Macao Government Tourism Office Performance Pledge Implementation Status 3rd Quarter of 2025

Department concerned	n.º	Service Proivded	n.º	Quality indicators of the Service Provided	Pledged handling time (day / min)	Actual performance	Pledged performance	Reason for not attaining pledged performance
	I	License of Hotel Industry 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	100%	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%	
DLI			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 license renewal application, with the issue of new license 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%	
DF			6	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new license: Within 12 working days counting from the following day after the excerpt of the license is published at Macao Official Gazette, upon issuance of new license and all necessary documents submitted to MGTO.	12 working days		100%	
			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. (restaurants which are not installed in hotel establishment)	25 working days		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. (restaurants which are not installed in hotel establishment)	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. (restaurants which are not installed in hotel establishment)	25 working days		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. (restaurants which are not installed in hotel establishment)	14 working days		85%	
DLI	П		11	Examination and approval of 1st time license application and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments. (restaurants which are installed in hotel establishment)	15 working days	100%	85%	
		License of Restaurant	12	Arrange the 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. (restaurants which are installed in hotel establishment)	14 working days	100%	85%	
			13	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments. (restaurants which are installed in hotel establishment)	15 working days	100%	85%	
			14	Arrange the 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. (restaurants which are installed in hotel establishment)	14 working days	100%	85%	
			15	Examination and approval of license renewal application, with the issue of new license for collection : Within 15 working days	15 working days		85%	
			16	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new license: Within 12 working days counting from the following day after the excerpt of the license is published at Macao Official Gazette, upon issuance of new license and all necessary documents submitted to MGTO. (restaurants which are not installed in hotel establishment)	12 working days		100%	
DF			17	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new license: Within 12 working days counting from the following day after the excerpt of the license is published at Macao Official Gazette, upon issuance of new license and all necessary documents submitted to MGTO. (restaurants which are installed in hotel establishment)	12 working days	100%	90%	
	Ш		18	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. (nightclubs which are not installed in hotel establishment)	25 working days		85%	
DLI			19	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. (nightclubs which are not installed in hotel establishment)	14 working days		85%	
			20	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. (nightclubs which are not installed in hotel establishment)	25 working days		85%	
		License of Nightclub	21	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. (nightclubs which are not installed in hotel establishment)	14 working days		85%	
			22	Examination and approval of 1st time license application and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments. (nightclubs which are installed in hotel establishment)	15 working days		85%	
			23	Arrange the 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. (nightclubs which are installed in hotel establishment)	14 working days		85%	
			24	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments. (nightclubs which are installed in hotel establishment)	15 working days		85%	
			25	Arrange the 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. (nightclubs which are installed in hotel establishment)	14 working days		85%	
			26	Examination and approval of license renewal application, with the issue of new license 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%	

D.F.			27	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new license: Within 12 working days counting from the following day after the excerpt of the license is published at Macao Official Gazette, upon issuance of new license and all necessary documents submitted to MGTO. (nightclubs which are not installed in hotel establishment)	12 working days		100%	
DF			28	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new license: Within 12 working days counting from the following day after the excerpt of the license is published at Macao Official Gazette, upon issuance of new license and all necessary documents submitted to MGTO. (nightclubs which are installed in hotel establishment)	12 working days		90%	
			29	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. (bars which are not installed in hotel establishment)	25working days		85%	
			30	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. (bars which are not installed in hotel establishment)	14 working days		85%	
	IV	License of Bar	31	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. (bars which are not installed in hotel establishment)	25 working days		85%	
			32	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. (bars which are not installed in hotel establishment)	14 working days		85%	
DLI			33	Examination and approval of 1st time license application and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments. (bars which are installed in hotel establishment)	15 working days		85%	
			34	Arrange the 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. (bars which are installed in hotel establishment)	14 working days		85%	
			35	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments. (bars which are installed in hotel establishment)	15 working days		85%	
			36	Arrange the 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. (bars which are installed in hotel establishment)	14 working days		85%	
		,	37	Examination and approval of license renewal application, with the issue of new license 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%	
DF			38	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new license: Within 12 working days counting from the following day after the excerpt of the license is published at Macao Official Gazette, upon issuance of new license and all necessary documents submitted to MGTO. (bars which are not installed in hotel establishment)	12 working days		100%	
			39	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new license: Within 12 working days counting from the following day after the excerpt of the license is published at Macao Official Gazette, upon issuance of new license and all necessary documents submitted to MGTO. (bars which are installed in hotel establishment)	12 working days	100%	90%	
	V	License of Light refreshment establishment	40	Examination and approval of 1st time license application and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days	100%	85%	
			41	Arrange the 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%	
DLI			42	Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days		85%	
			43	Arrange the 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. Examination and approval of license renewal application, with the issue of new license for collection: Within	14 working days		85%	
			44	15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.	15 working days		85%	
DF			45	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new license: Within 12 working days counting from the following day after the excerpt of the license is published at Macao Official Gazette, upon issuance of new license and all necessary documents submitted to MGTO.	12 working days	100%	90%	
	VI	License of Food court Kiosk	46	Examination and approval of 1st time license application and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days		85%	
DLI			47	Arrange the 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%	
				Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter: Within 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days		85%	
			49	Arrange the 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%	
			50	Examination and approval of license renewal application, with the issue of new license 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%	
DF			51	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of new license: Within 12 working days counting from the following day after the excerpt of the license is published at Macao Official Gazette, upon issuance of new license and all necessary documents submitted to MGTO.	12 working days	100%	90%	
	VII	License of Sauna and Massage	52	Examination and approval of license renewal application, with the issue of new license 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 license, the 15 working days pledged will be counted only from the 60th day prior to the expiry date of the license.)	15 working days	100%	85%	
DLI	VIII	License of Health Club	53	Examination and approval of license renewal application, with the issue of new license 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 license, the 15 working days pledged will be counted only from the 60th day prior to the expiry date of the license.)	15 working days	100%	85%	
	IX	License of Karaoke	54	Examination and approval of license renewal application, with the issue of new license 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 license, the 15 working days pledged will be counted only from the 60th day prior to the expiry date of the license.)	15 working days	100%	85%	

Part									
1	DLI			55		-	100%	95%	
				56	director): Within 15 working days counting from the following day after the application with all necessary		100%	95%	
Manual Part				57				85%	
A Trace Appears		X		58	from the following day after the interested party submits the application and provides all necessary documents to		100%	85%	
An				59		_		85%	
No.				60		-		85%	
Comment of the control of the contro				61	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 license, the 15 working days pledged will be counted only from the 60th day prior	_	100%	85%	
Part	DF			62	license: Within 12 working days counting from the following day after the excerpt of the license is published at	_	100%	100%	
Part For California			Tour Guide	63		_		85%	
Part		377		64		_	100%	85%	
DETERMINENT OF TOTAL STATES AND S		Ai	Card	65			100%	85%	
DLI XII Tour Golder 7 application with all necessary documents have been abbuilted to MATIO. days				66		_		85%	
Main Traines Cord 68				67				85%	
Note Processing documents have been submitted to MCTO.	DLI	XII		68		_		85%	
No. Processing documents have been administed to MCPCO. May				69		_		85%	
Transfers Card Update data on the card : Within 15 working days counting from the following day after the application with all 15 working days counting from the following day after the application with all 15 working days S5%		XIII		70		_		85%	
Part				71		-	100%	85%	
DEP XIV Enquity of tourism 74 General Tourism Statistics (In writing, include fax and email); Reply in 3 working days. 3 working 100% 90%				72				85%	
DEP XIV Equality of courism Statistics (In person or by telephone): Reply in 1 working day Tourist Information Office) Tourist Information Office) 75 General Tourism Statistics (In person or by telephone): Reply in 2 working days XV Tourist Information Office) 76 Special Tourism Statistics (In person or by telephone): Reply in 2 working days. 77 Special Tourism Statistics (In person or by telephone): Reply in 2 working days. 78 Tourist Information Office) 79 In writing (include fax and email): Reply within 10 working days following receipt of the suggestion or complaints from tourists of the suggestion or complaints from tourists. 80 In person: Attended by designated staff within 15 minutes 81 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during onfice hours): Responded by one seconds. 82 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during onfice hours): Responded by one seconds. 83 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during onfice hours): Responded by one seconds. 84 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during onfice hours): Responded by one seconds. 85 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during on-office hours): Return days. 86 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during on-office hours): Return days. 87 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during on-office hours): Return days. 88 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during on-office hours): Return days. 89 Seconds days for voice mails received via addo recording system of 2831 5566 during on-office hours: Return days. 80 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during on-office hours): Return days. 80 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during on-office hours): Return days. 81 Rece				73		_		85%	
DEP XIV bourism statistics 76 Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days 77 Special Tourism Statistics (In person or by telephone): Reply in 2 working days XV Information XV Informat			tourism statistics	74	General Tourism Statistics (In writing, include fax and email): Reply in 3 working days.		100%	90%	
Tourist Information Tourism Statistics (In person or by telephone): Reply in 2 working days 2 working	DEP	XIV		75	General Tourism Statistics (In person or by telephone): Reply in 1 working day			90%	
DRP Tourist Information Office) Tourists will be attended in 10 minutes Tourists will be attended in 10 min				76	Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days	_		90%	
Note				77	Special Tourism Statistics (In person or by telephone): Reply in 2 working days.	-		90%	
DRP Receiving Receiving Suggestions or complaints from tourists Suggestions or complaints from tourists Suggestions or complaints from tourists Suggestions or complaints Suggestions Suggestions Suggestions or complaints Suggestions S		xv	Information (Tourist Information	78	Tourists will be attended in 10 minutes	10 minutes	100%	90%	
Receiving suggestions or complaints from tourists Receiving suggestions or complaints from tourists 81 Receiving suggestions or complaints from tourists 81 Receiving suggestions or complaints from tourists 82 Receiving suggestions or complaints from tourists 82 Receiving suggestions or complaints from tourists 82 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): Return calls in 2 working days for voice mails without contact information not applicable) Venue		XVI	suggestions or complaints from tourists	79		-	100%	90%	
Complaints from tourists Seceiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Responded by designated staff within 90 seconds Seceiving 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): Return calls in 2 working days for voice mails without contact information not applicable) Seceiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Return calls in 2 working days for voice mails without contact information not applicable) Sworking days from the following day after duly completed application form together with all necessary documents. Sworking days from the following day after duly completed application forminancial subsidy Sworking days from the day following receipt of notification Sworking days from the day following receipt of notification Sworking days from the day following receipt of notification Sworking days from the day following receipt of notification Sworking days from the following day after duly completed application Sworking days from the following day after duly completed application: Sworking days from the following day after duly completed application from together with all days Sworking days from the following day after duly completed application form together with all days Sworking days from the following day after duly completed application form together with all days Sworking days from the following day after duly completed application form together with all days Sworking days from the following day after duly completed application from together with all days Sworking days from the following day after duly completed application form together with all days Sworking days from the following day after duly completed application form together with all Sworking days from the following day after duly complet				80	In person: Attended by designated staff within 15 minutes	15 minutes		90%	
Second S				81		90 seconds	100%	90%	
Note				82	calls in 2 working days for voice mails received via audio recording system of 2831 5566 during non-office	_		90%	
DPTE XVIII financial subsidy Sample Subsidy Sample Subsidy Sample Subsidy Sample Subsidy Sample		XVII	Booking (Macao Government Tourism Office)	83		0	100%	90%	
XIX Museum Visit 85 Reply within 5 working days from the following day after duly completed application form together with all days 100% 85%		XVIII	Application for financial subsidy (Macao Government Tourism	84	Written enquiries: Reply within 5 working days from the day following receipt of notification			90%	
		XIX	Museum Visit	85	Reply within 5 working days from the following day after duly completed application form together with all	-	100%	85%	