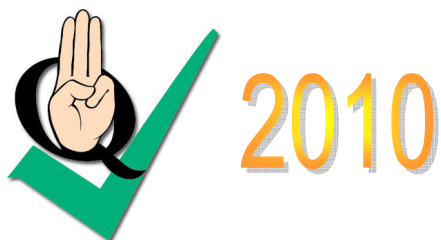


The Implementation of Performance Pledge of Macau Government Tourist Office





**The Implementation of Performance Pledge of
Macau Government Tourist Office
1st Quarter of 2010**

| Department/ Object of Service | Items of Performance Pledge | No. of Completed Cases | Standard Handling Time | Target Performance | Actual Performance |
|---|---|---------------------------------------|---|-------------------------------|-------------------------------|
| Product and Special Projects Department | Macau Business Tourist Centre Ground floor Gallery (Site rental) | 2 | 5 working days | 90% | 100% |
| Administration & Finance Division | General enquiry (in writing) | 598 | 5 working days | 95% | 100% |
| | General enquiry (in person) | 1,069 | immediately | 90% | 100% |
| | Complaints or comments to MGTO | 57 | 14 working days | 90% | 100% |
| Public Relations Division | Tourist Information Counters (Travel information) | 30,607 | 10 minutes | 90% | 100% |
| | Handling suggestions or complaints from tourists (Writing/fax/e-mail) | 59 | 14 working days (Reply) | 90% | 100% |
| | Handling suggestions or complaints from tourists (In person) | 22 | immediately (Reply within 10 working days) | 90% | 100% |
| | Handling suggestions or complaints from tourists (Telephone call) | 43 | immediately (Reply within 3 working days) | 90% | 100% |
| Tourism Activities Centre | Convention/ Exhibition venue (venue rental) | 3 | 3 working days | 95% | 100% |
| | The Grand Prix Museum (Visiting) | 8 | 3 minutes | 95% | 100% |
| | The Wine Museum (Visiting) | 10 | 3 minutes | 95% | 100% |

| | | | | | |
|--|---|-------|-----------------|-----|-------|
| Licensing & Inspection Department /Hotels | Examination and approval of 1 st time license application and inform the interested party of the relevant result in the form of official letter. | ----- | 25 working days | 85% | ----- |
| | Inspection of facilities in relation to 1 st time license application. | ----- | 14 working days | 85% | ----- |
| | Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter. | ----- | 25 working days | 85% | ----- |
| | Inspection of facilities in relation to the application for facility change. | ----- | 14 working days | 85% | ----- |
| Licensing & Inspection Department /Restaurants | Examination and approval of 1 st time license application and inform the interested party of the relevant result in the form of official letter. | 7 | 25 working days | 85% | 14%* |
| | Inspection of facilities in relation to 1 st time license application. | 7 | 14 working days | 85% | 86% |
| | Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter. | ----- | 25 working days | 85% | ----- |
| | Inspection of facilities in relation to the application for facility change. | ----- | 14 working days | 85% | ----- |
| Licensing & Inspection Department /Nightclubs | Examination and approval of 1 st time license application and inform the interested party of the relevant result in the form of official letter. | 1 | 25 working days | 85% | 100% |
| | Inspection of facilities in relation to 1 st time license application. | 1 | 14 working days | 85% | 100% |
| | Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter. | ----- | 25 working days | 85% | ----- |
| | Inspection of facilities in relation to the application for facility change. | ----- | 14 working days | 85% | ----- |

| | | | | | |
|--|---|-------|-----------------|-----|-------|
| Licensing & Inspection Department /Bars | Examination and approval of 1 st time license application and inform the interested party of the relevant result in the form of official letter. | 5 | 25 working days | 85% | 40%* |
| | Inspection of facilities in relation to 1 st time license application. | 5 | 14 working days | 85% | 100% |
| | Examination and approval of application for facility change and inform the interested party of the relevant result in the form of official letter. | ----- | 25 working days | 85% | ----- |
| | Inspection of facilities in relation to the application for facility change. | ----- | 14 working days | 85% | ----- |
| Licensing & Inspection Department /Travel Agencies | Examination and approval of technical director. | 2 | 15 working days | 85% | 100% |
| | Inspection of facilities | 10 | 14 working days | 85% | 100% |
| Licensing & Inspection Department /Tour Guides | 1 st time application for tour guide card. | 58 | 25 working days | 85% | 100% |
| | Application for renewal within validity of the tour guide card. | 69 | 25 working days | 85% | 100% |
| | Update of language data on the tour guide card. | ----- | 25 working days | 85% | ----- |

* The number of cases for the same period rises and the complexity of cases increases