

Service description

Should members of the public have any questions, dissatisfaction or suggestions about issues within the functions of the Municipal Affairs Bureau (IAM), they can give IAM their opinions by phone, visiting in person, letter, email, fax or using IAM Connect, etc.

Target group of service: Individuals who make complaints or suggestions to IAM.

Result of service: The individual concerned receives reply from IAM about the status or result of follow-up on the case.

Enquiry channels

Unit in charge:

Division of Public Integrated Services

Locations for processing:

1. Integrated Services Centre : Avenida da Praia Grande, n.^{OS} 762-804, Edifício China Plaza, 2/F, Macau
2. Northern District Public Services Centre : Rua Nova da Areia Preta, n.º 52, Centro de Serviços da RAEM, Macau
3. Northern District Public Services Centre - Toi San Station: Avenida de Artur Tamagnini Barbosa, n.º 127, Edifício D.^a Julieta Nobre de Carvalho, Block B, G/F, Macau
4. Northern District Public Services Centre - Fai Chi Kei Station: Rua Nova do Patane, Habitação Social de Fai Chi Kei, Edifício Fai Tat, Block II, G/F, Shop G & H, Macau
5. Central District Public Services Centre : Rotunda de Carlos da Maia, n.^{OS} 5 e 7, Complexo da Rotunda de Carlos da Maia, 3/F, Macau
6. Central District Public Services Centre - S. Lourenço Station: Rua de João Lecaros, Complexo Municipal do Mercado de S. Lourenço, 4/F, Macau
7. Islands District Public Services Centre : Rua de Coimbra, nº 225, 3/F, Centro de Serviços da RAEM das Ilhas, Taipa
8. Islands District Public Services Centre - Seac Pai Van Station: Avenida de Vale das Borboletas, Complexo Comunitário de Seac Pai Van, 6/F, Coloane

Office hours:

Services Centres

Monday to Friday, 9:00 a.m. to 6:00 p.m. (no lunch break, closed on Saturdays, Sundays and public holidays)

Telephone / Fax:

Civic Service Hotline : (853) 2833 7676 (24-hour hotline, voicemail recording during non-office hours)

Integrated Services Centre : Tel. (853) 8795 2635 Fax (853) 8795 2680

Northern District Public Services Centre : Tel. (853) 2847 1366 Fax (853) 2847 2857

Northern District Public Services Centre - Toi San Station: Tel. (853) 2823 2660 Fax (853) 2823 3012

Northern District Public Services Centre - Fai Chi Kei Station: Tel. (853) 2826 1896 Fax (853) 2826 0477

Central District Public Services Centre : Tel. (853) 8291 7233 Fax (853) 8291 7236

Central District Public Services Centre - S. Lourenço Station: Tel. (853) 2893 9006 Fax (853) 2893 9007

Islands District Public Services Centre : Tel. (853) 2882 5252 Fax (853) 2882 7689

Islands District Public Services Centre - Seac Pai Van Station: Tel. (853) 8394 3456 Fax (853) 8394 3465

Email: webmaster@iam.gov.mo or ccgo@iam.gov.mo

Formalities

- Receiving comments

Legislations

- According to Clause 3 of Article 21 of Decree-Law no. 5/98/M dated 2 February, IAM makes a reply to suggestions, complaints or objections in which identity information and address are indicated within 45 days counting from the day of receipt.

Last Update : 17/08/2022