

Performance Pledge Implementation Status  
1ST Quarter (2016)

n.	Department concerned	Service Type	n. *	Service Description	No. of completed cases	Average handling time	Pledged handling time	Actual performance	Pledged performance	Reason for not attaining pledged performance
1	DRP		1	Travel information (Tourist Information Counters)	326,548	3.01 minutes	10 minutes	100%	90%	
2	DRP		2	Receiving suggestions or complaints from tourists (In writing/fax/e-mail)	78	5.35 working days	10 working days	98.72%	90%	
	DRP		3	Receiving suggestions or complaints from tourists (In person)	22	Immediately	Immediately	100%	90%	
	DRP		3	Receiving suggestions or complaints from tourists (Telephone call)	28	Immediately	Immediately	100%	90%	
	DEP		4	Enquiry of general tourism statistics (In writing)	6	1.5 working days	3 working days	100%	90%	
3	DEP		5	Enquiry of general tourism statistics (In person)	0	—	Immediately	—	90%	
	DEP		5	Enquiry of general tourism statistics (by telephone)	1	Immediately	Immediately	100%	90%	
	DEP		6	Enquiry of special tourism statistics (In writing)	4	2.25 working days	5 working days	100%	90%	
	DEP		7	Enquiry of special tourism statistics (In person)	0	— working days	Immediately	—	90%	
	DEP		7	Enquiry of special tourism statistics (by telephone)	0	— working days	Immediately	—	90%	
	DGI		8	Ritz Building Exhibition Hall (Venue)	4	1.5 working days	5 working days	100%	90%	
	DGI		9	Tourism Activities Centre Meeting/Exhibition	26	1.38 working days	3 working days	100%	95%	
5	DGI		10	The Grand Prix Museum (Visit)	9	0 minutes	3 minutes	100%	95%	
	DGI		11	The Wine Museum (Visit)	8	0 minutes	3 minutes	100%	95%	
6	DLI	License of Hotel/Guest House	12	Examination and approval of 1 <sup>st</sup> time license application and informing the interested party of the relevant result in the form of official letter	—	— working days	25 working days	—	85%	
	DLI	License of Hotel/Guest House	13	Inspection of facilities in relation to 1 <sup>st</sup> time license application	—	— working days	14 working days	—	85%	
	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	4	16 working days	25 working days	100%	85%	
	DLI	License of Hotel/Guest House	15	Inspection of facilities in relation to the application for facility change	1	8 working days	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	1	4 working days	15 working days	100%	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	2	11 working days	15 working days	100%	100%	
7	DLI	License of Restaurant	18	Examination and approval of 1 <sup>st</sup> time license application and informing the interested party of the relevant result in	5	13 working days	25 working days	100%	85%	
	DLI	License of Restaurant	19	Inspection of facilities in relation to 1 <sup>st</sup> time license application	8	5 working days	14 working days	100%	85%	
	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	—	— working days	25 working days	—	85%	
	DLI	License of Restaurant	21	Inspection of facilities in relation to the application for facility change	2	9 working days	14 working days	100%	85%	
	DLI	License of Restaurant	22	Examination and approval of license renewal application, with the issue of new license for collection	—	— working days	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	10	10.2 working days	15 working days	100%	100%	
8	DLI	License of Nightclub	24	Examination and approval of 1 <sup>st</sup> time license application and informing the interested party of the relevant result in	1	1 working days	25 working days	100%	85%	
	DLI	License of Nightclub	25	Inspection of facilities in relation to 1 <sup>st</sup> time license application	1	5 working days	14 working days	100%	85%	
	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	—	— working days	25 working days	—	85%	
	DLI	License of Nightclub	27	Inspection of facilities in relation to the application for facility change	—	— working days	14 working days	—	85%	
	DLI	License of Nightclub	28	Examination and approval of license renewal application, with the issue of new license for collection	—	— working days	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	—	— working days	15 working days	—	100%	
9	DLI	License of Bar	30	Examination and approval of 1 <sup>st</sup> time license application and informing the interested party of the relevant result in	1	17 working days	25 working days	100%	85%	
	DLI	License of Bar	31	Inspection of facilities in relation to 1 <sup>st</sup> time license application	—	— working days	14 working days	—	85%	
	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	1	21 working days	25 working days	100%	85%	
	DLI	License of Bar	33	Inspection of facilities in relation to the application for facility change	1	14 working days	14 working days	100%	85%	
	DLI	License of Bar	34	Examination and approval of license renewal application, with the issue of new license for collection	1	13 working days	15 working days	100%	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	5	10.6 working days	15 working days	100%	100%	
10	DLI	License of Sauna and Massage	36	Examination and approval of license renewal application, with the issue of new license for collection	14	13 working days	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	5	12 working days	15 working days	100%	85%	
13	DLI	License of Karaoke	38	Examination and approval of license renewal application, with the issue of new license for collection	11	12 working days	15 working days	100%	85%	
	DLI	License of Travel Agency	39	Examination and approval of technical director	12	11 working days	15 working days	100%	95%	
	DLI	License of Travel Agency	40	Inspection of facilities	17	8 working days	14 working days	100%	85%	
	DLI	License of Travel Agency	41	Examination and approval of license renewal application, with the issue of new license for collection	59	12 working days	15 working days	100%	85%	
14	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	12 working days	15 working days	100%	100%	
	DLI	Tour Guide Card	43	1 <sup>st</sup> time application for the card	51	12 working days	25 working days	100%	95%	
	DLI	Tour Guide Card	44	Application for renewal within validity of the card	128	4 working days	25 working days	100%	95%	
	DLI	Tour Guide Card	45	Update of language data on the card	6	10 working days	25 working days	100%	95%	
15	DLI	Tour Guide Trainee Card	46	1 <sup>st</sup> time application for the card	—	— working days	25 working days	—	95%	
	DLI	Tour Guide Trainee Card	47	Application for renewal within validity of the card	—	— working days	25 working days	—	95%	
	DLI	Tour Guide Trainee Card	48	Update of language data on the card	—	— working days	25 working days	—	95%	
16	DLI	Transferist Card	49	1 <sup>st</sup> time application for the card	3	22 working days	25 working days	100%	95%	
	DLI	Transferist Card	50	Application for renewal within validity of the card	3	6 working days	25 working days	100%	95%	
	DLI	Transferist Card	51	Update of language data on the card	—	— working days	25 working days	—	95%	