

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

FHB(FE)026

Question Serial No.

0466

Head : 49 Food and Environmental Hygiene Department

Subhead (No. & title) :

Programme : (2) Environmental Hygiene and Related Services

Controlling Officer : Director of Food and Environmental Hygiene

Director of Bureau : Secretary for Food and Health

Question :

Under Matters Requiring Special Attention in 2009-10, it is stated that the Department will improve the on-line Application Tracking Facility and enhance publicity of the Facility. Please advise on the expenditure and manpower involved. Have any statistics been compiled on the percentage of licence applicants using the Facility? Will additional resources be provided in the future to extend the Facility to other licence or endorsement applications?

Asked by : Hon. CHEUNG Yu-yan, Tommy

Reply :

The Application Tracking Facility System (ATF) was developed at a cost of about \$1.2 million to enable applicants for food business-related licences to monitor on-line the progress of their applications. Since the opening of the ATF in February 2008, there has been a total of 2 530 applications for food business-related licences covered by the ATF. The applicants or their authorised persons for 1 230 of these applications have made use of the ATF, representing nearly half of all applications.

We will continue to promote the awareness and usage of the ATF among existing and prospective food business operators at regular seminars on Restaurant Licensing organized by the Department using existing resources. We will also conduct customer satisfaction surveys to collect views from business operators on the ATF and assess whether the system should be extended to other licence applications.

Signature _____

Name in block letters _____ W H CHEUK

Post Title _____ Director of
Food and Environmental Hygiene

Date _____ 17.3.2009