



# E-PERMITS AND LICENCES MODULE

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## Performance Report April 2021

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending April 2021

## 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 April moving from 2350 to 2129 applications representing a 10% decline month over month.

An average processing time for this period of 1.48 days was achieved for the month of April 2021.

Agency processing efficiency for under one (1) day decreased from 73% to 70%, between one (1) to three (3) days increased from 10% to 19%, and over three (3) days decreased from 11% to 6%.

The number of unprocessed applications during this time remained at 6%.

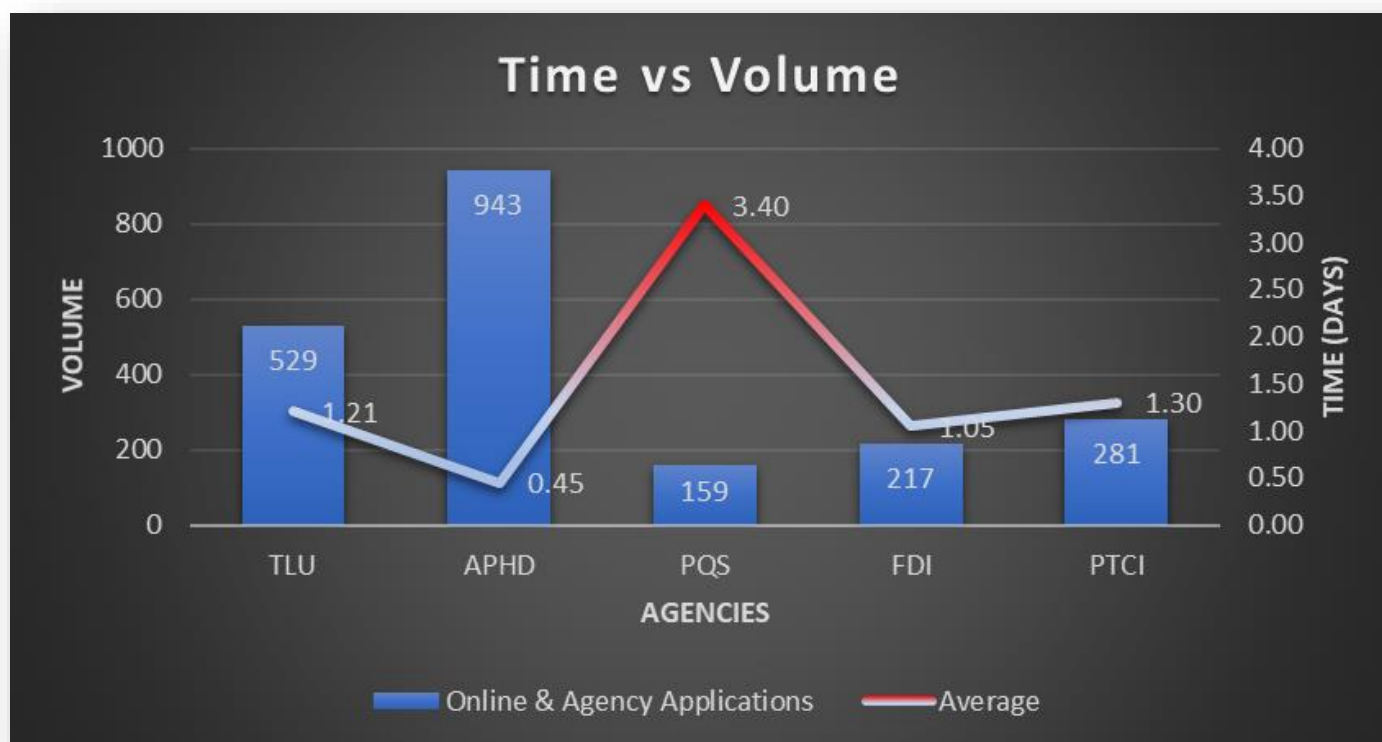
### Note:

- ✚ *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	342	65%	884	94%	33	21%	109	50%	116	41%
1-3 days	96	18%	51	5%	51	32%	90	41%	88	31%
>3 days	53	10%	1	0%	53	33%	8	4%	23	8%
Unprocessed	38	7%	7	1%	22	14%	10	5%	54	19%
Total	529		943		159		217		281	
Average Time (days)	1.21		0.45		3.40		1.05		1.30	



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

