



Implementation Status of  
Performance Pledge of  
Macau Government Tourist Office  
~ 4<sup>th</sup> Quarter of 2014 ~





## Implementation Status of Performance Pledge of Macau Government Tourist Office 4<sup>th</sup> Quarter of 2014

<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>
<b>Public Relations Division</b>	Travel Information (Tourist information Counters)	284,565	10 minutes	90%	100%
	Receiving suggestions or complaints from tourists (In Writing)	139	10 working days (Reply)	90%	98.57%
	Receiving suggestions or complaints from tourists (In person)	22	Immediately	90%	100%
	Receiving suggestions or complaints from tourists (By telephone)	62	Immediately	90%	100%
<b>Research &amp; Planning Division</b>	Enquiry of general tourism statistics (In Writing)	6	3 working days	90%	100%
	Enquiry of general tourism statistics (By telephone)	0	Immediately	90%	---
	Enquiry of special tourism statistics (In Writing)	2	5 working days	90%	100%
	Enquiry of special tourism statistics (In person/by phone call)	0	immediately	90%	---
<b>Facilities Management Division</b>	Ritz Building Exhibition Hall (Venue rental)	4	5 working days	90%	100%
	Tourism Activities Centre Meeting/exhibition venue (Venue rental)	28	3 working days	95%	100%
	The Grand Prix Museum (Visit)	19	3 minutes	95%	100%
	The Wine Museum (Visit)	18	3 minutes	95%	100%

**Licensing Application at MGTO (Licensing & Inspection Department)**

<b>Items of Performance Pledge</b>	<b>Service Description</b>	<b>No. of Completed Case</b>	<b>Standard Handling Time</b>	<b>Target Performance</b>	<b>Actual Performance</b>
<b>License of Hotel/ Guest House</b>	Examination and approval of 1 <sup>st</sup> time license application and informing the interested party of the relevant result in the form of official letter.	0	25 working days	85%	---
	Inspection of facilities in relation to 1 <sup>st</sup> time license application.	1	14 working days	85%	100%
	Examination and approval of application for facility change and informing 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.	5	14 working days	85%	100%
	Examination and approval of license renewal application, with the issue of new license for collection	98	15 working days	85%	100%
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	0	15 working days	100%	---
<b>License of Restaurant</b>	Examination and approval of 1 <sup>st</sup> time license application and informing the interested party of the relevant result in the form of official letter.	2	25 working days	85%	100%
	Inspection of facilities in relation to 1 <sup>st</sup> time license application.	3	14 working days	85%	100%
	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter.	2	25 working days	85%	100%
	Inspection of facilities in relation to the application for facility change.	7	14 working days	85%	100%
	Examination and approval of license renewal application, with the issue of new license for collection	330	15 working days	85%	100%
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	1	15 working days	100%	100%

**Licensing Application at MGTO (Licensing & Inspection Department)**

<b>Items of Performance Pledge</b>	<b>Service Description</b>	<b>No. of Completed Case</b>	<b>Standard Handling Time</b>	<b>Target Performance</b>	<b>Actual Performance</b>
<b>License of Nightclub</b>	Examination and approval of 1 <sup>st</sup> 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 <sup>st</sup> time license application.	0	14 working days	85%	---
	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter.	0	25 working days	85%	---
	Inspection of facilities in relation to the application for facility change.	0	14 working days	85%	---
	Examination and approval of license renewal application, with the issue of new license for collection	14	15 working days	85%	100%
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	0	15 working days	100%	---
<b>License of Bar</b>	Examination and approval of 1 <sup>st</sup> time license application and informing the interested party of the relevant result in the form of official letter.	0	25 working days	85%	---
	Inspection of facilities in relation to 1 <sup>st</sup> time license application.	1	14 working days	85%	100%
	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter.	0	25 working days	85%	---
	Inspection of facilities in relation to the application for facility change.	1	14 working days	85%	100%
	Examination and approval of license renewal application, with the issue of new license for collection	137	15 working days	85%	100%
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	2	15 working days	100%	100%

<b>Licensing Application at MGTO (Licensing &amp; Inspection Department)</b>					
<b>Items of Performance Pledge</b>	<b>Service Description</b>	<b>No. of Completed Case</b>	<b>Standard Handling Time</b>	<b>Target Performance</b>	<b>Actual Performance</b>
<b>License of Sauna and Massage</b>	Examination and approval of license renewal application, with the issue of new license for collection	10	15 working days	85%	100%
<b>License of Health Club</b>	Examination and approval of license renewal application, with the issue of new license for collection	4	15 working days	85%	100%
<b>License of Karaoke</b>	Examination and approval of license renewal application, with the issue of new license for collection	8	15 working days	85%	100%
<b>License of Travel Agency</b>	Examination and approval of technical director	29	15 working days	95%	100%
	Inspection of facilities	11	14 working days	85%	100%
	Examination and approval of license renewal application, and the issue of new license for collection	32	15 working days	85%	87.5%
	Reimbursement of the residual amount for the publication at Macao Official Gazette for the issuance of new license	6	15 working days	100%	100%
<b>Tour Guide Card</b>	1 <sup>st</sup> time application for the card	5	25 working days	95%	100%
	Application for renewal within validity of the card	144	25 working days	95%	100%
	Update of language data on the card	4	25 working days	95%	100%
<b>Tour Guide Trainee Card</b>	1 <sup>st</sup> time application for the card	0	25 working days	95%	---
	Application for renewal within validity of the card	0	25 working days	95%	---
	Update of language data on the card	0	25 working days	95%	---
<b>Transferist Card</b>	1 <sup>st</sup> time application for the card	1	25 working days	95%	100%
	Application for renewal within validity of the card	1	25 working days	95%	100%
	Update of language data on the card	0	25 working days	95%	---

