



# E-PERMITS AND LICENCES MODULE

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## Performance Report January 2023

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending January 2023

## 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 January moving from 2148 to 3084 applications representing a 44% increase month over month.

An average processing time for this period of one (1) day, four (4) hours and twenty - five (25) minutes was achieved for the month of January 2023.

Agency processing efficiency for under one (1) day remained at 62%, between one (1) to three (3) days increased from 18% to 24% and over three (3) days decreased from 19% to 13%.

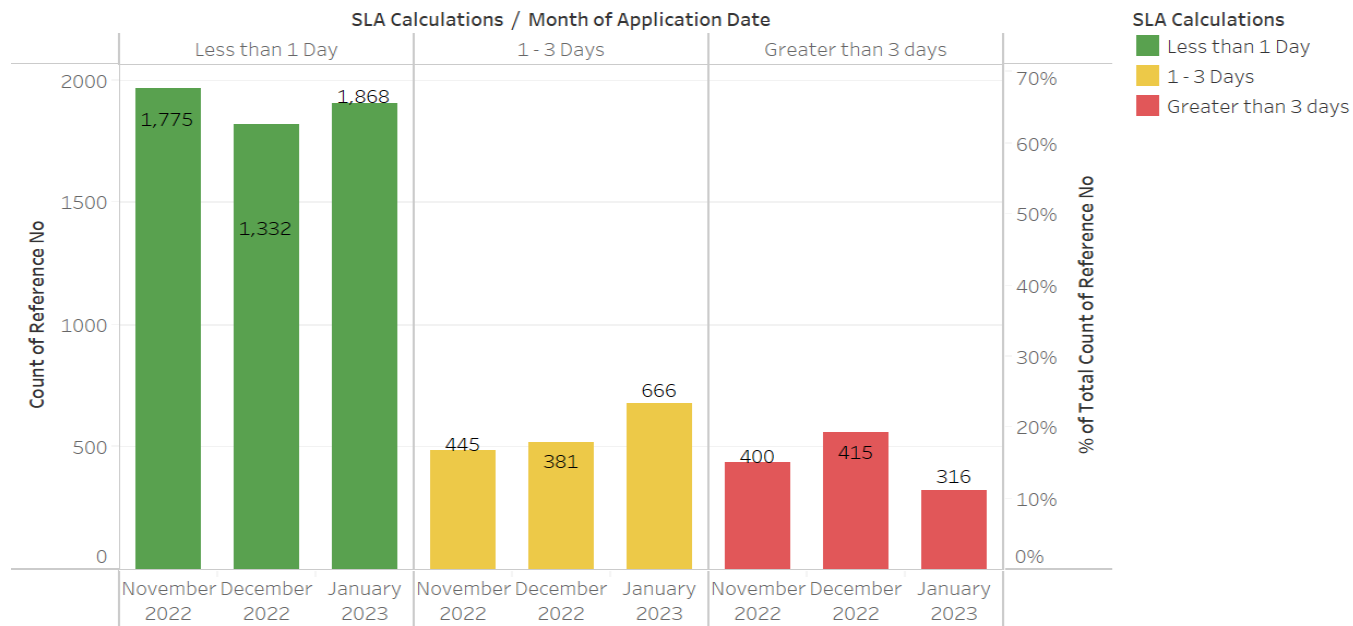
### Note:

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

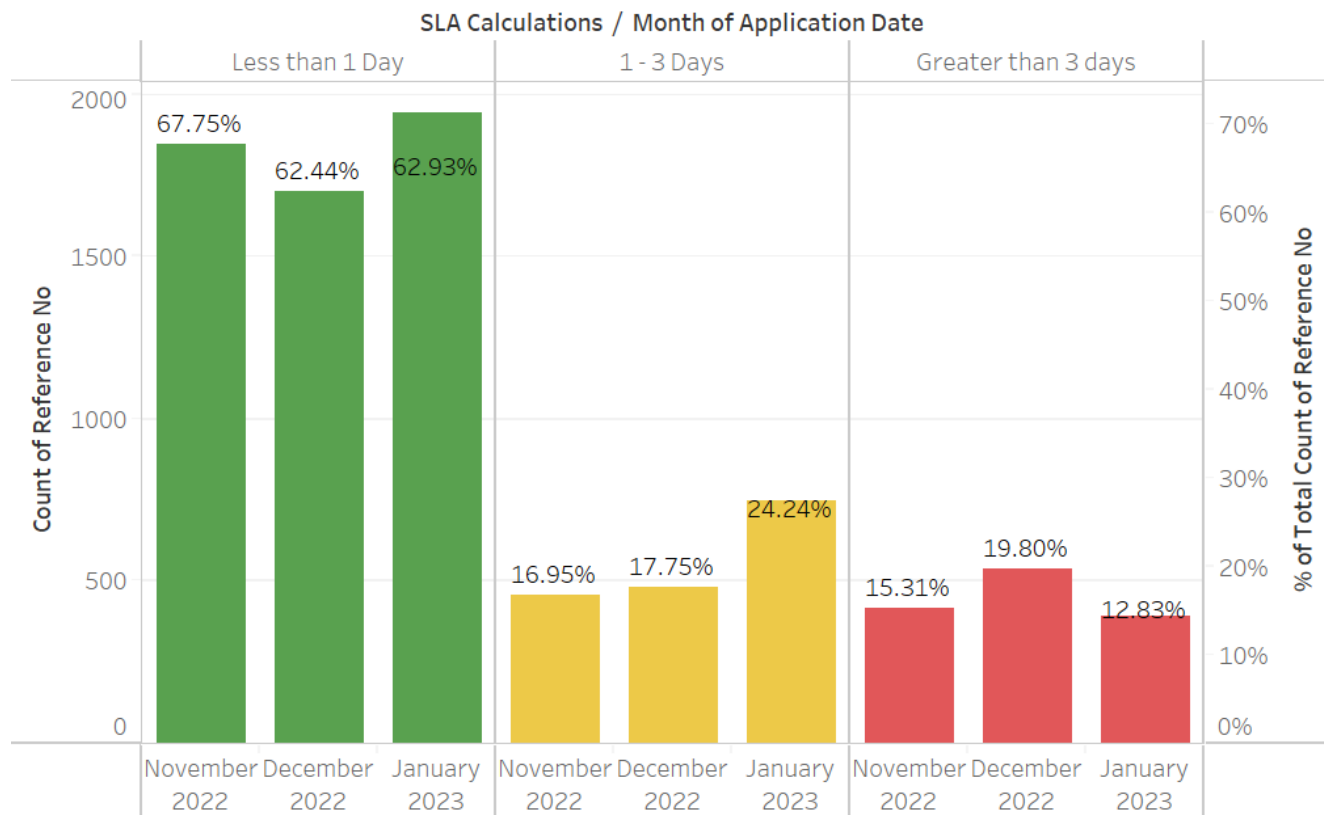
## MODULE PERFORMANCE SUMMARY

### Current Month Volume and Service Level per Agency

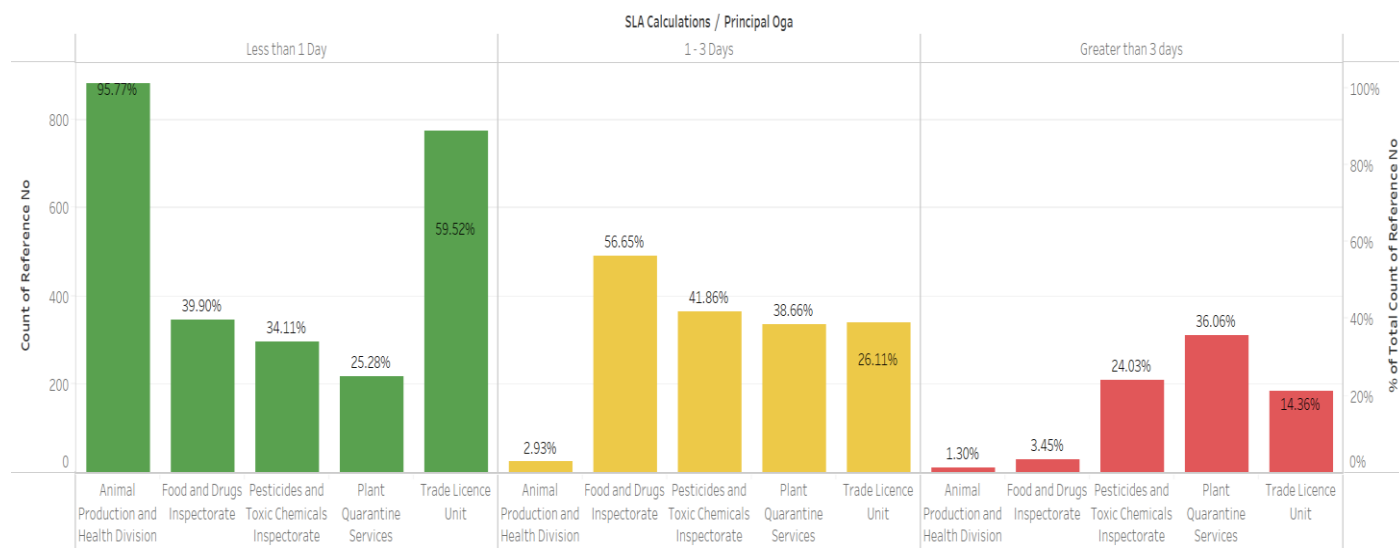
#### PNL SLA Calculation by Month



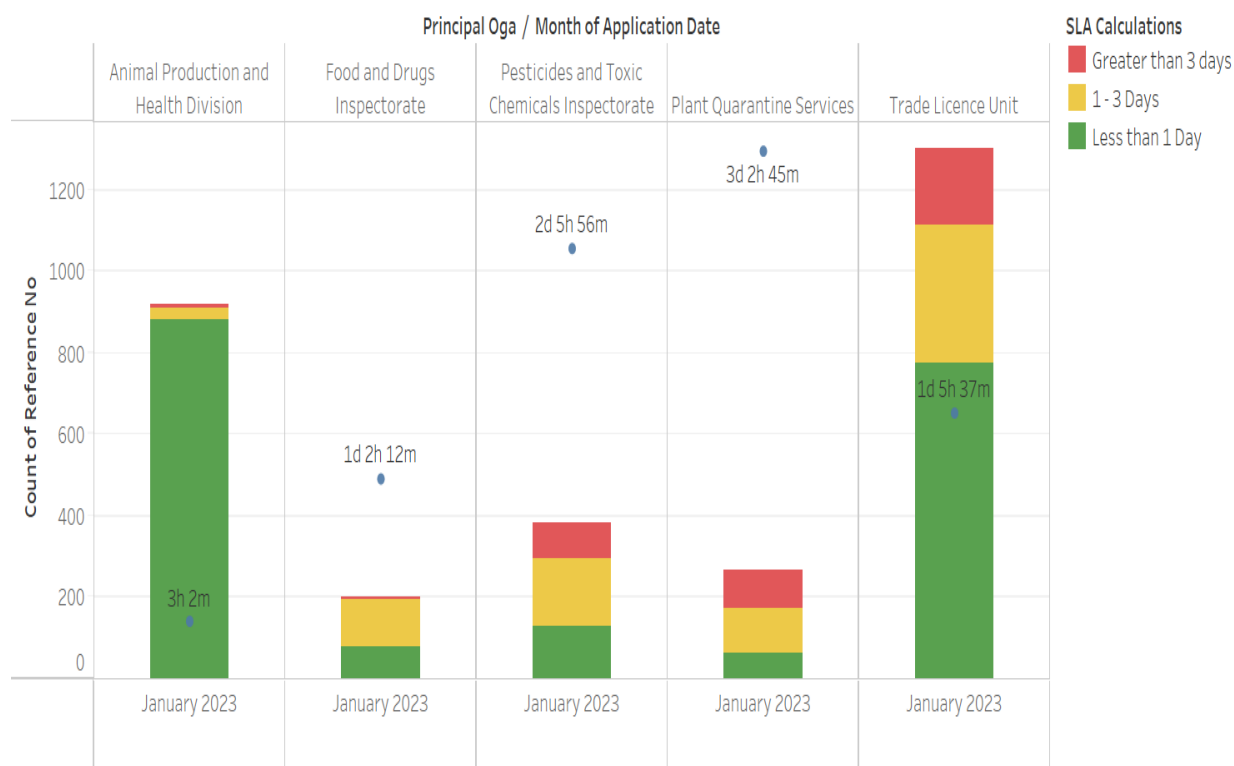
#### PNL SLA Processing Efficiency



## PNL SLA Calculation for Current Month per Agency

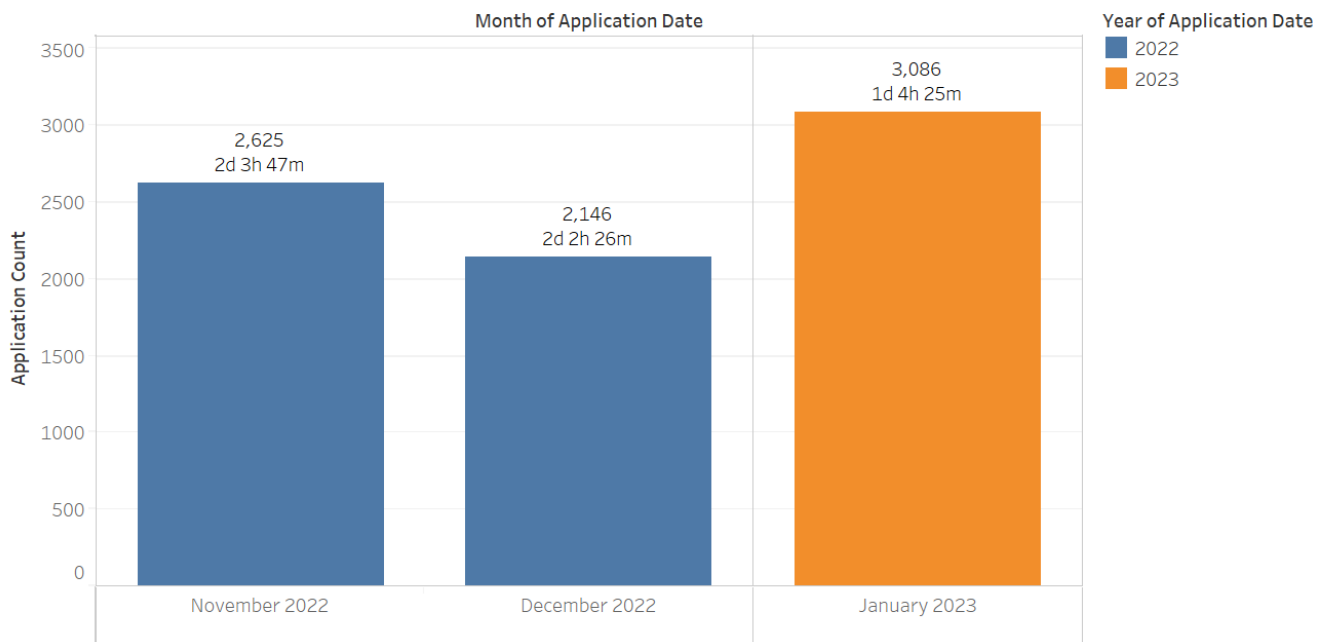


## PNL SLA per Agency for the Current Month



## Application Volume and Average Processing Time (past 3 months)

PNL Appl Vol and Avg Processing Time for the Quarter



## Time Series Service Level per Agency (past 3 months)

PNL SLA per Agency for the Quarter

