



E-PERMITS AND LICENCES MODULE

Performance Report February 2024

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending February 2024

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 February moving from 3625 to 2670 applications representing a 26% decrease month over month.

An average processing time for this period of 2.36 days was achieved for the month of February 2024.

Agency processing efficiency for under one (1) day increased from 46% to 58%, between one (1) to three (3) days decreased 16% to 11%, and over three (3) days decreased from 34% to 17%.

The number of unprocessed applications during this time increased from 4% to 14%.

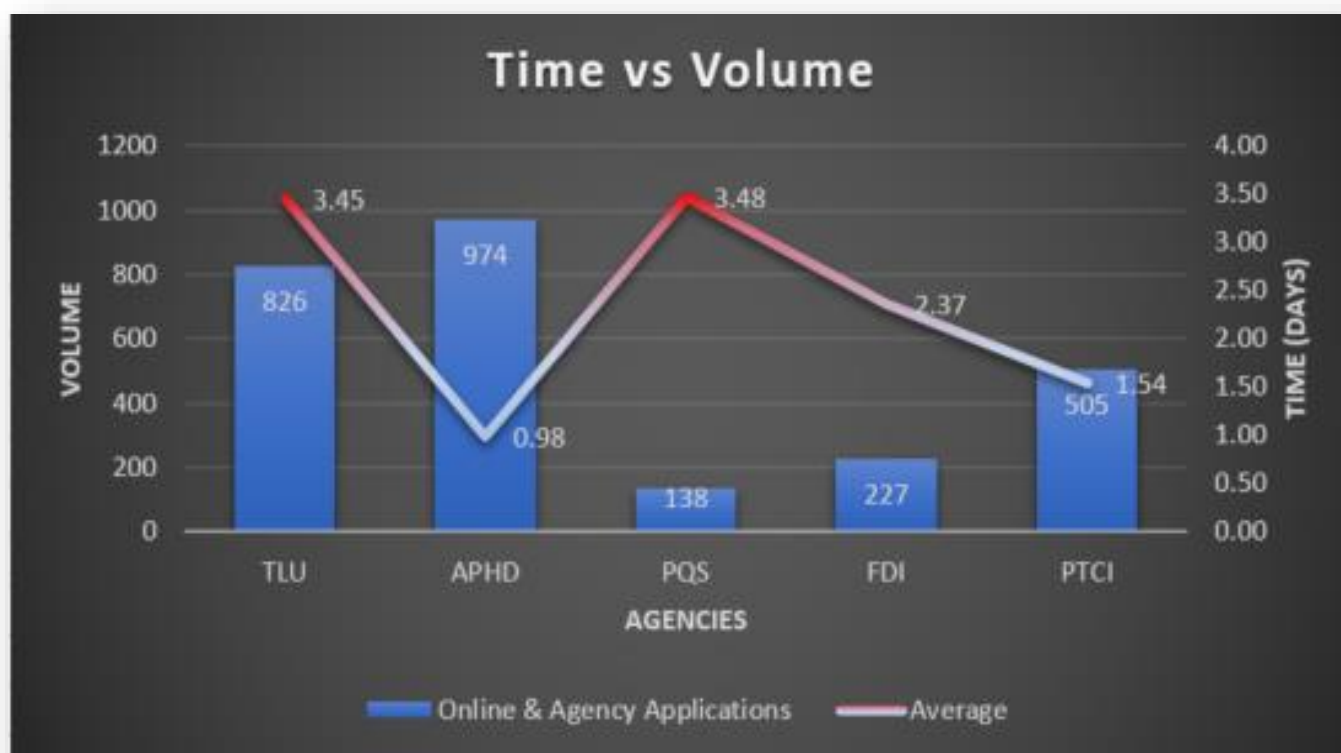
Note:

- ✚ *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	438	53%	809	83%	32	23%	91	40%	182	36%
1-3 days	88	11%	115	12%	11	8%	48	21%	24	5%
>3 days	228	28%	49	5%	58	42%	86	38%	42	8%
Unprocessed	72	9%	1	0%	37	27%	2	1%	257	51%
Total	826		974		138		227		505	
Average Time (days)	3.45		0.98		3.48		2.37		1.54	



Time Series Service Level per Agency (past 3 months)

