Performance Pledge Implementation Status 4th Quarter (2015)

n. °	Department concerned	Service Type	n. °	Service Description	No. of completed cases	Pledged handling time	Actual performance	Pledged performance
1	DRP		1	Travel information (Tourist Information Counters)	369,399	10 minutes	100%	90%
	DRP		2	Receiving suggestions or complaints from tourists (In writing/fax/e-mail)	95	10 working days	98.95%	90%
2	DRP		3	Receiving suggestions or complaints from tourists (In person)	21	Immediately	100%	90%
	DRP			Receiving suggestions or complaints from tourists (Telephone call)	20	Immediately	100%	90%
	DEP		4	Enquiry of general tourism statistics (In writing)	3	3 working days	100%	90%
	DEP		·	Enquiry of general tourism statistics (In person)	0	Immediately	_	90%
	DEP		5	Enquiry of general tourism statistics (by telephone)	0	Immediately	_	90%
3	DEP		6	Enquiry of special tourism statistics	0	5 working days	_	90%
	DEP			(In writing) Enquiry ofspecia tourism statistics	0	Immediately	_	90%
	DEP		7	(In person) Enquiry of specia tourism statistics	0	Immediately	_	90%
	DGI		8	(by telephone) Ritz Building Exhibition Hall (Venue	4	5 working days	100%	90%
4				rental) Tourism Activities Centre				
	DGI		9	Meeting/Exhibition venue (Venue rental)	31	3 working days	100%	95%
5	DGI DGI		10	The Grand Prix Museum (Visit) The Wine Museum (Visit)	25 24	3 minutes 3 minutes	100% 100%	95% 95%
				Examination and approval of 1st time license application and informing the				
	DLI	License of Hotel/Guest House	12	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	In the form of official letter Inspection of facilities in relation to 1st	2	14 working days	100%	85%
	DLI	Electric of Holes Class House	15	time license application Examination and approval of	-	14 working days	100%	0570
,	DLI	License of Hotel/Guest House	14	application for facility change and informing the interested party of the	6	25 working days	100%	85%
6				relevant result in the form of official				
	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	101	15 working days	99%	85%
				new license for collection Reimbursement of the residual amount				
	DLI	License of Hotel/Guest House	17	for the publication at Macao Official Gazette due to the issue of new license	2	15 working days	100%	100%
				Examination and approval of 1st time				
	DLI	License of Restaurant	18	license application and informing the	20	25 working days	95%	85%
				interested party of the relevant result in the form of official letter				
	DLI	License of Restaurant	19	Inspection of facilities in relation to 1 st time license application	21	14 working days	100%	85%
				Examination and approval of				
7	DLI	License of Restaurant	20	application for facility change and informing the interested party of the	0	25 working days	—	85%
	DLI	License of Restaurant	21	relevant result in the form of official Inspection of facilities in relation to	5	14 working days	100%	85%
	DLI	License of Restauran	21	the application for facility change Examination and approval of license	5	14 working days	100%	0.570
	DLI	License of Restaurant	22	renewal application, with the issue of new license for collection	340	15 working days	100%	85%
	DLI	License of Restaurant	23	Reimbursement of the residual amount	9	15 working days	100%	100%
	DLI	License of Restaurant	23	for the publication at Macao Official Gazette due to the issue of new license	,	15 working days	100%	100%
	DLI	License of Nightclub	24	Examination and approval of 1st time license	0	25 working days	_	85%
	DLI	Electise of Augmento	24	application and informing the interested party of the relevant result	0	2.5 working days		0.570
	DLI	License of Nightclub	25	Inspection of facilities in relation to 1st	0	14 working days	_	85%
				time license application Examination and approval of				
8	DLI	License of Nightclub	26	application for facility change and informing the interested party of the	0	25 working days	—	85%
	DU	License of Nightclub	27	relevant result in the form of official Inspection of facilities in relation to	,		100%	950/
	DLI	License of Nightenio	21	the application for facility change Examination and approval of license	1	14 working days	100%	85%
	DLI	License of Nightclub	28	renewal application, with the issue of new license for collection	14	15 working days	100%	85%
	DU	Linear (NE-backs)	20	Reimbursement of the residual amount	0			100%
	DLI	License of Nightclub	29	for the publication at Macao Official Gazette due to the issue of new license	0	15 working days	_	100%
				Examination and approval of 1st time license				
	DLI	License of Bar	30	application and informing the interested party of the relevant result	5	25 working days	100%	85%
				in the form of official letter				
	DLI	License of Bar	31	Inspection of facilities in relation to 1 st time license application	5	14 working days	100%	85%
				Examination and approval of application for facility change and				
9	DLI	License of Bar	32	informing the interested party of the relevant result in the form of official	0	25 working days	_	85%
	DLI	License of Bar	33	Inspection of facilities in relation to	1	14 working days	100%	85%
	DU	Licenser	24	the application for facility change Examination and approval of license	121		1000	9501
	DLI	License of Bar	34	renewal application, with the issue of new license for collection	131	15 working days	100%	85%
	DLI	License of Bar	35	Reimbursement of the residual amount for the publication at Macao Official	4	15 working days	100%	100%
				Gazette due to the issue of new license Examination and approval of license				
10	DLI	License of Sauna and Massage	36	renewal application, with the issue of new license for collection	10	15 working days	100%	85%
11	DLI	License of Health Club	37	Examination and approval of license	5	16	100%	85%
11	DLI	Eacone of ricalul Club	51	renewal application, with the issue of new license for collection	5	15 working days	100%	0.5%
12	DLI	License of Karaoke	38	Examination and approval of license renewal application, with the issue of	10	15 working days	100%	85%
	DLI	License of Travel Agency	39	new license for collection Examination and approval of technical	17	15 working days	100%	95%
	DLI	License of Travel Agency	40	director Inspection of facilities	17	15 working days 14 working days	100%	93% 85%
13	DLI	License of Travel Agency	41	Examination and approval of license renewal application, with the issue of	32	15 working days	100%	85%
				new license for collection				
	DLI	License of Travel Agency	42	Reimbursement of the residual amount for the publication at Macao Official	2	15 working days	100%	100%
	DLI	Tour Guide Card	43	Gazette for the issuance of new license 1 st time application for the card	4	25 working days	100%	95%
	DLI	Tour Guide Card	44	Application for renewal within validity of the card	122	25 working days	100%	95%
14		Tour Guide Card Tour Guide Trainee Card	45	Update of language data on the card	29	25 working days	100%	95%
14	DLI		46	1st time application for the card	0	25 working days	_	95%
14	DLI		47	Application for renewal within	0	25 working days		95%
		Tour Guide Trainee Card Tour Guide Trainee Card	47 48	Application for renewal within validity of the card Update of language data on the card	0	25 working days 25 working days	-	95% 95%
	DLI DLI	Tour Guide Trainee Card		validity of the card				