



E-PERMITS AND LICENCES MODULE

Performance Report February 2021

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending February 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 February moving from 2950 to 1950 applications representing a 51% decline month over month.

An average processing time for this period of 1.89 days was achieved for the month of February 2021.

Agency processing efficiency for under one (1) day increased from 66% to 70%, between one (1) to three (3) days decreased from 14% to 13%, and over three (3) days decreased from 16% to 11%.

The number of unprocessed applications during this time moved from 4% to 6%.

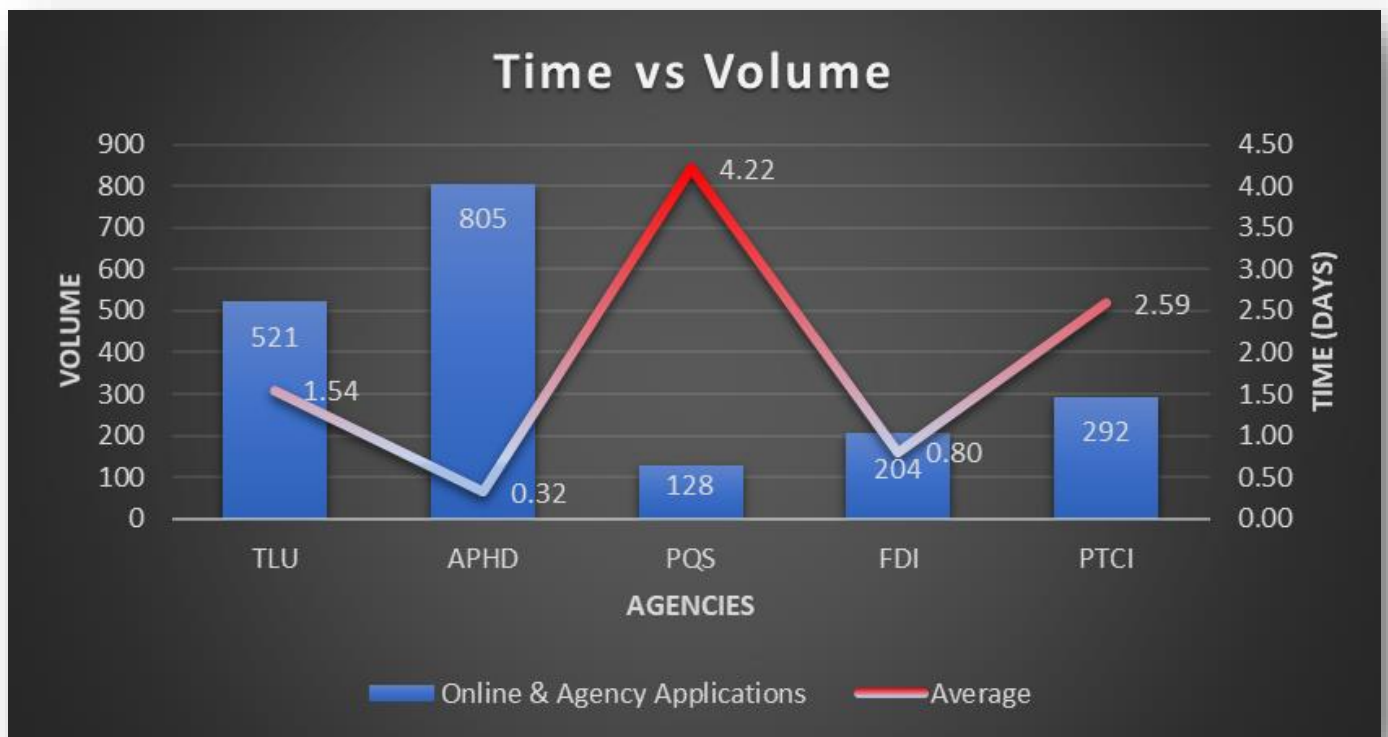
Note:

- + 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.*
- + Plant Quarantine Service for the month of February 2021 had issues with the Internet Service Provider which affected processing of applications at the Centeno location which impacted the processing efficiency of the Approving Agency*

MODULE PERFORMANCE SUMMARY

Current Month Volume and Service Level per Agency

Service Levels	TLU		APHD		PQS		FDI		PTCI	
<1 day	335	64%	796	99%	16	13%	136	67%	90	31%
1-3 days	86	17%	9	1%	39	30%	60	29%	68	23%
>3 days	82	16%	0	0%	59	46%	5	2%	68	23%
Unprocessed	18	3%	0	0%	14	11%	3	1%	66	23%
Total	521		805		128		204		292	
Average Time (days)	1.54		0.32		4.22		0.80		2.59	



Time Series Service Level per Agency (past 3 months)

