



HONG KONG POLICE FORCE SERVING HONG KONG WITH HONOUR, DUTY AND LOYALTY



LICENSING OFFICE Performance Pledge

This leaflet tells you about the standards of service which you can expect from the Police Licensing Office when you submit your application. It also tells you the steps you can take if you want to comment on the service you receive or complain about the way services have been delivered.

To assist you, application guidelines have been produced for licences/permits for which the Commissioner of Police is the Licensing Authority. These guidelines explain in detail the procedures to be followed when applying for a particular licence or permit. They are available in English and Chinese and can be obtained by browsing our website, writing to us, calling our hotline or visiting us direct.

Our office is located at 12/F, Arsenal House, Police Headquarters, No.1 Arsenal Street, Wan Chai, Hong Kong. Our office hours are from 9:00 am to 1:00 pm and 2:00 pm to 5:45 pm on weekdays. The office is closed on Saturdays, Sundays and general holidays. You may also obtain the details through fax by calling our 24-hour service hotline at 2860 2973, or through Internet by visiting our web page at www.police.gov.hk/ppp_en/11_useful_info/licences/.

Service Delivered

This performance pledge covers issuance of all the licences and permits by the Commissioner of Police acting in the capacity of the Licensing Authority.

Performance Standards and Targets

Performance targets for services provided by the Police Licensing Office are expressed in terms of time required to process your application. The targets depend much on the sufficiency of information provided in your application which may affect the processing time required.

Application / Licence / Permit	Working days required to process
Licence for Possession (Individual) (Firearms)	24 days
Limited Licence for Possession (Firearms)	2 days (in person) 9 days (by other means)
Exemption Permit (General) (Firearms)	24 days
Exemption Permit (TV/Film Shooting or Sports) (Firearms)	9 days
Authorisation for Arms Instructor	2 calendar months
Approval for Range Officer	2 calendar months
Approval for Agent for Arms Licence	1 calendar month
Pawnbroker Licence	26 days
Massage Establishment Licence (for the issue of a letter of approval-in-principle for establishments)	35 days
Temporary Liquor Licence	12 days
Societies Registration	12 days
Lion / Dragon / Unicorn Dance Permit	14 days
Security Personnel Permit	6 days

The time taken to process Full and Restricted Firearms Dealer's Licence will depend on individual applications and related requirements.

Service Environment

The Police Licensing Office is committed to providing an efficient and professional service. On receipt of your application, we will issue an acknowledgement letter informing you that your application has been received and is being processed.

Effective Monitoring

The Police Force will monitor these standards internally.

The Public's Role

To improve our service, the Police Licensing Office welcomes comments or suggestions from members of the public. There may be occasions, for example, because of high demands for a particular service, or when your application does not contain all the relevant information - when the time taken to process your application may take slightly longer than the target times.

If you feel that your application has not been dealt with adequately, you can contact the officer-in-charge of the appropriate licensing section who will provide an explanation for any delay incurred.

Channels for Complaints

If you wish to complain that your case has not been dealt with adequately, you may:

- ▶ lodge a complaint in person or by letter to:
 - any police station; or
 - Complaints Against Police Reporting Centre
(Ground Floor, Annex Block, Caine House, No.3 Arsenal Street, Wan Chai, Hong Kong);
- ▶ telephone the 24-hour complaint hotline with recording function (2866 7700);
- ▶ fax to Complaints Against Police Reporting Centre (2200 4460 / 2200 4461);
- ▶ use the e-report form (Complaint Against Police) on the Hong Kong Police website (www.police.gov.hk); or
- ▶ use the "e-Report Centre" function on the Police's smart-phone application, "Hong Kong Police Mobile App".



Download "Hong Kong Police Mobile App"

Where to Go for Further Information

You may telephone the relevant licensing section:

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| ▶ Arms Licensing Section | 2860 6536 |
| ▶ Liquor and Miscellaneous Licensing Section | 2860 6524 |
| ▶ Societies Office | 2860 3572 |
| ▶ Security Personnel Permit Section | 2860 6543 |
| ▶ Public Order Events Support Section | 2860 6551 |