Macao Government Tourism Office Performance Pledge Implementation Status (3 rd Quarter of 2021)

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
DLI		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		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%	
	I		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	94%	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		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%	100%	
		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%	
DLI	п		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		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%	
		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%	
DLI	Ш		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		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		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	100%	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%	

No.	B.15			2.1	Reimbursement of the remaining balance for the publication at Macao Official Gazette due to the issue of	15 working	1000/	1000	
Part	DAF			24	new licence: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO.		100%	100%	
Part	DLI	V	Sauna and	25	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		100%	85%	
		VI		26	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		100%	85%	
DATE The result of the complex of the control of t		VII		27	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		100%	85%	
DIT I Trace Agency 2 2 shows the application on and provision all recoverage decomments to NATIO. 1 1 1 1 1 1 1 1 1	DLI			28			100%	95%	
Liserment of Trord Agency Some processor of the continuous of approach of fiscence research application, with the sease of one locococo for oplections and message of the continuous of the		VIII		29			100%	85%	
DAF IN Tour Guide The second of the control within 15 working days counting from the following day after the applications with all necessary documents have been submitted to MGTO. 32 First time applications for the card : Within 15 working days counting from the following days counting from the following days after the application with all necessary documents have been submitted to MGTO. 33 Application for necessary documents have been submitted to MGTO. 34 Update date on the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 35 Receive of the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 36 First time applications for the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 37 Update date on the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 38 Resistence of the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 39 First time applications for the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 40 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. 41 Transfertation Card 42 First time application with all necessary documents have been submitted to MGTO. 42 First time application with all necessary documents have been submitted to MGTO. 43 First time application with all necessary documents have been submitted to MGTO. 44 Production for necessary documents have been submitted to MGTO. 45 First time application with all necessary documents have been				30	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	-	100%	85%	
Transferic Carl XI Transf	DAF			31	licence: Within 15 working days counting from the following day after the application with all necessary		100%	100%	
Tour Guide Card 14 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. 35 Release of the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 36 Pirst 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. 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. 38 Revises of the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 38 Revises of the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 39 Pirst 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. 40 Application for energe all within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 41 Transferts Card 42 Application for energe all within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 42 Application for energe all within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 43 Reviews of the card; Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 44 Reviews of the card within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 45 Reviews of the card within 15				32				85%	
Delivery		IV		33		-	100%	85%	
DLI X Tour Guids Trainee Card Space and the season		IX		34			100%	85%	
DLI X Tour Guide Trainer Card 2 Update data on the card 2 Within 15 working days counting from the following day after the application with all an excessary documents have been submitted to MGTO. 38 Reissue of the card 2 Within 15 working days counting from the following day after the application with all an excessary documents have been submitted to MGTO. 38 Reissue of the card 2 Within 15 working days counting from the following day after the application with all an excessary documents have been submitted to MGTO. 40 Application for the card 2 Within 15 working days counting from the following day after the application with all an excessary documents have been submitted to MGTO. 41 Update data on the card 2 Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 42 Reissue of the card 3 Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 43 Update data on the card 2 Within 15 working days counting from the following day after the application with all all necessary documents have been submitted to MGTO. 44 Update data on the card 3 Within 15 working days counting from the following day after the application with all all necessary documents have been submitted to MGTO. 45 Reissue of the card 3 Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 46 General Tourism Statistics (In writing, include fax and email): Reply in 3 working days. 47 Tourists statistics (In writing, include fax and email): Reply in 5 working days. 48 Special Tourism Statistics (In person or by telephone): Reply in 2 working days. 49 Yourism of the suggestion or complaints from tourists (In person or by telephone): Reply in 2 working days. 48 In writing (include fax and email): Reply in 3 working days for with the suggestion or complaints from tourists (In person or by telephone): Reply i				35		-		85%	
Transfer Card A Traine Card A Traine Card A Traine Card A Resistate of the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. Application for neawal within washington the card: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO. 40 Application with all necessary documents have been submitted to MGTO. 41 Undet 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. 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. 43 General Tourism Statistics (In writing, include fax and email): Reply in 3 working days. 44 General Tourism Statistics (In writing, include fax and email): Reply in 3 working days. 45 Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days. 46 Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days. 47 Tourist information (Tourist Information Office) A Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days. 48 In writing (include fax and email): Reply within 10 working days following receipt of the suggestions or complaint from tourists (In writing, include fax and email): Reply in 5 working days. 49 Option office) A Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days following receipt of the suggestion				36				85%	
ATI Transferist Card ITransferis Card 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. Application with all necessary documents have been submitted to MGTO. Application with all necessary documents have been submitted to MGTO. Application with all necessary documents have been submitted to MGTO. 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. 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. 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. 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. 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. Application for renewal within validity of the card : Within 15 working days counting from the following day after the application with all renewally and the card : Within 15 working days counting from the following day after the application with all renewally and the card : Within 15 working days counting from the following days after the application with all renewally and the card : Within 15 working days for woice mails received with and emails; Reply within 10 working days following receipt of the suggestion or complaints from tourists (by telephone: 2831 5566 during office hours): Application for XV application for XV application for Tax		x		37				85%	
AxI Transferist Card At Application with all necessary documents have been submitted to MGTO. 40 Application for renewal within validity of the card : Within 15 working days counting from the following days after the application with all necessary documents have been submitted to MGTO. 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. 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. 43 General Tourism Statistics (In writing, include fax and email): Reply in 3 working days. 44 General Tourism Statistics (In writing, include fax and email): Reply in 3 working days. 45 Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days. 46 Special Tourism Statistics (In person or by telephone): Reply in 1 working days. 47 Tourist Information Office) 48 In writing (include fax and email): Reply in 2 working days. 49 In writing (include fax and email): Reply within 10 working days following receipt of the suggestion or complaint from tourists from tourists. 49 In person: Attended by designated staff within 15 minutes 40 In general Tourism Statistics (In the person or outplaints from tourists (by telephone: 2831 5566 during onfice hours): Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Sworking days for voice mails received via audio recording system of 2831 5566 during non-office hours): Sworking days for voice mails received via audio recording system of 2831 5566 during non-office hours): Sworking days for voice mails received via audio recording system of 2831 5566 during non-office hours): Sworking days for voice mails received via audio recording system of 2831 5566 during non-office hours): Sworking days f				38				85%	
Transferist Card 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. 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. 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. 43 General Tourism Statistics (In writing, include fax and email): Reply in 3 working days. 44 General Tourism Statistics (In person or by telephone): Reply in 1 working days. 45 Special Tourism Statistics (In person or by telephone): Reply in 2 working days. 46 Special Tourism Statistics (In person or by telephone): Reply in 2 working days. 47 Fourists will be attended in 10 minutes 48 In writing (include fax and email): Reply in 2 working days. 48 In writing (include fax and email): Reply in 2 working days. 49 In person: Attended by designated staff within 10 working days following receipt of the suggestion or complaints from tourists (by telephone: 2831 5566 during office hours): 51 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during onfice hours): 51 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): 51 Return calls in 2 working days for voice mails received via audior recording system of 2831 5566 during onfice hours): 51 Return calls in 2 working days for voice mails received via audior recording system of 2831 5566 during onfice hours): 52 Working suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): 53 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): 54 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): 55 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 d			Enquiry of	39			100%	85%	
Light 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.				40			100%	85%	
DEP XIII Enquiry of tourism statistics 43 General Tourism Statistics (In writing, include fax and email): Reply in 1 working days 100% 90% 44 General Tourism Statistics (In person or by telephone): Reply in 1 working days 100% 90% 10				41				85%	
DEP XII Enquiry of tourism statistics Enquiry of tourism statistics Enquiry of tourism statistics 4d General Tourism Statistics (In writing, include fax and email): Reply in 1 working days 4d Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days 4d Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days 4d Special Tourism Statistics (In person or by telephone): Reply in 2 working days 4d Special Tourism Statistics (In person or by telephone): Reply in 2 working days 4d Special Tourism Statistics (In person or by telephone): Reply in 2 working days 4d Special Tourism Statistics (In person or by telephone): Reply in 2 working days 4d Special Tourism Statistics (In person or by telephone): Reply in 2 working days 4d Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days 4d Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days 4d Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days 4d Special Tourism Statistics (In writing, include fax and email): Reply in 2 working days 4d Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days following receipt of the suggestion or 10 working days 10 minutes 10 minutes 10 minutes 10 working days 100% 90%				42				85%	
Enquiry of tourism statistics				43	•	-	100%	90%	
DRP XIII courism statistics 45 Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days 2 working days 90%				44	General Tourism Statistics (In person or by telephone): Reply in 1 working day	1 Working	100%	90%	
DRP Tourist Information (Tourist Information Office) 48 In writing (include fax and email): Reply within 10 working days following receipt of the suggestion or complaints from tourists 48 In person: Attended by designated staff within 15 minutes 10 working days 100% 90% 90% 10 working 10 worki	DEP	AII		45	Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days	days		90%	
Name				46	Special Tourism Statistics (In person or by telephone): Reply in 2 working days.	2 working		90%	
DRP Receiving suggestions or complaints from tourists In person: Attended by designated staff within 15 minutes In person: Attended by designated staff within 15 minutes In person: Attended by designated staff within 15 minutes Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during office hours): Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): Application for XVI activity financial Application for XVI activity financial 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 Application for XVI activity financial support application: Within 15 working days counting from the following day after the application with all necessary documents have been submitted to MGTO	DRP	XIII	Information (Tourist Information	47	Tourists will be attended in 10 minutes		100%	90%	
DRP Receiving suggestions or complaints from tourists 15 minutes 15 minutes 16 minutes 16 minutes 17 minutes 18 minutes 18 minutes 19 merson: Attended by designated staff within 15 minutes 19 merson: Attended by designated staff within 15 minutes 10 merson: Attende			Receiving suggestions or complaints from	48		-	100%	90%	
XIV suggestions or complaints from tourists 50 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during office hours): 50 Receiving suggestions or complaints from tourists 51 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): 80 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): 81 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): 82 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): 83 Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during non-office hours): 90 seconds 90 seconds 90 working days 100% 90% 100% 90% 100% 90% 100% 90% 100% 90% 100% 90% 100% 90% 100% 90% 100% 90% 100% 90% 100% 90% 100% 90% 100% 90% 100% 90%				49			100%	90%	
tourists Tourists		XIV			Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during office hours):				
DPTE Application for XVI activity financial 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.				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-			90%	
Approaction for Approach of financial support application: Within 15 working days counting from the following day after 15 working days activity financial 53 Approval of financial support application: Within 15 working days counting from the following day after 15 working days	DPTE	XV		52		-	100%	90%	
		XVI	activity financial	53			100%	85%	