E-PERMITS AND LICENCES MODULE

Performance Report December 2024

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending December 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 December moving from 2737 in November to 2537 applications representing an 7% decrease month over month.

Agency processing efficiency for under one (1) day decreased from 63% to 58%, between one (1) to three (3) days remained at 22%, and over three (3) days increased from 13% to 15%.

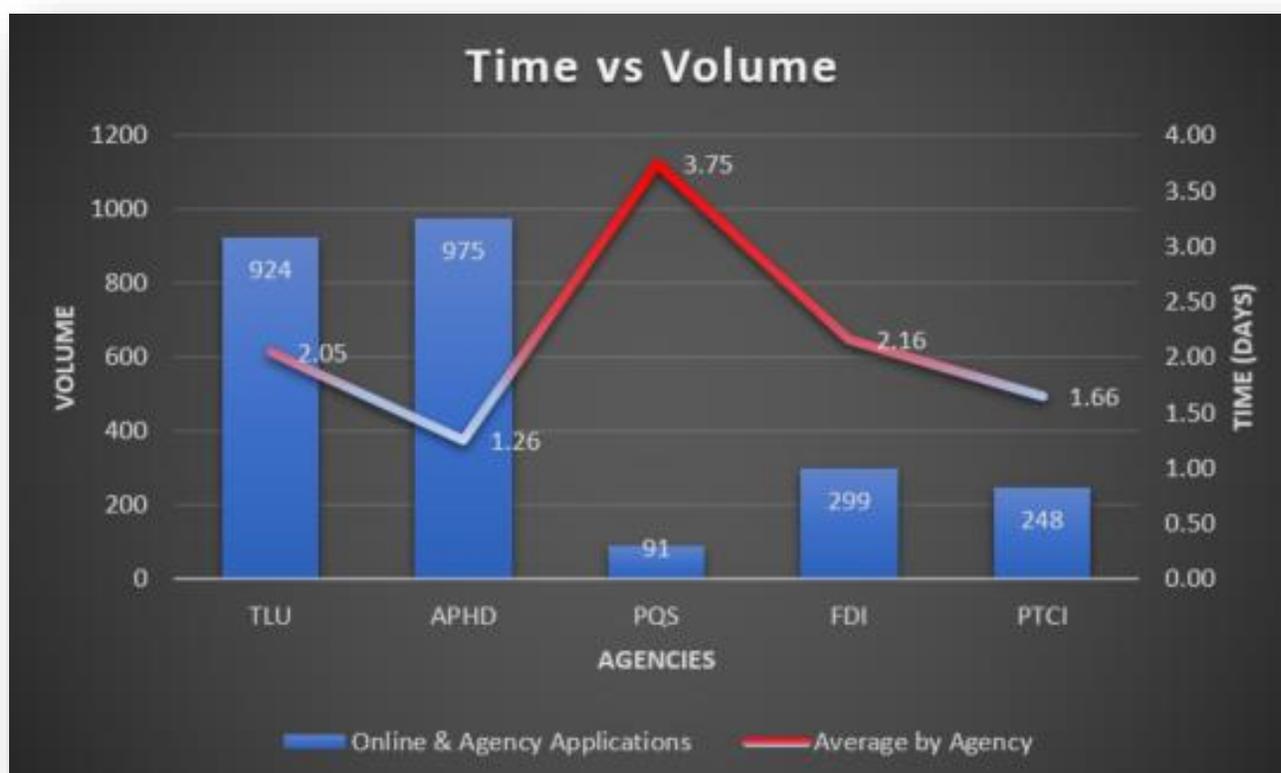The number of unprocessed applications during this time moved from 2% to 5%.

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	563	61%	684	70%	15	16%	83	28%	125	50%
1-3 days	121	13%	214	22%	21	23%	151	51%	44	18%
>3 days	145	16%	77	8%	46	51%	64	21%	44	18%
Unprocessed	95	10%	0	0%	9	10%	1	0%	35	14%
Total	924		975		91		299		248	
Average Time (days)	2.05		1.26		3.75		2.16		1.66	

Time Series Service Level per Agency (past 3 months)