



E-PERMITS AND LICENCES MODULE

Performance Report October 2023

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist

Performance Report for the Month Ending October 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 October moving from 2236 to 2728 applications representing a 22% increase month over month.

An average processing time for this period of 4.41 days was achieved for the month of October 2023.

Agency processing efficiency for under one (1) day decreased from 57% to 50%, between one (1) to three (3) days increased 15% to 18%, and over three (3) days increased from 28% to 33%.

The number of unprocessed applications during this time decreased from 1% to nil.

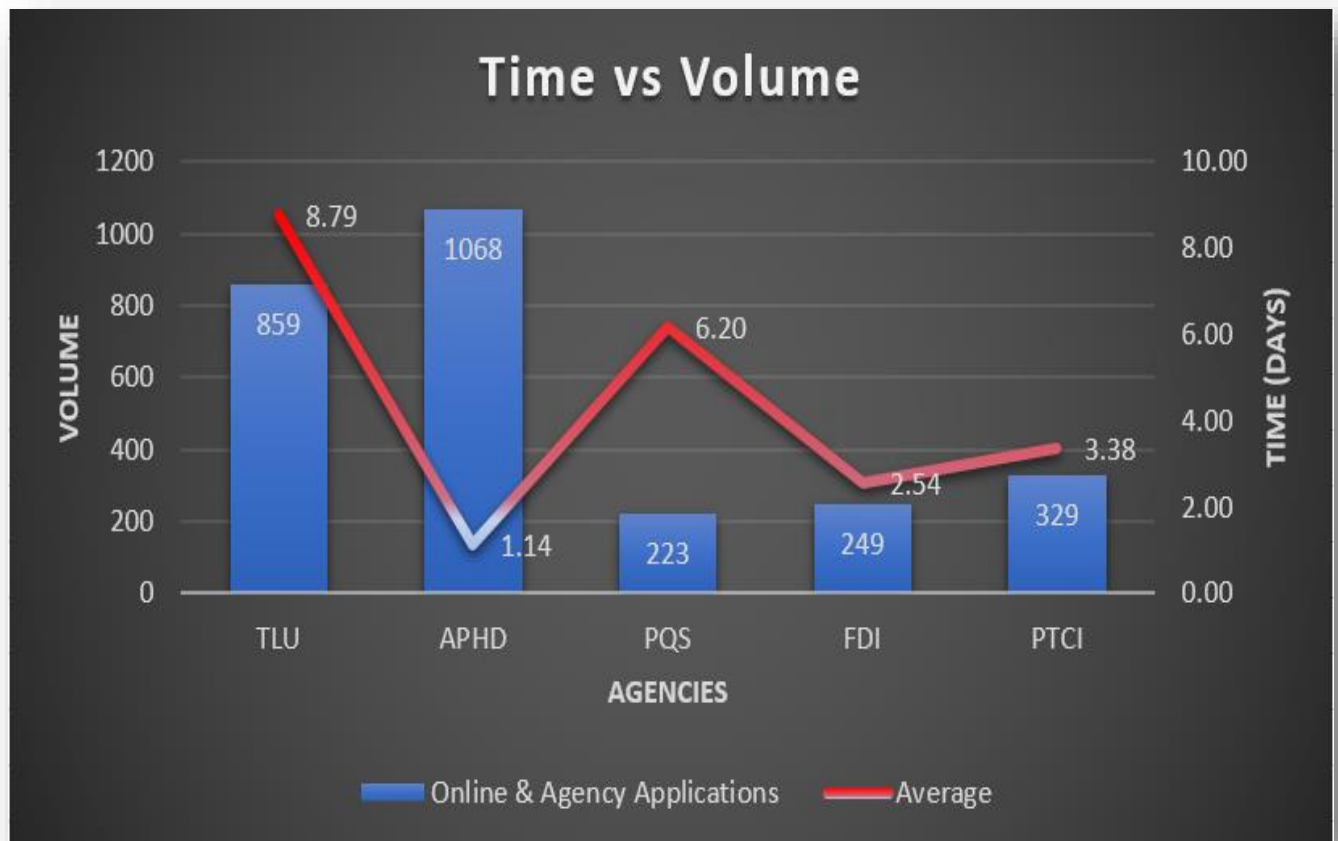
Note:

- ✚ *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	258	30%	851	80%	55	25%	73	29%	102	31%
1-3 days	147	17%	123	12%	24	11%	96	39%	94	29%
>3 days	444	52%	94	9%	144	65%	80	32%	131	40%
Unprocessed	10	1%	0	0%	0	0%	0	0%	2	1%
Total	859		1068		223		249		329	
Average Time (days)	8.79		1.14		6.20		2.54		3.48	



Time Series Service Level per Agency (past 3 months)

