

**Fiftieth Meeting of  
the Business Facilitation Advisory Committee**

***Agenda Item 5 : Report on the progress of the  
“Be the Smart Regulator” Programme  
– January 2023 update***

**Purpose**

This paper provides updates on the progress of the “Be the Smart Regulator” Programme (the Programme) since the last Business Facilitation Advisory Committee (BFAC) meeting held on 9 November 2022.

**Latest progress**

***Overview***

2. The 29 participating bureaux and departments (B/Ds) continue to sustain their momentum in enhancing their licensing services. Good progress has been made on various fronts to further improve the business facilitation and regulatory environment in Hong Kong with a view to boosting the long-term competitiveness. Major progress is highlighted below.

***Major progress in various departments***

3. From 2019-20 to 2021-22, the participating B/Ds developed a total of 374 business facilitation measures to continue improving the efficiency and transparency of licensing services and reducing compliance costs to trades, through streamlined procedures, effective use of innovation and technology, enhanced regulatory requirements, as well as strengthened support and guidance to the trades. Examples of the measures implemented in recent months are highlighted as follows –

- (a) The Electrical and Mechanical Services Department has adopted blockchain technology to digitalise log-books for lifts and escalators to enable recording and maintaining the works details of lifts and escalators in electronic format, reducing the compliance cost and administrative burden of the trades and enhancing convenience and transparency of data access.

- (b) The Civil Engineering and Development Department has adopted “iAM Smart” for identity authentication for applications made via the Centralised Explosives Licensing And Management System.
- (c) The Civil Aviation Department has provided e-submission, e-tracking and e-notification services for new applications for Crew Member Certificate, which enhances the user-friendliness and efficiency of the application process.

***Progress of meeting policy pledges on full digitalisation of government services***

4. It is pledged in the 2022 Policy Address that by mid-2024, submission of application, payment and collection of documents for all licences, services involving application and approval and forms by electronic means will be enabled. If in-person submission or collection of documents is required by law or international practice, applicants will only need to visit the government offices once. Relevant B/Ds are on track in implementing the required e-services. The Efficiency Office (EffO) will also review the implementation progress with the B/Ds, understand the challenges they faced and render necessary support. B/Ds will continue their efforts in meeting the commitment of providing the e-services for licence application so as to provide trades with a more business-friendly environment.

***World Bank Group’s Business Enabling Environment project***

5. The World Bank Group promulgated the finalised Concept Note on the Business Enabling Environment (BEE) which outlines the objectives, scope and approach of the project in late December 2022. The EffO introduced the details of the BEE project to members in this meeting as in BFAC Paper 2/23. Trade representatives are welcome to contact EffO for any enquiries on the BEE project.

**Way forward**

- 6. Members are invited to note the progress of the Programme.

**Business Facilitation Team  
Efficiency Office  
Innovation, Technology and Industry Bureau  
February 2023**