



E-PERMITS AND LICENCES MODULE

Performance Report September 2023

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending September 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 September moving from 2469 to 2236 applications representing a 9% decrease month over month.

An average processing time for this period of 5.44 days was achieved for the month of September 2023.

Agency processing efficiency for under one (1) day decreased from 64% to 57%, between one (1) to three (3) days decreased 16% to 15%, and over three (3) days increased from 20% to 28%.

The number of unprocessed applications during this time decreased from 1% to nil.

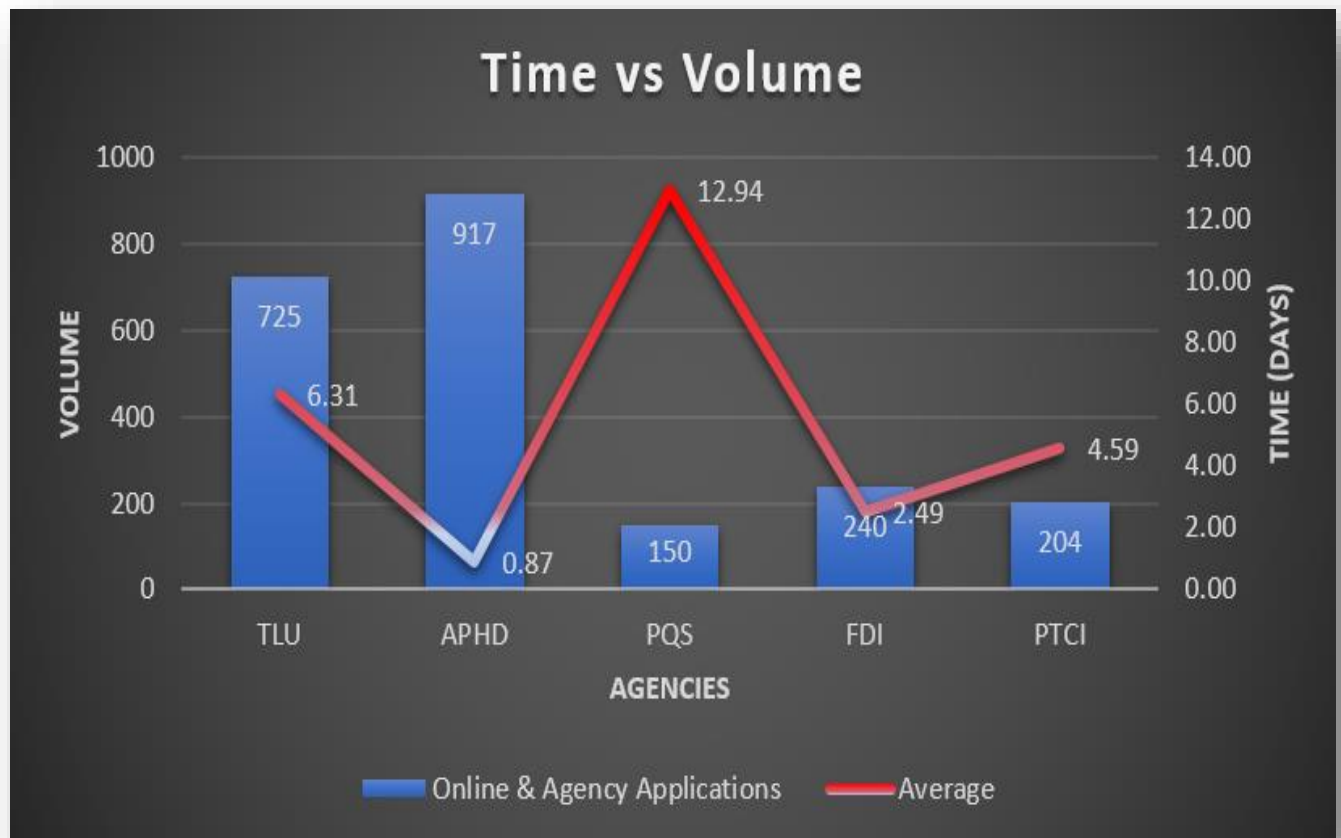
Note:

- ✚ *Unprocessed status represent applications received by/submitted to an Approving Agency outside of regular working hours i.e. Weekends and Public Holidays, but which haven't been processed by the Agency at the time of producing this report.*
- ✚ *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

Service Levels	TLU		APHD		PQS		FDI		PTCI	
<1 day	350	48%	756	82%	15	10%	83	35%	79	39%
1-3 days	91	13%	97	11%	3	2%	85	35%	55	27%
>3 days	284	39%	64	7%	132	88%	72	30%	68	33%
Unprocessed	0	0%	0	0%	0	0%	0	0%	2	1%
Total	725		917		150		240		204	
Average Time (days)	6.31		0.87		12.94		2.49		4.59	



Time Series Service Level per Agency (past 3 months)

