



# E-PERMITS AND LICENCES MODULE

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## Performance Report April 2023

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

Prepared by Rodney N. Ali  
SEW Specialist

# Performance Report for the Month Ending April 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 April moving from 2483 to 2170 applications representing a 13% decrease month over month.

An average processing time for this period of one (1) day, six (6) hours and fifty - two (52) minutes was achieved for the month of April 2023.

Agency processing efficiency for under one (1) day moved from 68% to 66%, between one (1) to three (3) days increased from 17% to 20% and over three (3) days decreased from 15% to 14%.

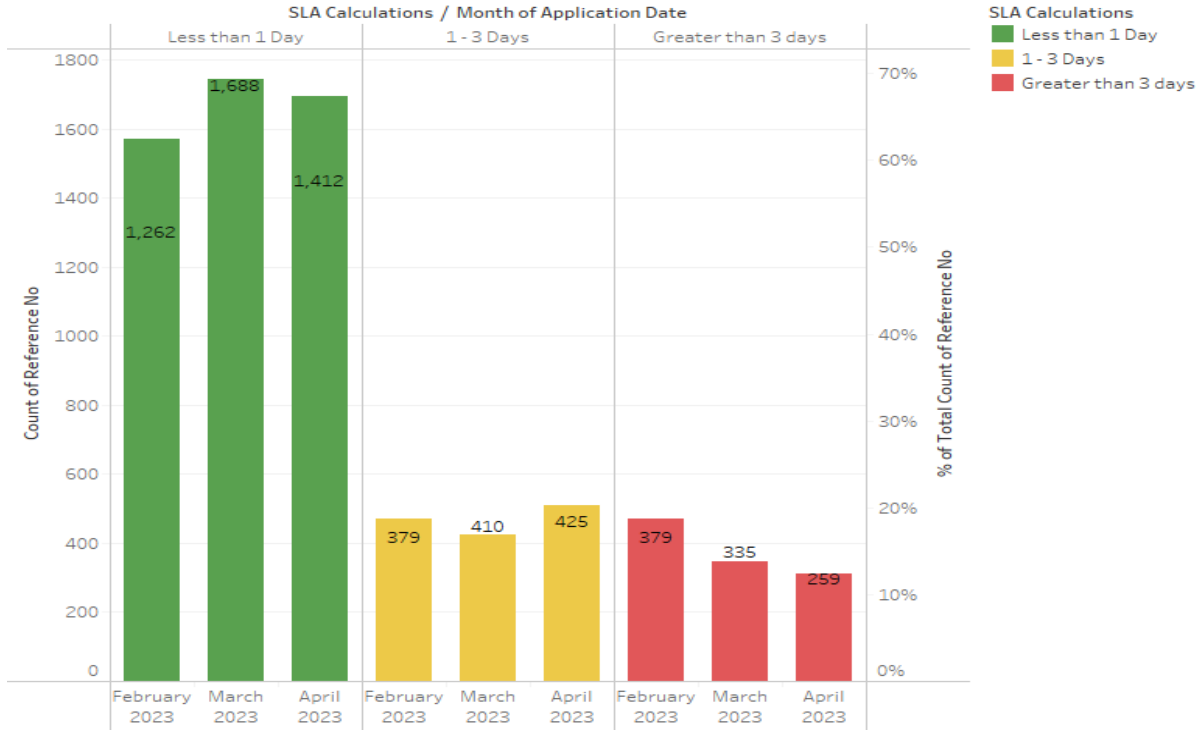
### Note:

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

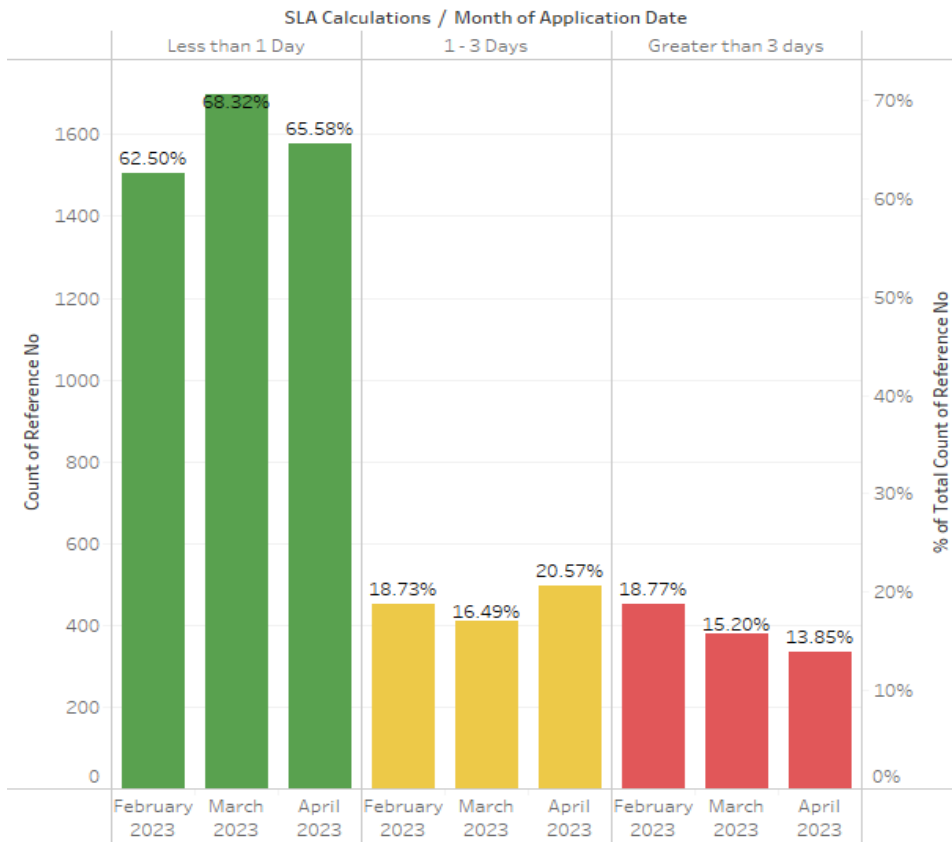
## MODULE PERFORMANCE SUMMARY

### Current Month Volume and Service Level per Agency

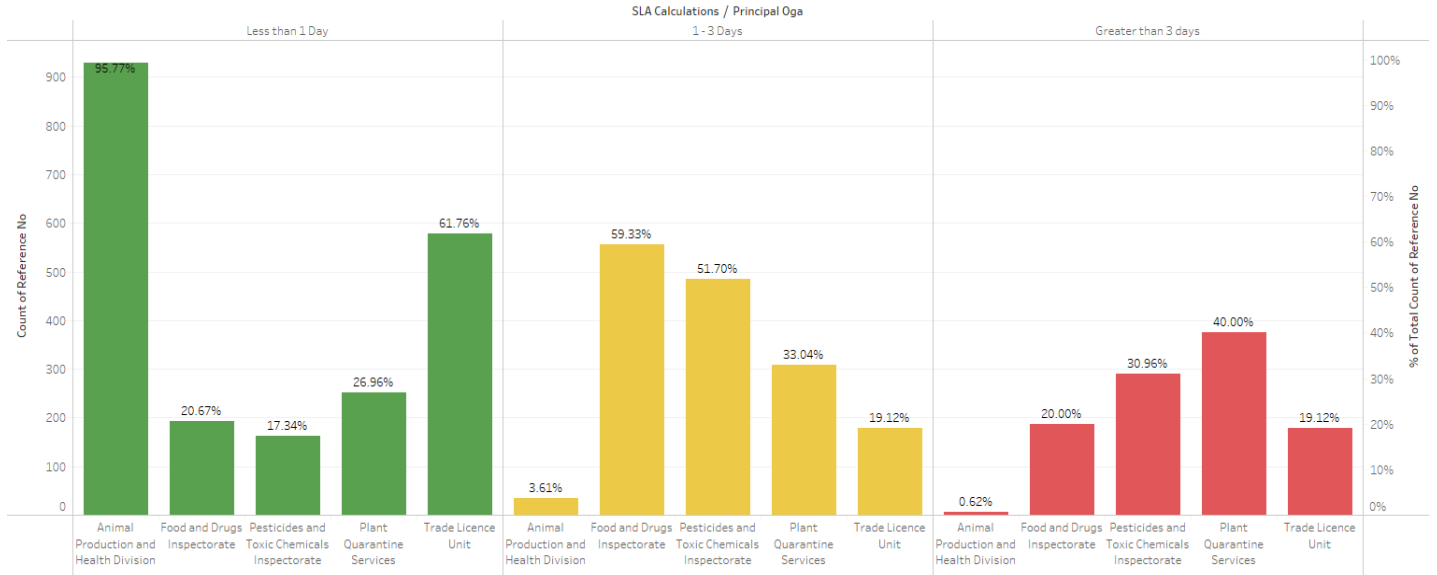
PNL SLA Calculation by Month



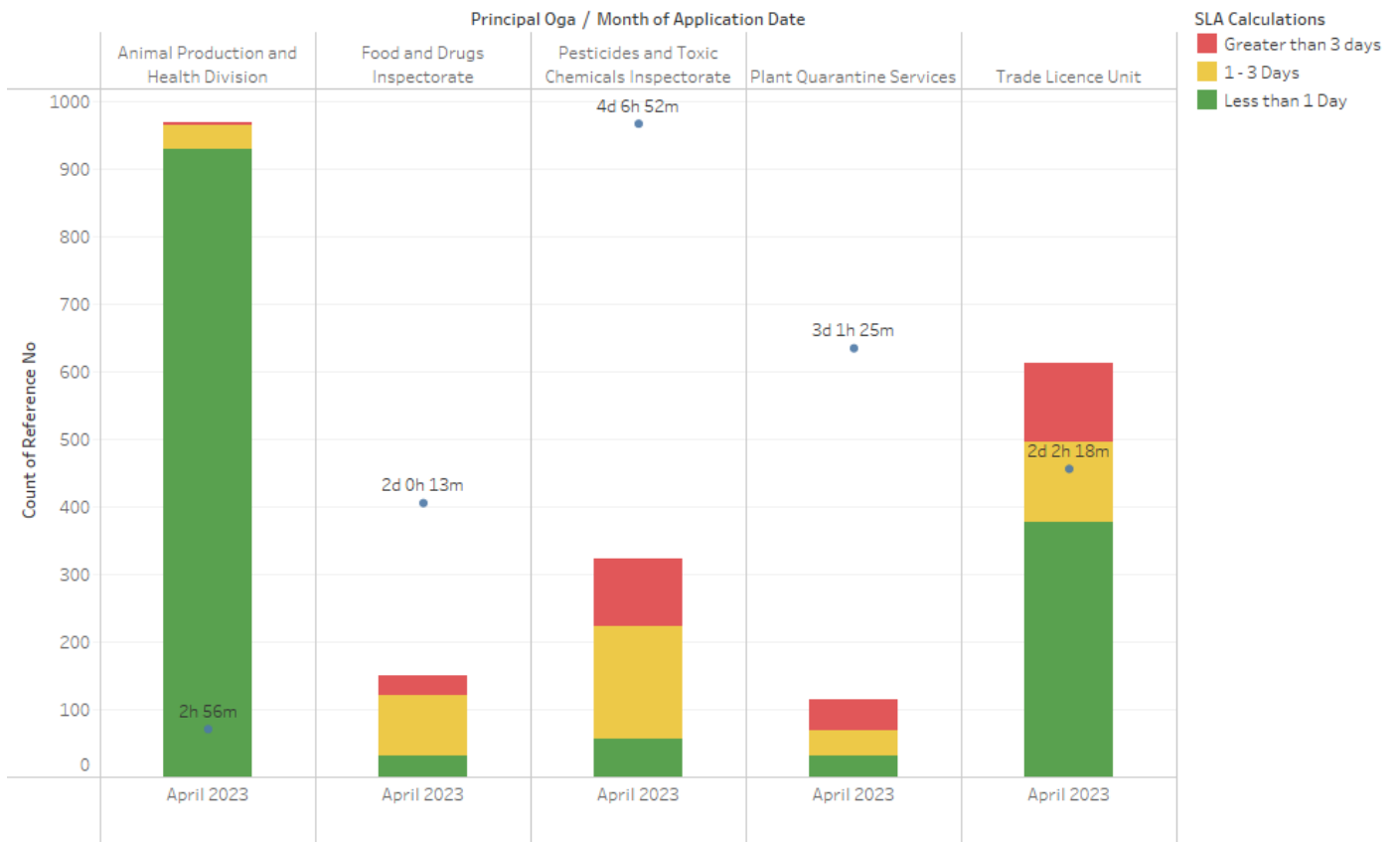
PNL SLA Processing Efficiency



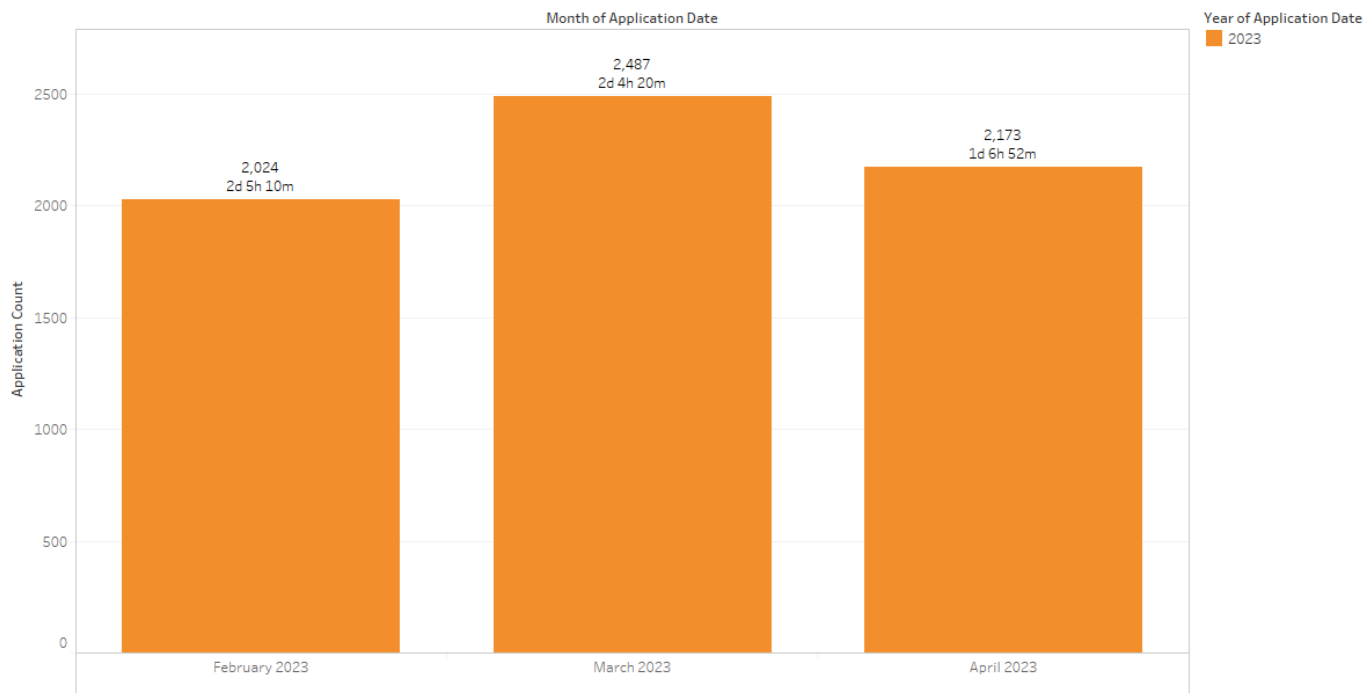
PNL SLA Calculation for Current Month per Agency



PNL SLA per Agency for the Current Month



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



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

PNL SLA per Agency for the Quarter

