

**Performance Pledge Implementation Status
4th Quarter (2017)**

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)	280392	10 minutes	100%	90%	
	DRP		2	Receiving suggestions or complaints from tourists (In writing: fax, email)	94	10 working days	80.86%	90%	insufficient staff
	DRP		3	Receiving suggestions or complaints from tourists (In person)	20	15 minutes	100%	90%	
	DRP		4	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during office hours)	14	90 seconds	100%	90%	
	DRP		5	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during non-office hours)	3	2 working days	100%	90%	
3	DEP		6	Enquiry of general tourism statistics (In writing: fax, email)	4	3 working days	100%	90%	
	DEP		7	Enquiry of general tourism statistics (In person)	0	1 working day	—	90%	
	DEP		8	Enquiry of general tourism statistics (by telephone)	2	1 working day	100%	90%	
	DEP		9	Enquiry of special tourism statistics (In writing: fax, email)	0	5 working days	—	90%	
	DEP		10	Enquiry of special tourism statistics (In person)	0	2 working days	—	90%	
	DEP		11	Enquiry of special tourism statistics (by telephone)	0	2 working days	—	90%	
4	DGI		10	Ritz Building Exhibition Hall (Venue rental)	9	5 working days	100%	90%	
	DGI		11	Tourism Activities Centre Meeting/Exhibition venue (Venue rental)	0	3 working days	—	95%	**No related service provided since 1st July 2017
5	DGI		12	The Grand Prix Museum (Visit)	0	3 minutes	—	95%	
	DGI	13	The Wine Museum (Visit)	0	3 minutes	—	95%		
6	DiPT	14	Tourism Trade Subsidy Application	124	15 working days	91%	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	4	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	7	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 collection	111	15 working days	100%	85%	
	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	2	15 working days	100%	100%	
8	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	7	25 working days	100%	85%	
	DLI	License of Restaurant	22	Inspection of facilities in relation to 1 st time license application	8	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	2	14 working days	100%	85%	
	DLI	License of Restaurant	25	Examination and approval of license renewal application, with the issue of new license for collection	406	15 working days	100%	85%	
	DLI	License of Restaurant	26	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	13	15 working days	100%	100%	
9	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	—	85%	
	DLI	License of Nightclub	28	Inspection of facilities in relation to 1 st time license application	0	14 working days	—	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	—	85%	
	DLI	License of Nightclub	30	Inspection of facilities in relation to the application for facility change	0	14 working days	—	85%	
	DLI	License of Nightclub	31	Examination and approval of license renewal application, with the issue of new license for collection	14	15 working days	100%	85%	
	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	—	100%	
10	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	0	25 working days	—	85%	
	DLI	License of Bar	34	Inspection of facilities in relation to 1 st time license application	2	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	3	14 working days	100%	85%	
	DLI	License of Bar	37	Examination and approval of license renewal application, with the issue of new license for collection	147	15 working days	100%	85%	
	DLI	License of Bar	38	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%	
11	DLI	License of Sauna and Massage	39	Examination and approval of license renewal application, with the issue of new license for collection	12	15 working days	100%	85%	
12	DLI	License of Health Club	40	Examination and approval of license renewal application, with the issue of new license for collection	6	15 working days	100%	85%	
13	DLI	License of Karaoke	41	Examination and approval of license renewal application, with the issue of new license for collection	13	15 working days	100%	85%	
14	DLI	License of Travel Agency	42	Examination and approval of technical director	5	15 working days	100%	95%	
	DLI	License of Travel Agency	43	Inspection of facilities	5	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 collection	45	15 working days	100%	85%	
	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	—	100%	
15	DLI	Tour Guide Card	46	1 st time application for the card	7	15 working days	100%	85%	
	DLI	Tour Guide Card	47	Application for renewal within validity of the card	126	15 working days	100%	85%	
	DLI	Tour Guide Card	48	Update of data on the card	20	15 working days	100%	85%	
	DLI	Tour Guide Card	49	Reissue the card	2	15 working days	100%	85%	
16	DLI	Tour Guide Trainee Card	50	1 st time application for the card	0	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	51	Application for renewal within validity of the card	0	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	52	Update of data on the card	0	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	53	Reissue the card	0	15 working days	—	85%	
17	DLI	Transferist Card	54	1 st time application for the card	4	15 working days	100%	85%	
	DLI	Transferist Card	55	Application for renewal within validity of the card	3	15 working days	100%	85%	
	DLI	Transferist Card	56	Update of data on the card	0	15 working days	—	85%	
	DLI	Transferist Card	57	Reissue the card	0	15 working days	—	85%	