

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

E-services on Licensing and Certification of Fire Services Department

Purpose

This paper briefs members on the e-services provided by Fire Services Department (FSD) relating to its licensing and certification services provided.

Background

2. Over the years, FSD has been actively deploying suitable information technologies to enhance its services. On licensing and certification regime, FSD has progressively rollout various e-services, covering e-submission, e-payment and e-approval to facilitate a large variety of trades.

Details of the e-services

3. The e-services of FSD cover a wide spectrum of applications relating to the general public and the business sectors alike. As far as the business sector is concerned, during the application for premises-based licences, the licensing authorities will refer the application to FSD for formulating and issuing the fire safety requirements and conducting compliance inspection after the completion of related works. The abovementioned services cover the applications for various licences such as those for the food business, cinemas, hotels and guesthouses. Furthermore, FSD is also the regulatory authority of dangerous goods (DG) on land and regulates the licensing of storage and use of DG etc.

4. Below is a brief description of the features of the e-services provided during the application processing of the above licences:

- (a) *E-submission*: Applicants can complete the application forms online, and submit applications and supporting documents

through the e-forms uploaded on FSD Homepage. Saved function is provided to temporarily store the incomplete application form for subsequent input and submission. The e-services platform has already fully supported with the use of "iAM Smart" for identity authentication and digital signing.

Since applications are / can be made in the capacity of a company, facilitation arrangement is made to allow applicants to upload the image of their company chop as proof of identity in lieu of digital signature.

- (b) *E-payment:* The e-services platform accepts various electronic payment methods including PPS and Faster Payment System (FPS). Hence, applicants can settle the related fees for licence / certificate online conveniently.
- (c) *E-approval and its upcoming enhancement:* To provide greater convenience to the trade on licence applications, FSD is continually exploring opportunities to further enhance its e-services. It is expected that the licences/certificates issued by FSD could be provided electronically with the completion of the e-Issuance of Licences and Certificates System by mid-2024. Under the new system, various correspondences of FSD, including licences as well as certificates can be issued to the applicants via email. In addition, blockchain technology will be adopted in issuance of the e-licences and certificates to enhance the identity authentication and security of information system and data.

Way Forward

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

Fire Services Department
April 2024