E-PERMITS AND LICENCES MODULE

Performance Report November 2024

Ministry of Trade and Industry

Single Electronic Window Unit (TTBizLink)

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TTBizLink
Business Made Easy

Performance Report for the Month Ending November 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 November moving from 2764 in October to 2737 applications representing an 1% decrease month over month.

Agency processing efficiency for under one (1) day increased from 62% to 63%, between one (1) to three (3) days increased from 21% to 22%, and over three (3) days decreased from 16% to 13%.

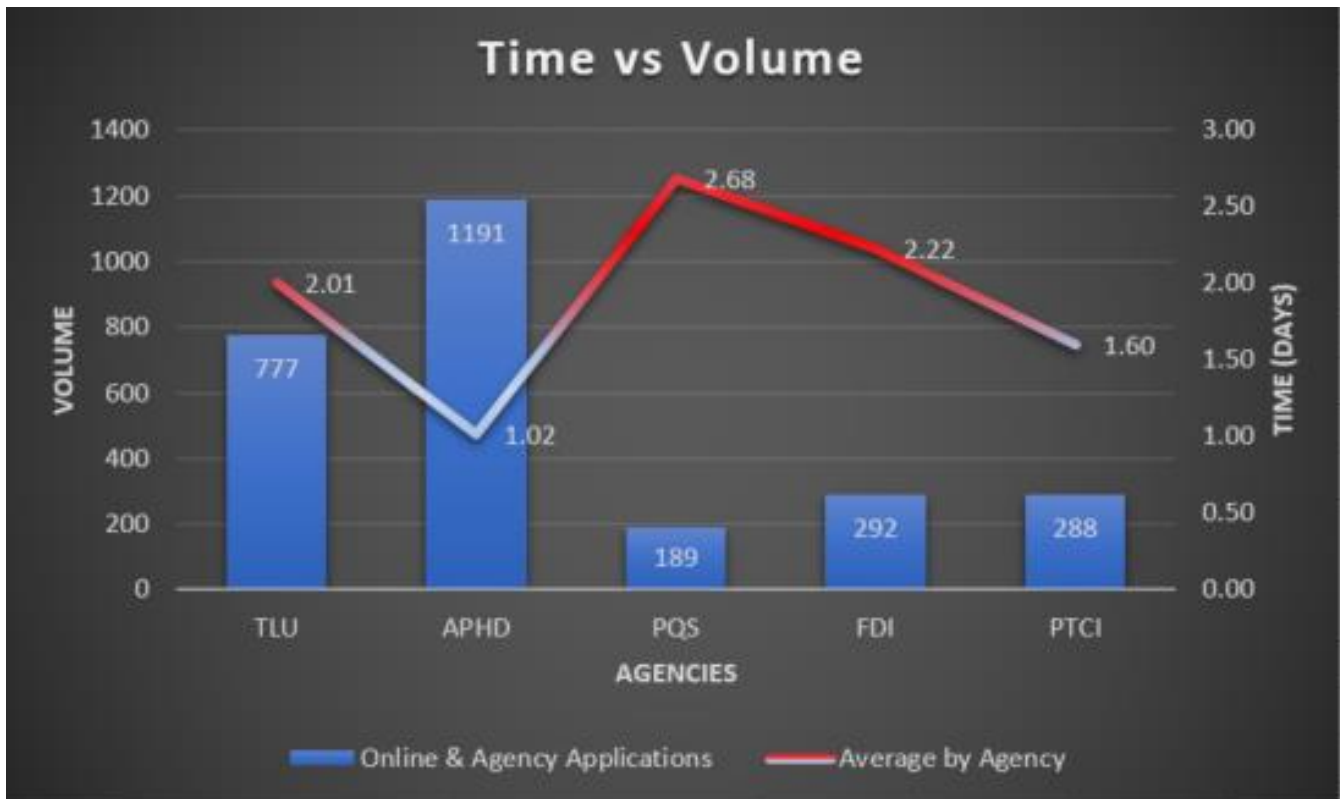The number of unprocessed applications during this time moved from 1% to 2%.

<u>Note</u>:

- *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	532	68%	923	77%	45	24%	71	24%	156	54%
1-3 days	80	10%	212	18%	84	44%	157	54%	77	27%
>3 days	128	16%	56	5%	56	30%	64	22%	44	15%
Unprocessed	37	5%	0	0%	4	2%	0	0%	11	4%
Total	777		1191		189		292		288	
Average Time (days)	2.01		1.02		2.68		2.22		1.60	

Time Series Service Level per Agency (past 3 months)