

Licence Application Tracking Facility (ATF)

What is the ATF?

The ATF is designed to provide a platform for licence/Outside Seating Accommodation (OSA) applicants to check the status of their applications through the internet.

What is the scope of the ATF?

The ATF provides status information for the following licences and permission:

- General Restaurant Licence
- Light Refreshment Restaurant Licence
- Marine Restaurant Licence
- Food Factory Licence
- Bakery Licence
- Factory Canteen Licence
- Frozen Confection Factory Licence
- Fresh Provision Shop Licence
- Milk Factory Licence
- Siu Mei and Lo Mei Shop Licence
- Cold Store Licence
- Composite Food Shop Licence
- Outside Seating Accommodation Permission

Who can access the ATF?

The Licensing Authority, the Food and Environmental Hygiene Department (FEHD), will provide the access information to the applicant by sending a login name and password to his/her correspondence address as indicated in the application form.

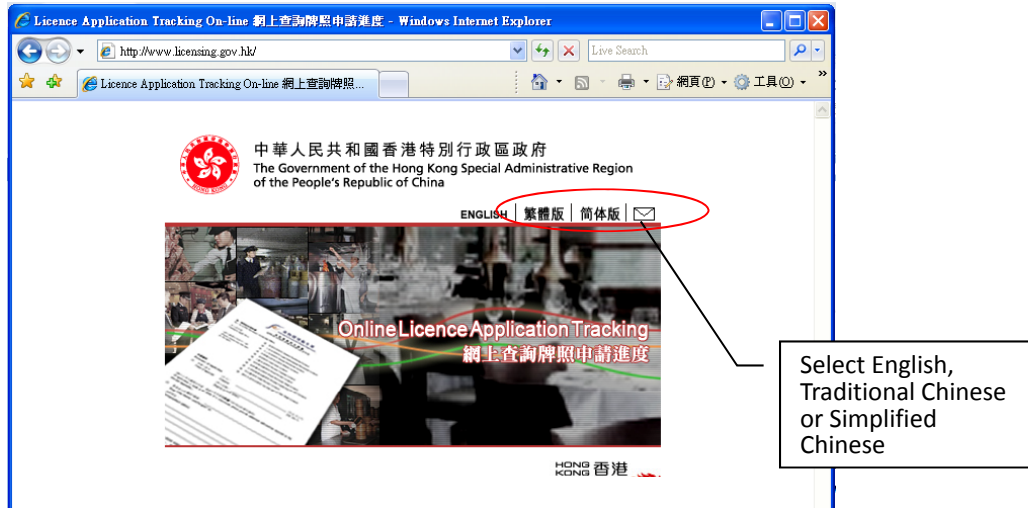
How to access the ATF?

The website of the ATF is www.licensing.gov.hk. The applicant can use the login name and password issued by the Licensing Authority to log onto the system to check the status of his/her application.

How to check the status information?

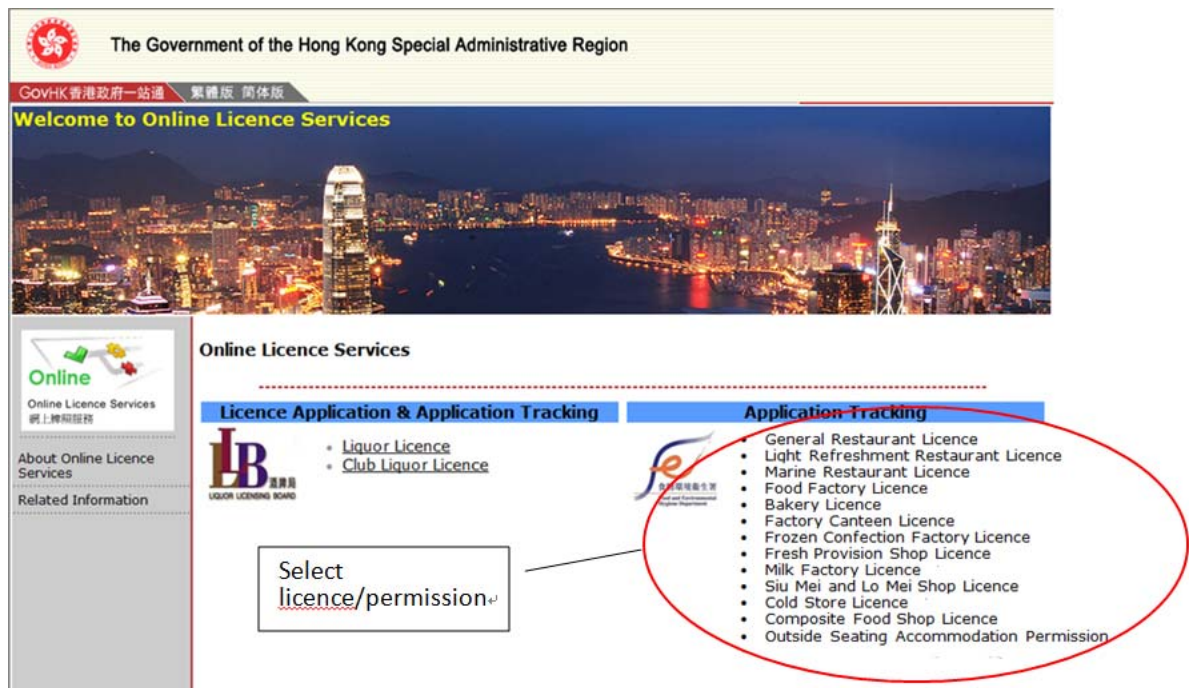
Step 1

Enter the ATF website and select language.



Step 2

Click the licence/permission you are applying for.



Step 3

Enter the login name and password you received from the Licensing Authority for individual licence/OSA application or login your centralized login account.

On-line Licence Application Tracking Help | FAQ
Date of Enquiry: 20/01/2014


食物環境衛生署
Food and Environmental
Hygiene Department

NEWS
our apologies for any inconvenience caused.

Login Name:
Password: [Forgot Password?](#)

Or


Register a Centralized Login Account for Multiple Licence Applications

(Note: You are not required to key in the Login Name and Password above.)

Note:

- Normally, the date of and comments on an action will be updated to the Licence Application Tracking Facility (ATF) within three working days after the action is taken by the concerned officers.
- The information updated by the concerned officers will be posted to the ATF website on a daily basis and remains static during the days.
- For the latest and detailed information about an application, please contact the Case Manager/Officer directly.

Participating Departments


BUILDINGS
香港房屋委員會
Hong Kong Housing Authority

[Enquiry and Support](#)

Step 4

Change the password of your individual licence/OSA application account at your first login as requested.

On-line Licence Application Tracking Help | FAQ | Logout
Date of Enquiry: 21/03/2014

PASSWORD POLICY

- The password must be composed of at least 6 characters including at least one alphabet and at least one number; no space is allowed.

Please enter old password:
Please enter new password:
Confirm new password:

Note:

- (1) At your first login of the individual licence/OSA application account, the password issued by the Licensing Authority must be changed for security reasons.
- (2) For Centralized Login Account, you are advised to change the login password of each individual licence/OSA application account as Step 4 above before registration of the Centralized Login Account. Otherwise, the registered individual licence/OSA application account will be automatically detached if you have changed the password later on.

Step 5

Create New Centralized Login Account

If you want to manage multiple licence/OSA applications in one single account and do not have one yet, you may click on the “Register” button to create a centralized login account yourself.

The screenshot shows the 'On-line Licence Application Tracking' website. At the top right, there are links for 'Help' and 'FAQ' and a 'Date of Enquiry: 20.01.2014'. The main content area features the Food and Environmental Hygiene Department logo. Below the logo, there is a login form with fields for 'Login Name:' and 'Password:', a 'Forgot Password?' link, and a 'Login' button. Below the login form, there is a red oval highlighting a registration box. The registration box contains the text 'Register a Centralized Login Account for Multiple Licence Applications' and a 'Register' button. Below the registration box, there is a note: '(Note: You are not required to key in the Login Name and Password above.)'. To the left of the registration box, there is a 'NEWS' section with the text 'our apologies for any inconvenience caused.' Below the registration box, there is a 'Note:' section with three bullet points: 'Normally, the date of and comments on an action will be updated to the Licence Application Tracking Facility (ATF) within three working days after the action is taken by the concerned officers.', 'The information updated by the concerned officers will be posted to the ATF website on a daily basis and remains static during the days.', and 'For the latest and detailed information about an application, please contact the Case Manager/Officer directly.' At the bottom left, there is a 'Participating Departments' section with logos for 'BUILDINGS', 'Fire Services Department', and 'Hong Kong Housing Authority'. At the bottom right, there is a link for 'Enquiry and Support'.

Input all the required information and click on the “Register” button to create a new centralized login account.

The screenshot shows the 'Centralized Login Account Registration' form. At the top, there is a header for 'On-line Licence Application Tracking' with 'Help' and 'FAQ' links and a 'Date of Enquiry: 20.01.2014'. Below the header, there is a sub-header 'Centralized Login Account Registration' and a prompt: 'Please provide the following information for the registration'. The form itself is titled 'Centralized Login Account Registration' and contains four input fields: 'Login Name:', 'Password:', 'Confirm Password:', and 'Email Address:'. Below the input fields, there are three bullet points: '- Login name must be at least 5 characters long.', '- The password must be composed of at least 6 characters including at least one alphabet and at least one number.', and '- No space is allowed in the Login Name, Password or Email Address.' At the bottom of the form, there are two buttons: 'Register' and 'Close'.

Forgot Password

(1) For Individual Licence/OSA Application Account

You may make a request to the ATF system administrator to reset your password if you have forgotten the password of your Individual Licence/OSA Application Account.

The screenshot shows the 'Centralized Login Account Registration' page. At the top, it says 'On-line Licence Application Tracking' and 'Date of Enquiry: 20.01.2014'. The page title is 'Centralized Login Account Registration'. Below the logo of the Food and Environmental Hygiene Department, there is a yellow box with the text 'Please select account type to reset password'. Below this box are two buttons: 'Individual Account' and 'Centralized Login Account'.

(2) For Centralized Login Account

You can reset the password yourself if you have forgotten the password of your Centralized Login Account and you will receive the reset password email after the submission.

The screenshot shows the 'Centralized Login Account Registration' page. At the top, it says 'On-line Licence Application Tracking' and 'Date of Enquiry: 14.02.2008'. The page title is 'Centralized Login Account Registration'. Below the logo of the Food and Environmental Hygiene Department, there is a yellow box with the text 'Please input the login name to reset password'. Below this box is a text input field labeled 'Login Name:' and two buttons: 'Next' and 'Cancel'.

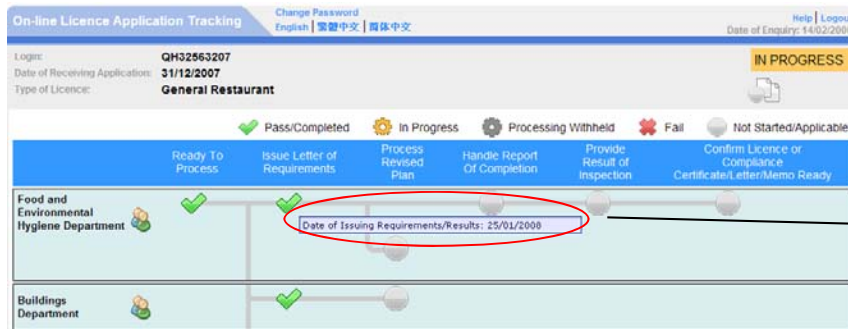
Step 6

View the overall status of your application.



Step 7

Move your mouse pointer over the status icons to view the relevant dates.



Move your mouse pointer over the icon and the relevant information will be displayed

Step 8

Click the Case Officer icon to access the page with contact information for the Case Managers/Officers and the supervisors of the respective departments.



(Note: The icon will only be displayed when a Case Manager/Officer has been assigned to the application.)



Step 9

Click the icon of 'Supporting Document Required' to access the page with a list of supporting documents required for the application and the status of receipt and comment/s by the Licensing Authority.

The screenshot shows the 'On-line Licence Application Tracking' interface. At the top, it displays the case reference 'QH32563207' and the license type 'General Restaurant'. A status bar indicates 'IN PROGRESS'. Below this, there are icons for 'Pass/Completed', 'In Progress', 'Processing Withheld', 'Fail', and 'Not Started/Applicable'. A progress bar shows the status of various departments: 'Food and Environmental Hygiene Department' (green checkmark), 'Buildings Department' (green checkmark), and 'Date of Issuing Requirements/Results: 25/03/2008'. A red circle highlights the 'Supporting Document Required' icon, with an arrow pointing to a text box that says 'Click to access the document list'.

The second screenshot shows the 'Supporting Document Required' page. It displays the case reference 'QH32563207' and a legend for document status: 'Verified' (green checkmark), 'Document received and being verified' (yellow gear), and 'Not acceptable' (red X). Below the legend is a table with the following columns: 'Progress', 'Receipt Date', and 'Document Type'.

Progress	Receipt Date	Document Type
		Supplier's Certificate for air conditioning
		Communal / Allocated Toilet Certificate with location plan and toilet layout plan
		Certificate of Compliance and Certificate of Completion for gas installation
		WR1 / WR2 with supporting document for electrical installation
		Certificate of Compliance for Cat. 1 of BD/HD's requirements
		Certificate of Compliance for Cat. 2 with supporting document of BD/HD's requirements
		Free of Unauthorized Building Works Certificate (UBW-2) with connecting documents (Form FEHB 191)
		Hygiene Manager Training Course Certificate

Email Notification of Progress of Licence/OSA Application

To keep applicants updated of the progress of their applications, the ATF will send email notifications to inform applicants, who have registered their email addresses, of the progress of major milestones of the licence/OSA application, including preliminary screening of proposed plans, referral of application/plans to relevant departments for comments, comments from relevant departments, issue of letter of requirements and approval of licence/OSA application, etc.

Important Notes

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- 2) The information updated by the concerned officers will be posted to the ATF website on a daily basis and remains static during the days.
- 3) For the latest and detailed information about an application, please contact the Case Manager/Officer directly.

Contact the ATF System Administrator

Email: atfadmin@fehd.gov.hk
Telephone: 2867 5084
Fax: 2522 8271
Mailing address: Room 4504, 45/F, Queensway Government Offices, 66
Queensway Road, Hong Kong

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