

**Performance Pledge Implementation Status
4th Quarter (2016)**

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)	378, 239	10 minutes	100%	90%	
2	DRP		2	Receiving suggestions or complaints from tourists (In writing: fax, email)	77	10 working days	100%	90%	
	DRP		3	Receiving suggestions or complaints from tourists (In person)	18	15 minutes	100%	90%	
	DRP		4	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during office hours)	7	90 seconds	100%	90%	
	DRP		5	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during non-office hours)	0	2 working days	—	90%	
	DEP		6	Enquiry of general tourism statistics (In writing: fax, email)	5	3 working days	100%	90%	
3	DEP		7	Enquiry of general tourism statistics (In person)	0	1 working day	—	90%	
	DEP		8	Enquiry of general tourism statistics (by telephone)	1	1 working day	100%	90%	
	DEP		9	Enquiry of special tourism statistics (In writing: fax, email)	2	5 working days	100%	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		12	Ritz Building Exhibition Hall (Venue rental)	7	5 working days	100%	90%	
	DGI		13	Tourism Activities Centre Meeting/Exhibition venue (Venue rental)	34	3 working days	100%	95%	
5	DGI		14	The Grand Prix Museum (Visit)	7	3 minutes	100%	95%	
	DGI	15	The Wine Museum (Visit)	3	3 minutes	100%	95%		
6	DiPT	16	Tourism Trade Subsidy Application	13	15 working days	100%	85%		
7	DLI	License of Hotel/Guest House	17	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	18	Inspection of facilities in relation to 1 st time license application	1	14 working days	100%	85%	
	DLI	License of Hotel/Guest House	19	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	20	Inspection of facilities in relation to the application for facility change	4	14 working days	100%	85%	
	DLI	License of Hotel/Guest House	21	Examination and approval of license renewal application, with the issue of new license for collection	84	15 working days	100%	85%	
	DLI	License of Hotel/Guest House	22	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	23	Examination and approval of 1 st time license application and informing the interested party of the relevant result in the form of official letter	6	25 working days	83%	85%	
	DLI	License of Restaurant	24	Inspection of facilities in relation to 1 st time license application	4	14 working days	100%	85%	
	DLI	License of Restaurant	25	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	26	Inspection of facilities in relation to the application for facility change	1	14 working days	100%	85%	
	DLI	License of Restaurant	27	Examination and approval of license renewal application, with the issue of new license for collection	328	15 working days	100%	85%	
	DLI	License of Restaurant	28	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%	
9	DLI	License of Nightclub	29	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	30	Inspection of facilities in relation to 1 st time license application	0	14 working days	—	85%	
	DLI	License of Nightclub	31	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	32	Inspection of facilities in relation to the application for facility change	1	14 working days	100%	85%	
	DLI	License of Nightclub	33	Examination and approval of license renewal application, with the issue of new license for collection	13	15 working days	100%	85%	
	DLI	License of Nightclub	34	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	35	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 Bar	36	Inspection of facilities in relation to 1 st time license application	1	14 working days	100%	85%	
	DLI	License of Bar	37	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	38	Inspection of facilities in relation to the application for facility change	0	14 working days	—	85%	
	DLI	License of Bar	39	Examination and approval of license renewal application, with the issue of new license for collection	106	15 working days	100%	85%	
	DLI	License of Bar	40	Reimbursement of the residual amount for the publication at Macao Official Gazette due to the issue of new license	3	15 working days	100%	100%	
11	DLI	License of Sauna and Massage	41	Examination and approval of license renewal application, with the issue of new license for collection	10	15 working days	100%	85%	
12	DLI	License of Health Club	42	Examination and approval of license renewal application, with the issue of new license for collection	5	15 working days	100%	85%	
13	DLI	License of Karaoke	43	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	44	Examination and approval of technical director	15	15 working days	100%	95%	
	DLI	License of Travel Agency	45	Inspection of facilities	6	14 working days	100%	85%	
	DLI	License of Travel Agency	46	Examination and approval of application for facility change and informing the interested party of the relevant result in the form of official letter	38	15 working days	100%	85%	
	DLI	License of Travel Agency	47	Inspection of facilities in relation to the application for facility change	1	15 working days	100%	100%	
	DLI	License of Travel Agency	48	Examination and approval of license renewal application, with the issue of new license for collection	1	15 working days	100%	100%	
15	DLI	Tour Guide Card	49	1 st time application for the card	7	15 working days	100%	85%	
	DLI	Tour Guide Card	50	Application for renewal within validity of the card	281	15 working days	100%	85%	
	DLI	Tour Guide Card	51	Update of data on the card	24	15 working days	100%	85%	
	DLI	Tour Guide Card	52	Reissue the card	1	15 working days	100%	85%	
16	DLI	Tour Guide Trainee Card	53	1 st time application for the card	0	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	54	Application for renewal within validity of the card	0	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	55	Update of data on the card	0	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	56	Reissue the card	0	15 working days	—	85%	
17	DLI	Transferist Card	57	1 st time application for the card	0	15 working days	—	85%	
	DLI	Transferist Card	58	Application for renewal within validity of the card	1	15 working days	100%	85%	
	DLI	Transferist Card	59	Update of data on the card	0	15 working days	—	85%	
	DLI	Transferist Card	60	Reissue the card	0	15 working days	—	85%	