

Macao Government Tourism Office
Performance Pledge Implementation Status
(3rd Quarter of 2022)

Department concerned	n.º	Service Provided	n.º	Quality indicators of the Service Provided	Pledged handling time (dav / min)	Actual performance	Pledged performance	Reason for not attaining pledged performance
DLI (Note 1)	I	License of Hotel Establishment	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	---	85%	
			2	MGTO will arrange the inspection within 15 working days from the date of receiving the relevant application.(First application)	15 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	MGTO will arrange the inspection within 15 working days from the date of receiving the relevant application.(Change of facilities)	15 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	---	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 (Note 1)	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. (establishment within urban real estate not for hotel use)	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. (establishment within urban real estate not for hotel use)	14 working days	---	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. (establishment within urban real estate not for hotel use)	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. (establishment within urban real estate not for hotel use)	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. (establishment within urban real estate not for hotel use)	15 working days	---	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. (establishment within urban real estate not for hotel use)	15 working days	100%	100%	
DLI (Note 1)	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. (establishment within urban real estate not for hotel use)	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. (establishment within urban real estate not for hotel use)	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. (establishment within urban real estate not for hotel use)	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. (establishment within urban real estate not for hotel use)	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. (establishment within urban real estate not for hotel use)	15 working days	---	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. (establishment within urban real estate not for hotel use)	15 working days	---	100%	

DLI (Note 1)	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. (establishment within urban real estate not for hotel use)	25 working days	---	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. (establishment within urban real estate not for hotel use)	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 : Within 25 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments. (establishment within urban real estate not for hotel use)	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. (establishment within urban real estate not for hotel use)	14 working days	---	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. (establishment within urban real estate not for hotel use)	15 working days	---	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. (establishment within urban real estate not for hotel use)	15 working days	---	100%	
DLI (Note 1)	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%	
	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 (Note 1)	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	---	85%	
			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%	
DAF			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%	
DLI (Note 1)	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	100%	85%	
	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%	
	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%	
				43	General Tourism Statistics (In writing, include fax and email): Reply in 3 working days.	3 working days	100%	90%

DEP	XII	Enquiry of tourism statistics	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	98%	90%	
			49	In person: Attended by designated staff within 15 minutes	15 minutes	---	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	---	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 *In accord with the SAR Government's measures to contain the pandemic, the exhibition hall of Ritz Building was temporarily closed to the public during 19 June to 1 August. The above measures do not affect the performance pledge.	5 working days	100%	90%	
	XVI	Application for financial subsidy (Macao Government Tourism Office)	53	Written enquiries (Specific Financial Support Program for "Community Economic Tourism Development", Specific Financial Support Program for "Food and Culture Promotion", and Specific Financial Support Program for "Maritime Tourism") Reply within 5 working days from the day following receipt of notification	5 working days	---	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. *In accord with the SAR Government's measures to contain the pandemic, the Macao Grand Prix Museum was temporarily closed to the public and the application for group visit was suspended during 19 June to 2 August. The above measures do not affect the performance pledge.	5 working days	1	0.85	

Note 1: In response to the outbreak of COVID-19, government departments only maintained emergency services from July 11 to 24, and the execution of Performance Pledge was suspended as well.