



The Implementation of
Performance Pledge of
Macau Government Tourist Office
(3rd 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	Providing Travel Information (Tourist information Counters)	296,221	10 minutes	90%	100%
	Receiving suggestions or complaints from tourists (Written/fax/e-mail)	57	10 working days (Reply)	90%	100%
	Receiving suggestions or complaints from tourists (In person)	4	immediately	90%	100%
	Receiving suggestions or complaints from tourists (By phone call)	28	immediately	90%	100%
Research & Planning Division	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%	---
Facilities Management Division	Ritz Building Ground Floor Gallery (Site rental)	1	5 working days	90%	100%
	Tourism Activities Centre Meeting/exhibition venue (Site rental)	10	3 working days	95%	100%
	The Grand Prix Museum (Visit)	20	3 minutes	95%	100%
	The Wine Museum (Visit)	18	3 minutes	95%	100%

Licensing & Inspection Department					
Object of Services	Items of Performance Pledge	No. of Completed Case	Standard Handling Time	Target Performance	Actual Performance
Hotels/ Guest Houses	Examination and approval of 1 st 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 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.	4	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	---	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%	---
Restaurants	Examination and approval of 1 st 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 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.	3	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	1	15 working days	100%	100%

Licensing & Inspection Department					
Object of Services	Items of Performance Pledge	No. of Completed Case	Standard Handling Time	Target Performance	Actual Performance
Nightclubs	Examination and approval of 1 st 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 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, 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%	---
Bars	Examination and approval of 1 st 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 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.	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	1	15 working days	100%	100%

Licensing & Inspection Department					
Object of Services	Items of Performance Pledge	No. of Completed Case	Standard Handling Time	Target Performance	Actual Performance
Sauna and Massage	Examination and approval of license renewal application, and the issuance of new license for collection	15	15 working days	85%	86.7%
Health Clubs	Examination and approval of license renewal application, and the issuance of new license for collection	8	15 working days	85%	100%
Karaokes	Examination and approval of license renewal application, and the issuance of new license for collection	8	15 working days	85%	87.5%
Travel Agencies	Examination and approval of technical director	16	15 working days	95%	100%
	Inspection of facilities	6	14 working days	85%	100%
	Examination and approval of license renewal application, and the issuance of new license for collection	44	15 working days	85%	90.9%
	Reimbursement of the residual amount for the publication at Macao Official Gazette for the issuance of new license	4	15 working days	100%	100%
Tour Guides	1 st time application for tour guide card	82	25 working days	95%	100%
	Application for renewal within validity of the tour guide card	107	25 working days	95%	100%
	Update of language data on the tour guide card	---	25 working days	95%	---
Tour Guide Trainees	1 st 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%	---
Transferists	1 st time application for transferist card	1	25 working days	95%	100%
	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%	---