

**Performance Pledge Implementation Status  
1st Quarter (2017)**

n.º	Department concerned	Service Type	n.º	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)	303283	3.08 minutes	10 minutes	100%	90%	
2	DRP		2	Receiving suggestions or complaints from tourists (In writing: fax, email)	104	5.63 working days	10 working days	100%	90%	
	DRP		3	Receiving suggestions or complaints from tourists (In person)	19	N/A minutes	15 minutes	100%	90%	
	DRP		4	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during office hours)	9	N/A seconds	90 seconds	100%	90%	
	DRP		5	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during non-office hours)	1	14.5 working days	2 working days	0%	90%	The message of the caller was noticed after 2 working days
3	DEP		6	Enquiry of general tourism statistics (In writing: fax, email)	5	2 working days	3 working days	100%	90%	
	DEP		7	Enquiry of general tourism statistics (In person)	0	— working day(s)	1 working day	—	90%	
	DEP		8	Enquiry of general tourism statistics (by telephone)	6	1 working day(s)	1 working day	100%	90%	
	DEP		9	Enquiry of special tourism statistics (In writing: fax, email)	0	— working days	5 working days	—	90%	
	DEP		10	Enquiry of special tourism statistics (In person)	0	— working days	2 working days	—	90%	
4	DGI		11	Ritz Building Exhibition Hall (Venue rental)	3	1 working days	5 working days	100%	90%	
	DGI		12	Tourism Activities Centre Meeting/Exhibition venue (Venue rental)	18	1.5 working days	3 working days	100%	95%	
5	DGI		13	The Grand Prix Museum (Visit)	5	— minutes	3 minutes	100%	95%	
	DGI		14	The Wine Museum (Visit)	2	— minutes	3 minutes	100%	95%	
6	DiPT		15	Tourism Trade Subsidy Application	79	14.5 working days	15 working days	95%	85%	
7	DLI	License of Hotel/Guest House	16	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	3	9 working days	25 working days	100%	85%	
	DLI	License of Hotel/Guest House	17	Inspection of facilities in relation to 1 <sup>st</sup> time license application	2	2 working days	14 working days	100%	85%	
	DLI	License of Hotel/Guest House	18	Examination and approval of application for facility change 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	19	Inspection of facilities in relation to the application for facility change	4	7 working days	14 working days	100%	85%	
	DLI	License of Hotel/Guest House	20	Examination and approval of license renewal application, with the issue of new license for collection	6	10 working days	15 working days	100%	85%	
8	DLI	License of Hotel/Guest House	21	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%	
	DLI	License of Restaurant	22	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	14	11 working days	25 working days	100%	85%	
	DLI	License of Restaurant	23	Inspection of facilities in relation to 1 <sup>st</sup> time license application	9	5 working days	14 working days	100%	85%	
	DLI	License of Restaurant	24	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	4	16 working days	25 working days	100%	85%	
	DLI	License of Restaurant	25	Inspection of facilities in relation to the application for facility change	1	6 working days	14 working days	100%	85%	
	DLI	License of Restaurant	26	Examination and approval of license renewal application, with the issue of new license for collection	11	13 working days	15 working days	100%	85%	
9	DLI	License of Restaurant	27	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%	
	DLI	License of Nightclub	28	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 Nightclub	29	Inspection of facilities in relation to 1 <sup>st</sup> time license application	—	— working days	14 working days	—	85%	
	DLI	License of Nightclub	30	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	—	— working days	25 working days	—	85%	
	DLI	License of Nightclub	31	Inspection of facilities in relation to the application for facility change	—	— working days	14 working days	—	85%	
10	DLI	License of Nightclub	32	Examination and approval of license renewal application, with the issue of new license for collection	—	— working days	15 working days	—	85%	
	DLI	License of Bar	33	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%	
	DLI	License of Bar	34	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	8	14 working days	25 working days	100%	85%	
	DLI	License of Bar	35	Inspection of facilities in relation to 1 <sup>st</sup> time license application	8	3 working days	14 working days	100%	85%	
	DLI	License of Bar	36	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	—	— working days	25 working days	—	85%	
	DLI	License of Bar	37	Inspection of facilities in relation to the application for facility change	1	12 working days	14 working days	100%	85%	
11	DLI	License of Bar	38	Examination and approval of license renewal application, with the issue of new license for collection	7	12 working days	15 working days	100%	85%	
	DLI	License of Bar	39	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%	
12	DLI	License of Sauna and Massage	40	Examination and approval of license renewal application, with the issue of new license for collection	17	13 working days	15 working days	94%	85%	
13	DLI	License of Health Club	41	Examination and approval of license renewal application, with the issue of new license for collection	6	13 working days	15 working days	100%	85%	
	DLI	License of Health Club	42	Examination and approval of license renewal application, with the issue of new license for collection	11	11 working days	15 working days	100%	85%	
14	DLI	License of Karaoke	43	Examination and approval of technical director	11	10 working days	15 working days	100%	95%	
	DLI	License of Karaoke	44	Inspection of facilities	10	9 working days	14 working days	100%	85%	
	DLI	License of Karaoke	45	Examination and approval of license renewal application, with the issue of new license for collection	54	12 working days	15 working days	100%	85%	
15	DLI	License of Travel Agency	46	Reimbursement of the residual amount for the publication at Macao Official Gazette for the issuance of new license	1	9 working days	15 working days	100%	100%	
	DLI	Tour Guide Card	47	1 <sup>st</sup> time application for the card	34	10 working days	15 working days	100%	85%	
	DLI	Tour Guide Card	48	Application for renewal within validity of the card	185	3 working days	15 working days	100%	85%	
	DLI	Tour Guide Card	49	Update of language data on the card	17	5 working days	15 working days	100%	85%	
	DLI	Tour Guide Card	50	Reissue the card	—	— working days	15 working days	—	85%	
16	DLI	Tour Guide Trainee Card	51	1 <sup>st</sup> time application for the card	—	— working days	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	52	Application for renewal within validity of the card	—	— working days	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	53	Update of language data on the card	—	— working days	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	54	Reissue the card	—	— working days	15 working days	—	85%	
17	DLI	Transferist Card	55	1 <sup>st</sup> time application for the card	—	— working days	15 working days	—	85%	
	DLI	Transferist Card	56	Application for renewal within validity of the card	—	— working days	15 working days	—	85%	
	DLI	Transferist Card	57	Update of language data on the card	—	— working days	15 working days	—	85%	
	DLI	Transferist Card	58	Reissue the card	—	— working days	15 working days	—	85%	