**Performance Pledge Implementation Status**
**3rd 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) | 204424 | 10 minutes | 100% | 90% | |
| 2 | DRP | | 2 | Receiving suggestions or complaints from tourists (In writing: fax, email) | 99 | 10 working days | 94% | 90% | |
| | DRP | | 3 | Receiving suggestions or complaints from tourists (In person) | 16 | 15 minutes | 100% | 90% | |
| | DRP | | 4 | Receiving suggestions or complaints from tourists (Telephone call to 28315566 during office hours) | 15 | 90 seconds | 100% | 90% | |
| | DRP | | 5 | Receiving suggestions or complaints from tourists (Telephone call to 28315566 during non-office hours) | 5 | 2 working days | 100% | 90% | |
| 3 | 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 | | | Enquiry of general tourism statistics (by telephone) | — | 1 working day | — | 90% | |
| | DEP | | 8 | Enquiry of special tourism statistics (In writing: fax, email) | — | 5 working days | — | 90% | |
| | DEP | | 9 | Enquiry ofspecia tourism statistics (In person) | — | 2 working days | — | 90% | |
| | DEP | | | Enquiry of specia 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 | DiPT | | 11 | Tourism Trade Subsidy Application | 104 | 15 working days | 91% | 85% | |
| 7 | DLI | License of Hotel/Guest House | 12 | Examination and approval of 1st 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 1st time license application | 2 | 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 | 14 | 25 working days | 100% | 85% | |
| | DLI | License of Hotel/Guest House | 15 | Inspection of facilities in relation to the application for facility change | 11 | 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 | --- | 15 working days | --- | 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 1st 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 1st time license application | --- | 14 working days | --- | 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 | 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 | --- | 15 working days | --- | 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 | 19 | 15 working days | 100% | 100% | |
| 9 | DLI | License of Nightclub | 24 | Examination and approval of 1st 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 1st 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 | 1 | 25 working days | 100% | 85% | |
| | DLI | License of Nightclub | 27 | Inspection of facilities in relation to the application for facility change | 1 | 14 working days | 100% | 85% | |
| | DLI | License of Nightclub | 28 | Examination and approval of license renewal application, with the issue of new license for collection | --- | 15 working days | --- | 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 1st 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 Bar | 31 | Inspection of facilities in relation to 1st time license application | 1 | 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 | 1 | 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 | --- | 15 working days | --- | 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 | 3 | 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 | 23 | 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 | 11 | 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 | 4 | 15 working days | 100% | 85% | |
| 14 | DLI | License of Travel Agency | 39 | Examination and approval of technical director | 13 | 15 working days | 100% | 95% | |
| | DLI | License of Travel Agency | 40 | Inspection of facilities | 6 | 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 | 48 | 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 | --- | 15 working days | --- | 100% | |
| 15 | DLI | Tour Guide Card | 43 | 1st time application for the card | 53 | 15 working days | 100% | 85% | |
| | DLI | Tour Guide Card | 44 | Application for renewal within validity of the card | 159 | 15 working days | 100% | 85% | |
| | DLI | Tour Guide Card | 45 | Update of data on the card | 4 | 15 working days | 100% | 85% | |
| | DLI | Tour Guide Card | 46 | Reissue the card | 3 | 15 working days | 100% | 85% | |
| 16 | DLI | Tour Guide Trainee Card | 47 | 1st 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 | 1st time application for the card | --- | 15 working days | --- | 85% | |
| | DLI | Transferist Card | 52 | Application for renewal within validity of the card | 2 | 15 working days | 100% | 85% | |
| | DLI | Transferist Card | 53 | Update of data on the card | --- | 15 working days | --- | 85% | |
| | DLI | Transferist Card | 54 | Reissue the card | 1 | 15 working days | 100% | 85% | |