

**Performance Pledge Implementation Status**  
4th Quarter (2018)

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)	223592	10 minutes	100%	90%	
	DRP		2	Receiving suggestions or complaints from tourists (In writing: fax, email)	81	10 working days	94%	90%	
2	DRP		3	Receiving suggestions or complaints from tourists (In person)	13	15 minutes	100%	90%	
	DRP		4	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during office hours)	6	90 seconds	100%	90%	
	DRP		5	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during non-office hours)	-	2 working days	-	90%	
	DEP		6	Enquiry of general tourism statistics (In writing: fax, email)	2	3 working days	100%	90%	
	DEP		7	Enquiry of general tourism statistics (In person)	-	1 working day	-	90%	
	DEP		8	Enquiry of general tourism statistics (by telephone)	-	1 working day	-	90%	
	DEP		9	Enquiry of special tourism statistics (In writing: fax, email)	-	5 working days	-	90%	
	DEP		9	Enquiry of special tourism statistics (In person)	-	2 working days	-	90%	
	DEP		9	Enquiry of special tourism statistics (by telephone)	-	2 working days	-	90%	
4	DGI		10	Ritz Building Exhibition Hall (Venue rental)	6	5 working days	100%	90%	
5	DGI			Museum (visit) service: temporarily suspend					
6	DjPT		11	Tourism Trade Subsidy Application	96	15 working days	93%	85%	
	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	1	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	1	14 working days	100%	85%	
7	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	16	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	119	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	-	15 working days	-	100%	
	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	4	25 working days	100%	85%	
	DLI	License of Restaurant	19	Inspection of facilities in relation to 1 <sup>st</sup> time license application	3	14 working days	100%	85%	
8	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	5	25 working days	100%	85%	
	DLI	License of Restaurant	21	Inspection of facilities in relation to the application for facility change	1	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	459	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	3	15 working days	100%	100%	
	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	-	25 working days	-	85%	
	DLI	License of Nightclub	25	Inspection of facilities in relation to 1 <sup>st</sup> time license application	-	14 working days	-	85%	
9	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	-	25 working days	-	85%	
	DLI	License of Nightclub	27	Inspection of facilities in relation to the application for facility change	-	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	-	15 working days	-	100%	
	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	2	25 working days	100%	85%	
	DLI	License of Bar	31	Inspection of facilities in relation to 1 <sup>st</sup> time license application	-	14 working days	-	85%	
10	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	3	25 working days	100%	85%	
	DLI	License of Bar	33	Inspection of facilities in relation to the application for facility change	2	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	148	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	10	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	5	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	15	15 working days	100%	85%	
	DLI	License of Travel Agency	39	Examination and approval of technical director	8	15 working days	100%	95%	
	DLI	License of Travel Agency	40	Inspection of facilities	5	14 working days	100%	85%	
14	DLI	License of Travel Agency	41	Examination and approval of license renewal application, with the issue of new license for collection	42	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	3	15 working days	100%	100%	
	DLI	Tour Guide Card	43	1 <sup>st</sup> time application for the card	12	15 working days	100%	85%	
15	DLI	Tour Guide Card	44	Application for renewal within validity of the card	58	15 working days	100%	85%	
	DLI	Tour Guide Card	45	Update of data on the card	15	15 working days	100%	85%	
	DLI	Tour Guide Card	46	Reissue the card	8	15 working days	100%	85%	
	DLI	Tour Guide Trainee Card	47	1 <sup>st</sup> time application for the card	1	15 working days	100%	85%	
16	DLI	Tour Guide Trainee Card	48	Application for renewal within validity of the card	-	15 working days	-	85%	
	DLI	Tour Guide Trainee Card	49	Update of data on the card	-	15 working days	-	85%	
	DLI	Tour Guide Trainee Card	50	Reissue the card	-	15 working days	-	85%	
	DLI	Transferist Card	51	1 <sup>st</sup> time application for the card	2	15 working days	100%	85%	
17	DLI	Transferist Card	52	Application for renewal within validity of the card	-	15 working days	-	85%	
	DLI	Transferist Card	53	Update of data on the card	2	15 working days	100%	85%	
	DLI	Transferist Card	54	Reissue the card	-	15 working days	-	85%	