E-PERMITS AND LICENCES MODULE

Performance Report January 2025

Ministry of Trade and Industry

Single Electronic Window Unit (TTBizLink)

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TTBizLink
Business Made Easy

Performance Report for the Month Ending January 2025

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 January moving from 2537 in December to 3794 applications representing a 50% increase month over month.

Agency processing efficiency for under one (1) day decreased from 58% to 55%, between one (1) to three (3) days decreased from 22% to 16%, and over three (3) days increased from 15% to 25%.

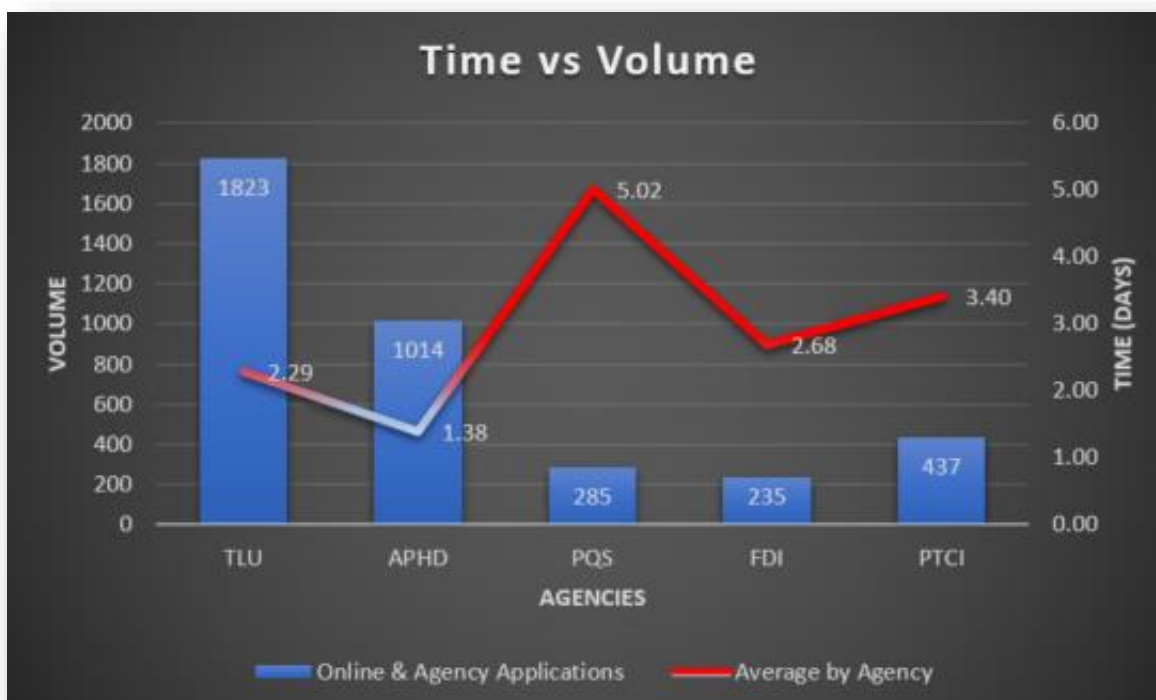The number of unprocessed applications during this time moved from 5% to 3%.

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	1133	62%	764	75%	9	3%	67	29%	127	29%
1-3 days	195	11%	140	14%	55	19%	71	30%	147	34%
>3 days	454	25%	109	11%	191	67%	97	41%	116	27%
Unprocessed	41	2%	1	0%	30	11%	0	0%	47	11%
Total	1823		1014		285		235		437	
Average Time (days)	2.29		1.38		5.02		2.68		3.40	

Time Series Service Level per Agency (past 3 months)