

Macao Government Tourism Office
Performance Pledge Implementation Status
(3rd Quarter of 2023)

| 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 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 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 | 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 | --- | 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 | --- | 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 | --- | 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. | 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. (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. | 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. (establishment within urban real estate not for hotel use) | 25working 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 | 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. (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% | |

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| | | | 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. | 15 working days | 100% | 100% | |
| DLI | 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 | 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% | |
| | | | 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% | 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 | 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 | 100% | 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 | 100% | 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 | 99.89% | 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 | 2 working days | --- | 90% | |

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| DPTE | XV | Venue Booking | 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 | 5 working days | 100% | 90% | |
| | XVI | Application for activity financial support | 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 | 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. | 5 working days | 100% | 85% | |