

**Performance Pledge Implementation Status
4th Quarter (2019)**

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)	167015	10 minutes	100%	90%	
2	DRP		2	Receiving suggestions or complaints from tourists (In writing: fax, email)	32	10 working days	96.88%	90%	
	DRP		3	Receiving suggestions or complaints from tourists (In person)	8	15 minutes	100%	90%	
	DRP		4	Receiving suggestions or complaints from tourists (Telephone call to 28315566 during office hours)	3	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)	5	3 working days	100%	90%	
3	DEP		7	Enquiry of general tourism statistics (In person)	---	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)	---	5 working days	---	90%	
	DEP		10	Enquiry of special tourism statistics (In person)	---	2 working days	---	90%	
	DEP		11	Enquiry of special tourism statistics (by telephone)	---	2 working days	---	90%	
4	DGI		10	Ritz Building Exhibition Hall (Venue rental)	7	5 working days	100%	90%	
5	DGI		Museum (visit) service: temporarily suspend						
6	DiPT		11	Tourism Trade Subsidy Application	47	15 working days	94%	85%	
7	DLI	License of Hotel/Guest House	12	Examination and approval of 1 st 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 Hotel/Guest House	13	Inspection of facilities in relation to 1 st time license application	---	14 working days	---	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	17	25 working days	100%	85%	
	DLI	License of Hotel/Guest House	15	Inspection of facilities in relation to the application for facility change	4	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	121	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 st time license application and informing the interested party of the relevant result in the form of official letter	3	25 working days	100%	85%	
	DLI	License of Restaurant	19	Inspection of facilities in relation to 1 st time license application	4	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	2	25 working days	100%	85%	
	DLI	License of Restaurant	21	Inspection of facilities in relation to the application for facility change	4	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	455	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	6	15 working days	100%	100%	
9	DLI	License of Nightclub	24	Examination and approval of 1 st 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 st time license application	---	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	---	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	13	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%	
10	DLI	License of Bar	30	Examination and approval of 1 st 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 Bar	31	Inspection of facilities in relation to 1 st time license application	---	14 working days	---	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	1	25 working days	100%	85%	
	DLI	License of Bar	33	Inspection of facilities in relation to the application for facility change	---	14 working days	---	85%	
	DLI	License of Bar	34	Examination and approval of license renewal application, with the issue of new license for collection	146	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	---	15 working days	---	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	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	13	15 working days	100%	85%	
14	DLI	License of Travel Agency	39	Examination and approval of technical director	19	15 working days	100%	95%	
	DLI	License of Travel Agency	40	Inspection of facilities	8	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	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	1	15 working days	100%	100%	
15	DLI	Tour Guide Card	43	1 st time application for the card	5	15 working days	100%	85%	
	DLI	Tour Guide Card	44	Application for renewal within validity of the card	213	15 working days	100%	85%	
	DLI	Tour Guide Card	45	Update of data on the card	5	15 working days	100%	85%	
	DLI	Tour Guide Card	46	Reissue the card	1	15 working days	100%	85%	
16	DLI	Tour Guide Trainee Card	47	1 st time application for the card	---	15 working days	---	85%	
	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%	
17	DLI	Transferist Card	51	1 st time application for the card	2	15 working days	100%	85%	
	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	---	15 working days	---	85%	
	DLI	Transferist Card	54	Reissue the card	---	15 working days	---	85%	