

TRANSACTIONS

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RENEWAL

NEW LICENCE

USER FRIENDLY

PAYMENT

BUSINESS

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LicenceOne

Improvement to Licensing Services

LicenceOne

Singapore Government
Integrity • Service • Excellence

Help | Contact Us | Feedback

Text Size A A A

HOME LICENCE APPLICATION GUIDELINES ABOUT US INFO SEARCH

Licence Management at your fingertips

Find licence(s) by keyword

Choose licence(s) by government agency

Recommend Me a licence

Go

e.g. Food court, Petshop, NEA...

Joint effort by

AVA, CPE, ECDA, HSA, HDB, ICA, IDA, IE, MDA, MINISTRY OF LAW, MOF, MTI, PUB, SCDF, SPS, URA

Login via SingPass

> Login for Foreigners without SingPass

HOW IT WORKS?

1. Introduction >
2. System Requirements >
3. End Users Function >

SEE ALL >

HELP VIDEOS

1. Select Licence(s) to Apply >
2. Login & Profile Selection >
3. General Information >
4. Application Details >
5. Supporting Documents >
6. Declaration >
7. ePayment >

ANNOUNCEMENT

- Non-Singpass Login ID - Expiration ... >
- Customers with existing GIRO arran ... >

SEE ALL >

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Participating licensing agencies¹ will be upgrading their licensing services to deliver a more user-friendly and efficient licensing experience for businesses. The improved services enhance the licence application process and payment of licence-related fees. Other features include the amendment, renewal and cancellation of licences.

All licence-related interactions will be through this platform from now on.

What's New ?

The improved system aims to provide a new experience

- Enhanced process to connect you with the agency for licensing matters
- Complete tracking of your current and past transactions
- 360 view of your licences with other Government agencies
- One stop communication with licensing officers during application process
- Quick view on items that require actions

¹Participating Agencies:

- Agri-Food & Veterinary Authority of Singapore (AVA)
- Council for Private Education (CPE)
- Early Childhood Development Agency (ECDA)
- Health Sciences Authority (HSA)
- Housing & Development Board (HDB)
- Hotel Licensing Board (HLB)
- Infocomm Development Authority of Singapore (IDA)
- International Enterprise (IE) Singapore
- Media Development Authority (MDA)
- Ministry of Education (MOE)
- Ministry of Law (MLAW)
- Ministry of Manpower (MOM)
- National Environment Agency (NEA)
- Public Utilities Board (PUB)
- Singapore Civil Defence Force (SCDF)
- Singapore Police Force (SPF)
- Urban Redevelopment Authority (URA)
- Singapore Tourism Board (STB)



Manage Your Licence

MY PORTFOLIO LICENCE APPLICATION ▾ GUIDELINES ABOUT US INFO SEARCH ▾ 

 All Items
  Applications
  Licences
  Request for Action
  Correspondences
  Payments
  Managed Returns

Licences

▾
 ▾

 >

Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Actions
HD00035	Home Office Scheme	Active	04 Feb 2015	06 Mar 2015	Housing & Development Board	<ul style="list-style-type: none"> Amend Cancel Renew

Get a quick view on items which require your actions



Find all your past and current applications here

Track all your past and current licences in one place



Receive alerts to amend information or submit supporting documents in your application

Keep track of all correspondences



Receive alerts on pending payments

E-Advisor allows you to search for licences by keyword or by agency



New Features

Licence Portfolio

- Dashboard view of business' licence portfolio
- Track all your current and past applications or licences in one place
- Get a quick view on items which require your actions

eAdvisor

- A list of questions and answers will be available to guide you to the desired licence(s)
- Based on the selected licence(s) to be applied, other related licences will be listed based on agency's recommendation and other applicants' past applications for consideration



Do you know?

You can duplicate a submitted application so that you need not re-enter the information.

Application Number	Licence Name	Application Status	Submission Name	Submission Date	Actions
C1510001382	Written Approval for the Discharge of Trade Effluent Into the Public Sewer	Rejected	B1510001670	11 Feb 2015 06:45:30	Actions
C1510001180	Written Approval for the Discharge of Trade Effluent Into the Public Sewer	Rejected	B1510001393	04 Feb 2015 09:55:08	Actions
C1510001178	Written Approval for the Discharge of Trade Effluent Into the Public Sewer	Pending Agency Action	B1510001391	04 Feb 2015 09:23:37	Actions
C1510001087	Child Care Centre Licence	Approved	SHW Feb04 1723 APPR	04 Feb 2015 09:23:37	Actions

Apply for Multiple Licences

- Apply for multiple licences from the same or different agency in a single application
- Reduce hassle of re-entering common information for each application

Frequently Asked Questions

- Q** How do I start using LicenceOne?

A You will need a SingPass account to login to LicenceOne. Upon login, the system will be guiding you through the process.
- Q** Are there step-by-step guides available on LicenceOne?

A Instructional videos are available on LicenceOne to provide step-by-step instructions for applicants.
- Q** What are the different payment methods available on LicenceOne?

A You can use your credit (VISA/Mastercard) or debit cards to make electronic payment through the system.
- Q** If I have problems with LicenceOne, how do I get help?

A For enquiries, please contact us via email at licences-helpdesk@crimsonlogic.com. Alternatively, you can reach us at 6774 1430 during our operating hours from 8am-8pm on Mondays to Fridays and 8am-2pm on Saturdays.