



The Implementation of  
Performance Pledge of  
Macau Government Tourist Office  
(2nd 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>
<b>Public Relations Division</b>	Providing Travel Information (Tourist information Counters)	289,576	10 minutes	90%	100%
	Receiving suggestions or complaints from tourists (Written/fax/e-mail)	56	10 working days (Reply)	90%	100%
	Receiving suggestions or complaints from tourists (In person)	19	immediately	90%	100%
	Receiving suggestions or complaints from tourists (By phone call)	20	immediately	90%	100%
<b>Research &amp; Planning Division</b>	Enquiry of general statistics (Written)	4	3 working days	90%	100%
	Enquiry of general statistics (By phone call)	---	immediately	90%	---
	Enquiry of special statistics (Written)	---	5 working days	90%	---
	Enquiry of special statistics (In person/by phone call)	---	immediately	90%	---
<b>Facilities Management Division</b>	Ritz Building Ground Floor Gallery (Site rental)	1	5 working days	90%	100%
	Tourism Activities Centre Meeting/exhibition venue (Site rental)	15	3 working days	95%	100%
	The Grand Prix Museum (Visit)	14	3 minutes	95%	100%
	The Wine Museum (Visit)	14	3 minutes	95%	100%

<b>Licensing &amp; Inspection Department</b>					
<b>Object of Services</b>	<b>Items of Performance Pledge</b>	<b>No. of Completed Case</b>	<b>Standard Handling Time</b>	<b>Target Performance</b>	<b>Actual Performance</b>
<b>Hotels/ Guest Houses</b>	Examination and approval of 1 <sup>st</sup> time license application 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 1 <sup>st</sup> 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	---	15 working days	85%	---
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	---	15 working days	100%	---
<b>Restaurants</b>	Examination and approval of 1 <sup>st</sup> time license application and inform 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.	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%	100%
	Inspection of facilities in relation to the application for facility change.	---	14 working days	85%	---
	Examination and approval of license renewal application with the issue of new license for collection	---	15 working days	85%	---
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	6	15 working days	100%	100%

<b>Licensing &amp; Inspection Department</b>					
<b>Object of Services</b>	<b>Items of Performance Pledge</b>	<b>No. of Completed Case</b>	<b>Standard Handling Time</b>	<b>Target Performance</b>	<b>Actual Performance</b>
<b>Nightclubs</b>	Examination and approval of 1 <sup>st</sup> time license application 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 1 <sup>st</sup> 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.	1	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, with the issue of new license for collection	---	15 working days	85%	---
	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	---	15 working days	100%	---
<b>Bars</b>	Examination and approval of 1 <sup>st</sup> time license application and inform 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.	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%	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, with the issue of new license for collection	---	15 working days	85%	---
	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%

<b>Licensing &amp; Inspection Department</b>					
<b>Object of Services</b>	<b>Items of Performance Pledge</b>	<b>No. of Completed Case</b>	<b>Standard Handling Time</b>	<b>Target Performance</b>	<b>Actual Performance</b>
<b>Sauna and Massage</b>	Examination and approval of license renewal application, and the issuance of new license for collection	9	15 working days	85%	100%
<b>Health Clubs</b>	Examination and approval of license renewal application, and the issuance of new license for collection	3	15 working days	85%	100%
<b>Karaokes</b>	Examination and approval of license renewal application, and the issuance of new license for collection	13	15 working days	85%	92.3%
<b>Travel Agencies</b>	Examination and approval of technical director	14	15 working days	95%	100%
	Inspection of facilities	8	14 working days	85%	100%
	Examination and approval of license renewal application, and the issuance of new license for collection	56	15 working days	85%	100%
	Reimbursement of the residual amount for the publication at Macao Official Gazette for the issuance of new license	3	15 working days	100%	100%
<b>Tour Guides</b>	1 <sup>st</sup> time application for tour guide card	29	25 working days	95%	100%
	Application for renewal within validity of the tour guide card	70	25 working days	95%	100%
	Update of language data on the tour guide card	6	25 working days	95%	100%
<b>Tour Guide Trainees</b>	1 <sup>st</sup> time application for tour guide trainee card	---	25 working days	95%	---
	Application for renewal within validity of the tour guide trainee card	---	25 working days	95%	---
	Update of language data on the tour guide trainee card	---	25 working days	95%	---
<b>Transferists</b>	1 <sup>st</sup> time application for transferist card	---	25 working days	95%	---
	Application for renewal within validity of the transferist card	---	25 working days	95%	---
	Update of language data on the transferist card	---	25 working days	95%	---