

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

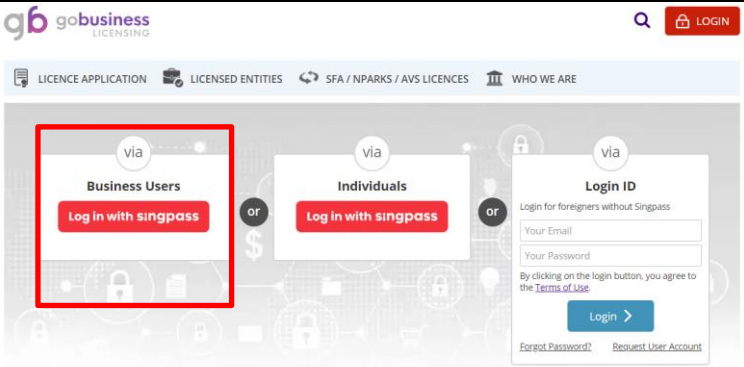
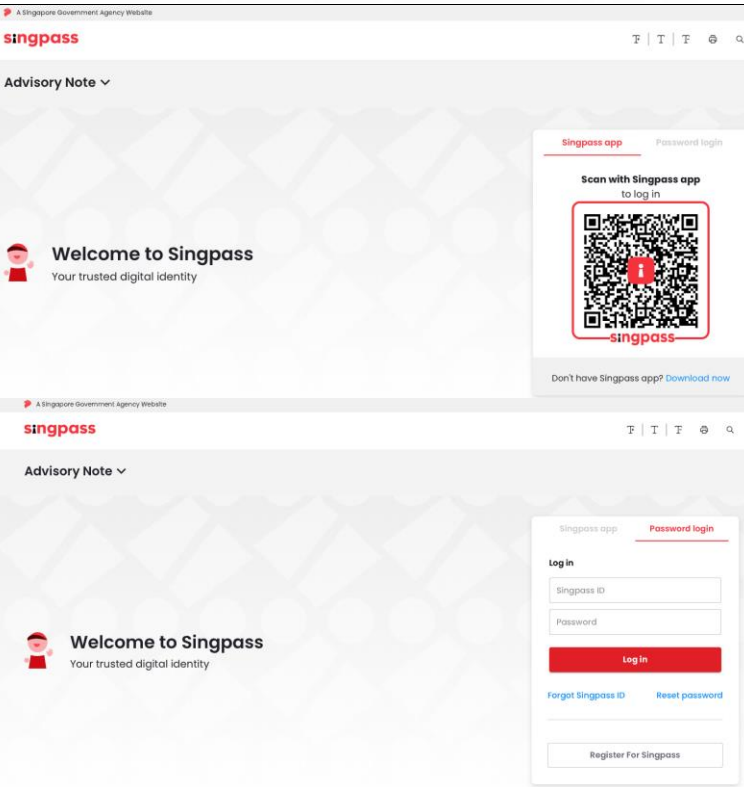

The Request for Action (RFA) feature allows the agency officer to request for additional information or supporting documents (if any) pertaining to the application. It also allows applicants to view and respond to the enquiries sent by the agency officer.

RFA includes the following:

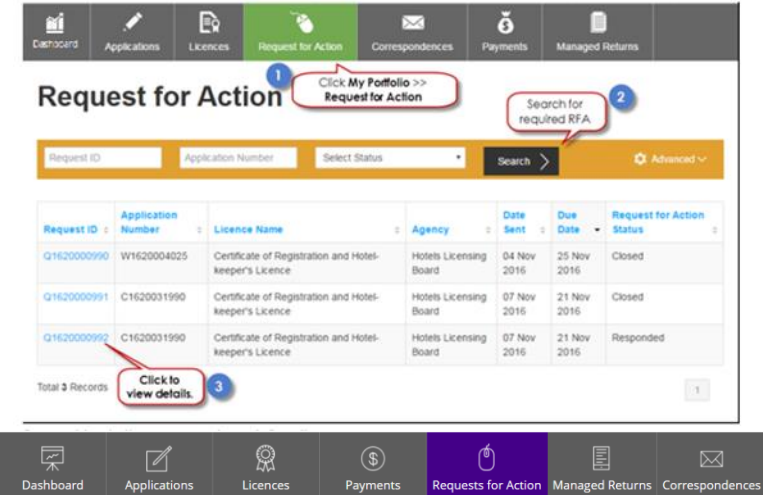
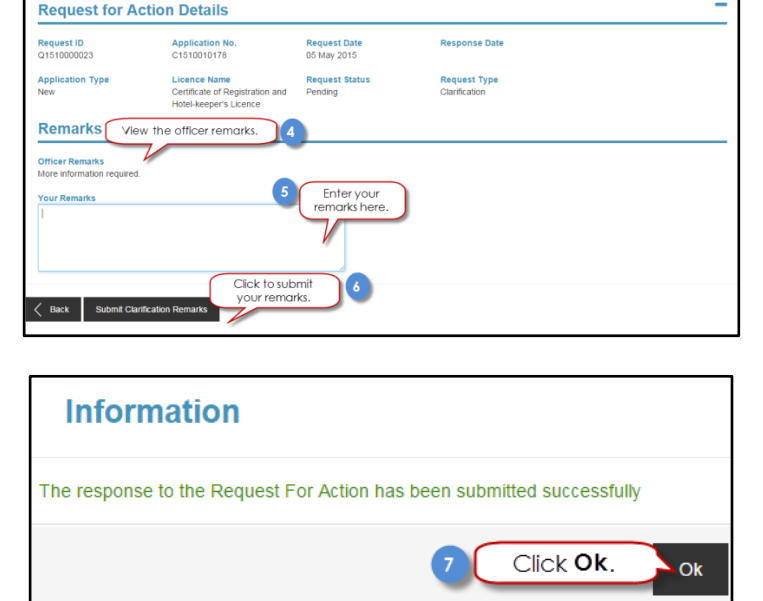
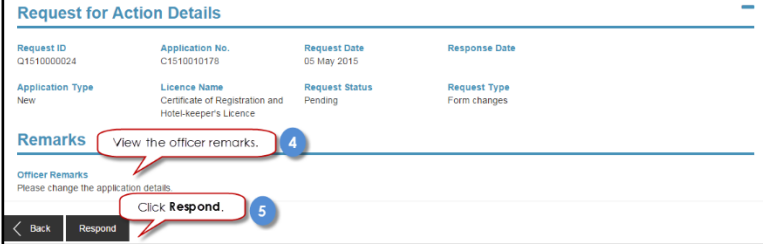
- Clarification: Request general clarification about the application.
- Form Changes: Request applicant to amend the submitted application form.
- Request for Document: Request applicant to provide a specific document.

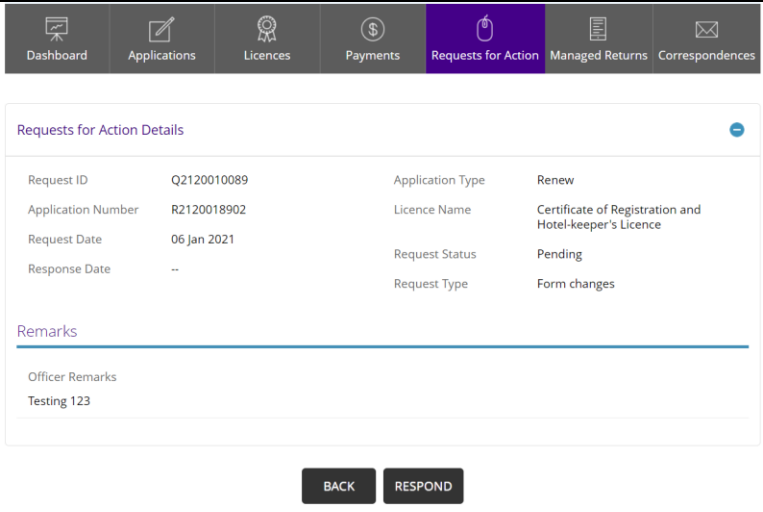
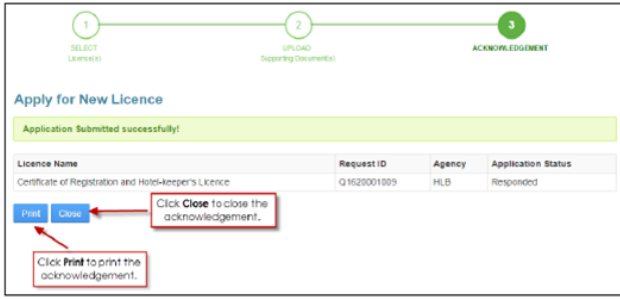
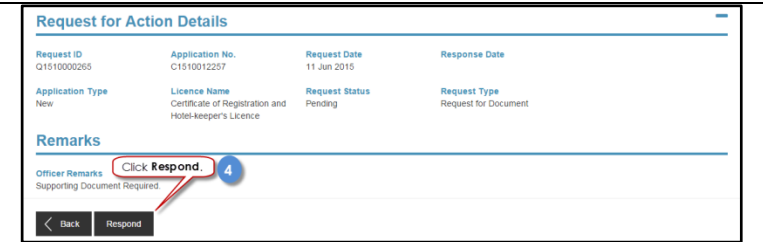
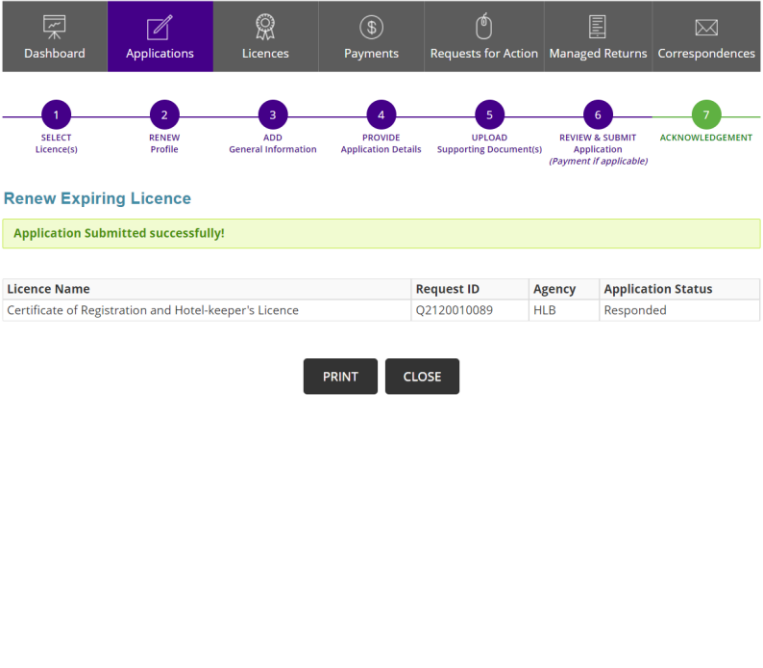
You will receive an email to inform you if a RFA is pending your action. A copy of the correspondence can also be found at the “Correspondence” tab in GoBusiness Licensing.

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://licence1.business.gov.sg/feportal/web/frontier/home	
1a	Next, click on “Login”	

S/N	Step	Screenshot
2	Log in to GoBusiness Licensing using SingPass ¹	
2b	Log in with SingPass ID and Password or scan the QR code with the SingPass app	
2c	Select the relevant UEN/Entity ID (if applicable)	

¹From 11 April 2021, the login process for Corppass will be changed to verify an individual's identity via Singpass first, before allowing the user to access and transact with government digital services. After clicking on 'Log in with Singpass', you will be directed to log in via Singpass, before gaining access to the digital service or selecting the relevant UEN identity to transact for. For more information, visit go.gov.sg/corporate-login

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3	<p>Click on “My Portfolio > Request for Action”</p> <p>Enter the Request ID and Click on “Search”</p> <p>Click on the Request ID to view the details</p>	 <p>Request for Action</p> <p>Request ID: [] Application Number: [] Select Status: [] Search [] Advanced [v]</p> <table border="1"> <thead> <tr> <th>Request ID</th> <th>Application Number</th> <th>Licence Name</th> <th>Agency</th> <th>Date Sent</th> <th>Due Date</th> <th>Request for Action Status</th> </tr> </thead> <tbody> <tr> <td>Q1620000990</td> <td>W1620004025</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Hotels Licensing Board</td> <td>04 Nov 2016</td> <td>25 Nov 2016</td> <td>Closed</td> </tr> <tr> <td>Q1620000991</td> <td>C1620031990</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Hotels Licensing Board</td> <td>07 Nov 2016</td> <td>21 Nov 2016</td> <td>Closed</td> </tr> <tr> <td>Q1620000992</td> <td>C1620031990</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Hotels Licensing Board</td> <td>07 Nov 2016</td> <td>21 Nov 2016</td> <td>Responded</td> </tr> </tbody> </table> <p>Total 3 Records</p> <p>Requests for Action</p> <p>Agency Name, Licence Name, Request ID SEARCH Advanced Search</p> <table border="1"> <thead> <tr> <th>Request ID</th> <th>Application Number</th> <th>Licence Name</th> <th>Agency</th> <th>Date Sent</th> <th>Due Date</th> <th>Request for Action Status</th> </tr> </thead> <tbody> <tr> <td>Q2120010088</td> <td>R2120018899</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Hotels Licensing Board</td> <td>06 Jan 2021</td> <td>15 Jan 2021</td> <td>Pending</td> </tr> <tr> <td>Q2120010081</td> <td>R2120018896</td> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>Hotels Licensing Board</td> <td>06 Jan 2021</td> <td>08 Jan 2021</td> <td>Closed</td> </tr> </tbody> </table>	Request ID	Application Number	Licence Name	Agency	Date Sent	Due Date	Request for Action Status	Q1620000990	W1620004025	Certificate of Registration and Hotel-keeper's Licence	Hotels Licensing Board	04 Nov 2016	25 Nov 2016	Closed	Q1620000991	C1620031990	Certificate of Registration and Hotel-keeper's Licence	Hotels Licensing Board	07 Nov 2016	21 Nov 2016	Closed	Q1620000992	C1620031990	Certificate of Registration and Hotel-keeper's Licence	Hotels Licensing Board	07 Nov 2016	21 Nov 2016	Responded	Request ID	Application Number	Licence Name	Agency	Date Sent	Due Date	Request for Action Status	Q2120010088	R2120018899	Certificate of Registration and Hotel-keeper's Licence	Hotels Licensing Board	06 Jan 2021	15 Jan 2021	Pending	Q2120010081	R2120018896	Certificate of Registration and Hotel-keeper's Licence	Hotels Licensing Board	06 Jan 2021	08 Jan 2021	Closed
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4a	<p><u>For Clarification:</u></p> <p>View the officer remarks and enter your response at the “Your Remarks” section. Click on “Submit Clarification Remarks” once you have entered your response</p> <p>Once the application is submitted, the system will provide you with an acknowledgement page</p> <p>Click on “OK” to close this page</p>	 <p>Request for Action Details</p> <p>Request ID: Q1510000023 Application No.: C1510010178 Request Date: 05 May 2015 Response Date: []</p> <p>Application Type: New Licence Name: Certificate of Registration and Hotel-keeper's Licence Request Status: Pending Request Type: Clarification</p> <p>Remarks: View the officer remarks.</p> <p>Officer Remarks: More information required.</p> <p>Your Remarks: Enter your remarks here.</p> <p>Submit Clarification Remarks</p> <p>Information</p> <p>The response to the Request For Action has been submitted successfully</p> <p>Click Ok. Ok</p>																																																	
4b	<p><u>For form changes</u></p> <p>View the officer remarks and Click on “Respond”</p> <p>The application form will launch. Applicant can proceed to make the necessary changes to the</p>	 <p>Request for Action Details</p> <p>Request ID: Q1510000024 Application No.: C1510010178 Request Date: 05 May 2015 Response Date: []</p> <p>Application Type: New Licence Name: Certificate of Registration and Hotel-keeper's Licence Request Status: Pending Request Type: Form changes</p> <p>Remarks: View the officer remarks.</p> <p>Officer Remarks: Please change the application details.</p> <p>Respond</p>																																																	

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4c	<p><u>For Request of Document:</u></p> <p>View the officer remarks and Click on “Respond”</p> <p>The “Upload Supporting Document” section will launch. Applicant can proceed to upload the required documents</p> <p>Click on “Submit” once you have uploaded the required document</p> <p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “Q”.</p>	 

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