



# E-PERMITS AND LICENCES MODULE

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## Performance Report December 2023

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending December 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 December moving from 2576 to 2284 applications representing an 11% decrease month over month.

An average processing time for this period of 2.11 days was achieved for the month of December 2023.

Agency processing efficiency for under one (1) day decreased from 59% to 56%, between one (1) to three (3) days increased 17% to 21%, and over three (3) days decreased from 23% to 15%.

The number of unprocessed applications during this time increased from 1% to 8%.

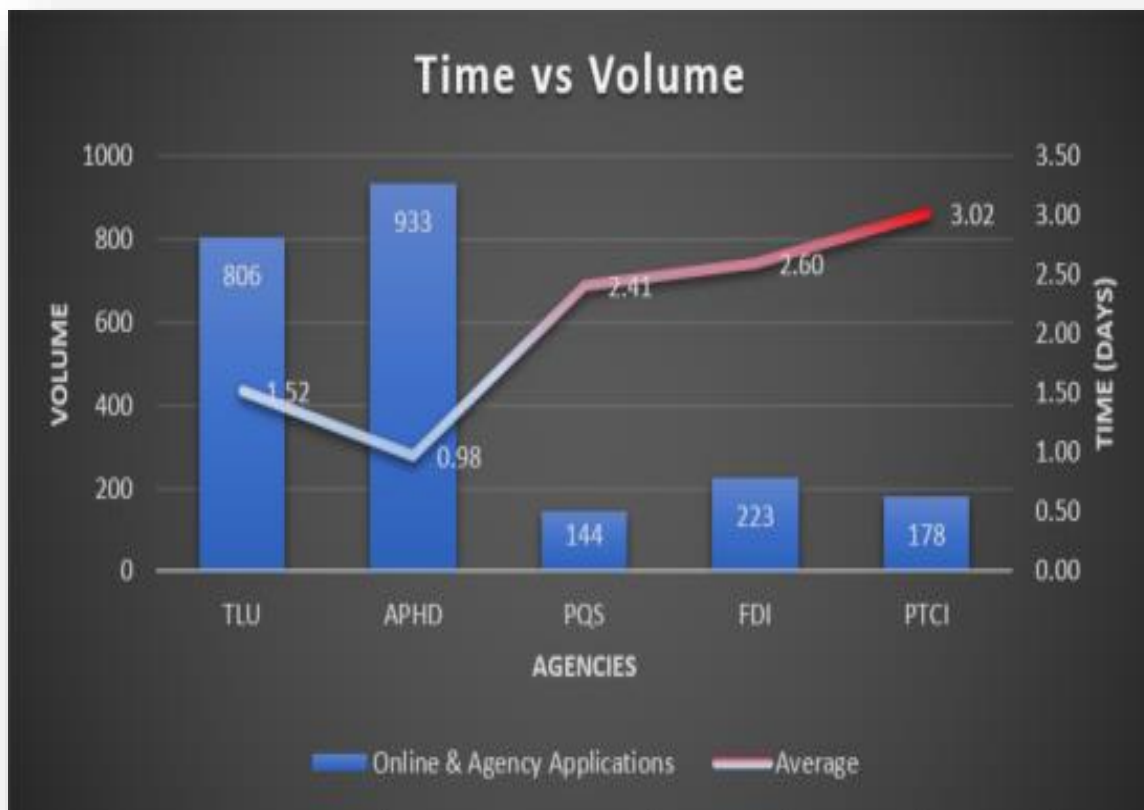
### Note:

- ✚ *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	442	55%	654	70%	67	47%	55	25%	67	38%
1-3 days	94	12%	208	22%	26	18%	118	53%	24	13%
>3 days	113	14%	71	8%	47	33%	50	22%	51	29%
Unprocessed	157	19%	0	0%	4	3%	0	0%	36	20%
Total	806		933		144		223		178	
Average Time (days)	1.52		0.98		2.41		2.60		3.02	



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

