



E-PERMITS AND LICENCES MODULE

Performance Report July 2024

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending July 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 July moving from 2395 to 2197 applications representing an 8% decrease month over month.

An average processing time for this period of 2.90 days was achieved for the month of July 2024.

Agency processing efficiency for under one (1) day decreased from 65% to 64%, between one (1) to three (3) days decreased 19% to 17%, and over three (3) days increased from 12% to 19%.

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

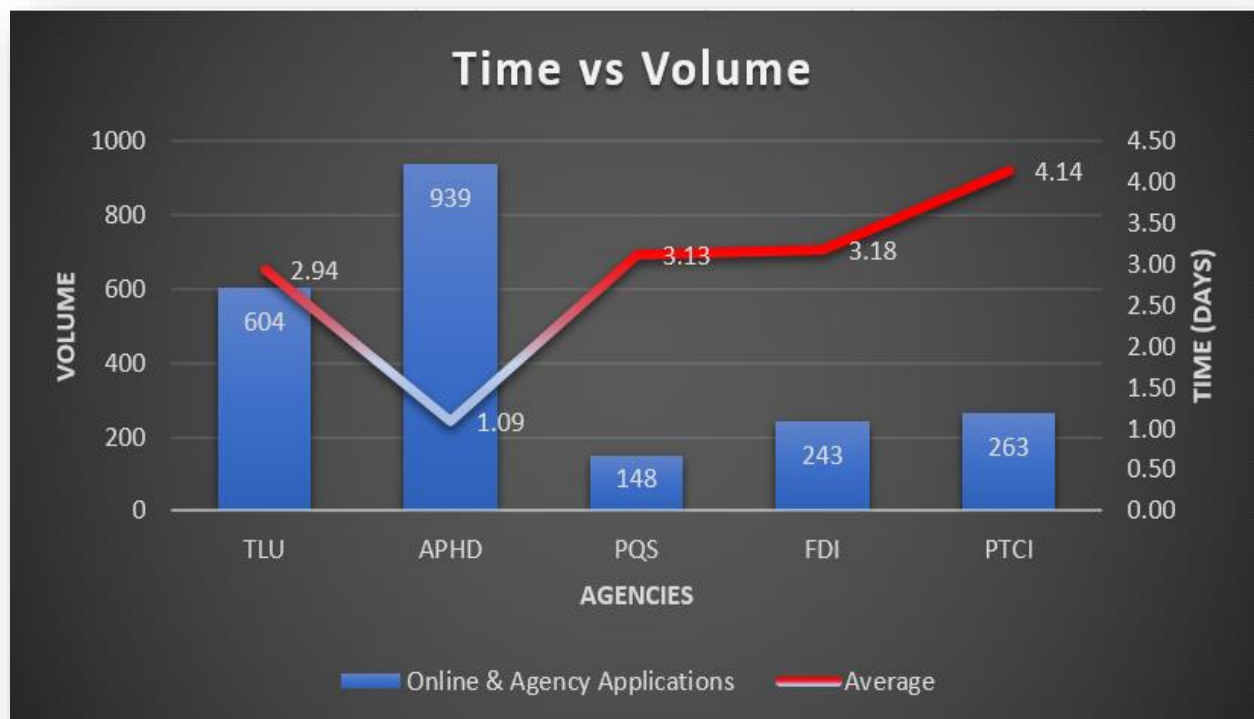
Note:

- ✚ *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	467	77%	751	80%	54	36%	57	23%	72	27%
1-3 days	41	7%	134	14%	41	28%	83	34%	68	26%
>3 days	96	16%	54	6%	53	36%	103	42%	120	46%
Unprocessed	0	0%	0	0%	0	0%	0	0%	3	1%
Total	604		939		148		243		263	
Average Time (days)	2.94		1.09		3.13		3.18		4.14	



Time Series Service Level per Agency (past 3 months)

