

**Performance Pledge Implementation Status  
4th Quarter (2017)**

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)	280392	10 minutes	100%	90%	
	DRP		2	Receiving suggestions or complaints from tourists (In writing: fax, email)	94	10 working days	80.86%	90%	insufficient staff
2	DRP		3	Receiving suggestions or complaints from tourists (In person)	20	15 minutes	100%	90%	
	DRP		4	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during office hours)	14	90 seconds	100%	90%	
	DRP		5	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during non-office hours)	3	2 working days	100%	90%	
3	DEP		6	Enquiry of general tourism statistics (In writing: fax, email)	4	3 working days	100%	90%	
	DEP		7	Enquiry of general tourism statistics (In person)	0	1 working day	—	90%	
	DEP		8	Enquiry of general tourism statistics (by telephone)	2	1 working day	100%	90%	
	DEP		9	Enquiry of special tourism statistics (In writing: fax, email)	0	5 working days	—	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		10	Ritz Building Exhibition Hall (Venue rental)	9	5 working days	100%	90%	
5	DGI		11	Museum (visit) service: temporarily suspend					
6	DiPT		11	Tourism Trade Subsidy Application	124	15 working days	91%	85%	
7	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	2	25 working days	100%	85%	
	DLI	License of Hotel/Guest House	13	Inspection of facilities in relation to 1 <sup>st</sup> time license application	4	14 working days	100%	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 letter	7	25 working days	100%	85%	
	DLI	License of Hotel/Guest House	15	Inspection of facilities in relation to the application for facility change	6	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	111	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	15 working days	100%	100%	
8	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 the form of official letter	7	25 working days	100%	85%	
	DLI	License of Restaurant	19	Inspection of facilities in relation to 1 <sup>st</sup> time license application	8	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 letter	2	25 working days	100%	85%	
	DLI	License of Restaurant	21	Inspection of facilities in relation to the application for facility change	2	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	406	15 working days	100%	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	13	15 working days	100%	100%		
9	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 the form of official letter	0	25 working days	—	85%	
	DLI	License of Nightclub	25	Inspection of facilities in relation to 1 <sup>st</sup> time license application	0	14 working days	—	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 letter	0	25 working days	—	85%	
	DLI	License of Nightclub	27	Inspection of facilities in relation to the application for facility change	0	14 working days	—	85%	
	DLI	License of Nightclub	28	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	29	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	30	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	0	25 working days	—	85%	
	DLI	License of Bar	31	Inspection of facilities in relation to 1 <sup>st</sup> time license application	2	14 working days	100%	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 letter	1	25 working days	100%	85%	
	DLI	License of Bar	33	Inspection of facilities in relation to the application for facility change	3	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	147	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	1	15 working days	100%	100%		
11	DLI	License of Sauna and Massage	36	Examination and approval of license renewal application, with the issue of new license for collection	12	15 working days	100%	85%	
12	DLI	License of Health Club	37	Examination and approval of license renewal application, with the issue of new license for collection	6	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	13	15 working days	100%	85%	
14	DLI	License of Travel Agency	39	Examination and approval of technical director	5	15 working days	100%	95%	
	DLI	License of Travel Agency	40	Inspection of facilities	5	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	45	15 working days	100%	85%	
	DLI	License of Travel Agency	42	Reimbursement of the residual amount for the publication at Macao Official Gazette for the issuance of new license	0	15 working days	—	100%	
15	DLI	Tour Guide Card	43	1 <sup>st</sup> time application for the card	7	15 working days	100%	85%	
	DLI	Tour Guide Card	44	Application for renewal within validity of the card	126	15 working days	100%	85%	
	DLI	Tour Guide Card	45	Update of data on the card	20	15 working days	100%	85%	
	DLI	Tour Guide Card	46	Reissue the card	2	15 working days	100%	85%	
16	DLI	Tour Guide Trainee Card	47	1 <sup>st</sup> time application for the card	0	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	48	Application for renewal within validity of the card	0	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	49	Update of data on the card	0	15 working days	—	85%	
	DLI	Tour Guide Trainee Card	50	Reissue the card	0	15 working days	—	85%	
17	DLI	Transferist Card	51	1 <sup>st</sup> time application for the card	4	15 working days	100%	85%	
	DLI	Transferist Card	52	Application for renewal within validity of the card	3	15 working days	100%	85%	
	DLI	Transferist Card	53	Update of data on the card	0	15 working days	—	85%	
	DLI	Transferist Card	54	Reissue the card	0	15 working days	—	85%	