Macao Government Tourism Office
Performance Pledge Implementation Status
3rd Quarter of 2026

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
DLI	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	100%	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 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%	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 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days	100%	85%	
			8	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	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 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days	-	85%	
			10	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	100%	85%	
			11	Examination and approval of license renewal application, with the issue of new license for collection : Within 15 working days	15 working days	-	85%	
DF			12	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%	
DLI	III	License of Nightclub (establishments installed in an urban building intended for hotel activity)	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 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days	-	85%	
			14	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%	
			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 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days	-	85%	
			16	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%	
			17	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			18	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	-	90%	
			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 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days	-	85%	
			20	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	100%	85%	

DLI	IV	License of Bar	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 15 working days counting from the following day after MGTO receives favourable opinions from all the related technical departments.	15 working days	-	85%	
			22	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	100%	85%	
			23	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			24	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%	
DLI	V	License of Light refreshment establishment	25	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%	
			26	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	100%	85%	
			27	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%	
			28	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%	
			29	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			30	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%	
DLI	VI	License of Food court Kiosk	31	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%	
			32	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%	
			33	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%	
			34	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%	
			35	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			36	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	-	90%	
DLI	VII	License for Food and Beverage Establishments	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%	
	VIII	License of Nightclub (establishments installed in an urban building not intended for hotel activity)	38	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%	
	IX	License of Sauna and Massage	39	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%	
	X	License of Health Club	40	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%	
	XI	License of Karaoke	41	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	XII	License of Travel Agency	42	Examination and approval of technical director (First 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	-	95%	
			43	Examination and approval of technical director (substitution/ admission/ filling of the position) : 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%	
			44	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%	
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%	100%	
DLI	XIII	Tour Guide Card	46	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%	
			47	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%	
			48	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%	
			49	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%	
	XIV	Transferist Card	50	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%	
			51	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	XV	Enquiry of tourism statistics	52	General Tourism Statistics (In writing, include fax and email): Reply in 3 working days.	3 working days	100%	90%	
			53	General Tourism Statistics (In person or by telephone): Reply in 1 working day	1 working day	100%	90%	
			54	Special Tourism Statistics (In writing, include fax and email): Reply in 5 working days	5 working days	-	90%	
			55	Special Tourism Statistics (In person or by telephone): Reply in 2 working days.	2 working days	-	90%	
DRP	XVI	Tourist Information (Tourist Information Office)	56	Tourists will be attended in 10 minutes	10 minutes	100%	90%	
	XVII	Receiving suggestions or complaints from tourists	57	In writing (include fax and email): Reply within 10 working days following receipt of the suggestion or complaint	10 working days	99%	90%	
			58	In person: Attended by designated staff within 15 minutes	15 minutes	100%	90%	
			59	Receiving suggestions or complaints from tourists (by telephone: 2831 5566 during office hours): Responded by designated staff within 90 seconds	90 seconds	100%	90%	
			60	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	XVIII	Venue Booking (Macao Government Tourism Office)	61	Ritz Building Exhibition Hall: Reply within 5 working days from the following day after duly completed application form together with all necessary documents. > Due to internal work, the exhibition hall of the Ritz Building will temporarily suspend applications for venue booking starting from December 10, 2025.	5 working days	-	90%	
	XIX	Application for financial subsidy (Macao Government Tourism Office)	62	Written enquiries : Reply within 5 working days from the day following receipt of notification	5 working days	-	90%	
	XX	Museum Visit	63	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.	5 working days	100%	85%	