

Performance Pledge Implementation Status
2nd Quarter (2016)

n.	Department concerned	Service Type	n.°	Service Description	No. of completed cases	Pledged handling time	Actual performance	Pledged performance	Reason for not attaining pledged performance
1	DRP		1	Travel information (Tourist Information Counters)	339,464	10 minutes	100%	90%	
	DRP		2	Receiving suggestions or complaints from tourists (In writing/fax/e-mail)	420	10 working days	99.50%	90%	
2	DRP		3	Receiving suggestions or complaints from tourists (In person)	16	Immediately	100%	90%	
	DRP		3	Receiving suggestions or complaints from tourists (Telephone call)	32	Immediately	100%	90%	
	DEP		4	Enquiry of general tourism statistics (In writing)	4	3 working days	100%	90%	
	DEP		5	Enquiry of general tourism statistics (In person)	0	Immediately	—	90%	
3	DEP		5	Enquiry of general tourism statistics (by telephone)	2	Immediately	100%	90%	
	DEP		6	Enquiry of special tourism statistics (In writing)	0	5 working days	—	90%	
	DEP		7	Enquiry of special tourism statistics (In person)	0	Immediately	—	90%	
	DEP		7	Enquiry of special tourism statistics (by telephone)	0	Immediately	—	90%	
4	DGI		8	Ritz Building Exhibition Hall (Venue rental)	8	5 working days	100%	90%	
	DGI	9	Tourism Activities Centre Meeting/Exhibition venue (Venue rental)	36	3 working days	100%	95%		
5	DGI	10	The Grand Prix Museum (Visit)	22	3 minutes	100%	95%		
	DGI	11	The Wine Museum (Visit)	12	3 minutes	100%	95%		
	DLI	License of Hotel/Guest House	12	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	2	25 working days	100%	85%	
	DLI	License of Hotel/Guest House	13	Inspection of facilities in relation to 1 st time license application	0	14 working days	—	85%	
6	DLI	License of Hotel/Guest House	14	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	8	25 working days	100%	85%	
	DLI	License of Hotel/Guest House	15	Inspection of facilities in relation to the application for facility change	6	14 working days	100%	85%	
	DLI	License of Hotel/Guest House	16	Examination and approval of license renewal application, with the issue of new license for collection	0	15 working days	—	85%	
	DLI	License of Hotel/Guest House	17	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	0	15 working days	—	100%	
	DLI	License of Restaurant	18	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	10	25 working days	90%	85%	
	DLI	License of Restaurant	19	Inspection of facilities in relation to 1 st time license application	1	14 working days	100%	85%	
7	DLI	License of Restaurant	20	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	3	25 working days	100%	85%	
	DLI	License of Restaurant	21	Inspection of facilities in relation to the application for facility change	0	14 working days	—	85%	
	DLI	License of Restaurant	22	Examination and approval of license renewal application, with the issue of new license for collection	0	15 working days	—	85%	
	DLI	License of Restaurant	23	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	9	15 working days	100%	100%	
	DLI	License of Nightclub	24	Examination and approval of 1 st time license application and informing the interested party of the relevant result	0	25 working days	—	85%	
	DLI	License of Nightclub	25	Inspection of facilities in relation to 1 st time license application	0	14 working days	—	85%	
8	DLI	License of Nightclub	26	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	0	25 working days	—	85%	
	DLI	License of Nightclub	27	Inspection of facilities in relation to the application for facility change	2	14 working days	100%	85%	
	DLI	License of Nightclub	28	Examination and approval of license renewal application, with the issue of new license for collection	0	15 working days	—	85%	
	DLI	License of Nightclub	29	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	0	15 working days	—	100%	
	DLI	License of Bar	30	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	6	25 working days	100%	85%	
	DLI	License of Bar	31	Inspection of facilities in relation to 1 st time license application	0	14 working days	—	85%	
9	DLI	License of Bar	32	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	1	25 working days	100%	85%	
	DLI	License of Bar	33	Inspection of facilities in relation to the application for facility change	0	14 working days	—	85%	
	DLI	License of Bar	34	Examination and approval of license renewal application, with the issue of new license for collection	0	15 working days	—	85%	
	DLI	License of Bar	35	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	0	15 working days	—	100%	
10	DLI	License of Sauna and Massage	36	Examination and approval of license renewal application, with the issue of new license for collection	18	15 working days	100%	85%	
11	DLI	License of Health Club	37	Examination and approval of license renewal application, with the issue of new license for collection	8	15 working days	100%	85%	
12	DLI	License of Karaoke	38	Examination and approval of license renewal application, with the issue of new license for collection	9	15 working days	100%	85%	
	DLI	License of Travel Agency	39	Examination and approval of technical director	17	15 working days	100%	95%	
	DLI	License of Travel Agency	40	Inspection of facilities	13	14 working days	100%	85%	
13	DLI	License of Travel Agency	41	Examination and approval of license renewal application, with the issue of new license for collection	67	15 working days	100%	85%	
	DLI	License of Travel Agency	42	Reimbursement of the residual amount for the publication at Macao Official Gazette for the issuance of new license	4	15 working days	100%	100%	
	DLI	Tour Guide Card	43	1 st time application for the card	10	25 working days	100%	95%	
14	DLI	Tour Guide Card	44	Application for renewal within validity of the card	102	25 working days	100%	95%	
	DLI	Tour Guide Card	45	Update of language data on the card	3	25 working days	100%	95%	
	DLI	Tour Guide Trainee Card	46	1 st time application for the card	0	25 working days	—	95%	
15	DLI	Tour Guide Trainee Card	47	Application for renewal within validity of the card	0	25 working days	—	95%	
	DLI	Tour Guide Trainee Card	48	Update of language data on the card	0	25 working days	—	95%	
	DLI	Transferist Card	49	1 st time application for the card	0	25 working days	—	95%	
16	DLI	Transferist Card	50	Application for renewal within validity of the card	2	25 working days	100%	95%	
	DLI	Transferist Card	51	Update of language data on the card	0	25 working days	—	95%	