

**Macao Government Tourism Office**  
**Performance Pledge Implementation Status**  
**1st Quarter (2020)**

| n.º  | Service Provided                                  | n.º | Quality indicators of the Service Provided  | Pledged handling time (day / min) | Actual performance | Pledged performance | Reason for not attaining pledged performance |
|------|---|-----|---|-----------------------------------|--------------------|---------------------|--|
| I    | License of Hotel/Guest House                      | 1   | Examination and approval of 1st time license application and inform the interested party of the relevant result in the form of official letter (Note 1)   | 25 working days                   | ---                | 85%                 |  |
|      |   | 2   | Inspection of facilities in relation to 1st time license application (Note 2)   | 14 working days                   | 100%               | 85%                 |  |
|      |   | 3   | Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter (Note 1)  | 25 working days                   | 100%               | 85%                 |  |
|      |   | 4   | Inspection of facilities in relation to the application for facility change (Note 2)  | 14 working days                   | 100%               | 85%                 |  |
|      |   | 5   | Examination and approval of licence renewal application, with the issue of new licence for collection (Note 3)  | 15 working days                   | ---                | 85%                 |  |
|      |   | 6   | Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new licence (Note 3)   | 15 working days                   | N/A                | 100%                | Note 6                                       |
| II   | License of Restaurant                             | 7   | Examination and approval of 1st time license application and inform the interested party of the relevant result in the form of official letter (Note 1)   | 25 working days                   | 100%               | 85%                 |  |
|      |   | 8   | Inspection of facilities in relation to 1st time license application (Note 2)   | 14 working days                   | 100%               | 85%                 |  |
|      |   | 9   | Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter (Note 1)  | 25 working days                   | ---                | 85%                 |  |
|      |   | 10  | Inspection of facilities in relation to the application for facility change (Note 2)  | 14 working days                   | 100%               | 85%                 |  |
|      |   | 11  | Examination and approval of licence renewal application, with the issue of new licence for collection (Note 3)  | 15 working days                   | 100%               | 85%                 |  |
|      |   | 12  | Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new licence (Note 3)   | 15 working days                   | N/A                | 100%                | Note 6                                       |
| III  | License of Nightclub                              | 13  | Examination and approval of 1st time license application and inform the interested party of the relevant result in the form of official letter (Note 1)   | 25 working days                   | ---                | 85%                 |  |
|      |   | 14  | Inspection of facilities in relation to 1st time license application (Note 2)   | 14 working days                   | ---                | 85%                 |  |
|      |   | 15  | Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter (Note 1)  | 25 working days                   | ---                | 85%                 |  |
|      |   | 16  | Inspection of facilities in relation to the application for facility change (Note 2)  | 14 working days                   | ---                | 85%                 |  |
|      |   | 17  | Examination and approval of licence renewal application, with the issue of new licence for collection (Note 3)  | 15 working days                   | ---                | 85%                 |  |
|      |   | 18  | Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new licence (Note 3)   | 15 working days                   | ---                | 100%                |  |
| IV   | License of Bar                                    | 19  | Examination and approval of 1st time license application and inform the interested party of the relevant result in the form of official letter (Note 1)   | 25 working days                   | 100%               | 85%                 |  |
|      |   | 20  | Inspection of facilities in relation to 1st time license application (Note 2)   | 14 working days                   | ---                | 85%                 |  |
|      |   | 21  | Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter (Note 1)  | 25 working days                   | ---                | 85%                 |  |
|      |   | 22  | Inspection of facilities in relation to the application for facility change (Note 2)  | 14 working days                   | ---                | 85%                 |  |
|      |   | 23  | Examination and approval of licence renewal application, with the issue of new licence for collection (Note 3)  | 15 working days                   | ---                | 85%                 |  |
|      |   | 24  | Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new licence (Note 3)   | 15 working days                   | N/A                | 100%                | Note 6                                       |
| V    | License of Sauna and Massage                      | 25  | Examination and approval of licence renewal application, with the issue of new licence for collection (Note 4)  | 15 working days                   | 100%               | 85%                 |  |
| VI   | License of Health Club                            | 26  | Examination and approval of licence renewal application, with the issue of new licence for collection (Note 4)  | 15 working days                   | N/A                | 85%                 | Note 7                                       |
| VII  | License of Karaoke                                | 27  | Examination and approval of licence renewal application, with the issue of new licence for collection (Note 4)  | 15 working days                   | 100%               | 85%                 |  |
| VIII | License of Travel Agency                          | 28  | Examination and approval of technical director (Note 3)   | 15 working days                   | 100%               | 95%                 |  |
|      |   | 29  | Inspection of facilities (Note 2)   | 14 working days                   | ---                | 85%                 |  |
|      |   | 30  | Examination and approval of licence renewal application, with the issue of new licence for collection (Note 4)  | 15 working days                   | 100%               | 85%                 |  |
|      |   | 31  | Reimbursement of the remaining balance for the publication at Macao Official Gazette for the issue of new licence (Note 3)  | 15 working days                   | ---                | 100%                |  |
| IX   | Tour Guide Card                                   | 32  | First time application for the card (Note 3)  | 15 working days                   | 100%               | 85%                 |  |
|      |   | 33  | Application for renewal within validity of the tour guide card (Note 3)   | 15 working days                   | 100%               | 85%                 |  |
|      |   | 34  | Update data on the card (Note 3)  | 15 working days                   | 100%               | 85%                 |  |
|      |   | 35  | Reissue of the card (Note 3)  | 15 working days                   | 100%               | 85%                 |  |
| X    | Tour Guide Trainee Card                           | 36  | First time application for the card (Note 3)  | 15 working days                   | ---                | 85%                 |  |
|      |   | 37  | Application for renewal within validity of the card (Note 3)  | 15 working days                   | ---                | 85%                 |  |
|      |   | 38  | Update data on the card (Note 3)  | 15 working days                   | ---                | 85%                 |  |
|      |   | 39  | Reissue of the card (Note 3)  | 15 working days                   | ---                | 85%                 |  |
| XI   | Transferist Card                                  | 40  | First time application for the card (Note 3)  | 15 working days                   | ---                | 85%                 |  |
|      |   | 41  | Application for renewal within validity of the card (Note 3)  | 15 working days                   | ---                | 85%                 |  |
|      |   | 42  | Update data on the card (Note 3)  | 15 working days                   | ---                | 85%                 |  |
|      |   | 43  | Reissue of the card (Note 3)  | 15 working days                   | ---                | 85%                 |  |
| XII  | Enquiry of tourism statistics                     | 44  | General Tourism Statistics (In writing, include fax and email): Reply in 3 working days.  | 3 working days                    | 100%               | 90%                 |  |
|      |   | 45  | General Tourism Statistics (In person or by telephone): Reply in 1 working day  | 1 working day                     | ---                | 90%                 |  |
|      |   | 46  | Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days   | 5 working days                    | ---                | 90%                 |  |
|      |   | 47  | Special Tourism Statistics (In person or by telephone): Reply in 2 working days.  | 2 working days                    | ---                | 90%                 |  |
| XIII | Tourist Information (Tourist Information Office)  | 48  | Tourists will be attended in 10 minutes   | 10 minutes                        | 100%               | 90%                 |  |
| XIV  | Receiving suggestions or complaints from tourists | 49  | In writing (include fax and email): Reply within 10 working days following receipt of the suggestion or complaint   | 10 working days                   | 96%                | 90%                 |  |
|      |   | 50  | In person: Attended by designated staff within 15 minutes   | 15 minutes                        | 100%               | 90%                 |  |
|      |   | 51  | Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during office hours): Responded by designated staff within 90 seconds  | 90 seconds                        | 100%               | 90%                 |  |
|      |   | 52  | Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Return calls in 2 working days for voice mails received via audio recording system of 2831 5566 during non-office hours (Invalid phone number or voice mails without contact information not applicable) | 2 working days                    | ---                | 90%                 |  |
| XV   | Venue Booking (MGTO)                              | 53  | Ritz Building Exhibition Hall: Reply will be given within 5 working days from the next day upon receipt of the application and required documents   | 5 working days                    | 100%               | 90%                 |  |
| XVI  | Application for activity financial                | 54  | Application for activity financial support (Note 3)   | 15 working days                   | 91%                | 85%                 |  |

Note 1: Within 25 working days counting from the day after MGTO receives favourable opinions from all the related technical departments.

Note 2: Within 14 working days counting from the day after the interested party submits the application and provides all necessary documents to MGTO.

Note 3: Within 15 working days from the following day after the application with all necessary documents have been submitted to MGTO.

Note 4: Within 15 working days counted from the following day after the full set of application and necessary documents are received. (If the renewal application together with all necessary documents are submitted more than 60 days prior to the expiry date of the licence, the 15 working days pledged will be counted only from the 60th day prior to the expiry date of the licence.

Note 5: Due to the reconstruction project on Grand Prix Museum, MGTO's Tourism Activities centre, Grand Prix Museum and Wine Museum are closed from 1st July 2017. Related venue booking and Museum guide tour services are temporarily suspended.

Note 6: In order to prevent the spreading of novel coronavirus pneumonia, it was published in the Official Bulletin of the MSAR on 30th January 2020, that all public entities would have special arrangement on their operation time during the period of 30th January 2020 to 1st March, 2020, providing only essential and urgent services to the public, resulting in the impossibility for MGTO to meet the pledged performance. All public entities resumed normal operation on March 2, 2020.

Note 7: In response to the outbreak of novel coronavirus pneumonia, all public entities only maintained essential services (3rd to 4th February, 17th to 18th February) or urgent services (5th to 16th February) in February, at the same time, some of the establishments were closed due to the epidemic as well. Therefore, considering the order of priority, the renewal application of relevant establishments was suspended.