

n.º	Department concerned	Service Type	n.º	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)	372091	10 minutes	100%	90%	
2	DRP		2	Receiving suggestions or complaints from tourists (In writing: fax)	78	10 working days	99%	90%	
	DRP			Receiving suggestions or complaints from tourists (In writing: e-mail)	0	10 working days	0%	90%	
	DRP		3	Receiving suggestions or complaints from tourists (In person)	14	15 minutes	100%	90%	
	DRP		4	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during office hours)	7	90 seconds	100%	90%	
	DRP		5	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during non-office hours)	0	2 working days	0%	90%	
3	DEP		6	Enquiry of general tourism statistics (In writing: fax)	0	3 working days	0%	90%	
	DEP			Enquiry of general tourism statistics (In writing: e-mail)	5	3 working days	100%	90%	
	DEP		7	Enquiry of general tourism statistics (In person)	0	1 working day	0%	90%	
	DEP			Enquiry of general tourism statistics (by telephone)	1	1 working day	100%	90%	
	DEP		8	Enquiry of special tourism statistics (In writing: fax)	0	5 working days	0%	90%	
	DEP			Enquiry of special tourism statistics (In writing: e-mail)	0	5 working days	0%	90%	
	DEP		9	Enquiry of special tourism statistics (In person)	0	2 working days	0%	90%	
	DEP			Enquiry of special tourism statistics (by telephone)	0	2 working days	0%	90%	
4	DGI		10	Ritz Building Exhibition Hall (Venue rental)	6	5 working days	100%	90%	
	DGI		11	Tourism Activities Centre Meeting/Exhibition venue (Venue rental)	34	3 working days	100%	95%	
5	DGI		12	The Grand Prix Museum (Visit)	15	3 minutes	100%	95%	
	DGI		13	The Wine Museum (Visit)	16	3 minutes	100%	95%	
6	DiPT		14	Tourism Trade Subsidy Application	70	15 working days	100%	85%	
7	DLI	License of Hotel/Guest House	15	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	16	Inspection of facilities in relation to 1 st time license application	3	14 working days	100%	85%	
	DLI	License of Hotel/Guest House	17	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	6	25 working days	100%	85%	
	DLI	License of Hotel/Guest House	18	Inspection of facilities in relation to the application for facility change	6	14 working days	100%	85%	
	DLI	License of Hotel/Guest House	19	Examination and approval of license renewal application, with the issue of new license for	0	15 working days	0%	85%	
8	DLI	License of Hotel/Guest House	20	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	1	15 working days	100%	100%	
	DLI	License of Restaurant	21	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	23	25 working days	87%	85%	
	DLI	License of Restaurant	22	Inspection of facilities in relation to 1 st time license application	20	14 working days	100%	85%	
	DLI	License of Restaurant	23	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	2	25 working days	100%	85%	
	DLI	License of Restaurant	24	Inspection of facilities in relation to the application for facility change	1	14 working days	100%	85%	
	DLI	License of Restaurant	25	Examination and approval of license renewal application, with the issue of new license for	0	15 working days	0%	85%	
9	DLI	License of Restaurant	26	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	16	15 working days	100%	100%	
	DLI	License of Nightclub	27	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	0	25 working days	0%	85%	
	DLI	License of Nightclub	28	Inspection of facilities in relation to 1 st time license application	0	14 working days	0%	85%	
	DLI	License of Nightclub	29	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	0%	85%	
	DLI	License of Nightclub	30	Inspection of facilities in relation to the application for facility change	0	14 working days	0%	85%	
	DLI	License of Nightclub	31	Examination and approval of license renewal application, with the issue of new license for	0	15 working days	0%	85%	
10	DLI	License of Nightclub	32	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	0	15 working days	0%	100%	
	DLI	License of Bar	33	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	4	25 working days	100%	85%	
	DLI	License of Bar	34	Inspection of facilities in relation to 1 st time license application	9	14 working days	100%	85%	
	DLI	License of Bar	35	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	36	Inspection of facilities in relation to the application for facility change	0	14 working days	0%	85%	
	DLI	License of Bar	37	Examination and approval of license renewal application, with the issue of new license for	0	15 working days	0%	85%	
11	DLI	License of Sauna and Massage	38	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	2	15 working days	100%	100%	
12	DLI	License of Sauna and Massage	39	Examination and approval of license renewal application, with the issue of new license for	20	15 working days	100%	85%	
13	DLI	License of Health Club	40	Examination and approval of license renewal application, with the issue of new license for	7	15 working days	100%	85%	
14	DLI	License of Karaoke	41	Examination and approval of license renewal application, with the issue of new license for	4	15 working days	100%	85%	
	DLI	License of Travel Agency	42	Examination and approval of technical director	16	15 working days	100%	95%	
	DLI	License of Travel Agency	43	Inspection of facilities	8	14 working days	100%	85%	
	DLI	License of Travel Agency	44	Examination and approval of license renewal application, with the issue of new license for	52	15 working days	96%	85%	
15	DLI	License of Travel Agency	45	Reimbursement of the residual amount for the publication at Macao Official Gazette for the issuance of new license	0	15 working days	0%	100%	
	DLI	Tour Guide Card	46	1 st time application for the card	61	15 working days	100%	85%	
	DLI	Tour Guide Card	47	Application for renewal within validity of the card	93	15 working days	100%	85%	
	DLI	Tour Guide Card	48	Update of language data on the card	13	15 working days	100%	85%	
16	DLI	Tour Guide Card	49	Reissue the card	5	15 working days	100%	85%	
	DLI	Tour Guide Trainee Card	50	1 st time application for the card	0	15 working days	0%	85%	
	DLI	Tour Guide Trainee Card	51	Application for renewal within validity of the card	0	15 working days	0%	85%	
	DLI	Tour Guide Trainee Card	52	Update of language data on the card	0	15 working days	0%	85%	
17	DLI	Tour Guide Trainee Card	53	Reissue the card	0	15 working days	0%	85%	
	DLI	Transferist Card	54	1 st time application for the card	0	15 working days	0%	85%	
	DLI	Transferist Card	55	Application for renewal within validity of the card	0	15 working days	0%	85%	
	DLI	Transferist Card	56	Update of language data on the card	0	15 working days	0%	85%	
	DLI	Transferist Card	57	Reissue the card	0	15 working days	0%	85%	