



E-PERMITS AND LICENCES MODULE

Performance Report March 2024

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending March 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 March moving from 2670 to 2657 applications representing a 1% decrease month over month.

An average processing time for this period of 2.59 days was achieved for the month of March 2024.

Agency processing efficiency for under one (1) day decreased from 58% to 57%, between one (1) to three (3) days increased 11% to 15%, and over three (3) days remained at 17%.

The number of unprocessed applications during this time decreased from 14% to 11%.

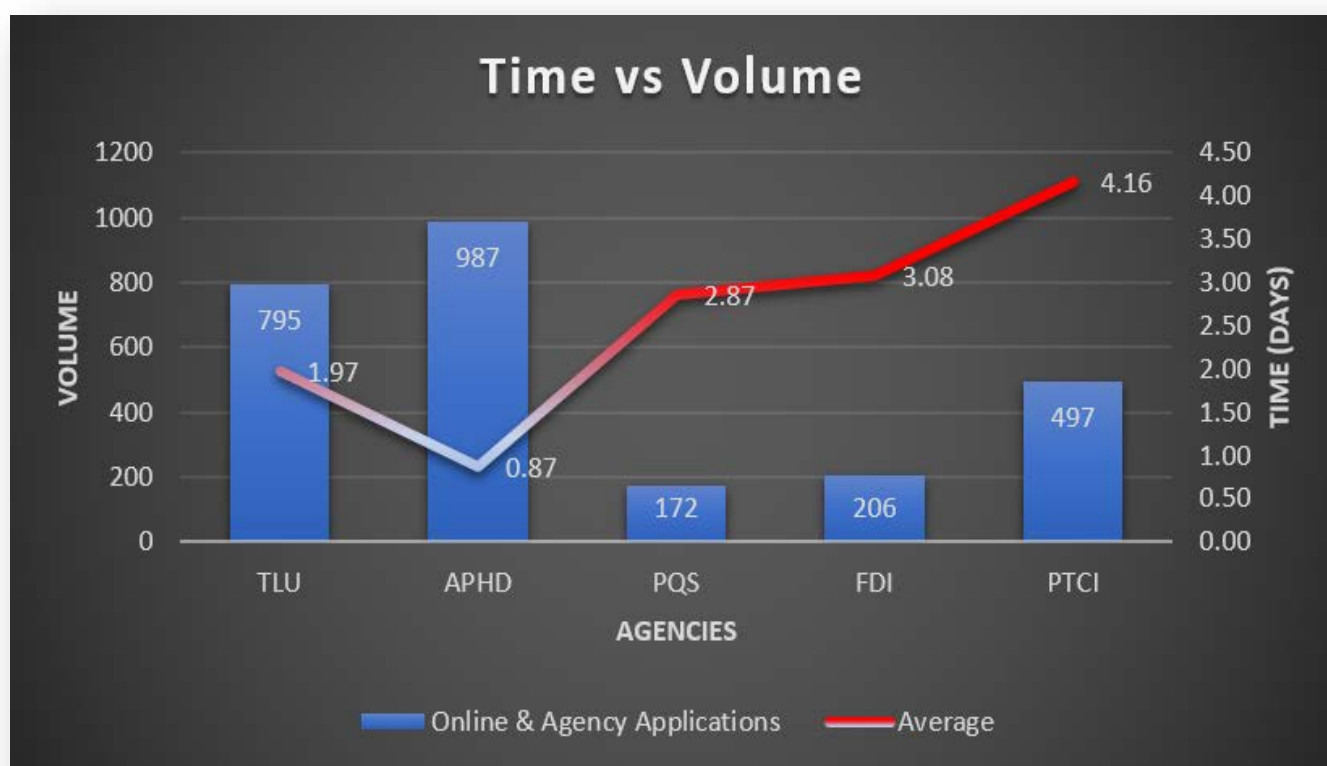
Note:

- ✚ *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	504	63%	825	84%	49	28%	17	8%	109	22%
1-3 days	83	10%	107	11%	47	27%	114	55%	61	12%
>3 days	144	18%	55	6%	66	38%	75	36%	118	24%
Unprocessed	64	8%	0	0%	10	6%	0	0%	209	42%
Total	795		987		172		206		497	
Average Time (days)	1.97		0.87		2.87		3.08		4.16	



Time Series Service Level per Agency (past 3 months)

