



# E-PERMITS AND LICENCES MODULE

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## Performance Report June 2024

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending June 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 June moving from 2351 to 2395 applications representing a 2% increase month over month.

An average processing time for this period of 1.77 days was achieved for the month of June 2024.

Agency processing efficiency for under one (1) day decreased from 68% to 65%, between one (1) to three (3) days increased 16% to 19%, and over three (3) days decreased from 16% to 12%.

The number of unprocessed applications during this time increased from nil to 4%.

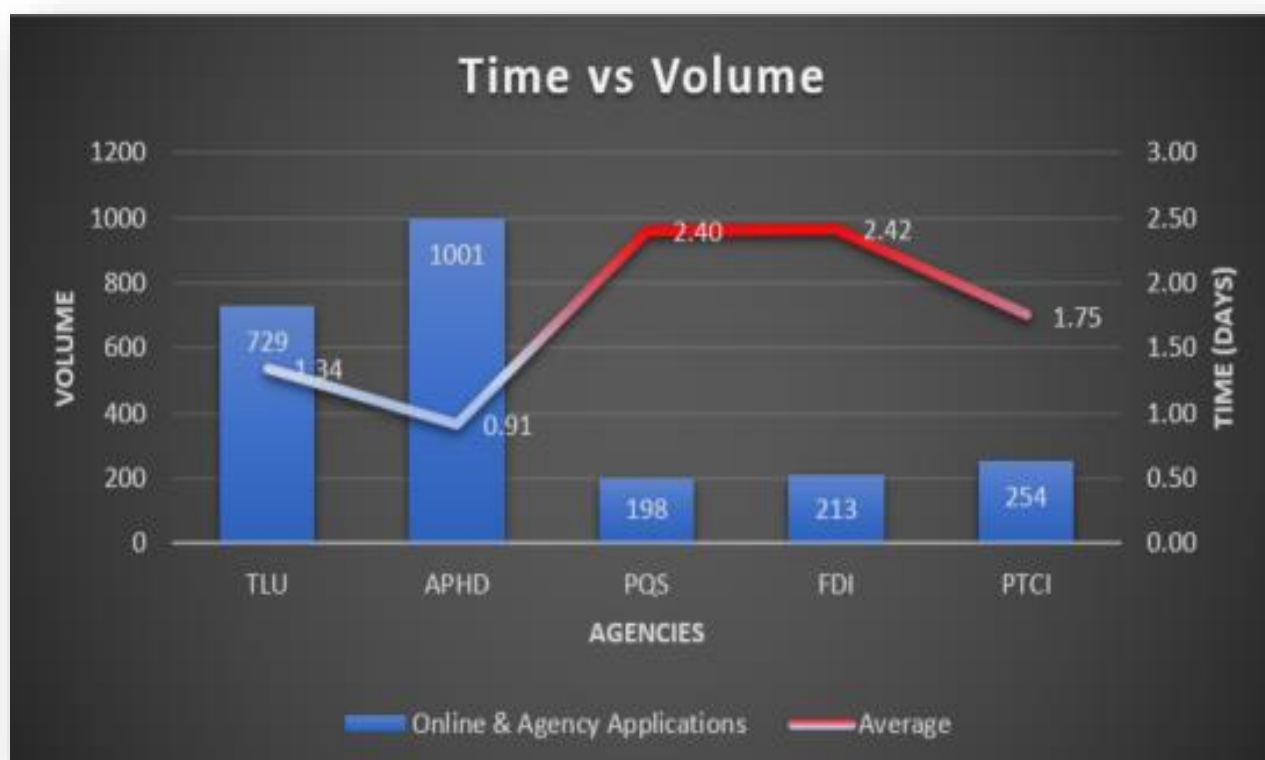
### Note:

- ✚ *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	531	73%	799	80%	65	33%	47	22%	114	45%
1-3 days	63	9%	145	14%	68	34%	84	39%	82	32%
>3 days	68	9%	57	6%	65	33%	58	27%	46	18%
Unprocessed	67	9%	0	0%	0	0%	24	11%	12	5%
Total	729		1001		198		213		254	
Average Time (days)	1.34		0.91		2.40		2.42		1.75	



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

