



E-PERMITS AND LICENCES MODULE

Performance Report March 2023

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending March 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 an increase in volume for the month of March moving from 2022 to 2483 applications representing a 23% increase month over month.

An average processing time for this period of two (2) days, two (2) hours and fifty - eight (58) minutes was achieved for the month of March 2023.

Agency processing efficiency for under one (1) day moved from 64% to 68%, between one (1) to three (3) days decreased from 19% to 17% and over three (3) days decreased from 17% to 15%.

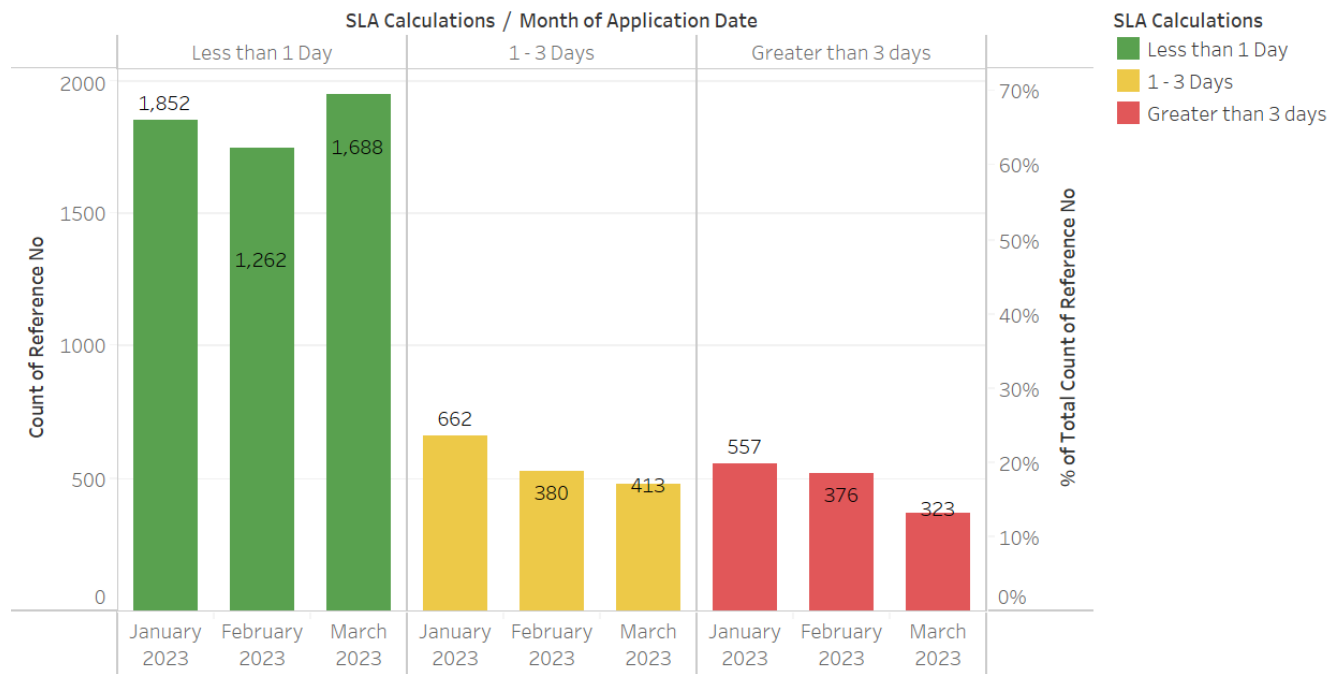
Note:

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

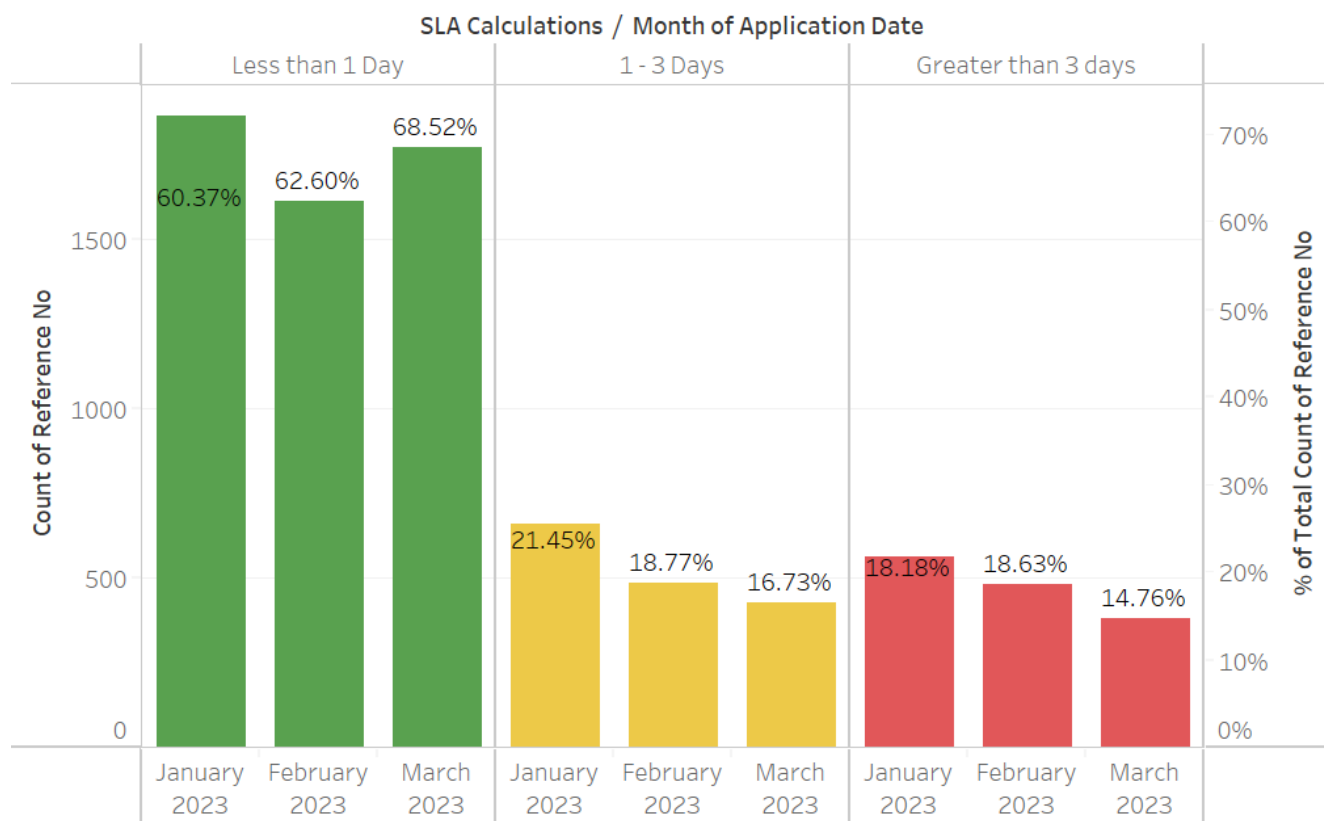
MODULE PERFORMANCE SUMMARY

Current Month Volume and Service Level per Agency

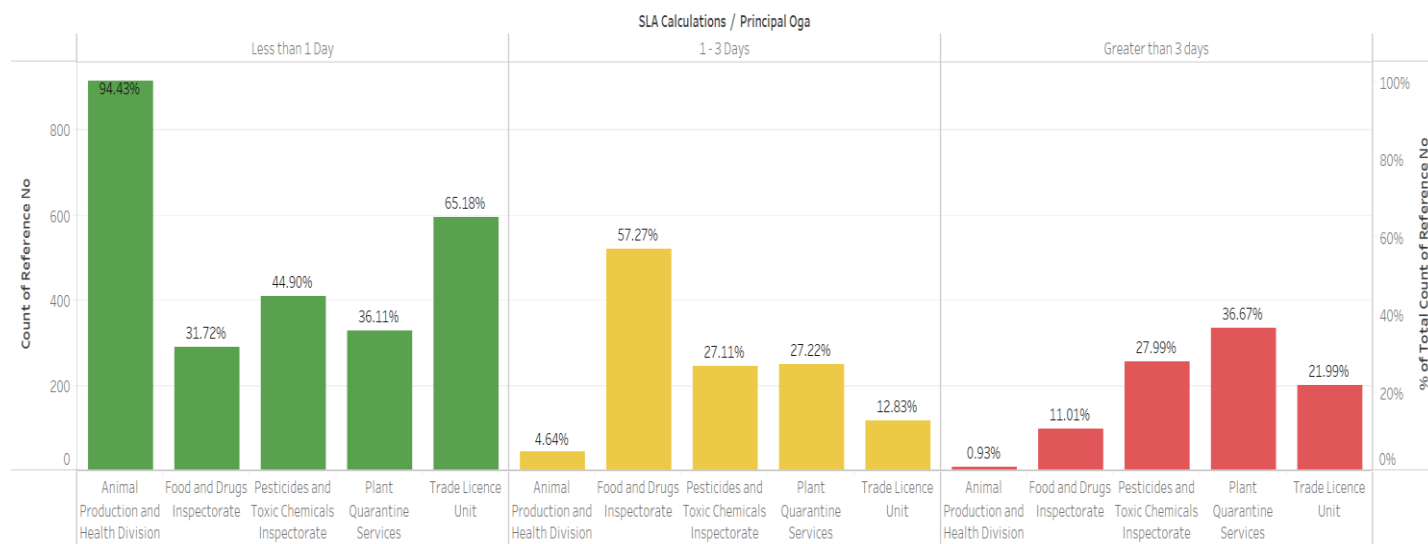
PNL SLA Calculation by Month



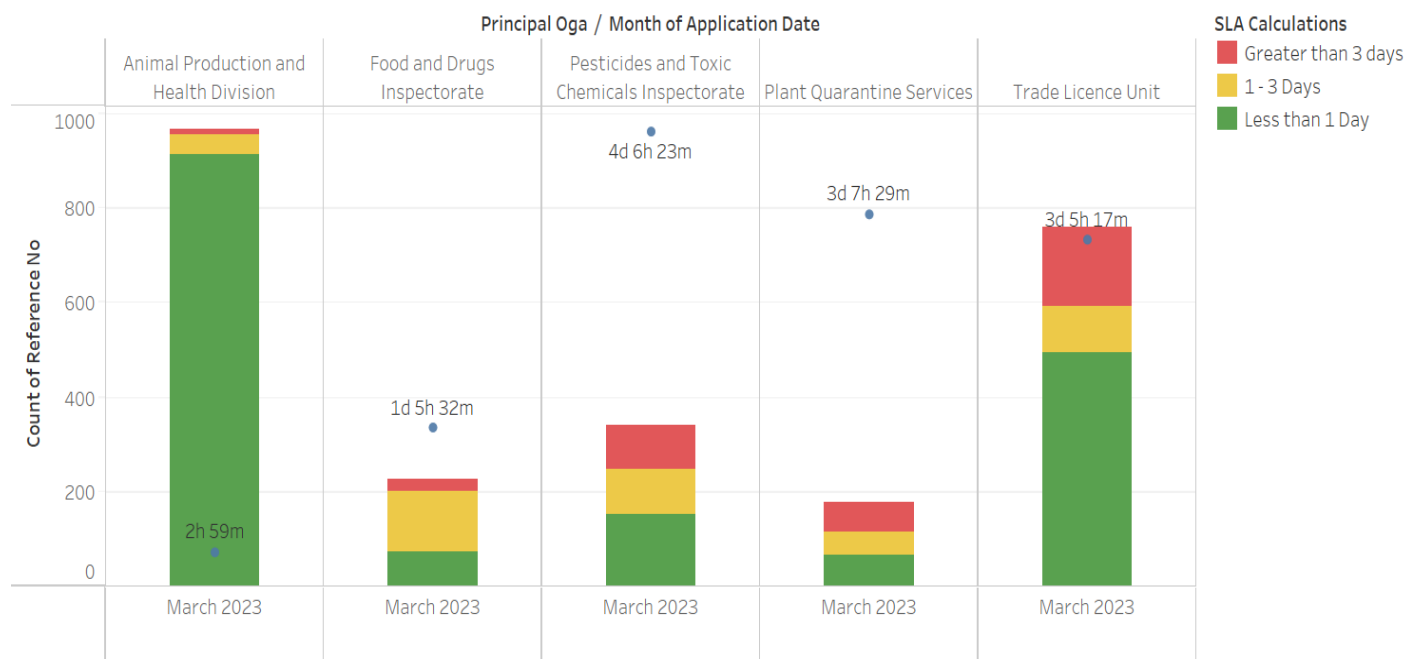
PNL SLA Processing Efficiency



PNL SLA Calculation for Current Month per Agency

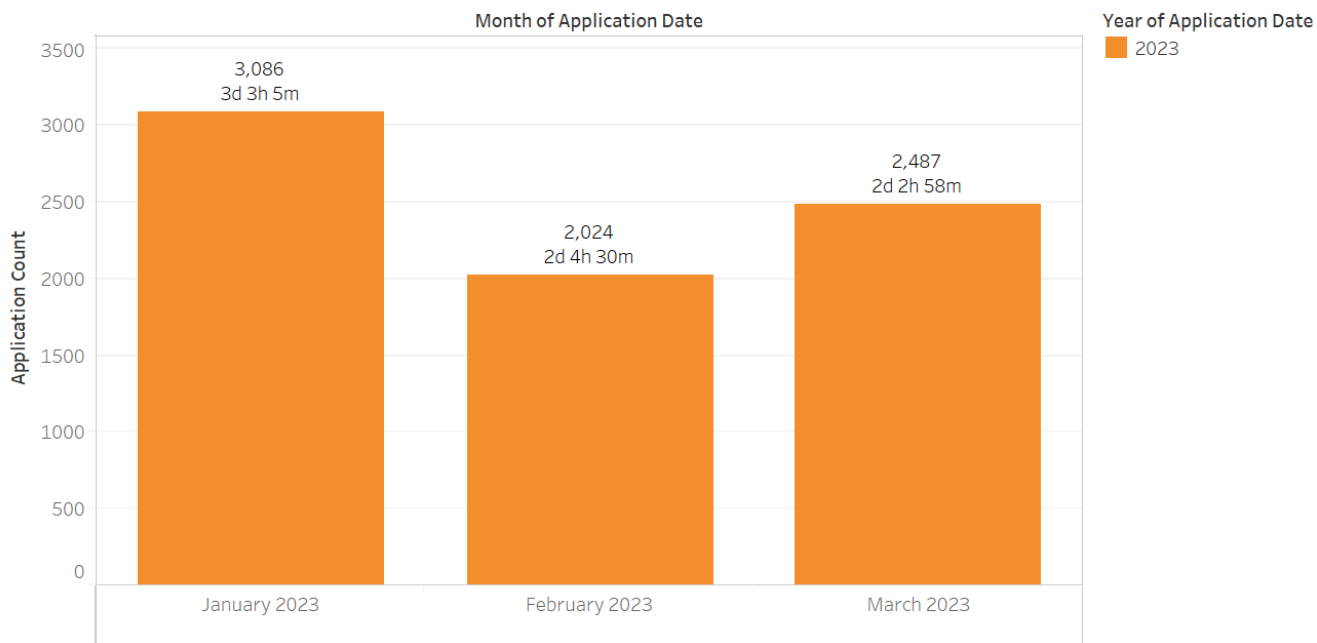


PNL SLA per Agency for the Current Month



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

