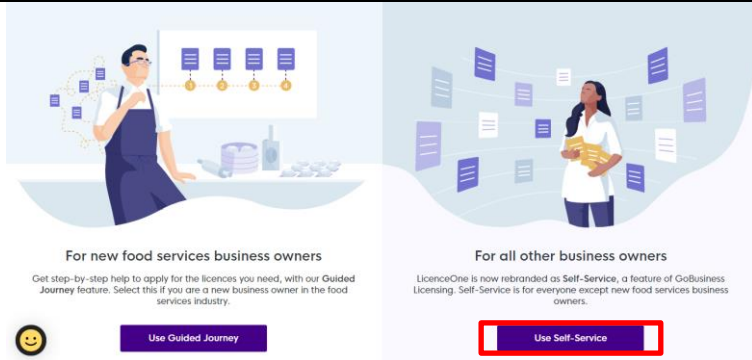


Step-by-Step Guide for Amendment of Certificate of Registration and Hotel-keeper's Licence

The authorised CorpPass user¹ may submit an amendment application to amend the Certificate of Registration and Hotel-keeper's Licence. The five different types of amendment profiles are:-

Amendment Profile²	Purpose
Change of Hotel Name	Change the name of the hotel
Change of Hotel-keeper	Appoint a new Hotel-keeper for the hotel
Update of Hotel Ownership	Update the Hotel's owner details
Update of Existing Hotel and /or Hotel-keeper's Information	Update the existing hotel and/or hotel-keeper's information
Update of Room Information	Update the Hotel rooms' information

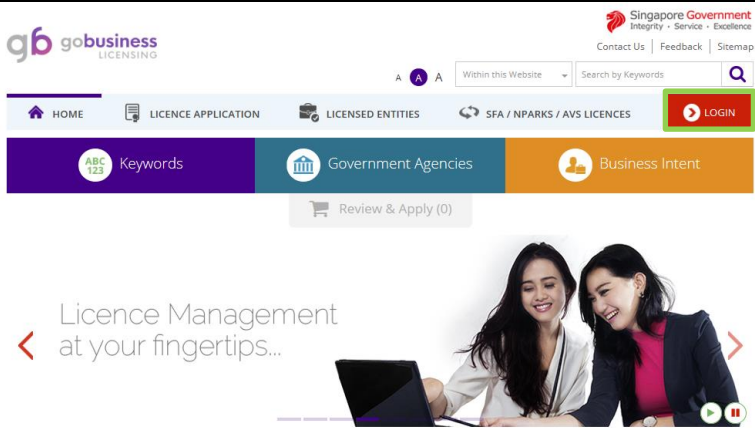
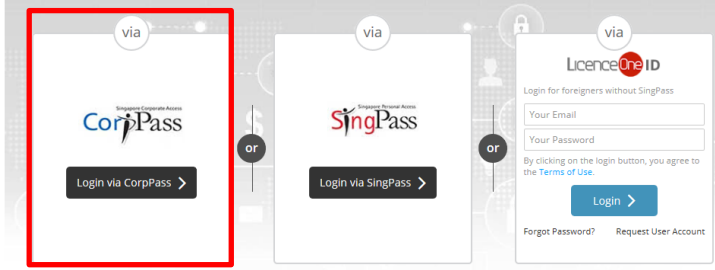
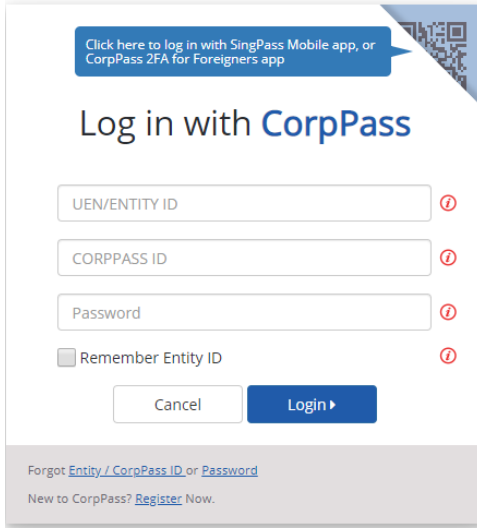
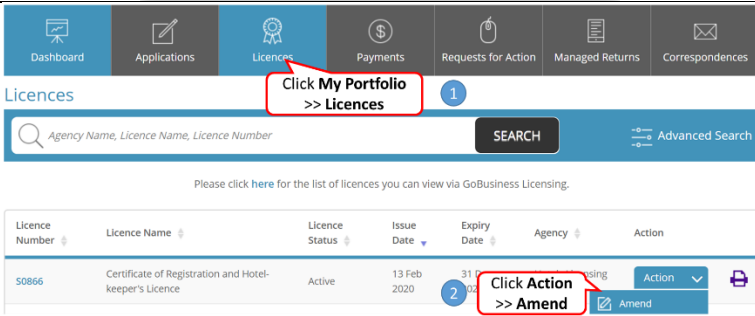
Accessing GoBusiness Licensing

S/N	Step	Screenshot
1	Go to GoBusiness Licensing website https://gobusiness.gov.sg/licences and click on "Use Self-Service" under "For all other business owners"	 <p>The screenshot shows the GoBusiness Licensing website interface. On the left, there's a section for 'For new food services business owners' with a 'Use Guided Journey' button. On the right, there's a section for 'For all other business owners' with a 'Use Self-Service' button, which is highlighted with a red rectangular box. Text below the buttons explains that 'LicenceOne is now rebranded as Self-Service, a feature of GoBusiness Licensing. Self-Service is for everyone except new food services business owners.'</p>

¹ "Singapore Corporate Access" (or CorpPass) is a corporate digital identity for businesses and other entities to transact with Government agencies online. With the introduction of CorpPass, business entities will use a single digital account to transact with the whole-of government. With effect 1 September 2018, CorpPass will be the only login method for all online business transactions with the Government, including via GoBusiness Licensing. Only authorised CorpPass users of the company can use CorpPass to access GoBusiness Licensing and submit amendments to the Certificate of Registration and Hotel-keeper's Licence. Should the Hotel-Keeper or Company Director wish to submit the amendment application, they must also be appointed as the authorised CorpPass user of the company.

For information on the registration & set up of CorpPass for your business entity, please visit www.corppass.gov.sg. For information on how to activate CorpPass in GoBusiness Licensing, please visit <https://licence1.business.gov.sg/licence1/cms/showHelp.action?pageName=corppass-in-licenceone>.

²You can select multiple options to amend the details relating to the Certificate of Registration and/or Hotel-keeper. However, a new licence application is required if you select Change of Hotel Name, Hotel-keeper and Hotel Ownership in one application.

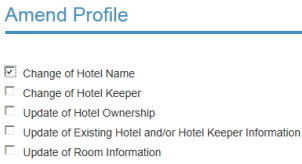
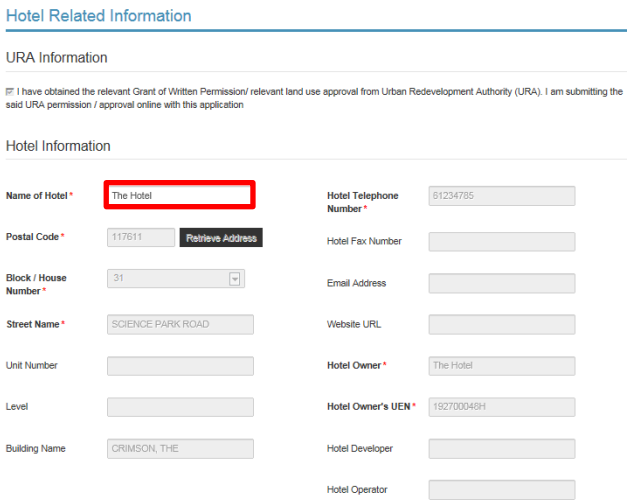
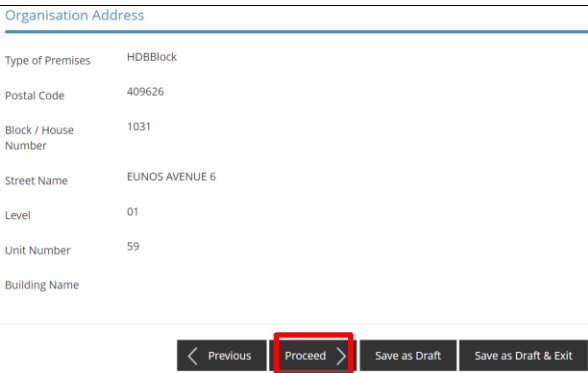
S/N	Step	Screenshot
1a	Next, click on “Login”	 <p>The screenshot shows the GoBusiness Licensing homepage. At the top right, there is a 'LOGIN' button with a red arrow pointing to it. The page features a navigation bar with links like HOME, LICENCE APPLICATION, LICENSED ENTITIES, and SFA / NPARKS / AVS LICENCES. Below the navigation bar, there are sections for Keywords, Government Agencies, and Business Intent. A banner at the bottom says 'Licence Management at your fingertips...' with an image of two women looking at a laptop.</p>
2	Log in to GoBusiness Licensing using CorpPass	 <p>The screenshot shows the login options page. There are three main login methods: via Singapore Corporate Access (CorpPass), via SingPass, and via LicenceOne ID. The 'Login via CorpPass' button is highlighted with a red box. The page also includes a 'Login' button for the LicenceOne ID method and links for 'Forgot Password?' and 'Request User Account'.</p>
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”	 <p>The screenshot shows the 'Log in with CorpPass' form. It has three input fields: 'UEN/ENTITY ID', 'CORPPASS ID', and 'Password'. There is also a checkbox for 'Remember Entity ID'. The 'Login' button is highlighted with a blue box. Below the form, there are links for 'Forgot Entity / CorpPass ID or Password' and 'New to CorpPass? Register Now'.</p>
3	<p>Click on “My Portfolio > Licence”</p> <p>Enter the Licence Number and Click on “Search”</p>	 <p>The screenshot shows the 'My Portfolio > Licences' page. At the top, there is a navigation bar with tabs for Dashboard, Applications, Licences, Payments, Requests for Action, Managed Returns, and Correspondences. The 'Licences' tab is selected. Below the navigation bar, there is a search bar with the text 'Agency Name, Licence Name, Licence Number' and a 'SEARCH' button. A table of licences is displayed below the search bar. The 'Click My Portfolio >> Licences' button is highlighted with a red box, and the 'Click Action >> Amend' button is also highlighted with a red box.</p>

S/N	Step	Screenshot
	Click on “Action” > “Amend”	
4	Ensure that the Licence no. is correct. Select “Amendment of details in the Certificate of Registration and Hotel-keeper’s Licence” and Click on “Next”	
5	Select the checkbox to agree to the Terms of Use Click on “Next”	
6	Select the relevant “Amendment Profile” ³	

³ Based on the selected amendment profile, only the respective fields will be available for editing and the remaining fields will be greyed off.

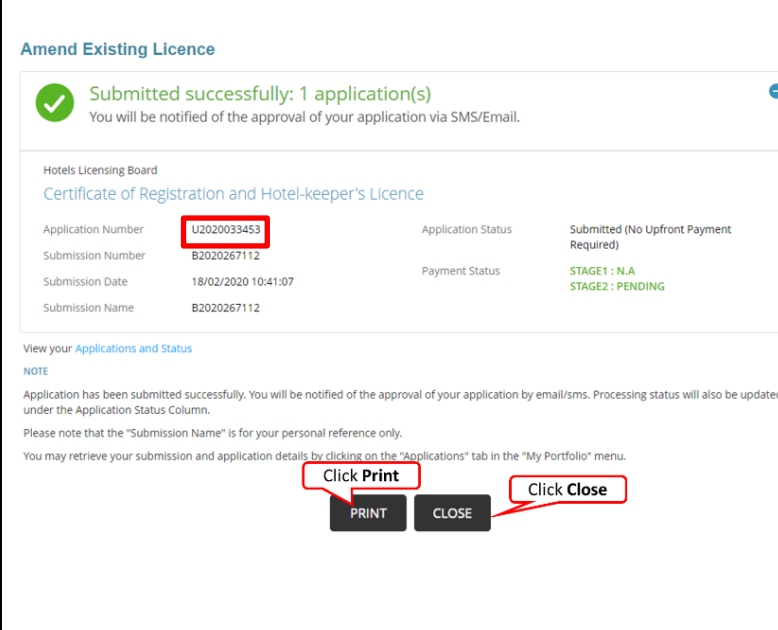

Change of Hotel Name

Pursuant to Hotels Licensing Regulations R(14)(2), the owner or licensee of a hotel shall not change the name of the hotel without the prior written approval of the Board.

S/N	Step	Screenshot
1	Select “Change of Hotel Name” under the Amend Profile section	
2	Enter the new Hotel Name by over-riding the existing name of the hotel.	
3	Scroll to the bottom of the page and Click on “Proceed”	

S/N	Step	Screenshot
4	<p>Upload the e-notice⁴ according to the Notice template in PDF format. Do ensure that you have accurately entered the Name of Hotel.</p> <p>Further, please make sure that the Name of Hotel is the same as the Name of Hotel as per your application and on your hotel signage. The e-notice will typically be published on the HLB Website within 3 working days from when the e-notice is successfully uploaded.</p> <p>Next, upload other supporting documents (if any) and click “Next”.</p>	<p>The screenshot shows the 'Amend Existing Licence' application form at Step 5: Upload Supporting Document(s). The form includes sections for Curriculum Vitae (CV) of Hotel-Keeper, Advertisements, ACRA Business Profile, and Other Supporting Documents. A red box highlights the 'Advertisements' section with a callout 'Click here to upload e-notice'. Another red box highlights the 'Click Next' button at the bottom.</p>
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and click “Submit”.</p>	<p>The screenshot shows the 'Amend Existing Licence' application form at Step 6: Review & Submit Application. The form includes the 'Information Review' section with fields for Change of Hotel Name, Hotel Related Information, and URA Information. Below this is the 'Declaration' section with checkboxes for General Declaration and Certificate of Registration and Hotel-keeper's Licence. A red box highlights the 'Click Submit' button at the bottom.</p>

⁴ Any notice of objection lodged with HLB within two weeks of the advertisement will be taken into account in the assessment of the application for a Certificate of Registration.

S/N	Step	Screenshot																
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	 <p>Amend Existing Licence</p> <p> Submitted successfully: 1 application(s) You will be notified of the approval of your application via SMS/Email.</p> <p>Hotels Licensing Board Certificate of Registration and Hotel-keeper's Licence</p> <table><tr><td>Application Number</td><td>U2020033453</td><td>Application Status</td><td>Submitted (No Upfront Payment Required)</td></tr><tr><td>Submission Number</td><td>B2020267112</td><td>Payment Status</td><td>STAGE1 : N.A STAGE2 : PENDING</td></tr><tr><td>Submission Date</td><td>18/02/2020 10:41:07</td><td></td><td></td></tr><tr><td>Submission Name</td><td>B2020267112</td><td></td><td></td></tr></table> <p>View your Applications and Status</p> <p>NOTE Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column. Please note that the "Submission Name" is for your personal reference only. You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.</p> <p>Click Print PRINT CLOSE Click Close</p>	Application Number	U2020033453	Application Status	Submitted (No Upfront Payment Required)	Submission Number	B2020267112	Payment Status	STAGE1 : N.A STAGE2 : PENDING	Submission Date	18/02/2020 10:41:07			Submission Name	B2020267112		
Application Number	U2020033453	Application Status	Submitted (No Upfront Payment Required)															
Submission Number	B2020267112	Payment Status	STAGE1 : N.A STAGE2 : PENDING															
Submission Date	18/02/2020 10:41:07																	
Submission Name	B2020267112																	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁵ feature. Upon receiving all the required documents and placement of the advertisements⁶, the Secretariat will process the application which will take an average of two weeks.


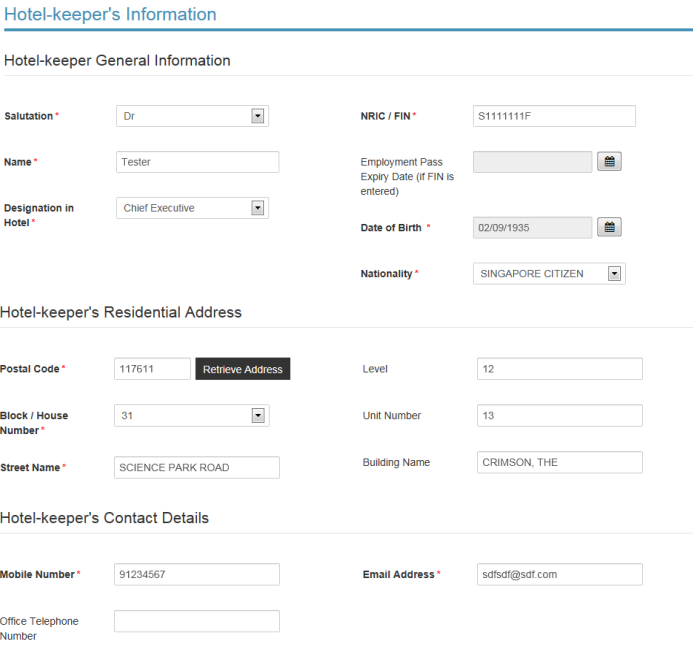
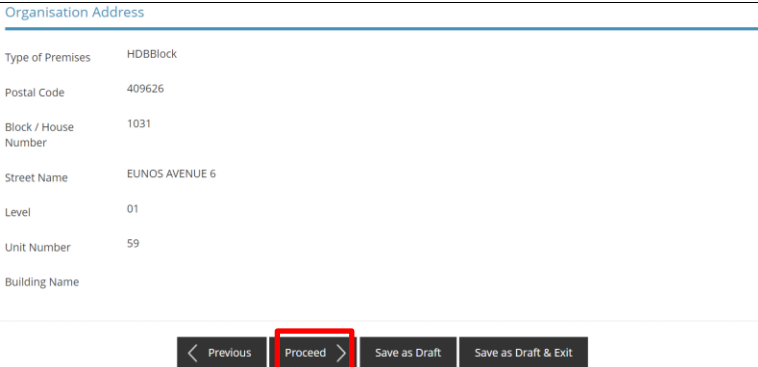
⁵ Please refer to the step-by-step guide on “Request for Action”

⁶ Please note that the Board will only be able to process the application if there are no objections from the public within 14 days from the advertisement date

S/N	Step	Screenshot																												
7	<p>Once the application has been approved, you will receive an email notification on the approval, and the steps on where to locate your licence(s). A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.</p> <p><i>Note: Licence fees related to new, amendment, and renewal applications that are payable for the rest of 2020 will be waived to help mitigate the impact of Coronavirus Disease 2019 (COVID-19).</i></p>	<p>Correspondences</p> <p>Click My Portfolio >> Correspondences</p> <p>SEARCH</p> <p>Search for required correspondences</p> <p>Click to view details</p> <table><tr><th>Name</th><th>Application/Licence Number/RRN</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr><tr><td>HLB - Approval for Amendment Application (Change of Hotel Name)</td><td>U2020033453</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>18/02/2020 11:24:18</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U2020033453</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>18/02/2020 10:41:14</td></tr><tr><td>Printing of Certificate of Registration and Hotel-keeper's Licence (Change of Hotel Name)</td><td>U2020033335</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>13/02/2020 18:07:02</td></tr></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HLB - Approval for Amendment Application (Change of Hotel Name)	U2020033453	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	18/02/2020 11:24:18	Licence Application Status Update Notification (to Applicant)	U2020033453	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	18/02/2020 10:41:14	Printing of Certificate of Registration and Hotel-keeper's Licence (Change of Hotel Name)	U2020033335	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	13/02/2020 18:07:02
Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date																								
HLB - Approval for Amendment Application (Change of Hotel Name)	U2020033453	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	18/02/2020 11:24:18																								
Licence Application Status Update Notification (to Applicant)	U2020033453	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	18/02/2020 10:41:14																								
Printing of Certificate of Registration and Hotel-keeper's Licence (Change of Hotel Name)	U2020033335	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	13/02/2020 18:07:02																								
8	For printing of licences, please refer to the Guide on Printing of Licences.																													

Change of Hotel-Keeper

Pursuant to Hotels Licensing Regulations R(14)(1), where any change is effected in the hotel-keeper of a hotel, the hotel owner shall notify the secretary in writing all the particulars of the change within 10 days of the effective date of such change.

S/N	Step	Screenshot
1	Select “Change of Hotel Keeper” under the Amend Profile section.	
2	Enter the new Hotel-keeper information such as Hotel-keeper General Information, Residential Address and Contact Details by over-riding the existing hotel-keeper’s information.	
3	Scroll to the bottom of the page and Click on “Proceed”.	

S/N	Step	Screenshot																				
4	Upload the supporting documents (e.g. Resume of proposed Hotel-keeper and/or copy of Employment Pass) and Click “Next”.	<p>Amend Existing Licence</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <table><thead><tr><th>Document Name</th><th>Type</th><th>Attachment</th><th>Action</th></tr></thead><tbody><tr><td>Curriculum Vitae (CV) of Hotel-Keeper Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</td><td>ONLINE UPLOAD</td><td></td><td>Upload</td></tr><tr><td>Advertisements Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 6 MB</td><td>ONLINE UPLOAD</td><td></td><td>Upload</td></tr><tr><td>ACRA Business Profile Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</td><td>ONLINE UPLOAD</td><td></td><td>Upload</td></tr><tr><td>Other Supporting Documents Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</td><td>ONLINE UPLOAD</td><td>ABC Pte Ltd.pdf</td><td>Upload</td></tr></tbody></table> <p>Click Next</p>	Document Name	Type	Attachment	Action	Curriculum Vitae (CV) of Hotel-Keeper Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload	Advertisements Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 6 MB	ONLINE UPLOAD		Upload	ACRA Business Profile Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload	Other Supporting Documents Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD	ABC Pte Ltd.pdf	Upload
Document Name	Type	Attachment	Action																			
Curriculum Vitae (CV) of Hotel-Keeper Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload																			
Advertisements Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 6 MB	ONLINE UPLOAD		Upload																			
ACRA Business Profile Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD		Upload																			
Other Supporting Documents Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB	ONLINE UPLOAD	ABC Pte Ltd.pdf	Upload																			
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and click “Submit”.</p>	<p>Amend Existing Licence</p> <p>Information Review</p> <p>Change of Hotel Name</p> <p>Hotel Related Information</p> <p>URA Information</p> <p>I have obtained the relevant Grant of Written Permission/ relevant land use approval from Urban Redevelopment Authority (URA). I am submitting the said URA permission / approval online with this application.</p> <p>Declaration</p> <p>General Declaration</p> <p>1. I declare that all the information given in this application form is true and correct. I am aware that legal action may be taken against me if I had knowingly provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>1. I declare that I am authorised to act for the intended operator of the Hotel for the purposes of this application.</p> <p>2. I further declare that the documents submitted, if any, in support of this application are true and correct.</p> <p>3. I understand that the Hotels Licensing Board reserves the right not to grant the Certificate of Registration and/or the Hotel-keeper's licence if there is any declaration or statement made that is false or inaccurate in any material particular or misleading by reason of a material omission.</p> <p>Click Submit</p>																				
6	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for																					

S/N	Step	Screenshot
	<p>any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁷ feature. Upon receiving all the required documents, the Secretariat will process the application which will take an average of two weeks.


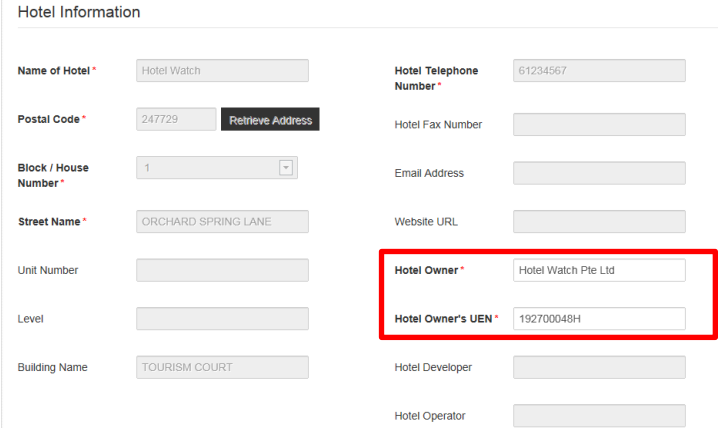
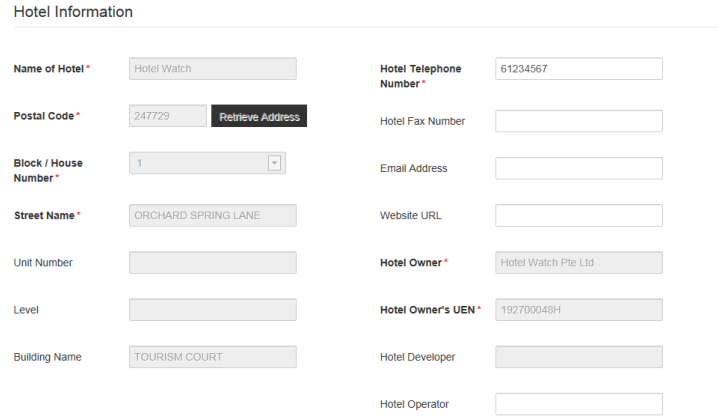
S/N	Step	Screenshot
7	<p>Once the application has been approved, you will receive an email notification on the approval, and the steps on where to locate your licence(s). A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.</p> <p><i>Note: Licence fees related to new, amendment, and renewal applications that are payable for the rest of 2020 will be waived to help mitigate the impact of Coronavirus Disease 2019 (COVID-19).</i></p>	
8	For printing of licences, please refer to the Guide on Printing of Licences.	

⁷ Please refer to the step-by-step guide on “Request for Action”

Update of Hotel Ownership

Update of Existing Hotel and/or Hotel Keeper Information

For update of Hotel Ownership⁸ or existing hotel and/or hotel-keeper information, these applications do not require approvals from the Board and will be auto-approved upon submission of the application.

S/N	Step	Screenshot
1	Select “Update of Hotel Ownership” or “Update of Existing Hotel and/or Hotel Keeper information” under the Amend Profile section.	 <p>Amend Profile</p> <ul style="list-style-type: none"> <input type="checkbox"/> Change of Hotel Name <input type="checkbox"/> Change of Hotel Keeper <input checked="" type="checkbox"/> Update of Hotel Ownership <input checked="" type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information <input type="checkbox"/> Update of Room Information
2a	For Update of Hotel Ownership, input the new Hotel Owner information by over-riding the existing data.	 <p>Hotel Information</p> <p>Name of Hotel * Hotel Watch Hotel Telephone Number * 61234567</p> <p>Postal Code * 247729 Retrieve Address Hotel Fax Number</p> <p>Block / House Number * 1 Email Address</p> <p>Street Name * ORCHARD SPRING LANE Website URL</p> <p>Unit Number Hotel Owner * Hotel Watch Pte Ltd</p> <p>Level Hotel Owner's UEN * 192700048H</p> <p>Building Name TOURISM COURT Hotel Developer</p> <p>Hotel Operator</p>
2b	For Update of existing Hotel information, only the Hotel Tel Number, Hotel Fax Number, Email Address, Website URL can be updated.	 <p>Hotel Information</p> <p>Name of Hotel * Hotel Watch Hotel Telephone Number * 61234567</p> <p>Postal Code * 247729 Retrieve Address Hotel Fax Number</p> <p>Block / House Number * 1 Email Address</p> <p>Street Name * ORCHARD SPRING LANE Website URL</p> <p>Unit Number Hotel Owner * Hotel Watch Pte Ltd</p> <p>Level Hotel Owner's UEN * 192700048H</p> <p>Building Name TOURISM COURT Hotel Developer</p> <p>Hotel Operator</p>

⁸ Hotel Ownership means the company that owns the hotel or owns the business that operates the hotel. For e.g. Hotel XYZ is owned by Company A but Company B operates the hotel and applies for the hotel licence (i.e. Company B is the hotel licensee). Should Company A sell the Hotel XYZ to Company C, but Company B continues to operate the hotel, only an update of the Hotel Ownership is required. However, should Company C wish to take over the operations of the hotel from Company B, a new application for a Certification of Registration and Hotel Keeper's Licence is required as licenses are not transferable.

S/N	Step	Screenshot
	For Update of existing Hotel-keeper information, only the Hotel-keeper's Residential Address and Contact details can be updated.	
3	Scroll to the bottom of the page and Click on "Proceed".	
4	Upload the supporting documents (if any) and Click "Next".	

S/N	Step	Screenshot
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and Click “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application). The application status will be reflected as “Approved”.</p> <p>You may choose to print or close the acknowledgement page.</p>	

Update of Room Information

Should there be any changes to the hotel room information, please update the changes via GoBusiness Licensing.

S/N	Step	Screenshot
1	Select “Update of Room Information” under the Amend Profile section.	
2	Update the Room Information either by editing the existing data or adding new room category. The total number of rooms & beds will be updated automatically.	
3	Scroll to the bottom of the page and Click on “Proceed”.	
4	Upload the supporting documents (if any) and Click “Next”.	

S/N	Step	Screenshot
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and Click “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”⁹ feature. Upon receiving all the required documents, the Secretariat may request for an inspection and the application will take an average of two weeks for processing.

S/N	Step	Screenshot
7	<p>Once the application has been approved, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.</p> <p>No payment is required for “Update of Room Information”.</p>	<p>The screenshot shows the 'Correspondences' section of the GoBusiness Licensing portal. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. Below this is a secondary navigation bar with 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' tab is active. A search bar is present with the placeholder text 'Agency Name, Licence Name, Correspondence Name'. A 'SEARCH' button is next to it. Below the search bar is a table of correspondence items. The table has columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. Two items are listed: 'HLB - Approval to Amendment Application (Update of Room Information)' and 'Licence Application Status Update Notification (to Applicant)'. Red boxes and numbers highlight key actions: 1. 'Click MY PORTFOLIO >> Correspondence' in the top right; 2. 'Search for required correspondence.' in the search bar; 3. 'Click to view details' next to the first item.</p>
7a	<p>If a change in number of rooms result in a change in the size of hotel, you will need to print both the Certificate of Registration and Hotel-Keeper’s Licence.</p> <p>For printing of licences, you may refer to the Guide for Printing of Licences.</p>	<p>The screenshot shows the 'Correspondences' section of the GoBusiness Licensing portal. The top navigation bar includes 'HOME', 'MY PORTFOLIO', 'LICENCE APPLICATION', and 'LICENSED ENTITIES'. Below this is a secondary navigation bar with 'Dashboard', 'Applications', 'Licences', 'Payments', 'Requests for Action', 'Managed Returns', and 'Correspondences'. The 'Correspondences' tab is active. A search bar is present with the placeholder text 'Agency Name, Licence Name, Correspondence Name'. A 'SEARCH' button is next to it. Below the search bar is a table of correspondence items. The table has columns: Name, Application/Licence Number/RRN, Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. Three items are listed: 'Printing of Certificate of Registration and Hotel-Keeper’s Licence (Update of Room Information)', 'HLB - Application for update of Hotel Room Information', and 'Licence Application Status Update Notification (to Applicant)'. Red boxes and numbers highlight key actions: 1. 'Click My Portfolio >> Correspondences' in the top right; 2. 'Search for required correspondences' in the search bar; 3. 'Click to view details' next to the first item.</p>

STB provides the Applicant with a platform to report any wrong-doings, unlawful conduct or malpractices of STB staff that are against the public interest. The details of STB’s whistleblowing framework is set out below.



STB Whistleblowing Framework.pdf

⁹ Please refer to the step-by-step guide on “Request for Action”