



Implementation Status of
Performance Pledge of
Macau Government Tourist Office
~ 2nd Quarter of 2014 ~





**Implementation Status of Performance Pledge of
Macau Government Tourist Office
2nd 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> |
|---|---|------------------------------|-------------------------------|---------------------------|---------------------------|
| Public Relations Division | Travel Information (Tourist information Counters) | 269,550 | 10 minutes | 90% | 100% |
| | Receiving suggestions or complaints from tourists (In Writing) | 49 | 10 working days (Reply) | 90% | 100% |
| | Receiving suggestions or complaints from tourists (In person) | 11 | Immediately | 90% | 100% |
| | Receiving suggestions or complaints from tourists (By telephone) | 25 | Immediately | 90% | 100% |
| Research & Planning Division | Enquiry of general tourism statistics (In Writing) | 8 | 3 working days | 90% | 100% |
| | Enquiry of general tourism statistics (By telephone) | --- | Immediately | 90% | --- |
| | Enquiry of special tourism statistics (In Writing) | --- | 5 working days | 90% | --- |
| | Enquiry of special tourism statistics (In person/by phone call) | --- | immediately | 90% | --- |
| Facilities Management Division | Ritz Building Exhibition Hall (Venue rental) | 7 | 5 working days | 90% | 100% |
| | Tourism Activities Centre Meeting/exhibition venue (Venue rental) | 25 | 3 working days | 95% | 100% |
| | The Grand Prix Museum (Visit) | 19 | 3 minutes | 95% | 100% |
| | The Wine Museum (Visit) | 19 | 3 minutes | 95% | 100% |

Licensing Application at MGTO (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 informing the interested party of the relevant result in the form of official letter. | 5 | 25 working days | 85% | 80% |
| | Inspection of facilities in relation to the application for facility change. | 3 | 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% | --- |
| 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. | --- | 25 working days | 85% | --- |
| | Inspection of facilities in relation to 1 st 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. | 3 | 25 working days | 85% | 100% |
| | Inspection of facilities in relation to the application for facility change. | 3 | 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% |

Licensing Application at MGTO (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 informing 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, 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% | --- |
| 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. | --- | 25 working days | 85% | --- |
| | Inspection of facilities in relation to 1 st time license application. | 2 | 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. | --- | 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 | --- | 15 working days | 85% | --- |
| | 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) | | | | | |
|--|--|------------------------------|-------------------------------|---------------------------|---------------------------|
| 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, with the issue of new license for collection | 17 | 15 working days | 85% | 100% |
| License of Health Club | Examination and approval of license renewal application, with the issue of new license for collection | 7 | 15 working days | 85% | 100% |
| License of Karaoke | Examination and approval of license renewal application, with the issue of new license for collection | 12 | 15 working days | 85% | 100% |
| License of Travel Agency | Examination and approval of technical director | 22 | 15 working days | 95% | 100% |
| | Inspection of facilities | 17 | 14 working days | 85% | 100% |
| | Examination and approval of license renewal application, and the issue of new license for collection | 59 | 15 working days | 85% | 98% |
| | Reimbursement of the residual amount for the publication at Macao Official Gazette for the issuance of new license | 6 | 15 working days | 100% | 100% |
| Tour Guide Card | 1 st time application for the card | 14 | 25 working days | 95% | 100% |
| | Application for renewal within validity of the card | 121 | 25 working days | 95% | 100% |
| | Update of language data on the card | 5 | 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 | --- | 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% | --- |

