



E-PERMITS AND LICENCES MODULE

Performance Report July 2022

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist

Performance Report for the Month Ending April 2022

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 July moving from 2234 to 2021 applications representing a 1% increase month over month.

An average processing time for this period of 2.07 days was achieved for the month of July 2022.

Agency processing efficiency for under one (1) day increased from 63% to 68%, between one (1) to three (3) days increased from 16% to 18%, and over three (3) days decreased from 16% to 9%.

The number of unprocessed applications during this time remained at 5%.

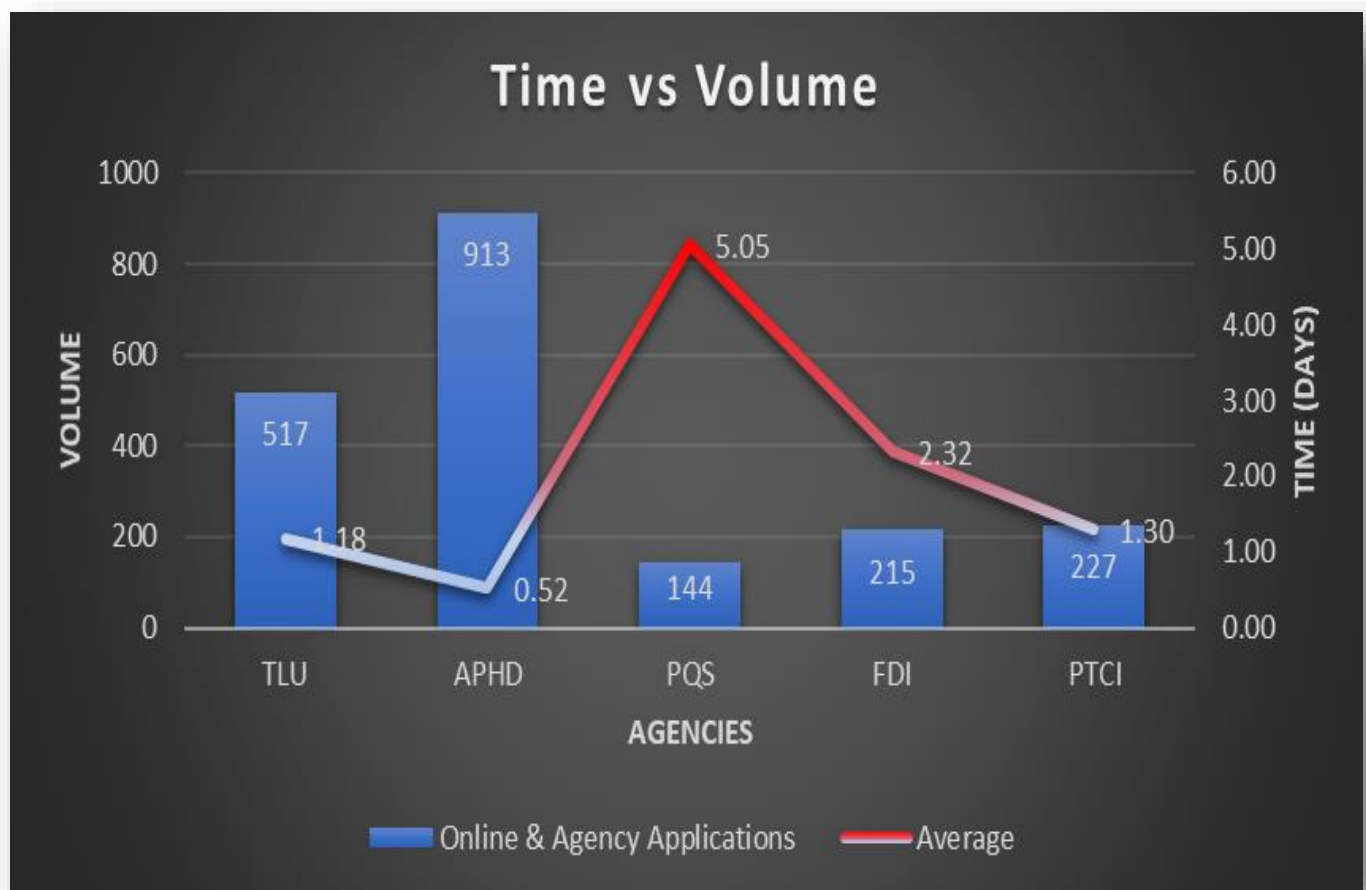
Note:

- ✚ *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.*

MODULE PERFORMANCE SUMMARY

Current Month Volume and Service Level per Agency

Service Levels	TLU		APHD		PQS		FDI		PTCI	
<1 day	337	65%	872	96%	28	19%	28	13%	97	43%
1-3 days	81	16%	41	4%	24	17%	136	63%	85	37%
>3 days	34	7%	0	0%	85	59%	50	23%	9	4%
Unprocessed	65	13%	0	0%	7	5%	1	0%	36	16%
Total	517		913		144		215		227	
Average Time (days)	1.18		0.52		5.05		2.32		1.30	



Time Series Service Level per Agency (past 3 months)

