



E-PERMITS AND LICENCES MODULE

Performance Report August 2023

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending August 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 August moving from 2155 to 2469 applications representing a 15% increase month over month.

An average processing time for this period of 3.57 days was achieved for the month of August 2023.

Agency processing efficiency for under one (1) day increased from 62% to 64%, between one (1) to three (3) days remained at 16%, and over three (3) days decreased from 21% to 20%.

The number of unprocessed applications during this time remained at 1%.

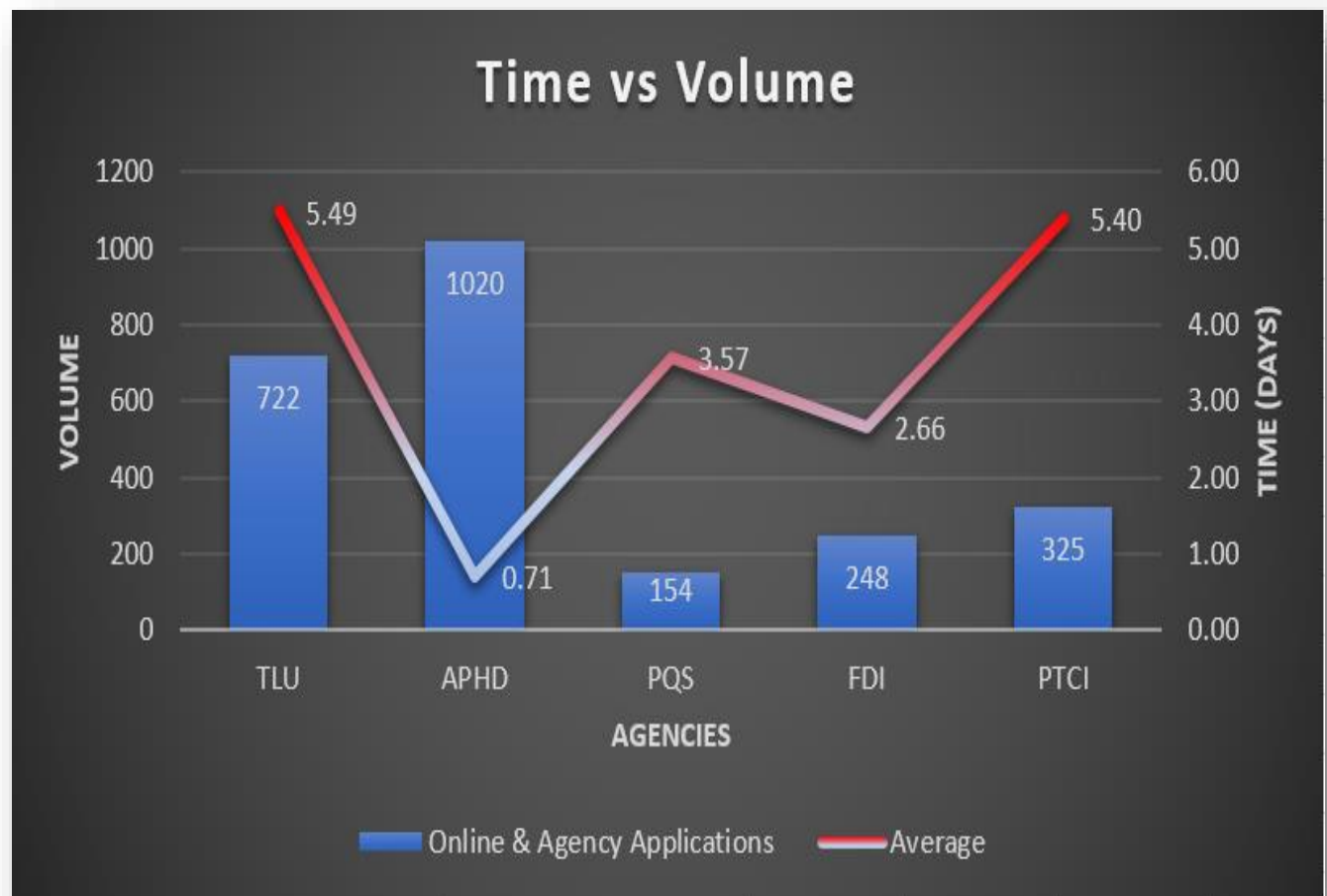
Note:

- ✚ *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	408	57%	866	85%	76	49%	90	36%	144	44%
1-3 days	99	14%	115	11%	26	17%	108	44%	52	16%
>3 days	214	30%	39	4%	52	34%	50	20%	127	39%
Unprocessed	1	0%	0	0%	0	0%	0	0%	2	1%
Total	722		1020		154		248		325	
Average Time (days)	5.49		0.71		3.57		2.66		5.40	



Time Series Service Level per Agency (past 3 months)

