

Trade and Industry Department Performance Pledge 2025

(A) Trade Support and Facilitation

No.	Item	Target ^Ψ (no. of working days excluding day of receipt and day of issue)
1.	Complete processing of registration of textiles traders	3
2.	Issue of Certificate of Hong Kong Origin, Certificate of Origin – Processing, Certificate of Hong Kong Origin – CEPA (CO(CEPA)), Certificate of Hong Kong Origin – New Zealand (CO(NZ)), Certificate of Hong Kong Origin – Georgia (CO(Georgia)) and Certificate of Hong Kong Origin – Form AHK (CO(Form AHK))	1.5 ^Δ
3.	Reply to enquiry on CO(CEPA), CO(NZ), CO(Georgia), CO(Form AHK) and preferential rules of origin ^δ	
	• simple enquiry	3
	• complicated enquiry	10
4.	Complete processing of application for factory registration	14
5.	Complete processing of amendment of factory registration particulars	
	• if factory inspection is necessary	14
	• if factory inspection is not necessary and the request is lodged in paper form	3
	• if factory inspection is not necessary and the request is lodged through online system	1
6.	Complete processing of local subcontracting arrangement registration	1
7.	Complete processing of outward processing arrangement (OPA) registration	1
8.	Complete processing of combined annual renewal of factory	1

^Ψ Target is applied upon receipt of all necessary documents and information.

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

^δ Preferential rules of origin refer to the rules of origin applicable under respective arrangements/agreements of trade liberalisation between Hong Kong and its trading partners, including CEPA, the Closer Economic Partnership Agreement with New Zealand, as well as the respective Free Trade Agreements with European Free Trade Association States, Chile, the Association of Southeast Asian Nations (ASEAN), Georgia and Australia.

No.	Item	Target ^γ (no. of working days excluding day of receipt and day of issue)
	registration and OPA registration	
9.	Complete processing of enquiry on OPA: manufacturing processes allowed to be subcontracted outside Hong Kong	
	• simple enquiry	1
	• complicated enquiry	4
10.	Issue of import and export licence for reserved commodities (rice)	1
11.	Complete approval as a reserved commodity (rice) storage place	
	• inform Customs and Excise Department (C&ED) to conduct inspection of the premises	5
	• inform the applicant of the application result upon receipt of C&ED's inspection report	5
12.	Issue of import and export licence for ozone depleting substances	2
13.	Issue of import and export licence for strategic commodities	
	• licence application with prior approval-in-principle	within the same day
	• other licence applications	2.5 ^γ
14.	Complete pre-classification service on strategic commodities	2 ^γ
15.	Issue of powdered formula export licence	2 ^Δ
16.	Complete amendment to and cancellation of powdered formula export licence	1
17.	Issue of Kimberley Process Certificate (Import) for rough diamonds	20 minutes
18.	Issue of Kimberley Process Certificate (Export) for rough diamonds	the following working day
19.	Complete registration for rough diamond traders	1
20.	Issue of certified true copy	1
21.	Complete registration for Transhipment Cargo Exemption Scheme	14
22.	Complete registration for importers of cereals and grain flour from the Mainland	4
23.	Hong Kong Service Suppliers and Hong Kong Investors Certificates	

^γ The processing time may take longer for complicated cases.

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

No.	Item	Target ^Ψ (no. of working days excluding day of receipt and day of issue)
	complete fresh application	14
	issue of amendment and renewal	5
	issue of replacement and cancellation	3
24.	Reply to other written enquiries	10 calendar days

(B) Support for Small and Medium Enterprises (SMEs) and Industries

No.	Item	Target ^Ψ (no. of working days excluding day of receipt and day of issue)
<u>Support and Consultation Centre for SMEs (SUCCESS)</u>		
25.	Process applications for Business Advisory Service	7
26.	Reply to simple enquiries on licensing requirements	1
27.	Reply to complicated enquiries on licensing requirements	3
28.	Reply to simple enquiries on SME support services and facilities	1
29.	Reply to complicated enquiries on SME support services and facilities	3
<u>Funding Schemes</u>		
30.	Trade and Industrial Organisation Support Fund	
	process applications for grant	60
31.	SME Export Marketing Fund	
	process applications for grant	30
32.	Dedicated Fund on Branding, Upgrading and Domestic Sales	
	process general and “E-commerce Easy” applications for grant	60
	process “Easy BUD” applications for grant	30

^Ψ Target is applied upon receipt of all necessary documents and information.