

**Trade and Industry Department  
Performance Pledge 2008**

**(A) Performance Targets for Licensing/Certification, Electronic and SME-related Services**

**Licensing/Certification Services**

**(a) *Instant Services***

No.	Item	Target queuing and processing time
1.	Kimberley Process Certificate (Import) for rough diamonds (Note 1)	20 mins
2.	Verbal enquiry on factory registration application matters	Instant (Provided that the case is straightforward and sufficient reference is supplied by the customer)
3.	Verbal enquiry on import tariff rates for exports to various countries	Instant (Provided that the case is straightforward and sufficient reference is supplied by the customer)

*Note 1 : The queuing time will be longer during peak hour (11:00 am - 12:30 pm and 4:30 pm - 5:30 pm) and on days immediately before and after a long holiday. An applicant making several applications at a time may expect to wait longer.*

**(b) *Services which take longer to deliver***

No.	Item	Target turnaround time (no. of working days excluding day of receipt and day of issue)
<b>Textiles related services</b>		
4.	Certificate of registration for Textiles Trader Registration	2 (70%), 3 (30%)
5.	Consignment-specific textiles licence as follows:	
	• Import licence	2 (Note 2)
	• Export licence	2 (Note 2)

No.	Item	Target turnaround time (no. of working days excluding day of receipt and day of issue)
	<ul style="list-style-type: none"> <li>• Re-export licence</li> </ul>	2 (Note 2)
6.	Expeditious issue of consignment-specific textiles licence	24 hrs (Note 2)
7.	Amendment and cancellation of consignment-specific textiles licences	2
8.	Amendment of textiles notification under the Textiles Trader Registration Scheme	2
9.	# Comprehensive Licence (Textiles)	3 (30%), 6 (70%) (may be longer during the peak seasons of annual registration in the first and fourth quarters)
10.	# Amendment of Comprehensive Licence (Textiles)	2
11.	Enquiry on Production Notification for Cut and Sewn Garments:	
	(a) permissible limits for component parts	
	(b) classification enquiry	
	<ul style="list-style-type: none"> <li>• Simple enquiry</li> </ul>	1
	<ul style="list-style-type: none"> <li>• Complicated enquiry</li> </ul>	4
<b>Other services</b>		
12.	Certificate of Origin Form A	1.5
13.	Expeditious issue of Certificate of Hong Kong Origin/Certificate of Hong Kong Origin – CEPA/ Form A	24 hrs
14.	Application for Factory Registration	14
15.	Amendment of Factory Registration Particulars	
	<ul style="list-style-type: none"> <li>• if factory inspection is not necessary</li> </ul>	3
	<ul style="list-style-type: none"> <li>• if factory inspection is necessary</li> </ul>	14
16.	Application for Local Sub-contracting Arrangement Registration	1
17.	@ Application for Outward Processing Arrangement Registration	1

No.	Item	Target turnaround time (no. of working days excluding day of receipt and day of issue)
18.	Combined Annual Renewal of Factory Registration and Outward Processing Arrangement Registration	1 [may be longer during the peak season of annual registration renewal (months of July/August)]
19.	Enquiry on Outward Processing Arrangement: manufacturing processes allowed to be subcontracted outside Hong Kong	
	• Simple enquiry	1
	• Complicated enquiry	4
20.	Import and export licence for reserved commodities	1
21.	Import and export licence for ozone depleting substances	2 (Note 3)
22.	Import and export licence for strategic commodities	2.5 (may be longer for imports of certain sensitive products or exports to certain destinations) (Note 3)
23.	Kimberley Process Certificate (Export) for rough diamonds	the following working day
24.	Certified true copy	1
25.	Registration for Transshipment Cargo Exemption Scheme	14
26.	Registration for Rough Diamond Traders	1 (Note 4)
27.	Pre-classification Service on Strategic Commodities	2 (Note 3)
28.	Other written enquiries	10 calendar days

## Electronic Services

### *Certificate of Hong Kong Origin, Certificate of Hong Kong Origin – CEPA, Certificate of Origin – Processing, and Production Notification for Cut and Sewn Garments*

No.	Item	Target turnaround time (no. of working days excluding day of receipt)
29.	Certificate of Hong Kong Origin, Certificate of Hong Kong Origin – CEPA and Certificate of Origin – Processing	
	<ul style="list-style-type: none"> <li>Sending of decision message and issue of paper certificate</li> </ul>	1.5 (Note 2)
30.	Production Notification for Cut and Sewn Garments	
	<ul style="list-style-type: none"> <li>Sending of decision message</li> </ul>	1.5 (Note 2)

*Note 2 : The processing time may be longer if an application is selected for pre-issue inspection. In this case, the Department will, on a best endeavour basis, send out the approval message through electronic service, or make available the licence for collection in the case of paper licence application, 2 clear working days after completion of the inspection, provided that the inspection reveals no discrepancy.*

*Note 3 : Undertaking is given to clear genuine urgent requests in 1 clear working day.*

*Note 4 : Undertaking is given to clear genuine urgent requests by the following working day.*

## CEPA – Certification Service for Hong Kong Service Supplier

No.	Item	Target turnaround time (no. of working days excluding day of receipt and day of issue)
31.	Hong Kong Service Supplier (HKSS) Certificate	
	<ul style="list-style-type: none"> <li>Fresh application</li> </ul>	14
	<ul style="list-style-type: none"> <li>Renewal</li> </ul>	5
	<ul style="list-style-type: none"> <li>Amendment, replacement and cancellation</li> </ul>	5

### CEPA – Enquiries

No.	Item	Target processing time
32.	Verbal enquiry on CEPA-related issues, including Mainland rules and regulations in relation to CEPA, HKSS, and requests of manufacturers for developing CEPA rules of origin for goods that have no CEPA rules of origin (arrangements for making requests in 2008)	Instant (Provided that the case is straightforward and sufficient reference is supplied by the customer)

### CEPA – Certificate of Hong Kong Origin – CEPA and CEPA Rules of Origin

No.	Item	Target turnaround time (no. of working days excluding day of receipt and day of issue)
33.	Verbal enquiry on Certificate of Hong Kong Origin – CEPA and CEPA rules of origin	Instant (Provided that the case is straightforward and sufficient reference is supplied by the customer)
34.	Written enquiry on the CEPA rules of origin criteria	
	• Simple enquiry	3
	• Complicated enquiry	10

### Services for SMEs

No.	Item	Target turnaround time (no. of working days excluding day of receipt and day of issue)
<b><u>Support and Consultation Centre for SMEs (SUCCESS)</u></b>		
35.	Enquiry on government licensing requirements	
	• Simple enquiry	1
	• Complicated enquiry	3
36.	Enquiry on SME support services and facilities	
	• Simple enquiry	1
	• Complicated enquiry	3

No.	Item	Target turnaround time (no. of working days excluding day of receipt and day of issue)
37.	Business advisory service • Fix consultation meeting	10
<b>SME Funding Schemes</b>		
38.	SME Loan Guarantee Scheme • Processing application for guarantee	3 (after receipt of duly completed application from participating lending institutions)
39.	SME Export Marketing Fund • Processing application for grant	30
40.	SME Development Fund • Processing application for grant	70 (Note 5)

*Note 5 : The processing time refers to the time taken by the Secretariat of the SME Development Fund to conduct initial assessments on applications and submit recommendations to the Vetting Committee.*

@ — Pledge with processing time shortened.

# — New Pledge.

**(B) Performance Indicators for Activities in Fostering International Trade Relations**

One of our key functions is to foster Hong Kong's international trade relations. We seek to protect Hong Kong's rights and interests by monitoring and responding to trade policies and measures of other trading partners through multilateral and bilateral negotiations and other channels. To promote Hong Kong's status as a separate customs territory and a model for international free trade, we have been participating actively in multilateral and regional trade fora, namely, the World Trade Organisation, the Asia-Pacific Economic Cooperation, the Pacific Economic Cooperation Council, and the Organisation for Economic Cooperation and Development. We have also been working closely with our major trading partners which include the United States, the European Union, and the Mainland. We are committed to:

- providing early warning on import restrictions and regulations by importing countries;
- disseminating information promptly to traders where appropriate;
- making timely representations as appropriate to safeguard Hong Kong's trade interests;
- participating in and contributing to international economic and trade fora;
- securing and preserving market access for both goods and services; and
- upholding the integrity of the multilateral trading system.