



E-PERMITS AND LICENCES MODULE

Performance Report November 2022

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist

Performance Report for the Month Ending November 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 an increase in volume for the month of November moving from 2401 to 2783 applications representing a 16% increase month over month.

An average processing time for this period of one (1) day, two (2) hours and fifty - four (54) minutes was achieved for the month of November 2022.

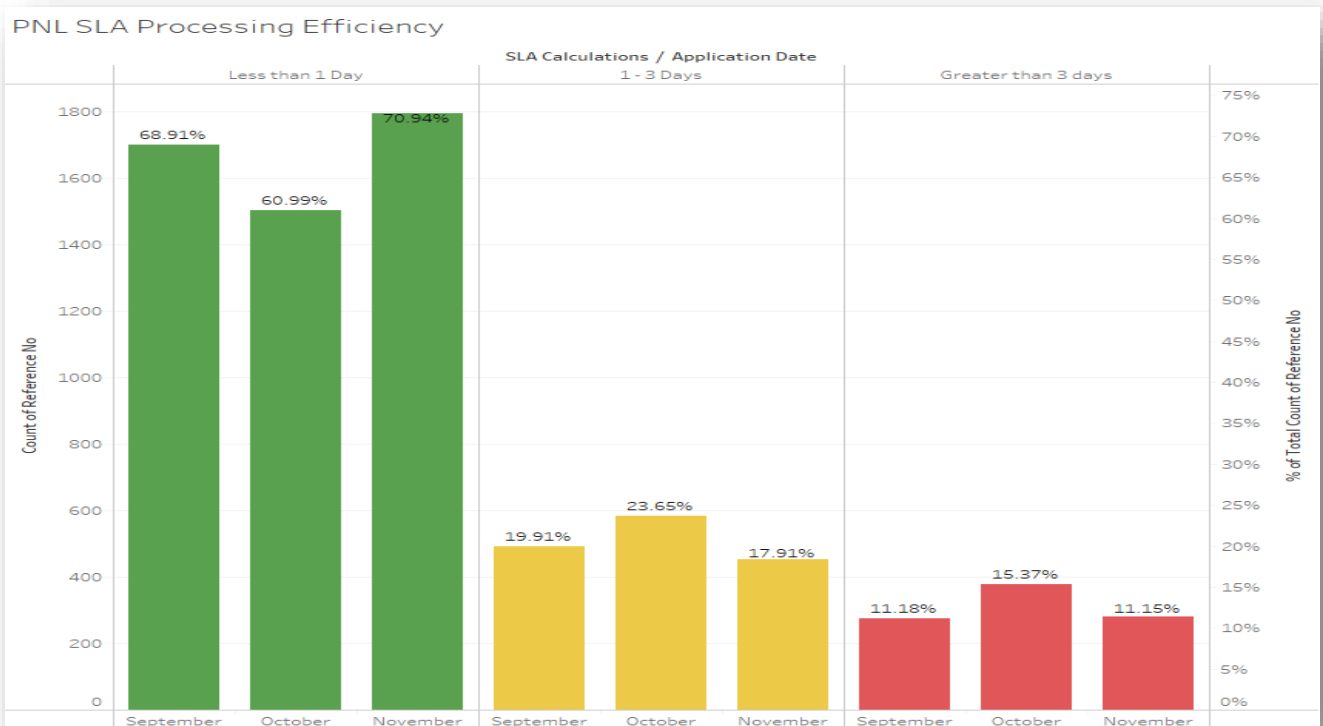
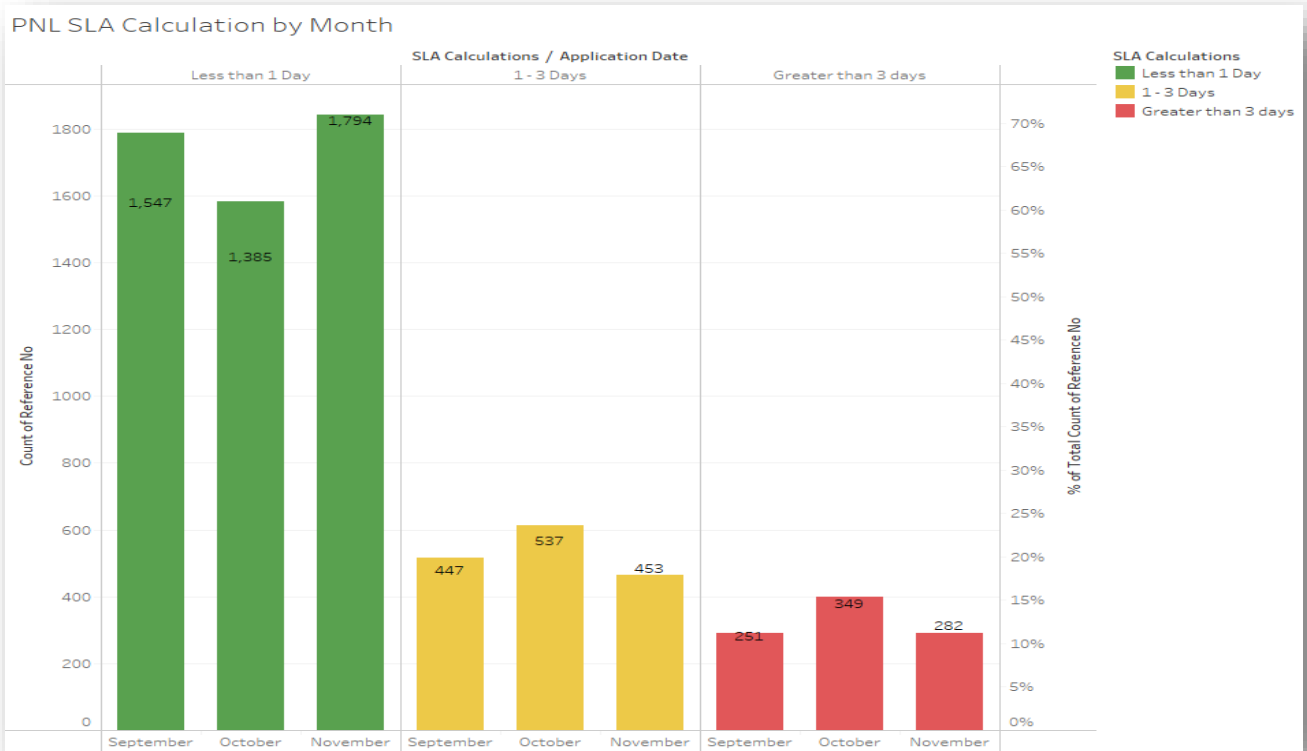
Agency processing efficiency for under one (1) day increased from 61% to 71%, between one (1) to three (3) days decreased from 23% to 18%, and over three (3) days decreased from 15% to 11%.

Note:

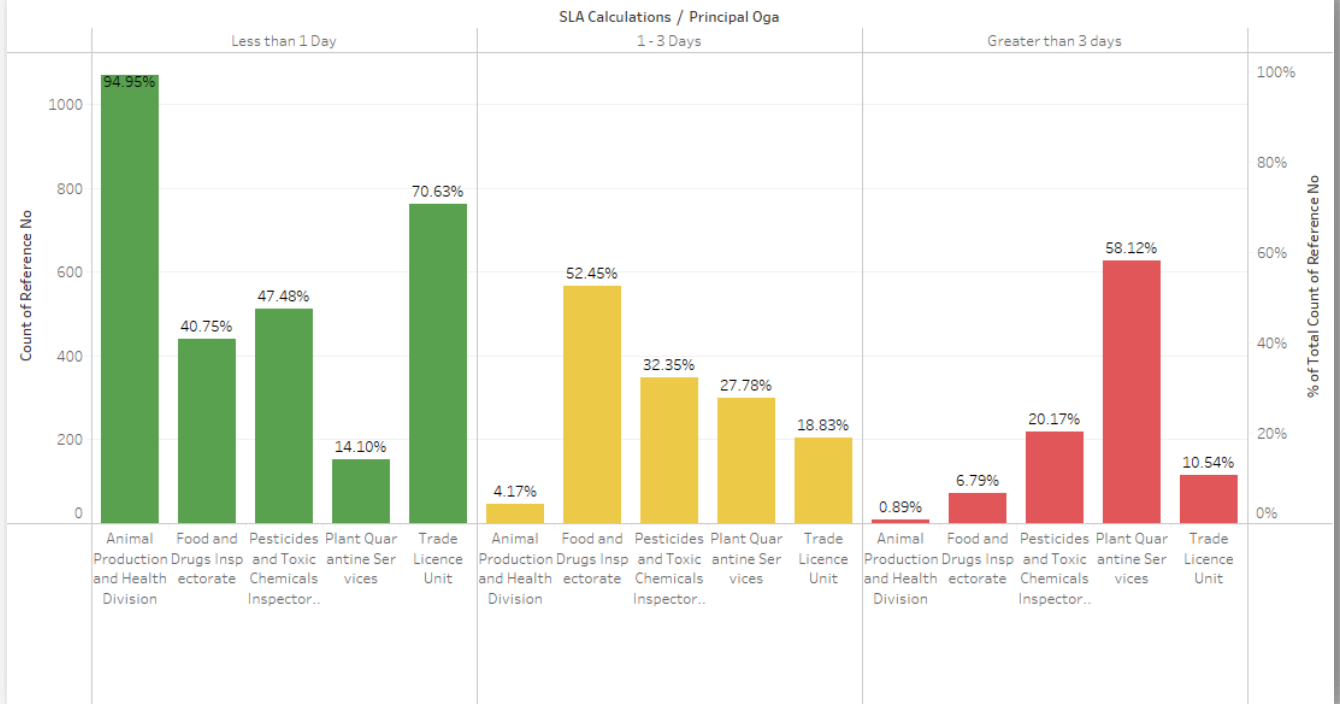
-  *Previous month's unprocessed applications that are processed in the next month can adversely impact processing efficiency graphically when reviewing month on month numbers.*

MODULE PERFORMANCE SUMMARY

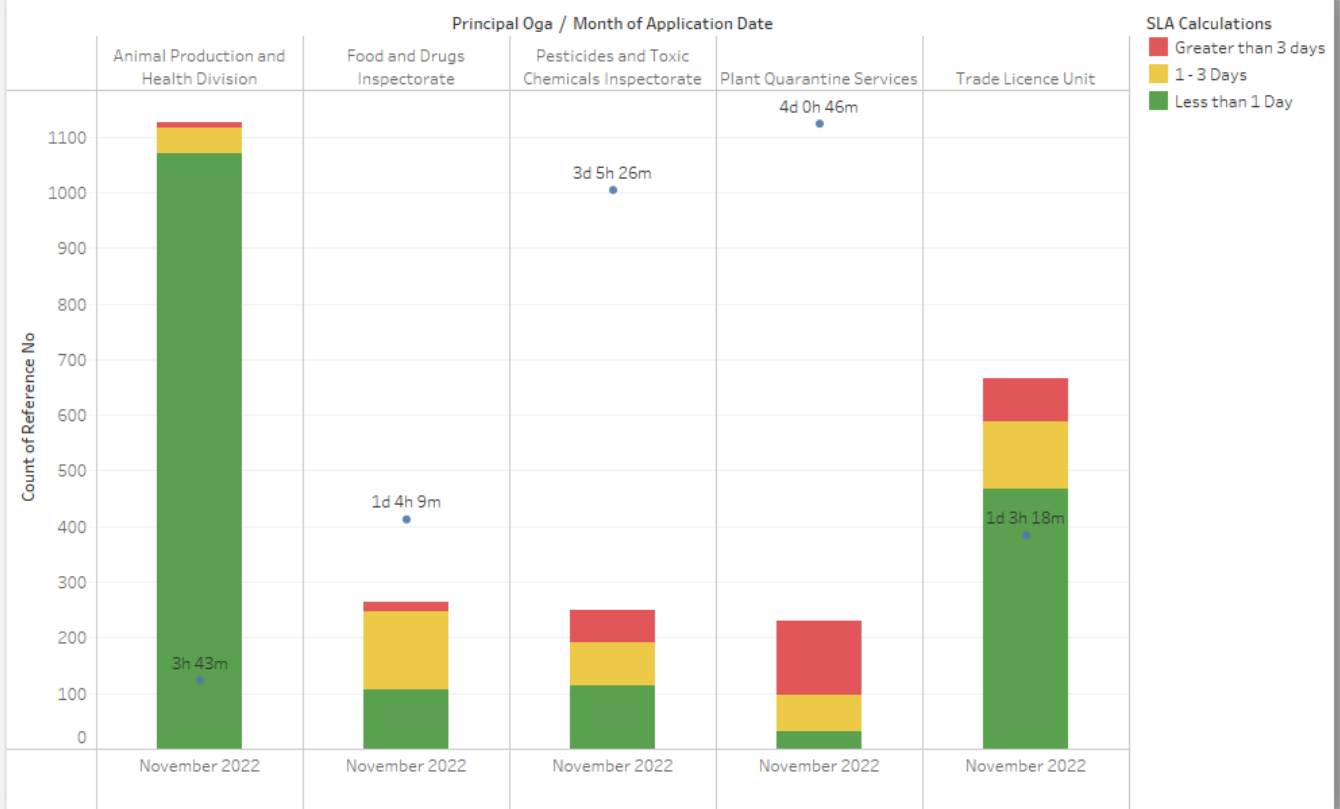
Current Month Volume and Service Level per Agency



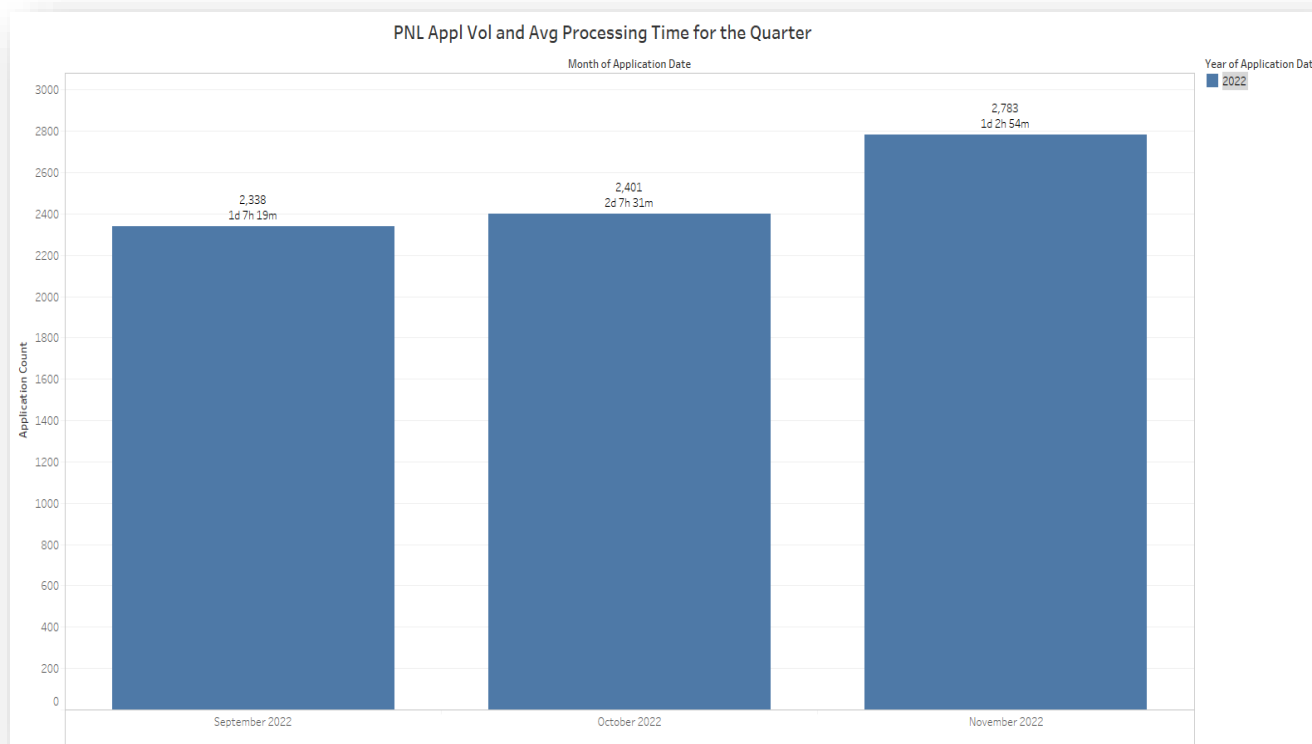
PNL SLA Calculation for Current Month per Agency



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)

