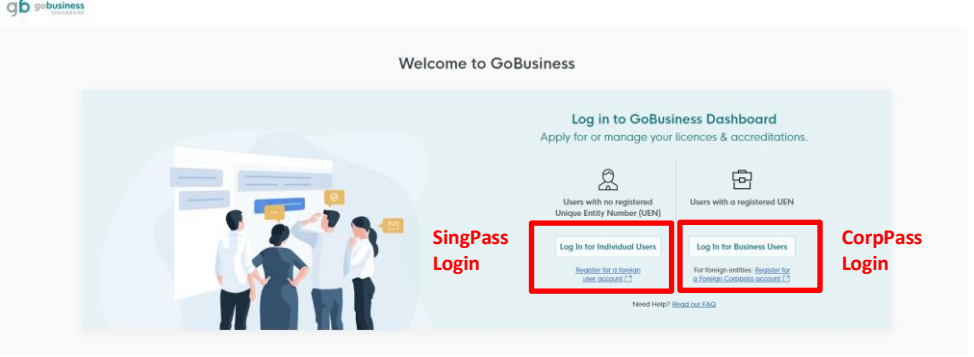
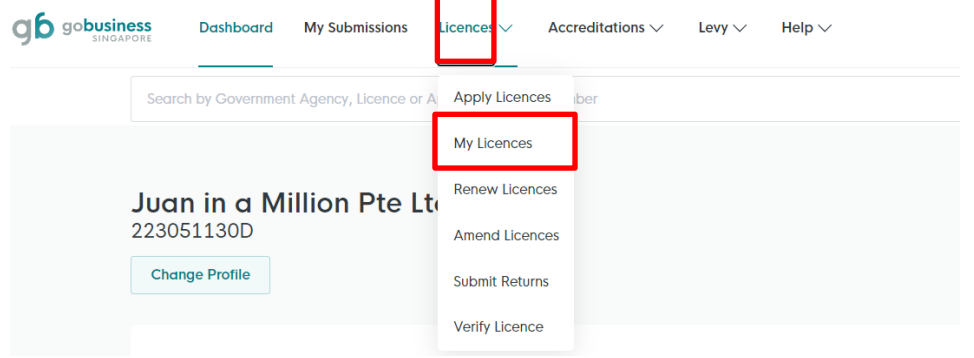
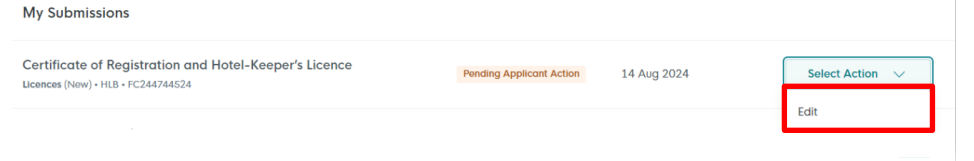
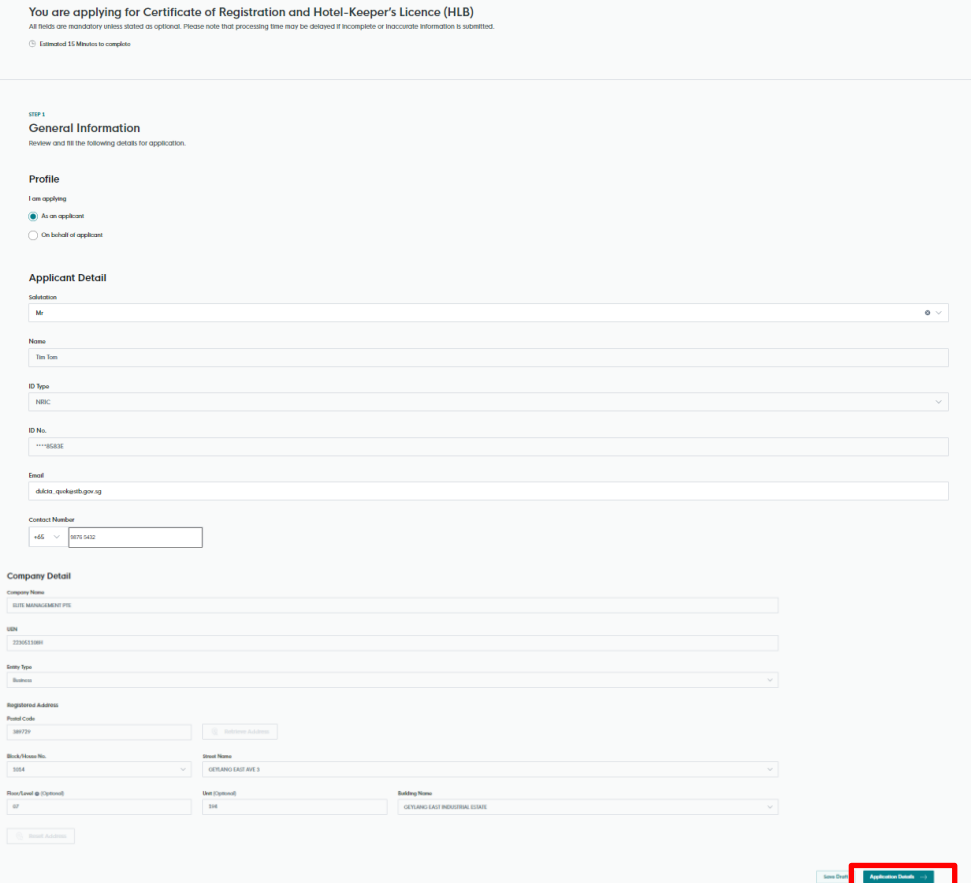
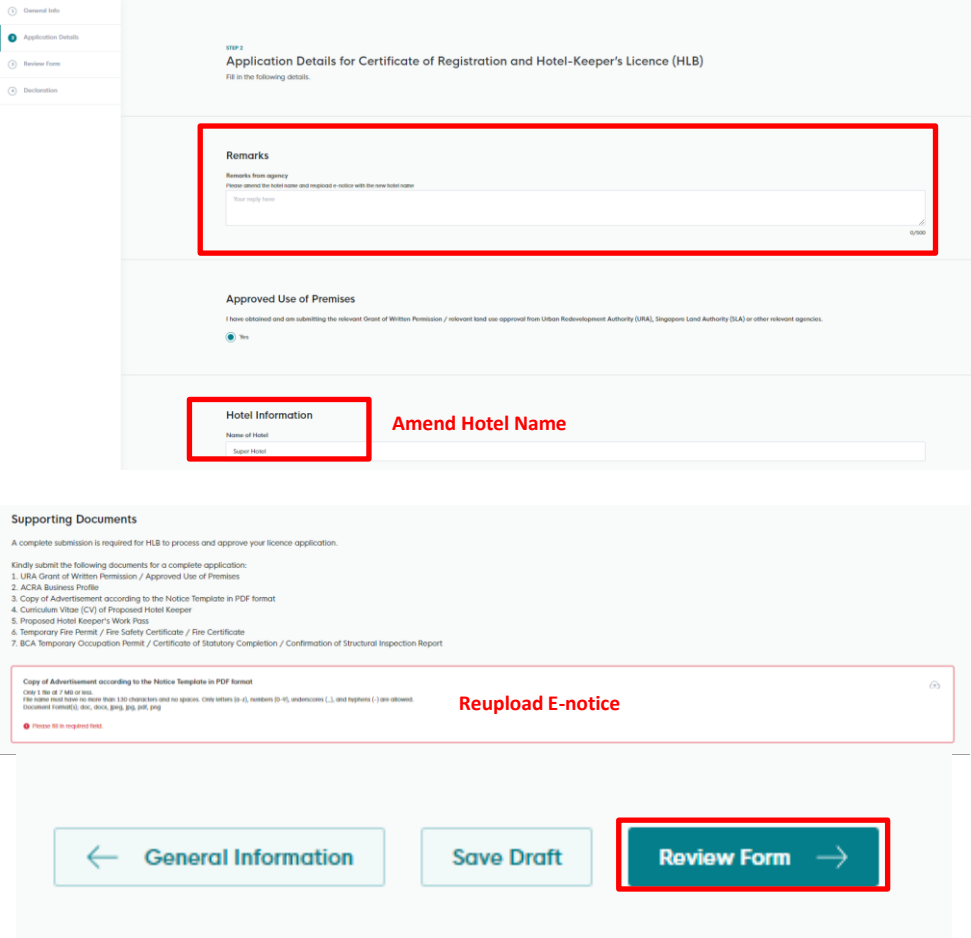


Step-by-Step Guide for Managing Request for Action (RFA) Certificate of Registration and Hotel-keeper's Licence

The Request for Action (RFA) feature allows the agency officer to request for additional information or supporting documents (if any) pertaining to the application. It also allows applicants to view and respond to the enquiries sent by the agency officer.

Upon a pending RFA requiring your action and any necessary amendments, you will receive an email notification. The application's license status will be updated to "Pending Applicant Action".

S/N	Step	Screenshot
1	<p>Go to GoBusiness Licensing website https://dashboard.gobusiness.gov.sg/login</p> <p>Log in to GoBusiness Licensing using SingPass or CorpPass.</p>	
2	<p>Click on "Licences" > "My Licences"</p>	
3	<p>Search for the application with the licence status "Pending Applicant Action" and click "Edit".</p>	

S/N	Step	Screenshot
4	Click “Application Details” to go to the next page.	 <p>You are applying for Certificate of Registration and Hotel-Keeper's Licence (HLB) All fields are mandatory unless stated as optional. Please note that processing time may be delayed if incomplete or inaccurate information is submitted. Estimated 15 Minutes to complete</p> <p>STEP 1 General Information Review and fill the following details for application.</p> <p>Profile I am applying <input checked="" type="radio"/> As an applicant <input type="radio"/> On behalf of applicant</p> <p>Applicant Detail Substation: [Dropdown] Name: [Text] ID Type: [Dropdown] ID No.: [Text] Email: [Text] Contact Number: [Text]</p> <p>Company Detail Company Name: [Text] UEN: [Text] Entity Type: [Dropdown] Registered Address: [Text] Block/Store No.: [Text] Street Name: [Text] Floor Level @ (Optional): [Text] Unit (Optional): [Text] Building Name: [Text]</p> <p>Save Draft Application Details</p>
5	<p>Based the officer's remarks, please proceed to make the necessary changes in the form and enter your response at the “Remarks” section.</p> <p>Once completed click on “Review Form”.</p>	<p><i>Example - Remarks: Amend hotel name and reupload e-notice.</i></p>  <p>STEP 2 Application Details for Certificate of Registration and Hotel-Keeper's Licence (HLB) Fill in the following details.</p> <p>Remarks Remarks from agency Please amend the hotel name and reupload e-notice with the new hotel name. [Text Input Field]</p> <p>Approved Use of Premises I have obtained and am submitting the relevant Grant of Written Permission / relevant land use approval from Urban Redevelopment Authority (URA), Singapore Land Authority (SLA) or other relevant agencies. <input checked="" type="radio"/> Yes</p> <p>Hotel Information Name of Hotel: [Text] Sector Hotel: [Text]</p> <p>Supporting Documents A complete submission is required for HLB to process and approve your licence application. Kindly submit the following documents for a complete application: 1. URA Grant of Written Permission / Approved Use of Premises 2. ACRA Business Profile 3. Copy of Advertisement according to the Notice Template in PDF format 4. Curriculum Vitae (CV) of Proposed Hotel Keeper 5. Proposed Hotel Keeper's Work Pass 6. Temporary Fire Permit / Fire Safety Certificate / Fire Certificate 7. BCA Temporary Occupation Permit / Certificate of Statutory Completion / Confirmation of Structural Inspection Report</p> <p>Copy of Advertisement according to the Notice Template in PDF format Only 1 MB or 7 MB or less. File name must have no more than 130 characters and no spaces. Only letters (a-z), numbers (0-9), underscores (_), and hyphens (-) are allowed. (Download template) (See also: help page with link)</p> <p>Reupload E-notice</p> <p>← General Information Save Draft Review Form →</p>

S/N	Step	Screenshot								
6	Review the form to ensure that all information entered are accurate.									
7	Upload any other supporting documents required and/or click “Declaration”.									
8	Scroll and read all parts of the declaration section before ticking the check box and clicking “Submit”.									
9	Once the application is submitted, the system will provide an acknowledgement page. A confirmation email will be sent to you.	<table border="1" data-bbox="651 1525 1449 1603"> <thead> <tr> <th>APPLICATION</th> <th>APPLICATION ID</th> <th>EST. PROCESSING TIME</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>Certificate of Registration and Hotel-Keeper's Licence</td> <td>FC244746524</td> <td>Minimum of 2 weeks from pre-opening inspection</td> <td>Submitted</td> </tr> </tbody> </table>	APPLICATION	APPLICATION ID	EST. PROCESSING TIME	STATUS	Certificate of Registration and Hotel-Keeper's Licence	FC244746524	Minimum of 2 weeks from pre-opening inspection	Submitted
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