

**Business Facilitation Advisory Committee
Task Force on Business Liaison Groups**

*Enhancement of Application Tracking Facility to improve accessibility of
case officers*

Background

The Office of the Licensing Authority (OLA) under the Home Affairs Department is the licensing authority for hotel and guesthouse licences and Certificates of Compliance for clubs. To enhance transparency of the application process, OLA provides an online Application Tracking Facility (ATF) for applicants to check their application status.

Trades' Concern

2. At the various Business Liaison Group meetings for hotels, guesthouses and recreational clubs, the trades raised the concern that they sometimes could not contact the case officers by telephone during office hours. They would like to communicate with the case officers on matters like details of the licensing requirements, outstanding works and inspection arrangements.

Administration's Response

3. OLA case officers might not be accessible through office telephone because very often they need to work outside (e.g. conduct site inspections). In response to the trades' concern, OLA enhanced the ATF in August 2015 by providing the email addresses of the case officers and the respective supervisors in addition to their names and telephone numbers. The enhancement would improve the communication between the trades and OLA. Apart from making the case officer more accessible, the applicants can also send photos and documents to the case officers through email. OLA would continue to review and enhance the ATF from time to time.

Way Forward

4. Members are invited to note the above business facilitation measure, and offer comments, if any.

**Home Affairs Department
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