



E-PERMITS AND LICENCES MODULE

Performance Report December 2022

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending December 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 December moving from 2783 to 2148 applications representing a 23% decrease month over month.

An average processing time for this period of one (1) day, six (6) hours and nineteen (19) minutes was achieved for the month of December 2022.

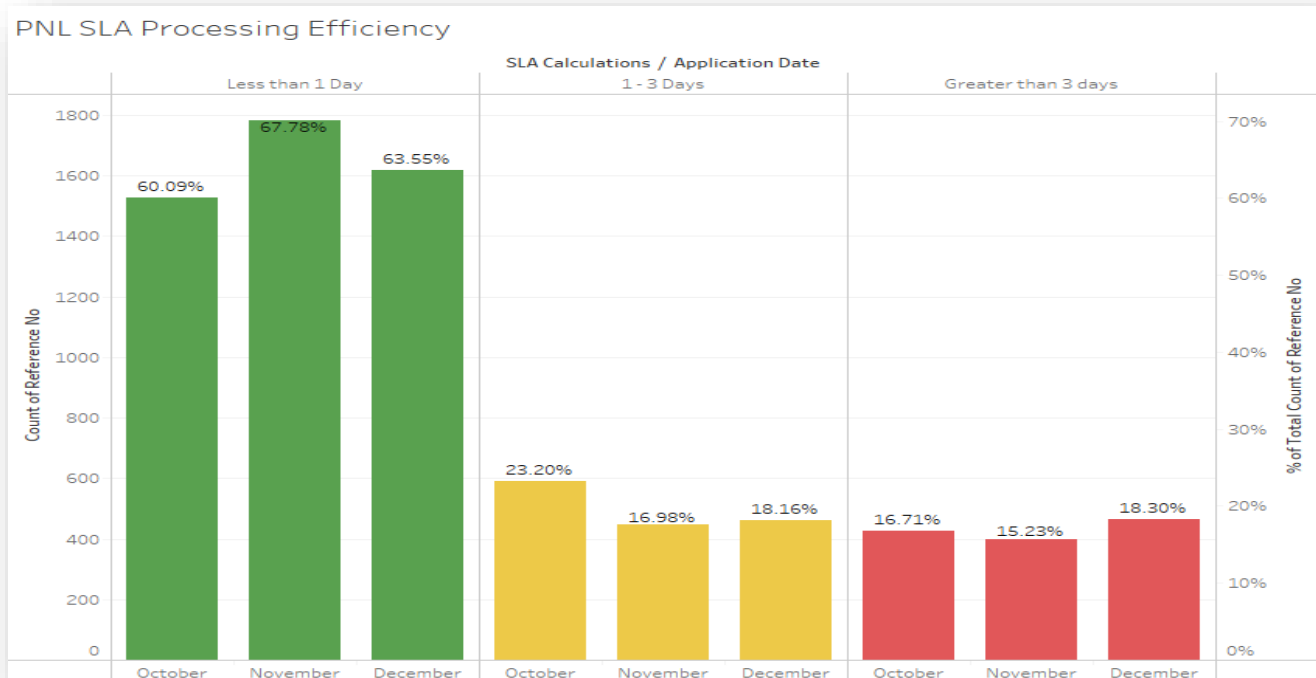
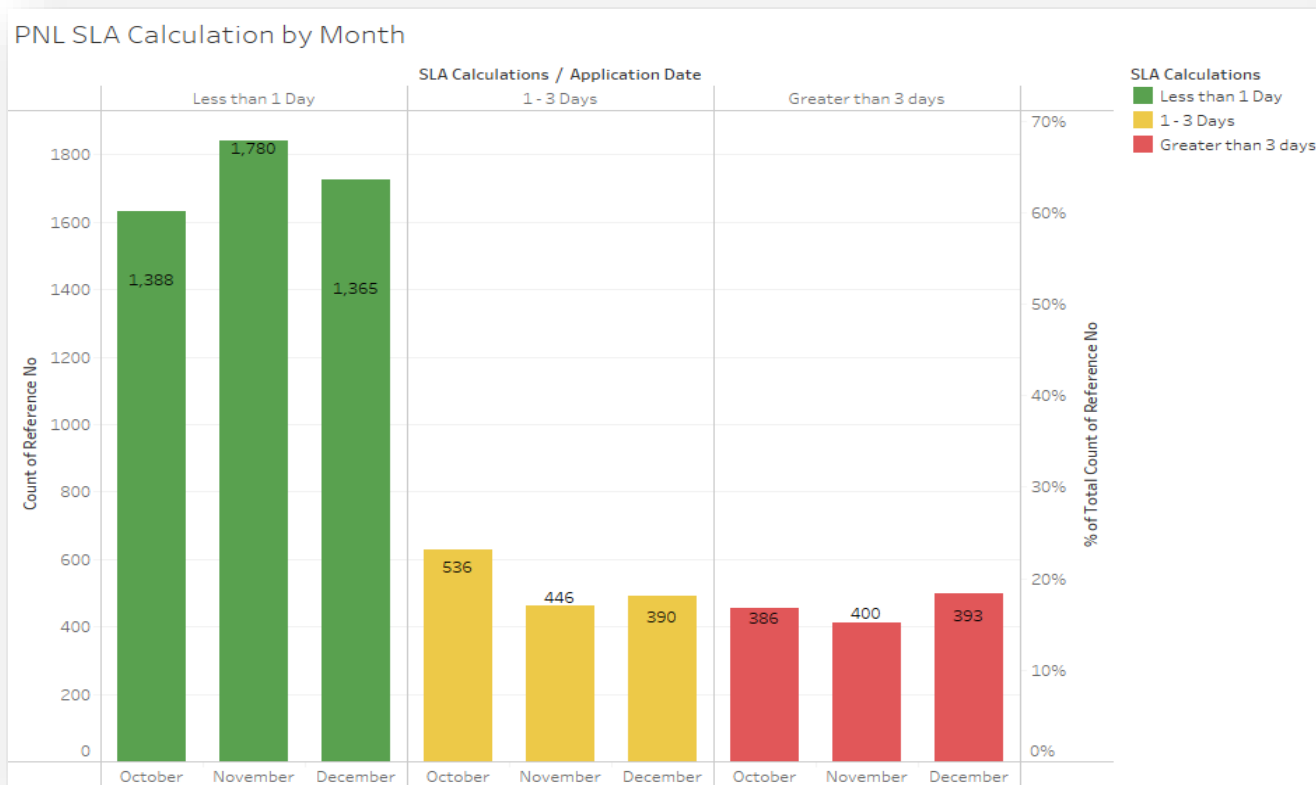
Agency processing efficiency for under one (1) day decreased from 71% to 64%, between one (1) to three (3) days remained at 18% and over three (3) days increased from 11% to 18%.

Note:

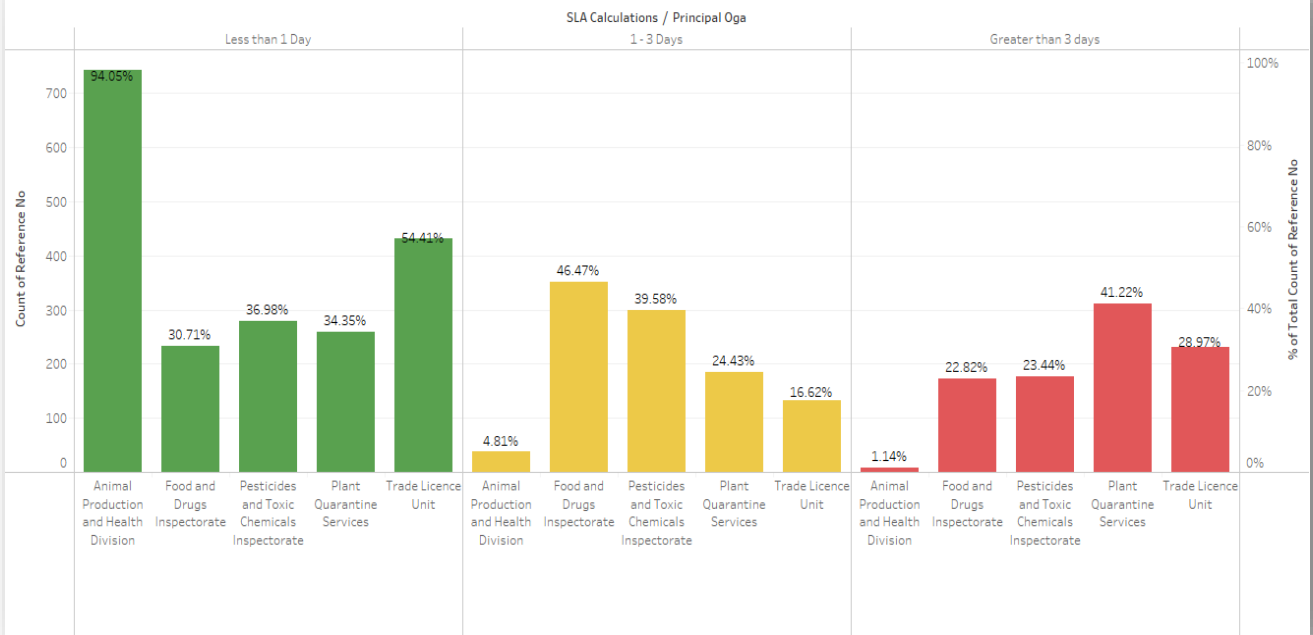
-  *Previous month's unprocessed applications that are processed in the next month can adversely impact processing efficiency graphically when reviewing month on month numbers.*

MODULE PERFORMANCE SUMMARY

Current Month Volume and Service Level per Agency



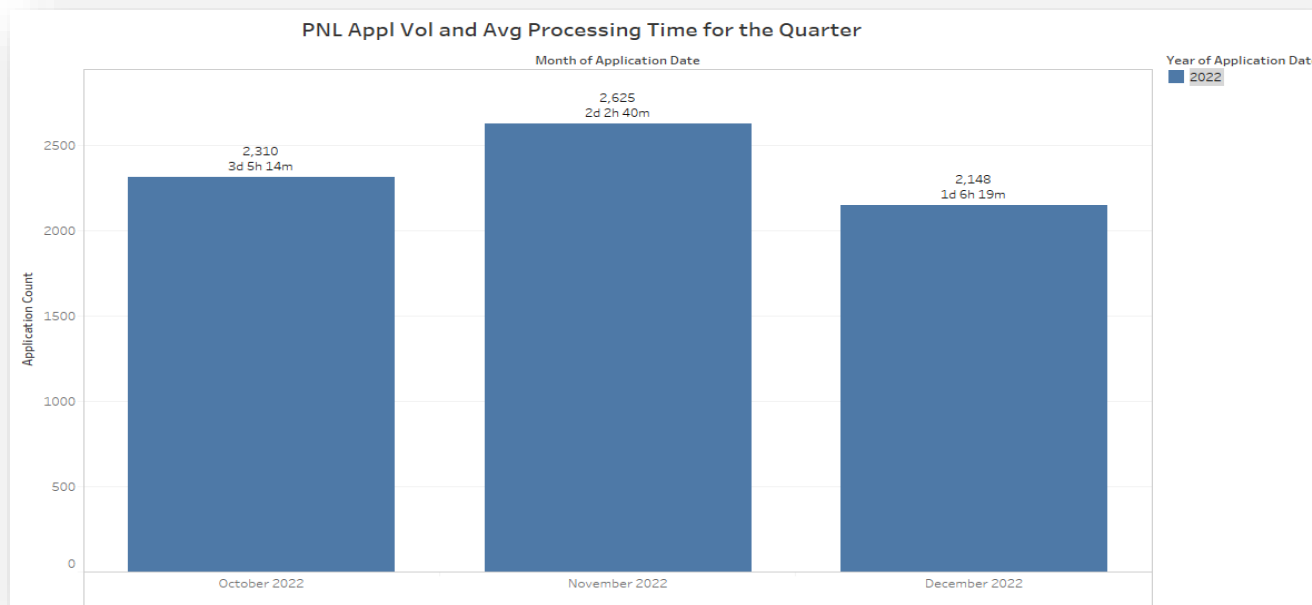
PNL SLA Calculation for Current Month per Agency



PNL SLA per Agency for the Current Month



Application Volume and Average Processing Time (past 3 months)



Time Series Service Level per Agency (past 3 months)

