



# E-PERMITS AND LICENCES MODULE

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## Performance Report January 2024

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending January 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 an increase in volume for the month of January moving from 2284 to 3625 applications representing a 59% increase month over month.

An average processing time for this period of 4.52 days was achieved for the month of January 2024.

Agency processing efficiency for under one (1) day decreased from 56% to 46%, between one (1) to three (3) days decreased 21% to 16%, and over three (3) days increased from 15% to 34%.

The number of unprocessed applications during this time decreased from 8% to 4%.

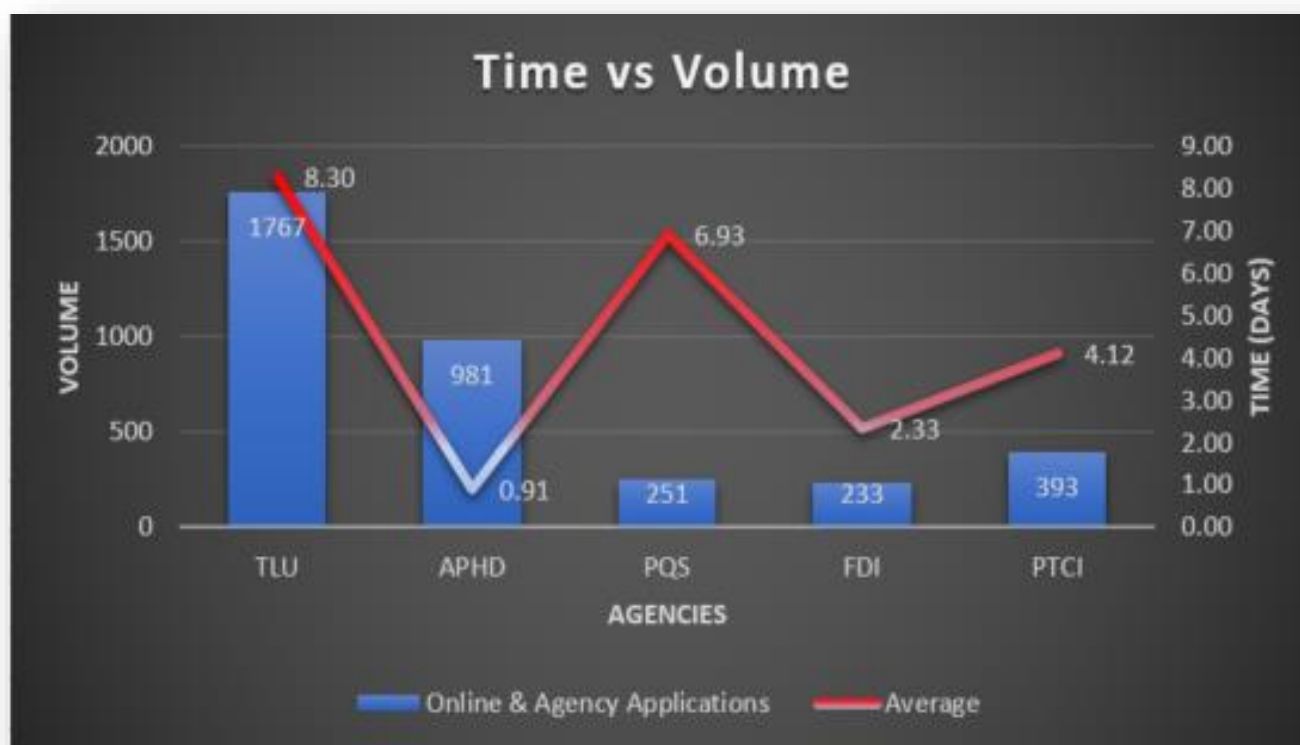
### Note:

- ✚ *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	569	32%	823	84%	39	16%	88	38%	160	41%
1-3 days	269	15%	113	12%	42	17%	84	36%	75	19%
>3 days	875	50%	45	5%	170	68%	61	26%	86	22%
Unprocessed	54	3%	0	0%	0	0%	0	0%	72	18%
Total	1767		981		251		233		393	
Average Time (days)	8.30		0.91		6.93		2.33		4.12	



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

