

Macao Government Tourism Office
Performance Pledge Implementation Status
(4nd Quarter of 2021)

Department concerned	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
DLI	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 : Within 25 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	25 working days	100%	85%	
			2	Inspection of facilities in relation to 1st time license application : Within 14 working days counting from the following day after the interested party submits the application and provides all necessary documents to MGTO.	14 working days	---	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 : Within 25 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	25 working days	100%	85%	
			4	Inspection of facilities in relation to the application for facility change : Within 14 working days counting from the following day after the interested party submits the application and provides all necessary documents to MGTO.	14 working days	100%	85%	
			5	Examination and approval of licence renewal application, with the issue of new licence for collection : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	85%	
DAF			6	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new licence : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	--	100%	
DLI	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 : Within 25 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	25 working days	100%	85%	
			8	Inspection of facilities in relation to 1st time license application : Within 14 working days counting from the following day after the interested party submits the application and provides all necessary documents to MGTO.	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 : Within 25 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	25 working days	100%	85%	
			10	Inspection of facilities in relation to the application for facility change : Within 14 working days counting from the following day after the interested party submits the application and provides all necessary documents to MGTO.	14 working days	100%	85%	
			11	Examination and approval of licence renewal application, with the issue of new licence for collection : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	85%	
DAF			12	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new licence : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	100%	
DLI	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 : Within 25 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	25 working days	---	85%	
			14	Inspection of facilities in relation to 1st time license application : Within 14 working days counting from the following day after the interested party submits the application and provides all necessary documents to MGTO.	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 : Within 25 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	25 working days	---	85%	
			16	Inspection of facilities in relation to the application for facility change : Within 14 working days counting from the following day after the interested party submits the application and provides all necessary documents to MGTO.	14 working days	---	85%	
			17	Examination and approval of licence renewal application, with the issue of new licence for collection : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	85%	
DAF			18	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new licence : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	--	100%	
DLI	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 : Within 25 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	25working days	100%	85%	
			20	Inspection of facilities in relation to 1st time license application : Within 14 working days counting from the following day after the interested party submits the application and provides all necessary documents to MGTO.	14 working days	100%	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 : Within 25 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	25 working days	---	85%	
			22	Inspection of facilities in relation to the application for facility change : Within 14 working days counting from the following day after the interested party submits the application and provides all necessary documents to MGTO.	14 working days	100%	85%	
			23	Examination and approval of licence renewal application, with the issue of new licence for collection : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	85%	
DAF			24	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new licence : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	100%	
	V	License of Sauna and Massage	25	Examination and approval of licence renewal application, with the issue of new licence for collection : Within 15 working days counting 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.)	15 working days	100%	85%	

DLI	VI	License of Health Club	26	Examination and approval of licence renewal application, with the issue of new licence for collection : Within 15 working days counting 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.)	15 working days	100%	85%	
	VII	License of Karaoke	27	Examination and approval of licence renewal application, with the issue of new licence for collection : Within 15 working days counting 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.)	15 working days	100%	85%	
DLI	VIII	License of Travel Agency	28	Examination and approval of technical director : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	95%	
			29	Inspection of facilities : Within 14 working days counting from the following day after the interested party submits the application and provides all necessary documents to MGTO.	14 working days	100%	85%	
DAF			30	Examination and approval of licence renewal application, with the issue of new licence for collection : Within 15 working days counting 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.)	15 working days	100%	85%	
			31	Reimbursement of the remaining balance for the publication at Macao Official Gazette for the issue of new licence : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	100%	
DLI	IX	Tour Guide Card	32	First time application for the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	85%	
			33	Application for renewal within validity of the tour guide card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	85%	
			34	Update data on the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	85%	
			35	Reissue of the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	---	85%	
DLI	X	Tour Guide Trainee Card	36	First time application for the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	---	85%	
			37	Update data on the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	---	85%	
			38	Reissue of the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	---	85%	
DLI	XI	Transferist Card	39	First time application for the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	---	85%	
			40	Application for renewal within validity of the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	---	85%	
			41	Update data on the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	---	85%	
			42	Reissue of the card : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	---	85%	
DEP	XII	Enquiry of tourism statistics	43	General Tourism Statistics (In writing, include fax and email): Reply in 3 working days.	3 working days	100%	90%	
			44	General Tourism Statistics (In person or by telephone): Reply in 1 working day	1 working day	---	90%	
			45	Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days	5 working days	---	90%	
			46	Special Tourism Statistics (In person or by telephone): Reply in 2 working days.	2 working days	---	90%	
DRP	XIII	Tourist Information (Tourist Information Office)	47	Tourists will be attended in 10 minutes	10 minutes	100%	90%	
	XIV	Receiving suggestions or complaints from tourists	48	In writing (include fax and email): Reply within 10 working days following receipt of the suggestion or complaint	10 working days	97%	90%	
			49	In person: Attended by designated staff within 15 minutes	15 minutes	100%	90%	
			50	Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during office hours): Responded by designated staff within 90 seconds	90 seconds	100%	90%	
51	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	n/a	90%				
DPTE	XV	Venue Booking (MGTO)	52	Ritz Building Exhibition Hall: Reply will be given within 5 working days from the next day upon receipt of the application and required documents *To cope with the MSAR Government's response to the prevention and control of the pandemic, the exhibition hall of Ritz Building was temporarily closed to the public and the application for venue booking was not accepted between 25 September and 19 October. The above measures do not affect the performance pledge.	5 working days	80%	90%	One of the cases took more than 5 working days to respond due to data analysis, causing the actual performance of the 4th quarter drop to 80%.
	XVI	Application for activity financial support	53	Approval of financial support application : Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days	100%	85%	
	XVII	Museum Visit	54	Schools, educational institutions and non-profit organizations group visit application: Reply within 5 working days from the following day after duly completed application form together with all necessary documents. *The adjustment of service provided, service subtype and quality indicators of the service provided was approved by the CASPDO (Comissão de Avaliação dos Serviços Públicos e do Desempenho	5 working days	100%	85%	