

Performance Pledge Implementation Status
1st Quarter (2015)

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)	276,966	10 minutes	100%	90%		
2	DRP		2	Receiving suggestions or complaints from tourists (In writing/fax/e-mail)	40	10 working days	100%	90%		
	DRP		3	Receiving suggestions or complaints from tourists (In person)	19	Immediately	100%	90%		
	DRP			Receiving suggestions or complaints from tourists (Telephone)	40	Immediately	100%	90%		
	DEP		4	Enquiry of general tourism statistics (In writing)	7	3 working days	100%	90%		
3	DEP			5	Enquiry of general tourism statistics (In person)	-	Immediately		90%	
	DEP			6	Enquiry of general tourism statistics (by telephone)	-	Immediately		90%	
	DEP			7	Enquiry of special tourism statistics (In writing)	1	5 working days	100%	90%	
	DEP			8	Enquiry of special tourism statistics (In person)	-	Immediately		90%	
4	DGI			9	Enquiry of special tourism statistics (by telephone)	-	Immediately		90%	
	DGI			10	Ritz Building Exhibition Hall (Venue rental)	3	5 working days	100%	90%	
5	DGI		11	Tourism Activities Centre Meeting/Exhibition venue (Venue)	18	3 working days	100%	95%		
	DGI		12	The Grand Prix Museum (Visit)	10	3 minutes	100%	95%		
6	DLI	License of Hotel/Guest House	13	The Wine Museum (Visit)	11	3 minutes	100%	95%		
	DLI	License of Hotel/Guest House	14	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	1	25 working days	100%	85%		
	DLI	License of Hotel/Guest House	15	Inspection of facilities in relation to 1 st time license	1	14 working days	100%	85%		
	DLI	License of Hotel/Guest House	16	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	4	25 working days	100%	85%		
	DLI	License of Hotel/Guest House	17	Inspection of facilities in relation to the application for	1	14 working days	100%	85%		
7	DLI	License of Restaurant	18	Examination and approval of license renewal application, with the issue of new license for collection	2	15 working days	100%	85%		
	DLI	License of Restaurant	19	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%		
	DLI	License of Restaurant	20	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 Restaurant	21	Inspection of facilities in relation to 1 st time license	3	14 working days	100%	85%		
	DLI	License of Restaurant	22	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%		
8	DLI	License of Nightclub	23	Inspection of facilities in relation to the application for	-	14 working days		85%		
	DLI	License of Nightclub	24	Examination and approval of license renewal application, with the issue of new license for collection	-	15 working days		85%		
	DLI	License of Nightclub	25	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	4	15 working days	100%	100%		
	DLI	License of Nightclub	26	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	-	25 working days		85%		
	DLI	License of Nightclub	27	Inspection of facilities in relation to 1 st time license	1	14 working days	100%	85%		
9	DLI	License of Bar	28	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	-	14 working days		85%		
	DLI	License of Bar	29	Inspection of facilities in relation to the application for	1	15 working days	100%	85%		
	DLI	License of Bar	30	Examination and approval of license renewal application, with the issue of new license for collection	-	15 working days		100%		
	DLI	License of Bar	31	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 Bar	32	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%		
10	DLI	License of Sauna and Massage	33	Inspection of facilities in relation to 1 st time license	1	14 working days	100%	85%		
11	DLI	License of Health Club	34	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	14	15 working days	100%	85%		
12	DLI	License of Karaoke	35	Inspection of facilities in relation to the application for	3	15 working days	100%	85%		
	DLI	License of Travel Agency	36	Examination and approval of license renewal application, with the issue of new license for collection	13	15 working days	100%	85%		
	DLI	License of Travel Agency	37	Examination and approval of technical director	28	15 working days	100%	95%		
	DLI	License of Travel Agency	38	Inspection of facilities	10	14 working days	100%	85%		
13	DLI	License of Travel Agency	39	Examination and approval of license renewal application, with the issue of new license for collection	50	15 working days	96%	85%		
	DLI	License of Travel Agency	40	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	6	15 working days	100%	100%		
	DLI	License of Travel Agency	41	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	54	25 working days	100%	95%		
14	DLI	Tour Guide Card	42	Application for renewal within validity of the card	157	25 working days	100%	95%		
	DLI	Tour Guide Card	43	Update of language data on the card	15	25 working days	100%	95%		
	DLI	Tour Guide Card	44	1 st time application for the card	-	25 working days		95%		
15	DLI	Tour Guide Trainee Card	45	Application for renewal within validity of the card	-	25 working days		95%		
	DLI	Tour Guide Trainee Card	46	Update of language data on the card	-	25 working days		95%		
	DLI	Tour Guide Trainee Card	47	1 st time application for the card	5	25 working days	100%	95%		
16	DLI	Transferist Card	48	Application for renewal within validity of the card	-	25 working days		95%		
	DLI	Transferist Card	49	Update of language data on the card	-	25 working days		95%		
	DLI	Transferist Card	50	1 st time application for the card	-	25 working days		95%		
			51	Update of language data on the card	-	25 working days		95%		