



# E-PERMITS AND LICENCES MODULE

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## Performance Report October 2024

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending October 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 October moving from 2485 in September to 2764 applications representing an 11% increase month over month.

Agency processing efficiency for under one (1) day increased from 61% to 62%, between one (1) to three (3) days decreased 22% to 21%, and over three (3) days remained at 16%.

The number of unprocessed applications during this time remained at 1%.

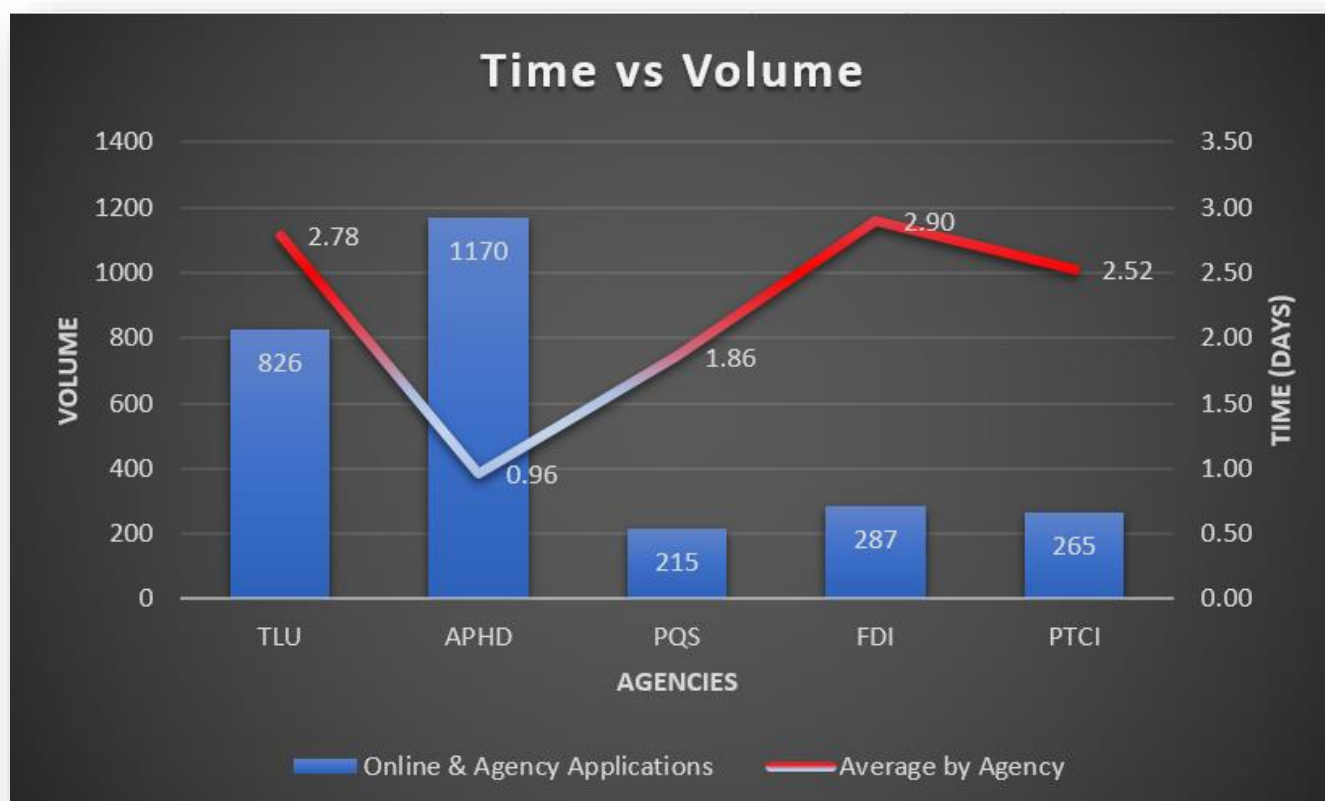
### Note:

-  *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	62%	958	82%	73	34%	50	17%	110	42%
1-3 days	109	13%	161	14%	104	48%	141	49%	76	29%
>3 days	168	20%	51	4%	38	18%	96	33%	76	29%
Unprocessed	40	5%	0	0%	0	0%	0	0%	3	1%
Total	826		1170		215		287		265	
Average Time (days)	2.78		0.96		1.86		2.90		2.52	



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

