

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

***Option of e-Demand Note and other Business Facilitation Measures  
for Public Market Stalls***

**Purpose**

This paper briefs members on a series of business facilitating initiatives proposed by the Food and Environmental Hygiene Department (FEHD).

**Background**

2. In order to ensure a smooth operation of public market stalls, FEHD imposes stringent regulatory measures on the issuance of rent demand notes to tenants, application for registered assistant (RA) and display of market stall cards. All these measures aim to, among other things, curb late/non-payment of rent and unauthorised subletting of stalls. To better serve the business community and meet tenants' needs, FEHD has recently explored various means to leverage the use of innovation and technology and to streamline the management of public markets.

**New business facilitation measures**

***Provision of e-demand note and waiving the signing requirement***

3. At present, FEHD delivers rent demand notes of public market stalls to its tenants on a monthly basis. A tenant or his/her authorised representative is required to sign and acknowledge receipt of the demand note and pay the rent accordingly. This will also help protect the confidentiality of personal information of stall tenants.

4. To enable tenants or their representatives to receive their demand notes without the need to visit the market management offices in person, FEHD is developing an e-demand note system, tentatively scheduled for launch by Q2 2022. Tenants will then have the option to choose if they wish to collect paper

or e-demand notes. The details of registration will be announced in due course.

***Enhancing accessibility to forms and streamlining documentation requirements for application for registered assistant (RA)***

5. Since mid-2021, FEHD has implemented the following initiatives progressively to enhance the accessibility to application forms and simplify the documentation requirements regarding the application for RA, with a view to saving tenants' time and burden in preparing for submissions –

- (a) obviating the need for tenants to submit a copy of their Hong Kong Identity Card in their application for RA, if there is no change in their personal particulars; and
- (b) providing an e-form for RA application on FEHD's web page, so that tenants can download it for completion at their convenience.

***Enhancing accessibility to the market management offices***

6. Owing to limited resources, the market management offices may at times be left unattended by contractor's staff, who needs to conduct routine market inspections, take part in joint maintenance inspections with other government departments (such as Architectural Services Department or Electrical and Mechanical Services Department) and attend to urgent repair works. To enhance the accessibility to the management offices by tenants in case of contingency, a note stating the mobile phone number of the contractor's staff has been affixed to the prominent places of the market management office entrance.

***Streamlining the requirement on market stall card***

7. The current tenancy agreement stipulates that the tenants must display the Market Stall Card conspicuously at the stall when business is being carried out. Nevertheless, FEHD will explore the feasibility of removing this outdated requirement. Before a decision is made, tenants are allowed to laminate the Market Stall Cards for better protection of the document.

## **Way Forward**

8. Members are invited to note the content of the paper and offer comments, if any.

**Food and Environmental Hygiene Department  
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