E-PERMITS AND LICENCES MODULE

——

Performance Report March 2021

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist

TTBizLink
Business Made Easy

Performance Report for the Month Ending March 2021

Executive Summary

This service allows importers/exporters to apply electronically for trade permits and licences from the (i) Ministry of Agriculture, Land and Fisheries (MALF) - Animal Production and Health Division (APHD), and Plant Quarantine Services (PQS); (ii) Ministry of Health (MOH) - Chemistry, Food and Drugs Division: Food and Drug Inspectorate (F&DI) and the Pesticides and Toxic Chemicals Inspectorate (PTCI); and (iii) Ministry of Trade and Industry (MTI) - Trade Licence Unit (TLU).

The Module experienced a decrease in volume for the month of March moving from 1950 to 2350 applications representing a 17% increase month over month.

An average processing time for this period of 2.52 days was achieved for the month of March 2021.

Agency processing efficiency for under one (1) day decreased from 70% to 73%, between one (1) to three (3) days increased from 13% to 10%, and over three (3) days remained at 11%.

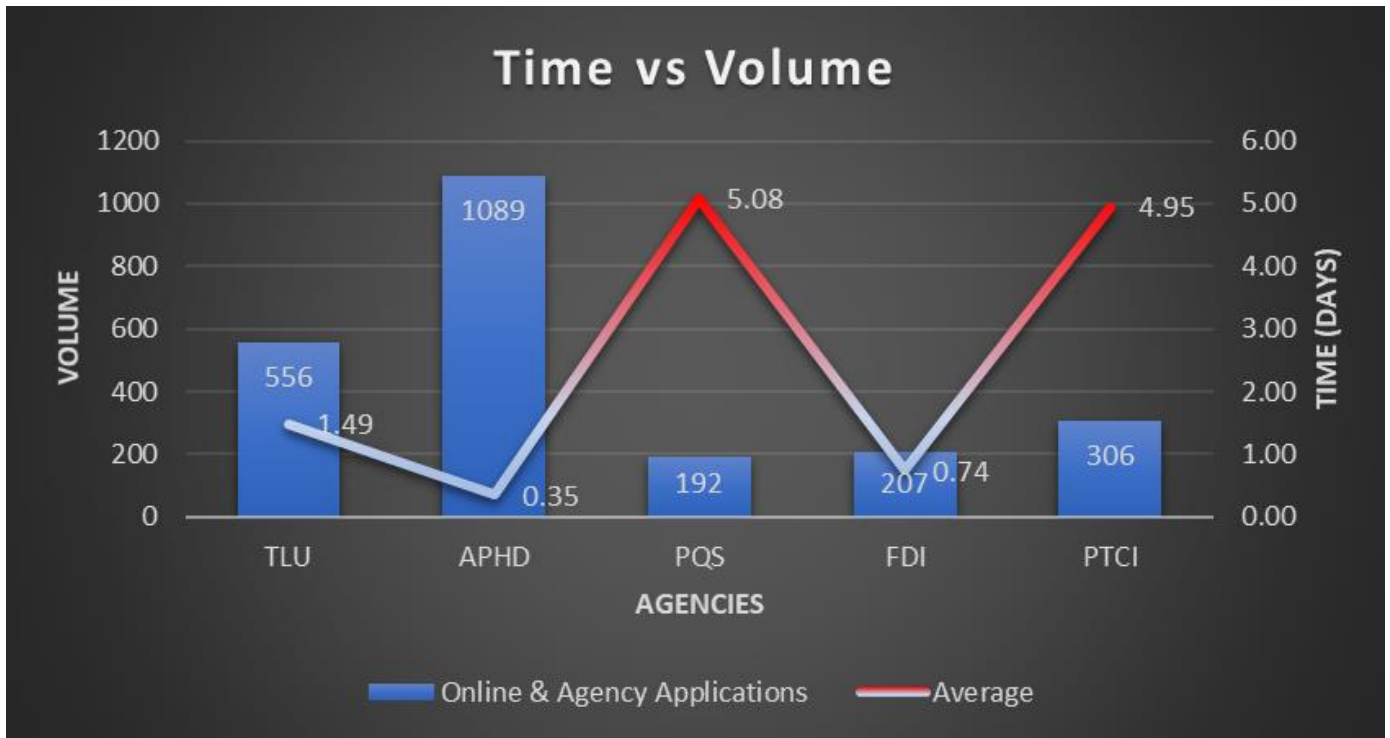The number of unprocessed applications during this time remained at 6%.

Note:

- *Unprocessed status represent applications received by/submitted to an Approving Agency outside of regular working hours i.e. Weekends and Public Holidays, but which haven't been processed by the Agency at the time of producing this report.*
- *Previous month's unprocessed applications that are processed in the next month can adversely impact processing efficiency graphically when reviewing month on month numbers.*
- *Plant Quarantine Service for the month of March 2021 had issues with the Internet Service Provider which affected processing of applications at the Centeno location which impacted the processing efficiency of the Approving Agency*

MODULE PERFORMANCE SUMMARY

Current Month Volume and Service Level per Agency

Service Levels	TLU		APHD		PQS		FDI		PTCI	
<1 day	385	69%	1063	98%	22	11%	158	76%	104	34%
1-3 days	78	14%	25	2%	21	11%	41	20%	57	19%
>3 days	69	12%	0	0%	68	35%	5	2%	107	35%
Unprocessed	24	4%	1	0%	81	42%	3	1%	38	12%
Total	556		1089		192		207		306	
Average Time (days)	1.49		0.35		5.08		0.74		4.95	

Time Series Service Level per Agency (past 3 months)