

HAWKERS' PRODUCTIVITY GRANT FREQUENTLY ASKED QUESTIONS

FUNDING SUPPORT

- 1. How will this Hawkers' Productivity Grant benefit me?**
The Hawkers' Productivity Grant provides stallholders at hawker centres managed by NEA/NEA-appointed operators the funding support for the purchase of automation equipment and digital services solutions (including e-ordering, order/queue management, kitchen management system) which can help them achieve higher productivity in food preparation and service delivery.
- 2. Is there any limit on the funding for each stallholder?**
Each stallholder can claim 80% of the equipment unit cost (excluding GST) on a reimbursement basis, capped at \$7,000. The last day of application is 31 March 2026.
- 3. Can the costs of the equipment be more than \$7,000?**
The costs (excluding GST) of the equipment may be more than \$7,000. However, your maximum claimable amount will be limited to \$7,000 during the grant period.
- 4. Why is the claimable amount limited to the qualifying equipment unit cost only? Why are other costs e.g. installation charges, additional equipment parts and GST, excluded?**
This is to ensure that the maximum amount of funding goes to purchase of the equipment and hence other costs are not supported.

ELIGIBILITY

- 5. Who can apply for the grant?**
 - Registered stallholder with a valid hawker licence issued by NEA / SFA; and
 - Has a valid Tenancy Agreement with NEA or NEA-appointed operators, with balance tenancy term of at least 1 year; and
 - Complies with any terms and conditions as imposed by NEA
- 6. Am I eligible to apply for grant if my tenure term is less than a year?**
You will need to renew your Tenancy Agreement in order to qualify to apply for the grant.
- 7. Why balance tenancy period needs to be valid for at least a year?**
This is to ensure that stallholders who have purchased the equipment under the grant would have sufficient time to use the equipment to help improve their productivity at their hawker stall.
- 8. If I am operating more than one stall, can I claim for more than \$7,000?**
No, you can only claim up to \$7,000 over the grant period regardless of the number of stalls you operate.
- 9. Why equipment purchased before HPG application cannot be claimed?**
NEA needs to review the eligibility of applicant and ascertain whether the equipment proposed by applicant meets the conditions under HPG. This is to ensure the objective

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of the grant is met. Applicants can buy the equipment and claim for disbursement of grant only after NEA's approval.

10. With the funding quantum increased to S\$7,000, am I eligible for the grant if I have already claimed S\$5,000?

If you have already claimed \$5,000, you can still claim another \$2,000 for equipment that has not been previously funded by the Hawkers' Productivity Grant.

APPLICATION

11. How and when do I submit the grant application?

Applicants must use their SingPass to login and submit their application online via the link <https://e-services.nea.gov.sg/hcms>. Submission must be made before the purchase of equipment. Any cost incurred before the application submission will not be supported.

12. Why application is via online and not hardcopy forms?

We encourage the use of e-services which require stallholders to log in using their SingPass as this is a more secure mode and helps ensure the authenticity of an application. The resulting reduction in paper usage is also part of national efforts to save the environment.

13. How much is the application fee?

There is no application fee.

14. What are the documents I need to submit for the application?

You will need to submit the following:

- Quotation from supplier with a breakdown of costs
- Brochure with information on equipment specifications
- Copy of bank book or e-statement that shows bank account number and holder's name

15. Is there any limit on the number of equipment that I can apply per application?

You may include more than 1 equipment per application. However, you need to ensure the following conditions are met:

- Total power usage is within your stall's power limit after adding the new equipment
- There is no obstruction caused within the stall after adding the new equipment.

16. If I require rewiring of the power points in order to fit the equipment in my stall, will the grant cover cost of engaging the Licensed Electrical Worker (LEW)?

No, the grant will not cover the cost of engaging the service of the Licensed Electrical Worker (LEW).

17. Where can I obtain supplier's quotation and brochure of equipment?

You may visit NEA One-Stop Information and Service Centre to obtain some of the equipment suppliers' contacts and product catalogues or access the same information available on NEA website at this link: <https://www.nea.gov.sg/hawker-management/hpg>.

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18. What are some of the equipment that can be supported?

You may refer to the pre-approved Automation Equipment List available on the NEA website (www.nea.gov.sg/hawker-management/hpg).

19. The equipment I would like to purchase is not in the pre-approved Automation Equipment List. Can I still submit my application?

Yes, you can submit your application. It will be assessed on a case-by-case basis.

Please note that the equipment in the pre-approved list will be prioritised for processing. NEA will assess if the proposed equipment would be able to help stallholders achieve higher productivity and meet the guidelines under HPG to qualify for the funding.

20. Can I apply for the Hawkers' Productivity Grant with a leased or 2nd hand equipment?

No, equipment on leased or 2nd hand is not supported under the Hawkers' Productivity Grant.

21. Can I apply for the Hawkers' Productivity Grant to replace my existing equipment?

Replacement of same equipment (including rented and loan type) is not supported under the Hawkers' Productivity Grant.

You may wish to consider other equipment with added automation or enhanced functions which can help you achieve higher productivity.

22. Do I have to purchase the automation equipment from the list of suppliers listed on the NEA website?

The equipment suppliers' contacts and product catalogues available on NEA website are for reference. You may purchase automation equipment from a supplier of your choice by first obtaining the itemised quotation, and a brochure with information on the equipment's specifications. You are advised to perform market research on the equipment pricing and suppliers' services before submitting an application.

23. When must I purchase the equipment? Is there a deadline?

If your grant application is successful, you will receive a Letter of Offer (LOO). You will need to return the signed Letter of Acceptance (LOA) to NEA within thirty (30) days from the date of LOO. You will have to purchase the equipment and submit your claim to NEA within 2 months from the date of the letter.

24. When and how will I be notified on the outcome of my application?

You will receive a letter to notify you of the outcome of your application within 2 months from the application date, provided all information and documents submitted are in order.

25. How can I check the status of my Hawkers' Productivity Grant application?

Please login to Hawkers Online Portal using SingPass, mouse over My Account tab and click on My Account Summary.

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There are 3 types of status under My Account Summary:

- “New” – Application has been submitted successfully. Please take note that application will be processed within 2 months from the application date, provided all information and documents submitted are in order.
- “Processed” – Application has been processed, and you will be notified via mail.
- “Draft” – Application was saved but not submitted. Please take note that draft application will automatically be removed from your account after 2 days.

26. How can I check on my balance grant amount for the Hawkers' Productivity Grant?

You may email to nea_hpg@nea.gov.sg or contact our hotline at 6690 6550.

27. I encountered problems when applying online. Who can I contact?

You may call our 24-hour NEA Contact Centre at 1800-2255 632 (1800-CALL NEA) for assistance.

CLAIMS

28. How and when can I submit my claim?

Upon receiving the LOO, stallholders will have to accept the stipulated terms and conditions in the LOO, sign the Letter of Acceptance (LOA) and return it to NEA within thirty (30) days from the date of LOO. Stallholders may proceed to purchase the equipment. Stallholders are to submit their claim within two (2) months from the date of LOO. During the 2 months, stallholders have to use the equipment for at least one (1) month from the date of itemised receipt/invoice in order to declare the actual man-hour savings. Stallholders are to submit the following documents:

- Disbursement Request Form, duly completed and signed
- Original itemised invoice and proof of payment
- Other documents (if any)

29. When and how will I get my reimbursement?

Claim for reimbursement will be processed within 30 working days, provided the information and documents submitted are in order. The approved grant amount will be disbursed to your bank account. You may check the bank statement for your claim.

30. What will happen if I miss the one-month timeframe to purchase the equipment?

As the offer period for the grant has expired, you will not be able to claim for the grant.

31. I have not received my claim. Who can I contact?

If all information and documents submitted are in order, you will receive your claim within 30 working days. If you have not received your reimbursement after the processing period, you may contact the officer stated in the Letter of Offer.

POST-CLAIM

32. My equipment is lost or stolen. What should I do?

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A police report must be made on the loss or theft of the equipment and a copy of the police report has to be given to NEA immediately. You may scan and email the report to nea_hpg@nea.gov.sg

33. My equipment is damaged and is no longer functional. Can I dispose the equipment?

You have to seek approval from NEA prior to the disposal of your equipment. Please email your request to nea_hpg@nea.gov.sg

34. Can I trade-in my equipment for a new or better one?

No, trade-in is not allowed.

35. The NEA sticker affixed on my equipment is defaced or has fallen off. What do I do?

Please email nea_hpg@nea.gov.sg or call our hotline at 6690 6550 for a replacement of the sticker for equipment purchased under the Hawkers' Productivity Grant.

36. I have successfully received the grant for my automation equipment. What happens if I decide to terminate my stall within the 1-year holding period?

A Letter of Demand will be issued to you, and you will be required to pay back the full grant amount to NEA within thirty (30) days from the date of the Letter of Demand.

For more information, please contact us at nea_hpg@nea.gov.sg or call 6690 6550.