



Implementation Status of
Performance Pledge of
Macau Government Tourist Office
~ 4th Quarter of 2013 ~





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<i>Department concerned</i>	<i>Items of Performance Pledge</i>	<i>No. of Completed Case</i>	<i>Standard Handling Time</i>	<i>Target Performance</i>	<i>Actual Performance</i>
Public Relations Division	Travel Information (Tourist information Counters)	354,609	10 minutes	90%	100%
	Receiving suggestions or complaints from tourists (In Writing)	62	10 working days (Reply)	90%	95.16%
	Receiving suggestions or complaints from tourists (In person)	15	immediately	90%	100%
	Receiving suggestions or complaints from tourists (By telephone)	33	immediately	90%	100%
Research & Planning Division	Enquiry of general statistics (In Writing)	4	3 working days	90%	100%
	Enquiry of general statistics (By telephone)	1	immediately	90%	100%
	Enquiry of special statistics (In Writing)	---	5 working days	90%	---
	Enquiry of special statistics (In person/by phone call)	---	immediately	90%	---
Facilities Management Division	Ritz Building Exhibition Hall (Venue rental)	---	5 working days	90%	---
	Tourism Activities Centre Meeting/exhibition venue (Venue rental)	21	3 working days	95%	100%
	The Grand Prix Museum (Visit)	31	3 minutes	95%	100%
	The Wine Museum (Visit)	23	3 minutes	95%	100%

Licensing & Inspection Department					
Items of Performance Pledge	Service Description	No. of Completed Case	Standard Handling Time	Target Performance	Actual Performance
License of Hotel/ Guest House	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter.	1	25 working days	85%	100%
	Inspection of facilities in relation to 1 st time license application.	---	14 working days	85%	---
	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter.	4	25 working days	85%	100%
	Inspection of facilities in relation to the application for facility change.	2	14 working days	85%	100%
	Examination and approval of license renewal application, and the issuance of new license for collection	100	15 working days	85%	87%
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	---	15 working days	100%	---
License of Restaurant	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter.	4	25 working days	85%	100%
	Inspection of facilities in relation to 1 st time license application.	4	14 working days	85%	100%
	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter.	5	25 working days	85%	100%
	Inspection of facilities in relation to the application for facility change.	1	14 working days	85%	100%
	Examination and approval of license renewal application, and the issuance of new license for collection	335	15 working days	85%	92.84%
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	3	15 working days	100%	100%

Licensing & Inspection Department					
Items of Performance Pledge	Service Description	No. of Completed Case	Standard Handling Time	Target Performance	Actual Performance
License of Nightclub	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter.	---	25 working days	85%	---
	Inspection of facilities in relation to 1 st time license application.	---	14 working days	85%	---
	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter.	---	25 working days	85%	---
	Inspection of facilities in relation to the application for facility change.	---	14 working days	85%	---
	Examination and approval of license renewal application, and the issuance of new license for collection	16	15 working days	85%	87.50%
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	---	15 working days	100%	---
License of Bar	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter.	3	25 working days	85%	100%
	Inspection of facilities in relation to 1 st time license application.	1	14 working days	85%	100%
	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter.	1	25 working days	85%	0%
	Inspection of facilities in relation to the application for facility change.	---	14 working days	85%	---
	Examination and approval of license renewal application, and the issuance of new license for collection	137	15 working days	85%	92.70%
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	---	15 working days	100%	---

Licensing & Inspection Department					
Items of Performance Pledge	Service Description	No. of Completed Case	Standard Handling Time	Target Performance	Actual Performance
License of Sauna and Massage	Examination and approval of license renewal application, and the issue of new license for collection	10	15 working days	85%	100%
License of Health Club	Examination and approval of license renewal application, and the issue of new license for collection	5	15 working days	85%	100%
License of Karaoke	Examination and approval of license renewal application, and the issue of new license for collection	12	15 working days	85%	100%
License of Travel Agency	Examination and approval of technical director	21	15 working days	95%	95.23%
	Inspection of facilities	9	14 working days	85%	100%
	Examination and approval of license renewal application, and the issue of new license for collection	27	15 working days	85%	96.29%
	Reimbursement of the residual amount for the publication at Macao Official Gazette for the issuance of new license	2	15 working days	100%	100%
Tour Guide Card	1 st time application for the card	12	25 working days	95%	100%
	Application for renewal within validity of the card	163	25 working days	95%	100%
	Update of language data on the card	1	25 working days	95%	100%
Tour Guide Trainee Card	1 st time application for the card	---	25 working days	95%	---
	Application for renewal within validity of the card	---	25 working days	95%	---
	Update of language data on the card	---	25 working days	95%	---
Transferist Card	1 st time application for the card	2	25 working days	95%	100%
	Application for renewal within validity of the card	---	25 working days	95%	---
	Update of language data on the card	---	25 working days	95%	---

