FREQUENTLY ASKED QUESTIONS RELATING TO REQUEST FOR ACTION (RFA)

1)   What is LicenceOne System?

LicenceOne is a business licensing portal that aims to deliver a more user-friendly and efficient licensing experience for businesses.

With effect from 31st October 2019, LicenceOne has been rebranded to GoBusiness Licensing.

2)   What is GoBusiness System?

Previously known as LicenceOne, GoBusiness Licensing is a one-stop portal for business to apply for licences they need easily and efficiently. This portal allows business owners to obtain multiple licences in a simplified application and payment process.

The Self-Service feature has all the same functions as LicenceOne and now comes with a newly added Guided Journey feature to walk beginners through the licensing process.

This portal is currently only available for food and beverage businesses.

You can access this portal at gobusiness.gov.sg.

3)   What is RFA?

RFA stands for Request for Action. It is triggered by the officer/auditor through the LicenceOne/GoBusiness portal to request for actions or documents after a desktop or site audit has been done. Each RFA comes with a stipulated deadline. The RFA will have to be responded in its **entirety before the deadline** or it will be auto-rejected by the system.

4)   I'm new in my organisation, how to respond to an RFA?

You will be required to log into LicenceOne/GoBusiness Licensing portal using your organisation's CorpPass account (corporate) or SingPass (personal).

Click on "MY PORTFOLIO" followed by the "Request for Action" tab.

Search for the RFA pertaining to your organisation's Halal certification application. Click the request ID of the application to view the RFA details.

Click the "Respond" button and proceed to respond to the RFA. An acknowledgement page will be shown if the RFA is submitted successfully.

Please refer to **Annex A** Request for Action Guide for more information.

5)   Why is there a deadline for an RFA?

A deadline is stipulated for the RFA to ensure smooth processing and prevent unnecessary delays in the application process.

6)   I currently have an active application with an RFA deadline of 16 Feb 2020, if I do not respond by 16 Feb 2020 will it be auto-rejected?

Your application will NOT be auto-rejected if no response is received by 16 Feb 2020. However, your application will be assessed based on the information you have submitted. If the submission is unsatisfactory, the application may be rejected due to lack of information.

7)   I currently have an active application with an RFA deadline of 18 Feb 2020, if I do not respond by 18 Feb 2020, will it be rejected?

With effect of 17 February 2020, non-response to RFA before the deadline will render the application invalid and will be subject to auto-rejection by the LicenceOne / GoBusiness systems.

8)   I need more time to collate all the information requested in the RFA, can I send them in batches via the LicenceOne / GoBusiness system or by email?

It is a system requirement to submit an RFA response. Please reply to the RFA on the LicenceOne / GoBusiness system before the given deadline. You may request for a deadline extension by indicating your reasons when replying to the RFA. Such requests will be considered on a case-by-case basis.

9)   How can I seek additional help?

For technical support and enquiries, please contact CrimsonLogic at 6774 1430 during their operating hours from 8am – 8pm on Mondays to Fridays and 8am - 2pm on Saturdays excluding public holidays. Alternatively, you may also request for assistance via email at licences-helpdesk@crimsonlogic.com.sg

For assistance on application processing-related matters, please contact 6812 6060 during our hotline operating hours from 9am – 12.30pm and 2.30pm – 5pm on Monday to Fridays (excluding eve and public holidays) or email at mes_3.0@muis.gov.sg.

10)   Why is that the officers never answer my calls? Who else can I reach for additional help or to seek clarifications?

Most of our officers are not deskbound. Halal Certification Strategic Unit can be contacted through the following:

Majlis Ugama Islam Singapura   Fax: 6812 6061
Halal Certification Strategic Unit   Tel: 6812 6060 (Main Hotline)
23 Mayo Street   eMail: info@muis.gov.sg
Singapore 208323   Website: http://www.muis.gov.sg