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.

**Step 4**
Change the password of your individual licence/OSA application account at your first login as requested.

**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.

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

(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.

Step 6
View the overall status of your application.
Step 7
Move your mouse pointer over the status icons to view the relevant dates.

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.

Click to access the document list
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

1) 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.
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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