



# E-PERMITS AND LICENCES MODULE

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## Performance Report April 2024

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending April 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 April moving from 2657 to 2595 applications representing a 2% decrease month over month.

An average processing time for this period of 2.91 days was achieved for the month of April 2024.

Agency processing efficiency for under one (1) day increased from 57% to 60%, between one (1) to three (3) days increased 15% to 17%, and over three (3) days increased from 17% to 18%.

The number of unprocessed applications during this time decreased from 11% to 5%.

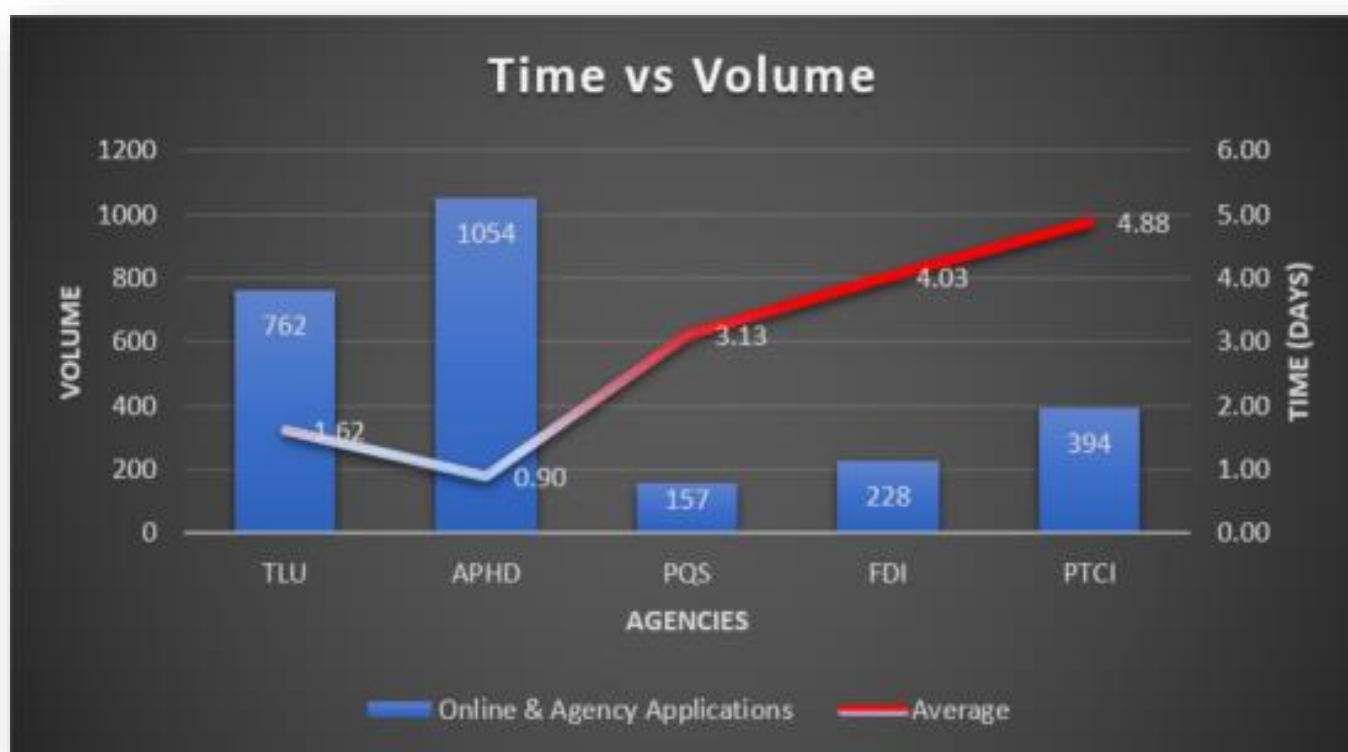
### Note:

- ✚ *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	513	67%	825	78%	54	34%	34	15%	134	34%
1-3 days	97	13%	169	16%	30	19%	86	38%	58	15%
>3 days	104	14%	60	6%	66	42%	108	47%	133	34%
Unprocessed	48	6%	0	0%	7	4%	0	0%	69	18%
Total	762		1054		157		228		394	
Average Time (days)	1.62		0.90		3.13		4.03		4.88	



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

