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

***Provision of Electronic Licence for Plumber's Licence***

**Purpose**

This paper briefs members on the details of the provision of electronic licence (e-licence) for plumber's licence.

**Background**

2.	A licensed plumber is a person licensed under the Waterworks Ordinance (Cap. 102) to construct, install, maintain, alter, repair or remove fire services or inside services.	To enhance the licence application process, the Water Supplies Department (WSD) has provided electronic services for applications for new plumber's licence and renewal/re-issue of plumber's licence since March 2020, including electronic submission of applications (e-submission[1]), electronic payment (e-payment[2]) and electronic notification (e-notification[3]) services.	Upon approval, applicants for new plumber's licence have to collect their licences in person by producing their Hong Kong identity cards at the licensing offices (i.e. Customer Enquiry Centres (CECs)) for identity verification.	For applicants of licence renewal/re-issue, since their identity has already been verified in the course of new licence application, they can choose either to collect their licences in person at CECs or obtain them by post.	In 2020, there were around 3 600 new and renewal applications for plumber's licence.

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[1]	"E-submission" refers to submission of applications through electronic means such that application information/data could be captured by WSD's electronic system for further processing without the need for manual data-input.

[2]	"E-payment" refers to payment made online by electronic means.

[3]	"E-notification" refers to sending notifications to the applicants by electronic means.

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3.　　　　With the launch of iAM Smart mobile application (iAM Smart) in December 2020, WSD will provide e-licence option for plumber's licence (i.e. issuing licence in digital format through online means) for trade's adoption by Q2 2022.　 The said service comprises the following features –

(a) Provision of a QR code at WSD's Electronic Service Delivery (ESD) application web page for authentication of identity.　 Applicants who wish to apply for an electronic plumber's licence should use iAM Smart to scan the QR code for authentication of identity and then proceed with their applications at ESD by filling in the application form (with basic personal particulars filled in by iAM Smart);

(b) Incorporation of security features on the e-licence to protect its integrity.　 Members of the public or relevant parties concerned (e.g. operators of hotel, guesthouse and restaurant premises who hire licensed plumbers) can make use of the QR code on the e-licence to easily verify the relevant licence information, validity and authenticity through an established link to WSD's Licensed Plumber Directory.　 Furthermore, a unique watermark will be printed across the plumber's photo to ensure the person in the picture is the licence holder.　 Below is a sample of the e-licence; and



(c) Issuance of e-licence to the applicant through e-mail as an attachment encrypted/zipped with a password for secured opening and downloading onto electronic devices such as mobile phone.

4.      While e-licence will be made available by WSD, applicants may still choose to obtain plumber's licence in hard copy.   Applications can be submitted on ESD without the use of iAM Smart.   They will then collect their hard-copy licence in person at CECs upon authentication of identity.

**Expected benefits**

5.      With the provision of e-plumber's licence, applicants can obtain online licensing services round the clock.   It obviates the need for applicants to visit the licensing offices in person.   It will also enhance integrity and convenience of the plumber's licence services.

**Way forward**

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

**Water Supplies Department**
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