

Receiving comments

How to process

Document to be submitted: Opinions can be offered by phone, visiting in person, email, letter, fax or using “IAM Connect”, etc.

Documents to be produced: Not applicable

Locations and office hours for processing the service

Locations for processing:

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

Visiting in person:

1. Integrated Services Centre : Avenida da Praia Grande, n.^{OS} 762-804, Edifício China Plaza, 2.^o andar, 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, Bloco B, R/C, Macau
4. Northern District Public Services Centre - Fai Chi Kei Station: Rua Nova do Patane, Habitação Social de Fai Chi Kei, Edifício Fai Tat, Bloco II, R/C, Lojas G e 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.^o andar, Macau
6. Central District Public Services Centre - S. Lourenço Station: Rua de João Lecaros, Complexo Municipal do Mercado de S. Lourenço, 4.^o andar, Macau
7. Islands District Public Services Centre : Rua de Coimbra, n.^o 225, 3.^o andar, 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.^o andar, 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)

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

IAM Connect:

Use mobile phone to scan the QR code of “IAM Connect” or through the webpage link

<https://app.iam.gov.mo/iamconnect>

Mailing address: Avenida Almeida Ribeiro, n.^o 163, Macau (Free stamped envelopes provided)

Fees

Application fee: Not applicable

Form fee: Not applicable

Stamp Duty: Not applicable

Deposit: Not applicable

Fees, Charges and Prices List: Not applicable

Time required for processing

Performance Pledge:

Telephone, visiting in person – A reply about the status or result of follow-up on the case will be made within 15 working days counting from the day following the receipt of residents' phone call or visit;

Voicemail recording – The opinion will be entered into the system and transferred to relevant department for follow-up on the first following working day, and a reply about follow-up in progress will be made by phone;

Email - The opinion will be entered into the system and transferred to relevant department for follow-up on the first following working day, and an initial reply about case follow-up in progress will be made by email.

Remarks / important notes on application

Important note: Before giving an opinion, please read the [Privacy Policy](#) and [Personal Information Collection Statement](#) first.

Relevant standards or requirements

1. During the processing of opinions, individuals who have given the opinions may be required to provide further information, such as name and valid contact information (address, telephone number or email) if necessary, otherwise the case may not be able to be processed or replied to due to insufficient information;
2. All personal information, including name, contact phone number, contact address, email or other information which may identify the individual who has given the opinion, is provided voluntarily. If the opinion is needed to be transferred to other government departments or organisations for follow-up and handling, the individual who has given the opinion is deemed to agree to IAM's transfer of his/her personal information unless a specific declaration is made.

Progress enquiry and obtaining result of service

Enquiry about application progress: <https://account.gov.mo/pt/login/> (Individuals who have a registered account of “*Conta única de acesso comum aos serviços públicos da RAEM*” and have provided identity information when giving opinions)

Methods to obtain the result of service: Phone, visiting in person, email, official letter by post or through the IAM Connect platform, etc.

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 : 01/04/2021