

Macao Prison The Execution Performance of Performance Pledge

Year 2015

	Serv	Completion Time (Working Days)	Performance Target		
1	Application for Cer	Within 8 days	97%^		
2	Visiting Service	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
Application for Certificate of Imprisonment		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Visiting Service	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
		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Application for Cert Visiting Service Assistance and Enquiry Service	Application for Certificate of Imprisonment Visiting Service Application for Visiting Permit Application for Video Visit Service Assistance and Enquiry Service Application for Service of	Application for Certificate of Imprisonment 100% Visiting Service $\begin{array}{c} First \ Application \ for \ Visiting \ Permit \\ Application \ for \ Video \\ Visit \ Service \\ \hline Assistance \ and \ Enquiry \ Service \\ \end{array}$ $\begin{array}{c} I00\% \\ I00\% \\$	Application for Certificate of Imprisonment 100% 100% Visiting Service $\begin{array}{c ccccccccccccccccccccccccccccccccccc$	Application for Certificate of Imprisonment 100% 100% 100% Visiting Service	Application for Certificate of Imprisonment 100% 100% 100% 100% 100% Visiting Service $ \begin{array}{c ccccccccccccccccccccccccccccccccccc$						Service Types Jan Feb Mar Apr May Jun Jul Aug Sep Oct	Service Types Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov

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

We appreaciate for your valuable comments regarding the service of the prisor

