

Overview of receipt of suggestions, complaints and claims

Category: Service procedure	Suggestions			Complaints			Claims		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Staff service	17	23	32	160	209	263	1	0	0
Environment	2	8	18	13	205	268	0	0	0
Complementary facilities	218	184	238	1,360	2,237	3,182	1	0	0
Procedural formalities	75	104	149	29	63	109	0	0	0
Service information	0	0	5	0	0	10	0	0	0
Service pledge	0	0	0	0	0	1	0	0	0
Electronic service	0	0	4	0	0	5	0	0	0
Performance information	0	0	1	0	0	1	0	0	0
Service integration	0	0	0	0	0	1	0	0	0
Others	0	0	0	0	0	0	0	0	0
Total	312	319	447	1,562	2,714	3,840	2	0	0

Category: Regulatory function	Suggestions			Complaints			Claims		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Public health	781	578	666	6,401	7,442	10,320	3	3	0
Environment and meteorology	251	152	193	2,743	2,524	2,997	1	1	0
Industrial and commercial activities	254	164	186	2,777	2,726	2,874	1	1	6
Recreation and sports	8	12	14	88	196	205	0	0	0
Urban infrastructure	208	131	116	2,278	2,166	1,801	1	1	0
Others	41	35	32	2,584	2,732	491	2	1	3
Total	1,543	1,072	1,207	16,871	17,786	18,688	8	7	9

Overview of result of processing:

The complaints received by the Municipal Affairs Bureau (IAM) mainly involve complementary facilities, public hygiene, the environment, industrial and commercial activities and urban infrastructure. IAM has taken the following measures for improvement and has achieved the following results upon completion:

1. “IAM Connect” has been continuously optimised to facilitate the public’s expression of opinions;
2. Information about administrative formalities has been regularly reviewed and updated timely according to the actual situation;
3. The standard of service by frontline staff has been raised and instructions and information about the equipment/facilities in service locations are improved;
4. Electronic and convenient services relevant to the different aspects of work of IAM have been launched consistently and orderly to comply with the development of smart governance by the Macao Special Administrative Region Government;
5. Electronic patrol and inspection devices and appropriate illumination facilities have been added in free sports grounds, and strengthen the supervision of on-duty security staff;
6. Restrictions on the enrolment of interest classes have been appropriately adjusted to satisfy the needs of different age groups;
7. The supply and sale of live pigs have been constantly monitored and reviewed to proactively coordinate the allocation of live pigs by pig farms for supply to Macao;
8. The English version of “Management measures applicable to import of Japanese food products into Macao” and “Radionuclides Contamination and Food Safety” food safety fact sheet have been added to the Food Safety Information website for the perusal of the public;
9. The enforcement of “Animal Protection Law” has been strengthened and staff have been continuously sent to carry out inspections and capture stray dogs and cats;
10. Through blitz inspections, unlicensed hawking has been combatted to reduce unlicensed vending of goods;
11. Inspections of food establishments have been strengthened during holidays and festivals, and IAM has continuously carried out promotion and education work through different channels to raise the industry’s awareness of law compliance;
12. In regard to occupation of public places severely affecting public use of public places or by shops which frequently occupy public places against laws and regulations, prosecution has been

- immediately initiated and the occupying objects removed, so as to restore order as soon as possible and keep the public places unobstructed;
13. Online service of the dedicated webpage of one-stop licensing service for food and beverage establishments has been optimised to provide convenience for the public to check whether food establishments have adjusted their prices during normal days or festivals and holidays;
 14. Garbage collection facilities have been continuously optimised, attention has been paid to the cleanliness of the community and bulky garbage has been cleared timely, so as to ensure the environmental hygiene of the community;
 15. At the peak periods of worship during Ching Ming Festival, inspections of the facilities and equipment inside the municipal cemeteries have been strengthened and the environment in the cemeteries has been improved;
 16. Illumination equipment has been adjusted and lighting facilities in green belts have been adequately added based on actual situation to satisfy the needs in different venues and solve the issue of inadequate lighting;
 17. Reinforced concrete pavement has replaced asphalt pavement to reduce uneven road surfaces or dents, so as to ensure pedestrian and vehicular safety;
 18. The second phase of installation of drinking water machines in parks, gardens and leisure areas has been launched, covering different locations in Macao and the Islands District. After evaluation, IAM will consider adding drinking water machines at other suitable locations if conditions permit;
 19. Supervision and inspection of rental locations have been strengthened to ensure environmental hygiene and avoid causing inconvenience to the public. Supervision of management by tenants and grantees has been continued;
 20. Staff awareness of law compliance and commitment to their duty have been continuously increased;
 21. The facilities in service locations and ways of providing information about services have been continuously improved;
 22. Ways of application for services have been continuously optimised and electronic applications have been gradually launched;
 23. “Courtesy Living Charter” themed education has been launched through different channels, with an emphasis on the promotion of civic education themes of treating other people with courtesy and participation in society;

24. Smoking areas in 4 parks and gardens have been abolished from 1 March 2020. A full ban on smoking has been implemented in all parks and gardens to improve the air quality in the former smoking areas and surrounding areas;
25. Warning signs of “The water from this source is not suitable for drinking” have been placed in key spots for obtaining mountain water, and damaged warning signs have been repaired. Inspections has been continuously carried out and advice has been given to the public, and illegally constructed water collection facilities has been demolished regularly;
26. Close contact has been kept with the community task force of the Health Bureau to achieve the aim of constant improvement of the environmental hygiene of Macao and prevention of contagious diseases through speeding up the clearing of hygiene blackspots and breeding grounds of pathogens;
27. More attention has been paid to the application for licenses of installation of advertising signboards and the demolition of promotional materials which are not up to standard or are potentially dangerous to ensure public safety;
28. Food safety education and promotion have been continuously carried out, and inspection of food retail establishments has been strengthened;
29. Through the IAM website and the Macao Nature website and other means, the public’s perusal of information about the green areas in Macao managed by IAM (such as parks and gardens, leisure areas, trails, facilities for nature education, etc.) is facilitated. The public’s understanding of IAM facilities has been increased, while the information on the websites has been constantly reviewed and updated;
30. Operation of internal systems has been improved to safeguard the privacy of the public and the efficient provision of services;
31. Visiting sessions to the Cute Animal Zone in Flora Park have been increased to enhance the effectiveness of conservation education;
32. Electric cars for children have been optimised to provide high-quality play facilities for children;
33. Different types of educational or recreational facilities have been suitably opened to enhance the quality of life of the public;
34. The repair and maintenance of all street name plaques in Macao have been carried out in phases, and the street identification system has been enhanced to specifically indicate the location of streets;

35. Joint patrol and inspection operations with the Customs of Macao Special Administrative Region have been carried out to strengthen the inspection of blackspots for fishing and capturing aquatic animals along the coast. A notification system has been established with the relevant competent departments and warning signs have been installed on the coastline to warn the public against catching shellfish and other aquatic animals on the coast;
36. Assistance has been provided when needed to clean and unclog public drains and check the connecting drains to prevent sewage from discharging into public places and affecting environmental hygiene;
37. Promotion of national security has been increased so the public can learn about the deep historical roots of the “Basic Law” and its significance in the public’s daily life on multiple levels and from different angles;
38. During the pandemic, inspection of food establishments, hairdressers, beauty parlours, etc. has been strengthened to increase the disease prevention awareness of the people in charge of these establishments and reduce the risk of the spread of disease;
39. During the pandemic, training of security guards in terms of personal hygiene has been strengthened to increase their awareness of disease prevention;
40. The operation area of hawkers on streets has been adjusted appropriately to increase the usable space of pavements and facilitate public passage;
41. Leaflets and videos have been produced and staff have participated in the television programme “Information to the public” to increase the operators’ understanding of the laws to comply with and penalties for illegal acts pertinent to the operation of establishments;
42. Promotion and education related to prevention and control of rodent infestation, handling of pet droppings and maintenance of environmental hygiene have been carried out continuously through different channels to increase civic awareness of the public.

Furthermore, the complaint cases received by IAM involved 125 service items in 4 categories, namely “procedural formalities”, “service information”, “service pledge” and “electronic service”. There was a relatively higher number of complaints involving the clarity of administrative procedures and formalities, the adequacy of information provided and protection of privacy during the provision of services and the convenience of electronic service. Therefore, IAM has taken the following improvement measures in view of the situation:

1. Information about administrative formalities has been regularly reviewed and updated timely according to the actual situation;
2. The standard of service by frontline staff has been raised;
3. Electronic and convenient services relevant to the different aspects of work of IAM have been launched consistently and orderly to comply with the development of smart governance by the Macao Special Administrative Region Government;
4. Operation of internal systems has been improved to safeguard the privacy of the public and the efficient provision of services.

In addition to cases of suggestions, complaints and claims, IAM has also received a total of 47 cases of commendation from January to December 2020, with 28 cases mainly involving service of staff and 6 cases involving public health.

Overview of handling of complaints and claims in 2020

Category: Service procedure	Complaints		Claims	
	Completed within 45 days	Exceeded 45 days	Completed within 45 days	Exceeded 45 days
Staff service	261	2	0	0
Environment	265	3	0	0
Complementary facilities	3,153	29	0	0
Procedural formalities	103	6	0	0
Service information	10	0	0	0
Service pledge	1	0	0	0
Electronic service	5	0	0	0
Performance information	1	0	0	0
Service integration	1	0	0	0
Others	0	0	0	0
Total	3,800	40	0	0

Category: Regulatory function	Complaints		Claims	
	Completed within 45 days	Exceeded 45 days	Completed within 45 days	Exceeded 45 days
Public health	10,218	102	0	0
Environment and meteorology	2,967	30	0	0
Industrial and commercial activities	2,846	28	6	0
Recreation and sports	203	2	0	0
Urban infrastructure	1,783	18	0	0
Others	486	5	3	0
Total	18,503	185	9	0

Overview of result of handling:

Out of the cases of complaints and claims received by IAM in 2020, 22,303 cases of complaints and 9 cases of claims have been completed on time and filed for record. 225 cases have not been completed on time. The main reasons are as follows:

1. Some of the more complex cases involve inter-departmental cooperation;
2. In some cases, prosecution must be carried out in accordance with legal procedures, which are more time-consuming.

In view of the mentioned reasons, IAM has carried out the following measures for follow-up and improvement:

1. For the cases that do not involve the functions of IAM, IAM will transfer them to the relevant competent departments for handling and maintain close contact with other public entities to provide appropriate assistance and jointly dissolve issues regarding the public's livelihood;
2. Inspections have been continuously carried out and law enforcement has been strengthened to initiate immediate prosecution of illegal acts;
3. The public's awareness of law compliance and civic awareness has been increased through multi-faceted promotion with leaflets, videos and television programme "Information to the public".