



E-PERMITS AND LICENCES MODULE

Performance Report May 2024

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist



TTBizLink
www.ttbizlink.gov.tt

Performance Report for the Month Ending May 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 May moving from 2595 to 2351 applications representing a 9% decrease month over month.

An average processing time for this period of 2.11 days was achieved for the month of May 2024.

Agency processing efficiency for under one (1) day increased from 60% to 68%, between one (1) to three (3) days decreased 17% to 16%, and over three (3) days decreased from 18% to 16%.

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

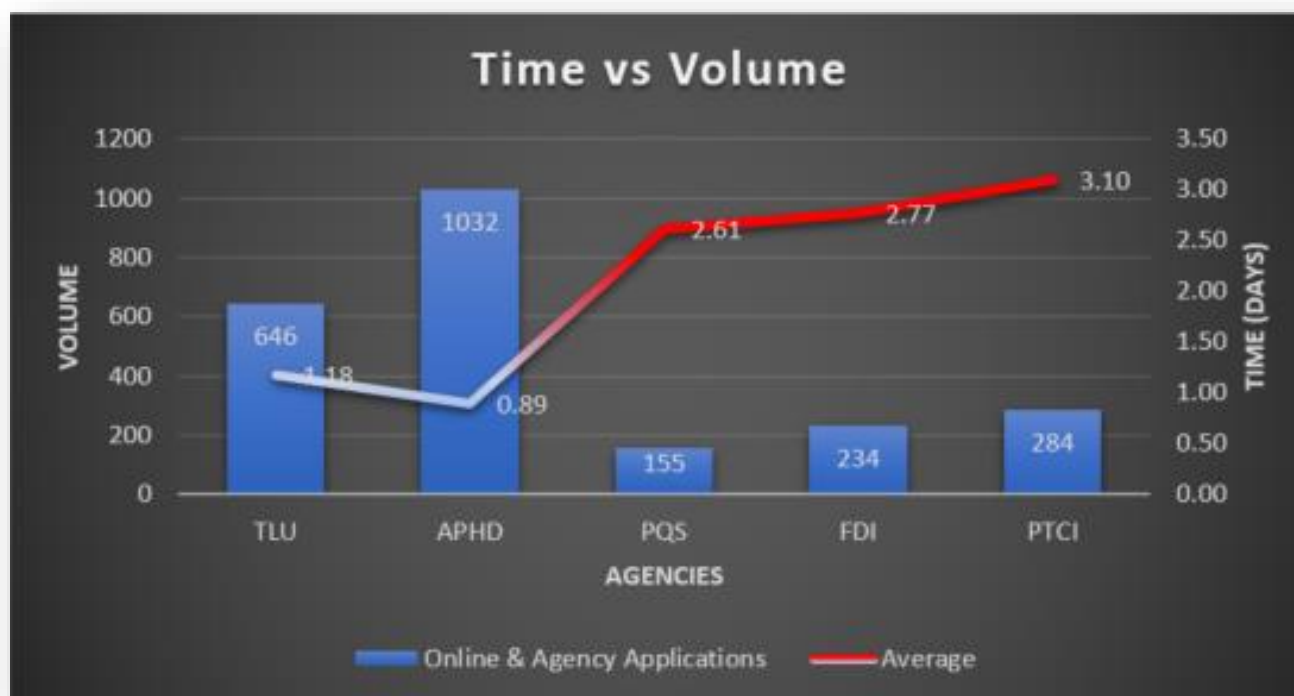
Note:

- ✚ *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	540	84%	847	82%	64	41%	57	24%	102	36%
1-3 days	42	7%	138	13%	41	26%	83	35%	72	25%
>3 days	64	10%	47	5%	50	32%	94	40%	110	39%
Unprocessed	0	0%	0	0%	0	0%	0	0%	0	0%
Total	646		1032		155		234		284	
Average Time (days)	1.18		0.89		2.61		2.77		3.10	



Time Series Service Level per Agency (past 3 months)

