



Macao Prison

The Execution Performance of Performance Pledge

Year 2015

| Service Types | | Completion Time (Working Days) | Performance Target | |
|---------------|---|---|--------------------|-----|
| 1 | Application for Certificate of Imprisonment | Within 8 days | 97% ^ | |
| 2 | First Application for Visiting Permit | Within 8 days | 95% | |
| | Application for Video Visit Service | Within 8 days | 90% | |
| 3 | Assistance and Enquiry Service from Social Worker | Application for Service of Appointment with the Social Worker | Within 5 days | 90% |

^Notes: The target performance for the service item "Application for Certificate of Imprisonment" has been increased from 95% to 97%, with effect from 16 April 2015.

| Service Types | | Actual Achievement | | | | | | | | | | | |
|---------------|---|---|------|------|--------|------|------|------|------|------|------|------|------|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| 1 | Application for Certificate of Imprisonment | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 2 | First Application for Visiting Permit | 100% | 100% | 100% | 98.38% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | Application for Video Visit Service | 100% | 100% | 100% | 100% | N/A | N/A | 100% | N/A | 100% | N/A | N/A | N/A |
| 3 | Assistance and Enquiry Service from Social Worker | Application for Service of Appointment with the Social Worker | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

*N/A - no applications have been received in that month.

We appreciate for your valuable comments regarding the service of the prison

