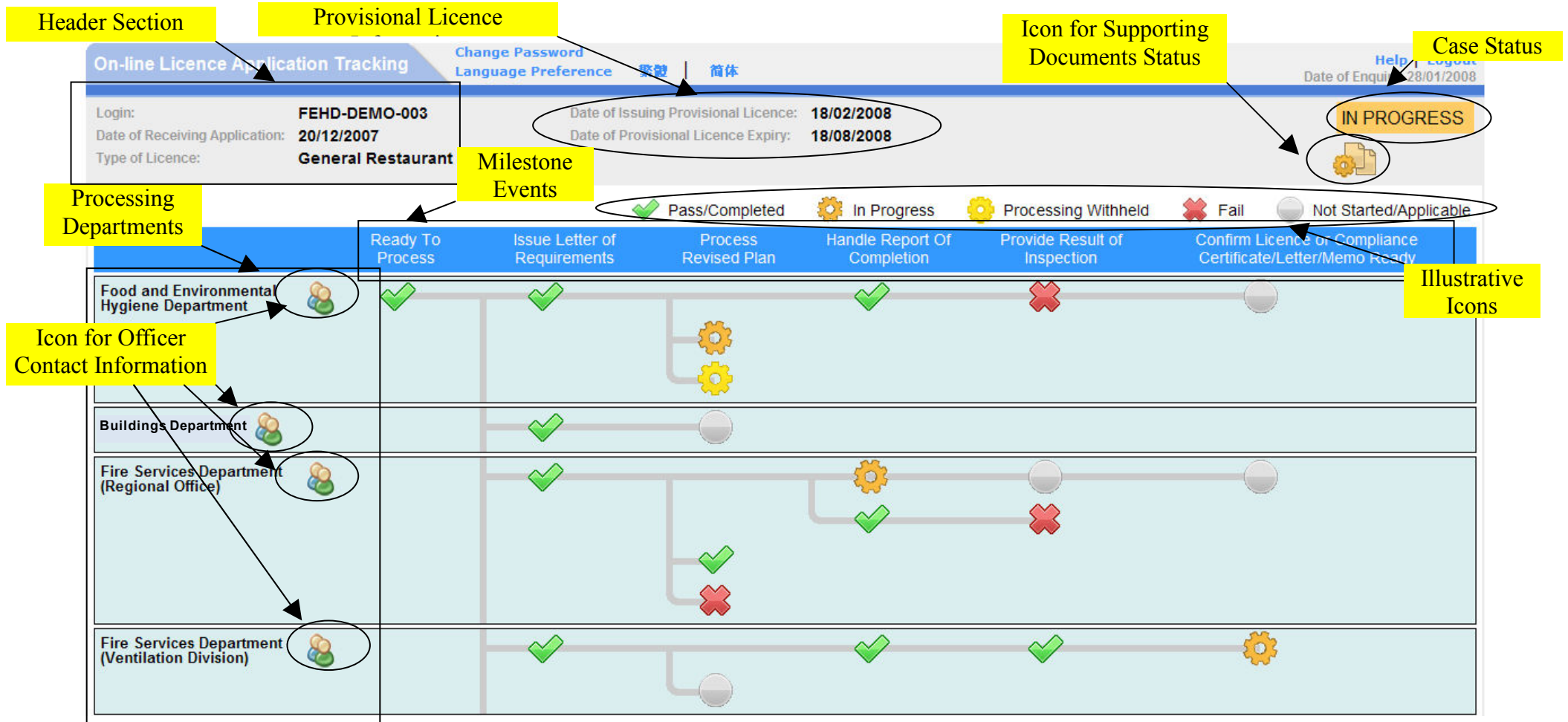
8. Members are invited to note and offer any comments they may have on the introduction of the new service.

**Food and Health Bureau
Food and Environmental Hygiene Department
February 2008**

An Illustration of the Features of the Online Tracking Facility

Overview

The following diagram provides an overview of the online tracking features –

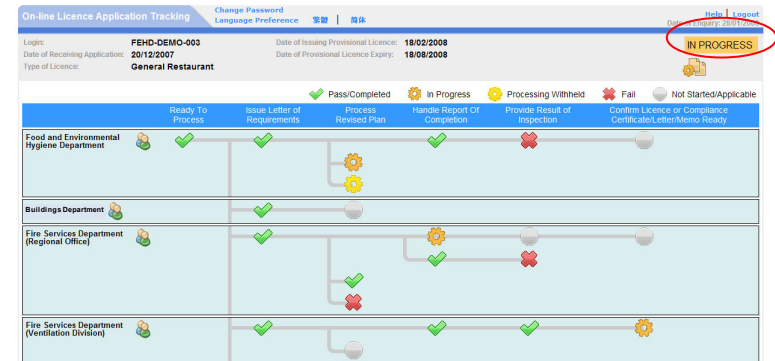


The online tracking service provides a graphical representation of the processing of a licence application. To protect the privacy of the applicants, only necessary information to distinguish each application such as its reference number, date of receipt of the application and the type of licence will be shown in the header section. Other personal particulars of the applicants and the locations of the food premises will not be shown. If a provisional licence is issued, the date of issue and the expiry date will also be displayed.

Case Status

Applicants can view the overall case status at the header section. The case status can be “IN PROGRESS”, “PROCESSING WITHHELD”, “REJECTED/REFUSED”, or “APPROVED/COMPLETED”.

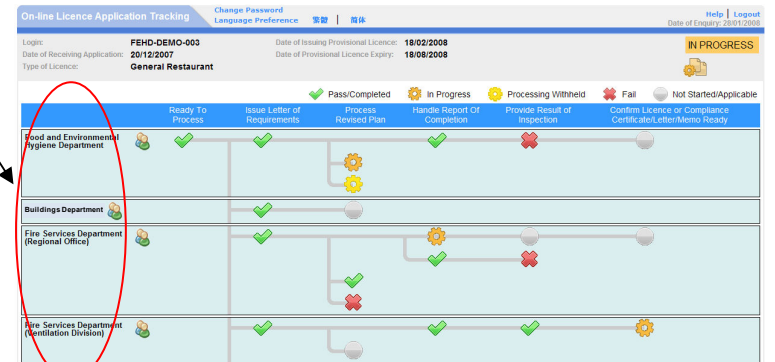
Case Status



Concerned Departments

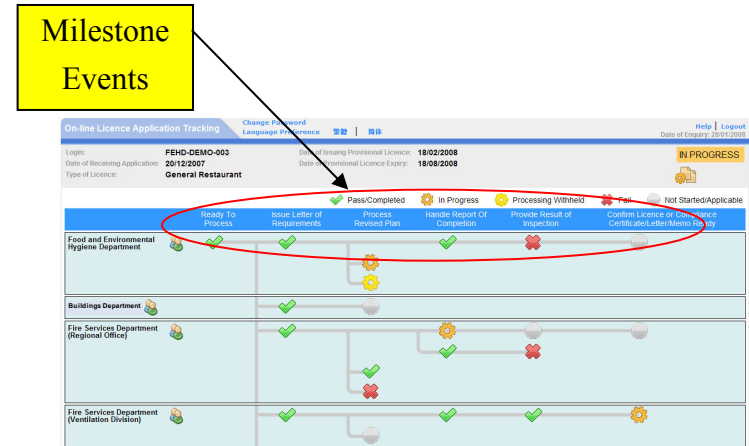
All the departments involved in processing an application will be listed in different rows on the left hand side. Any action taken/being taken and comments given by each department concerned will be displayed on the same row for that particular department.

Concerned Departments



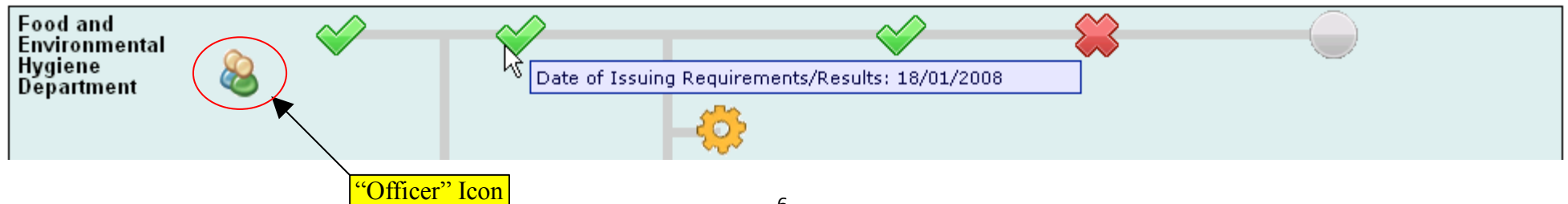
Milestone Events

The entire licensing process will be presented as a simple graphical representation with milestone events (e.g. Issue Letter of Requirements, Handle Report of Completion, Provide Result of Inspection, Confirm Licence or Compliance). Applicants can track the status of their licence applications. The status at each milestone event will be depicted by illustrative icons for easy reading.



Illustrative Icons

Simple icons will be adopted to show the status of the application at each milestone event, including “Pass/Completed”, “In Progress”, “Processing Withheld”, “Fail” and “Not Started/Applicable”. By moving the mouse pointer over an icon, the action details and the action date will be shown. For example, by placing the mouse pointer over the “Pass/Completed” icon at the “Issue Letter of Requirements” milestone event, the date on which requirements are issued will be shown.



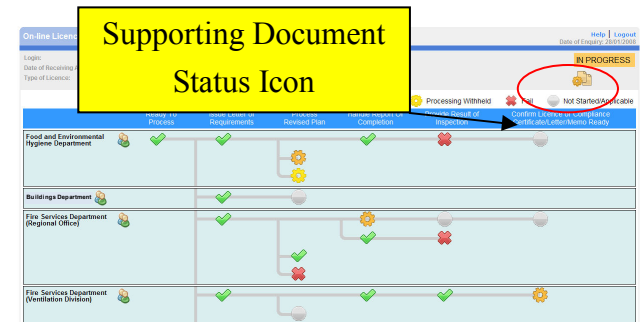
Departmental Contact Information

To enhance communication between applicants and the concerned departments, applicants may readily obtain contact information of the Case Managers/Officers and Case Supervisors by clicking the “Officer” icon:

	Food and Environmental Hygiene Department	Buildings Department	Fire Services Department (Regional Office)	Fire Services Department (Ventilation Division)
Case Manager/Officer:	Chan Ming	Wu Yat Chung	Leung Siu Shan	Cheung Tai Chi
Tel No.:	2345 6789	1234 5678	28793321	28795544
eMail:	test_fehd_caseof@fehd.gov.hk	test@bd.gov.hk	test@fsdro.gov.hk	test@fsdvd.gov.hk
Supervisor:	Wong Ling Ling	Lee Kwok Chung	Wong Tai Keung	Chan Kit
Tel No.:	2987 6543	28765434	28797789	28790098
eMail:	test-fehd-supr@fehd.gov.hk	test@bd.gov.hk	test@fsdro.gov.hk	test@fsdvd.gov.hk
Responsible Office:	Hong Kong & Islands (LO)	BD(LU)	RO(H)	FSD(VD)
Office Address:	8/F, Lockhart Road Complex, 225 Hennessy Road, Wan Chai, Hong Kong - Hong Kong and Islands Licensing Office	12th floor, Pioneer Centre, 750 Nathan Road, Kowloon - Licensing Unit	M/F, Sheung Wan Fire Station, 2 Western Fire Services Street, Sheung Wan, Hong Kong - Hong Kong Regional Office	5th Floor, South Wing, Fire Services Headquarters Building, 1 Hong Chong Road, Tsim Sha Tsui East, Kowloon - Ventilation Division




Supporting Document Status

Upon receipt of a licence application, the FEHD issues a supporting document checklist to applicants for their reference in preparing and submitting the documents required. The “Supporting Document Status” icon will show the overall status on the submission of documents.



By clicking the “Supporting Document Status” icon, the applicant can conveniently check the documents which are required for his/her application, the date on which FEHD received the documents and the result of FEHD’s verification.

Back

Progress	Receipt Date	Document Type
	11/02/2008	Hygiene Manager and Hygiene Supervisor Training Course Certificates
	11/03/2008	WR1 / WR2 with supporting document for electrical installation
		Certificate of Compliance and Certificate of Completion for gas installation
	11/03/2008	Supplier's Certificate for air conditioning
	11/03/2008	Fire Services Certificate
		Letter of Compliance for Ventilating System