

Performance Pledge Implementation Status
4th Quarter (2015)

n.°	Department concerned	Service Type	n.°	Service Description	No. of completed cases	Pledged handling time	Actual performance	Pledged performance
1	DRP		1	Travel information (Tourist Information Counters)	369,399	10 minutes	100%	90%
2	DRP		2	Receiving suggestions or complaints from tourists (In writing/fax/e-mail)	95	10 working days	98.95%	90%
	DRP		3	Receiving suggestions or complaints from tourists (In person)	21	Immediately	100%	90%
	DRP		4	Receiving suggestions or complaints from tourists (Telephone call)	20	Immediately	100%	90%
3	DEP		5	Enquiry of general tourism statistics (In writing)	3	3 working days	100%	90%
	DEP		6	Enquiry of general tourism statistics (In person)	0	Immediately	—	90%
	DEP		7	Enquiry of general tourism statistics (by telephone)	0	Immediately	—	90%
	DEP		8	Enquiry of special tourism statistics (In writing)	0	5 working days	—	90%
	DEP		9	Enquiry of special tourism statistics (In person)	0	Immediately	—	90%
4	DGI		10	Enquiry of special tourism statistics (by telephone)	0	Immediately	—	90%
	DGI		11	Ritz Building Exhibition Hall (Venue rental)	4	5 working days	100%	90%
5	DGI	12	Tourism Activities Centre Meeting/Exhibition venue (Venue rental)	31	3 working days	100%	95%	
	DGI	13	The Grand Prix Museum (Visit)	25	3 minutes	100%	95%	
	DGI	14	The Wine Museum (Visit)	24	3 minutes	100%	95%	
6	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	1	25 working days	100%	85%
	DLI	License of Hotel/Guest House	16	Inspection of facilities in relation to 1 st time license application	2	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	4	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	101	15 working days	99%	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%
7	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	20	25 working days	95%	85%
	DLI	License of Restaurant	22	Inspection of facilities in relation to 1 st time license application	21	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	0	25 working days	—	85%
	DLI	License of Restaurant	24	Inspection of facilities in relation to the application for facility change	5	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	340	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	9	15 working days	100%	100%
8	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	1	14 working days	100%	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%
9	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	5	25 working days	100%	85%
	DLI	License of Bar	34	Inspection of facilities in relation to 1 st time license application	5	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	0	25 working days	—	85%
	DLI	License of Bar	36	Inspection of facilities in relation to the application for facility change	1	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	131	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	4	15 working days	100%	100%
10	DLI	License of Sauna and Massage	39	Examination and approval of license renewal application, with the issue of new license for collection	10	15 working days	100%	85%
11	DLI	License of Health Club	40	Examination and approval of license renewal application, with the issue of new license for collection	5	15 working days	100%	85%
12	DLI	License of Karaoke	41	Examination and approval of license renewal application, with the issue of new license for collection	10	15 working days	100%	85%
13	DLI	License of Travel Agency	42	Examination and approval of technical director	17	15 working days	100%	95%
	DLI	License of Travel Agency	43	Inspection of facilities	10	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	32	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	2	15 working days	100%	100%
14	DLI	Tour Guide Card	46	1 st time application for the card	4	25 working days	100%	95%
	DLI	Tour Guide Card	47	Application for renewal within validity of the card	122	25 working days	100%	95%
	DLI	Tour Guide Card	48	Update of language data on the card	29	25 working days	100%	95%
15	DLI	Tour Guide Trainee Card	49	1 st time application for the card	0	25 working days	—	95%
	DLI	Tour Guide Trainee Card	50	Application for renewal within validity of the card	0	25 working days	—	95%
	DLI	Tour Guide Trainee Card	51	Update of language data on the card	0	25 working days	—	95%
16	DLI	Transferist Card	52	1 st time application for the card	2	25 working days	100%	95%
	DLI	Transferist Card	53	Application for renewal within validity of the card	3	25 working days	100%	95%
	DLI	Transferist Card	54	Update of language data on the card	0	25 working days	—	95%