

CONTROLLING OFFICER'S REPLY

FHB(FE)107

(Question Serial No. 0014)

Head: (49) Food and Environmental Hygiene Department

Subhead (No. & title): (-) Not Specified

Programme: (2) Environmental Hygiene and Related Services

Controlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)

Director of Bureau: Secretary for Food and Health

Question:

Please advise on the usage rate of the on-line Licence Application Tracking Facility (ATF) in respect of food business licences and the on-line Liquor Licence Processing System in each of the past three years (i.e. from 2012 to 2014).

The on-line licence application service has been extended to food business licence and other relevant endorsement applications since January 2013. Please advise on the usage rate of the service and provide details on the publicity work, the manpower arrangement and the expenditure required in promoting the service in each of the past two years (i.e. from 2013 to 2014)

Asked by: Hon CHEUNG Yu-yan, Tommy (Member Question No. 14)

Reply:

In 2012, 2013 and 2014, the usage rate of the on-line Licence Application Tracking Facility (ATF) system by the applicants for food business licences or their authorised persons to monitor the progress of their applications was 54%, 51% and 48%¹ respectively. In 2012, 2013 and 2014, the usage rate of the Liquor Licence Processing System by the liquor and club liquor licence applicants or their authorised persons was 35%, 37% and 41% respectively.

¹ Effective from 31 March 2014, a new email notification function was added to the ATF system. With the new function, applicants of food business licences who have registered their email addresses with the Food and Environmental Hygiene Department will be informed of the progress of their application via email notifications automatically without having to log into the ATF system. These email notifications are not counted in the ATF usage rate.

Starting from 1 January 2013, the Food and Environmental Hygiene Department (the Department) accepts online submission of applications for food business licences and permits. In 2013 and 2014, 9% (589 out of a total of 6 616) and 8% (557 out of a total of 6 666) of the applicants made use of the service respectively. To promote the on-line service, the Department has issued promotional flyers to the applicants; displayed promotional posters in the SME One Centre of the Hong Kong Productivity Council, the 19 district environmental hygiene offices and three licensing offices of the Department; conducted briefings for the trade in the meetings organised by the Economic Analysis and Business Facilitation Unit and in the bi-monthly seminars on restaurant licensing. There is no separate breakdown on the manpower and expenditure involved in the promotion work.

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