E-PERMITS AND LICENCES MODULE

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Performance Report August 2024

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending August 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 August moving from 2197 in July to 2388 applications representing an 9% increase month over month.

An average processing time for this period of 1.89 days was achieved for the month of August 2024.

Agency processing efficiency for under one (1) day decreased from 64% to 63%, between one (1) to three (3) days increased 17% to 20%, and over three (3) days decreased from 19% to 14%.

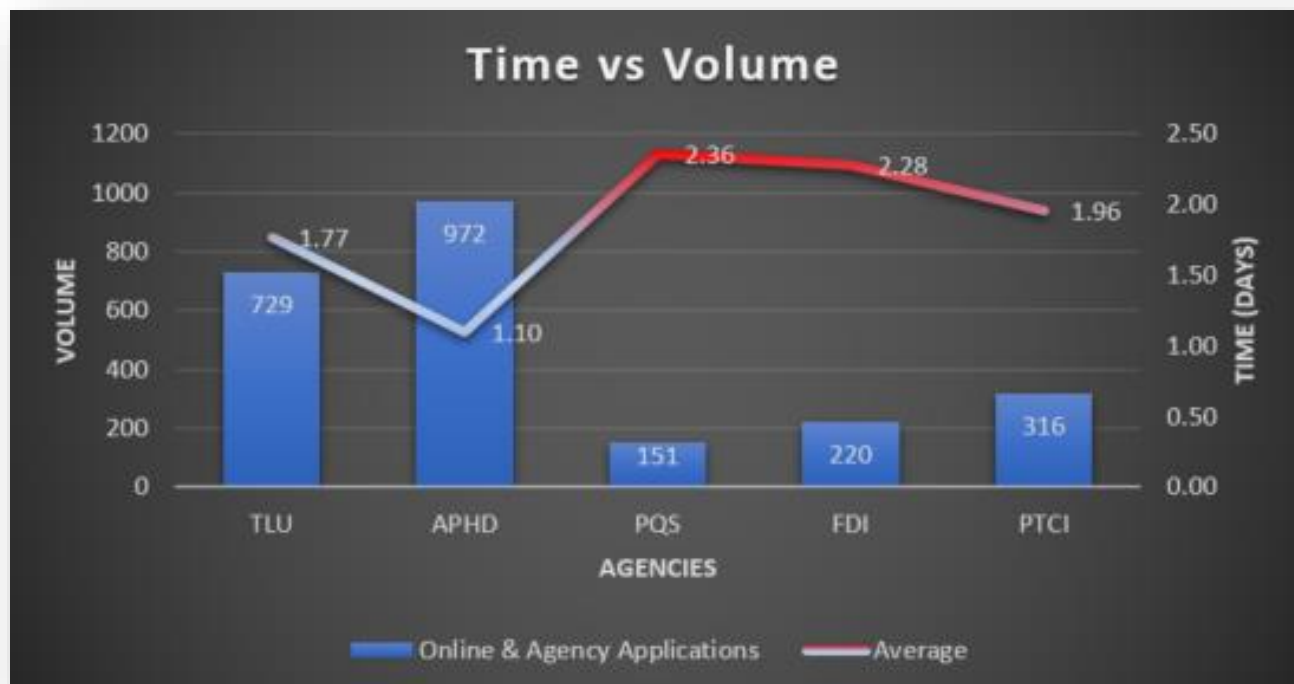The number of unprocessed applications during this time moved from nil to 3%.

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	509	70%	725	75%	46	30%	65	30%	169	53%
1-3 days	65	9%	195	20%	36	24%	99	45%	79	25%
>3 days	115	16%	52	5%	54	36%	50	23%	59	19%
Unprocessed	40	5%	0	0%	15	10%	6	3%	9	3%
Total	729		972		151		220		316	
Average Time (days)	1.77		1.10		2.36		2.28		1.96	

Time vs Volume

Time Series Service Level per Agency (past 3 months)