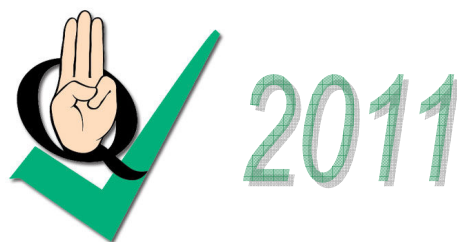


The Implementation of Performance Pledge of Macau Government Tourist Office





**The Implementation of Performance Pledge of
Macau Government Tourist Office
3rd Quarter of 2011**

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)	3	5 working days	90%	100%
	Tourism Activities Centre (Site rental)	2	5 working days	90%	100%
Research & Planning Department	Enquiry of general statistics (In writing)	7	3 working days	90%	100%
	Enquiry of general statistics (In person)	---	immediately	90%	---
	Enquiry of general statistics (Telephone call)	---	immediately	90%	---
	Enquiry of special statistics (In writing)	---	5 working days	90%	---
	Enquiry of special statistics (In person)	---	immediately	90%	---
	Enquiry of special statistics (Telephone call)	---	immediately	90%	---

Public Relations Division	Tourist Information Counters (Travel information)	346,179	10 minutes	90%	100%
	Handling suggestions or complaints from tourists (Writing/fax/e-mail)	81	10 working days (Reply)	90%	100%
	Handling suggestions or complaints from tourists (In person)	38	immediately (Reply within 10 working days)	90%	100%
	Handling suggestions or complaints from tourists (Telephone call)	42	immediately (Reply within 3 working days)	90%	100%
Tourism Activities Centre	Convention/ Exhibition venue (venue rental)	6	3 working days	95%	100%
	The Grand Prix Museum (Visiting)	12	3 minutes	95%	100%
	The Wine Museum (Visiting)	15	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.	3	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.	1	25 working days	85%	100%
	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.	8	25 working days	85%	62.5%**

	Inspection of facilities in relation to 1 st time license application.	9	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 /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.	---	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 /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%	100%
	Inspection of facilities in relation to 1 st time license application.	2	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.	1	25 working days	85%	100%
	Inspection of facilities in relation to the application for facility change.	2	14 working days	85%	100%
Licensing & Inspection Department	Examination and approval of technical director.	3	15 working days	95%	100%

	Inspection of facilities	4	14 working days	85%	100%
Licensing & Inspection Department /Tour Guides	1 st time application for tour guide card.	64	25 working days	95%	100%
	Application for renewal within validity of the tour guide card.	129	25 working days	95%	100%
	Update of language data on the tour guide card.	2	25 working days	85%	100%

* As the Administrative Regulation No. 18/2011 (organization and function of MGTO) was officially effective on 19 July 2011, the relevant departments are changed as follows:

Product and Special Projects Department → Venue Management Division

Research and Planning Department → Research and Planning Division

Tourism Activities Centre → Venue Management Division

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