

# **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
- Places of Public Entertainment 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.

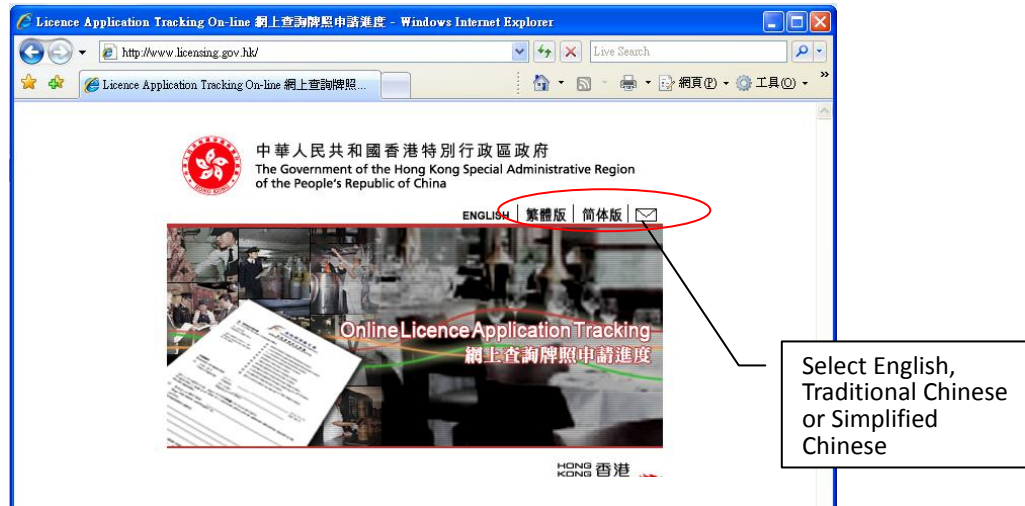
## **How to access the ATF?**

The website of the ATF is [www.licensing.gov.hk](http://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?

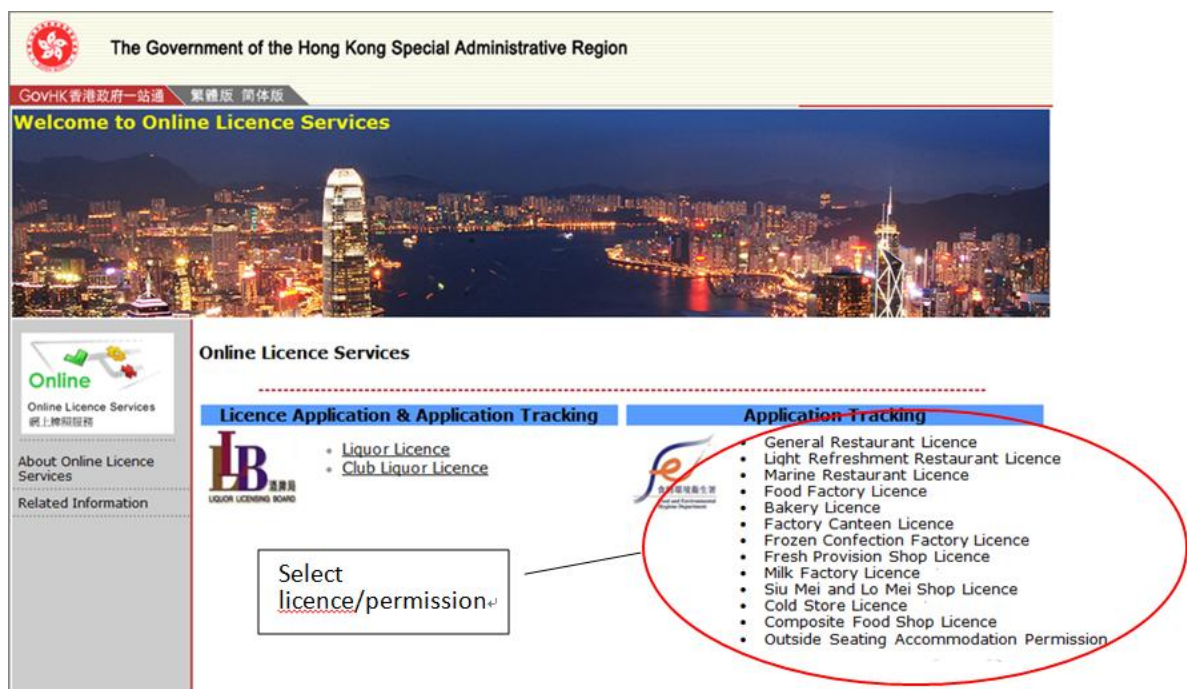
### Step 1

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

BUILDING DEPARTMENT  
 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.

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

**NEWS**  
our apologies for any inconvenience caused.

**Food and Environmental Hygiene Department**

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:

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Participating Departments

**Enquiry and Support**

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

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

**Centralized Login Account Registration**

Please provide the following information for the registration

**Food and Environmental Hygiene Department**

**Centralized Login Account Registration**

Login Name:   
Password:   
Confirm Password:   
Email Address:

- 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.
- No space is allowed in the Login Name, Password or Email Address.

## **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 'On-line Licence Application Tracking' system interface. At the top, there is a header with 'On-line Licence Application Tracking' and 'Help | FAQ' with a 'Date of Enquiry: 20.01.2014'. Below the header is a blue bar with 'Centralized Login Account Registration'. The main content area features the Food and Environmental Hygiene Department logo and 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 'On-line Licence Application Tracking' system interface. At the top, there is a header with 'On-line Licence Application Tracking' and 'Help | FAQ' with a 'Date of Enquiry: 14/02/2008'. Below the header is a blue bar with 'Centralized Login Account Registration'. The main content area features the Food and Environmental Hygiene Department logo and 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.

The screenshot shows the 'On-line Licence Application Tracking' system interface. At the top, there is a header with 'On-line Licence Application Tracking' and 'Change Password' with 'English | 繁體中文 | 簡體中文' and 'Help | Logout' with a 'Date of Enquiry: 14/02/2008'. Below the header is a blue bar with 'Centralized Login Account Registration'. The main content area features the Food and Environmental Hygiene Department logo and 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 7

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

On-line Licence Application Tracking

Change Password  
English | 繁體中文 | 簡體中文

Help | Logout  
Date of Enquiry: 14/02/2008

Login: QH32563207  
Date of Receiving Application: 31/12/2007  
Type of Licence: General Restaurant

IN PROGRESS

Pass/Completed In Progress Processing Withheld Fail Not Started/Applicable

Ready To Process Issue Letter of Requirements Process Revised Plan Handle Report Of Completion Provide Result of Inspection Confirm Licence or Compliance Certificate/Letter/Memo Ready

Food and Environmental Hygiene Department

Buildings Department

Date of Issuing Requirements/Results: 25/01/2008

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.

On-line Licence Application Tracking

Change Password  
English | 繁體中文 | 簡體中文

Help | Logout  
Date of Enquiry: 14/02/2008

Login: QH32563207  
Date of Receiving Application: 31/12/2007  
Type of Licence: General Restaurant

IN PROGRESS

Pass/Completed In Progress Processing Withheld Fail Not Started/Applicable

Ready To Process Issue Letter of Requirements Process Revised Plan Handle Report Of Completion Provide Result of Inspection Confirm Licence or Compliance Certificate/Letter/Memo Ready

Food and Environmental Hygiene Department

Buildings Department

Date of Issuing Requirements/Results: 25/01/2008

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

On-line Licence Application Tracking

Back

Case Reference: QH32563207

Case Manager/Officer:  
Tel No.:  
eMail:

Supervisor:  
Tel No.:  
eMail:

Responsible Office:  
Office Address:

Food and Environmental Hygiene Department

CHAN KA YEE  
2879 5715  
[kychan@fehd.gov.hk](mailto:kychan@fehd.gov.hk)

LING Mee-bo  
2879 5739  
[mbling@fehd.gov.hk](mailto:mbling@fehd.gov.hk)

Hong Kong & Islands (LO)  
8/F, Lockhart Road Complex, 225  
Hennessy Road, Wan Chai, Hong  
Kong - Hong Kong and Islands  
Licensing Office

Buildings Department

David LO Kwok Wai  
2626 1754  
[kwlo@bd.gov.hk](mailto:kwlo@bd.gov.hk)

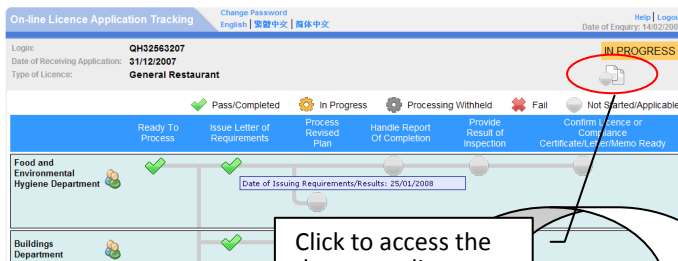
LI Yam-yee  
2626 1240  
[yyl@bd.gov.hk](mailto:yyl@bd.gov.hk)

BD(LU)  
12th floor, Pioneer Centre,  
750 Nathan Road, Kowloon  
- Licensing Unit

Fire Ser (Re)

*Step 9 (Not applicable to Places of Public Entertainment Licence)*

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.



On-line Licence Application Tracking

Back

Case Reference: QH32563207

Required Not

Verified Document received and being verified Not acceptable

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 (Not applicable to Places of Public Entertainment Licence)**

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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### **Contact the ATF System Administrator**

Office hours: Monday to Friday (except Public Holidays)

9:00 a.m. - 1:00 p.m.

2:00 p.m. - 6:00 p.m.

**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