



# E-PERMITS AND LICENCES MODULE

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## Performance Report November 2023

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending November 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 November moving from 2728 to 2576 applications representing a 6% decrease month over month.

An average processing time for this period of 3.78 days was achieved for the month of November 2023.

Agency processing efficiency for under one (1) day increased from 50% to 59%, between one (1) to three (3) days decreased 18% to 17%, and over three (3) days decreased from 33% to 23%.

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

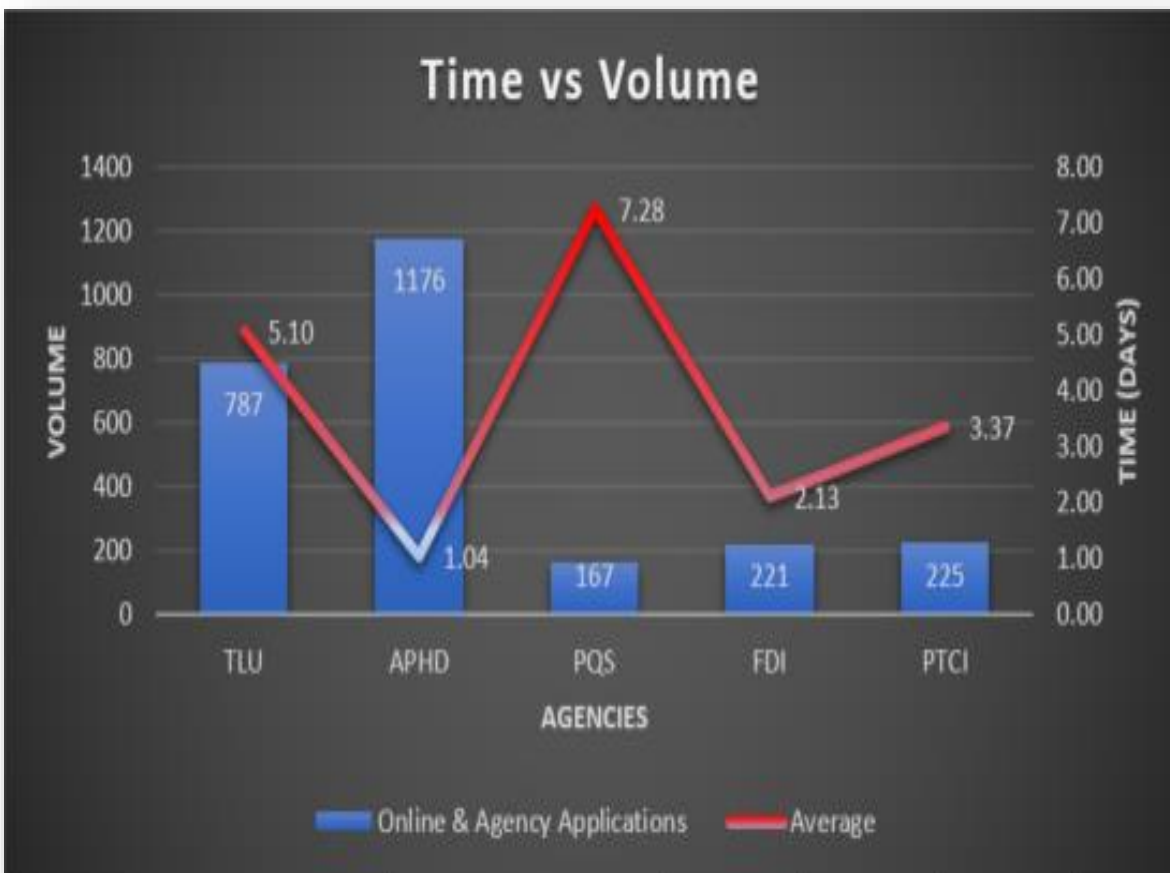
### Note:

- ✚ *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	376	48%	951	81%	23	14%	89	40%	81	36%
1-3 days	122	16%	148	13%	20	12%	89	40%	53	24%
>3 days	279	35%	77	7%	124	74%	43	19%	79	35%
Unprocessed	10	1%	0	0%	0	0%	0	0%	12	5%
Total	787		1176		167		221		225	
Average Time (days)	5.10		1.04		7.28		2.13		3.37	



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

