E-PERMITS AND LICENCES MODULE

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Performance Report January 2021

Ministry of Trade and Industry

Single Electronic Window Unit (TTBizLink)

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TTBizLink

Performance Report for the Month Ending January 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 January moving from 2714 to 2949 applications representing an 8% increase month over month.

An average processing time for this period of 1.84 days was achieved for the month of January 2021.

Agency processing efficiency for under one (1) day increased from 65% to 66%, between one (1) to three (3) days decreased from 17% to 14%, and over three (3) days increased from 12% to 16%.

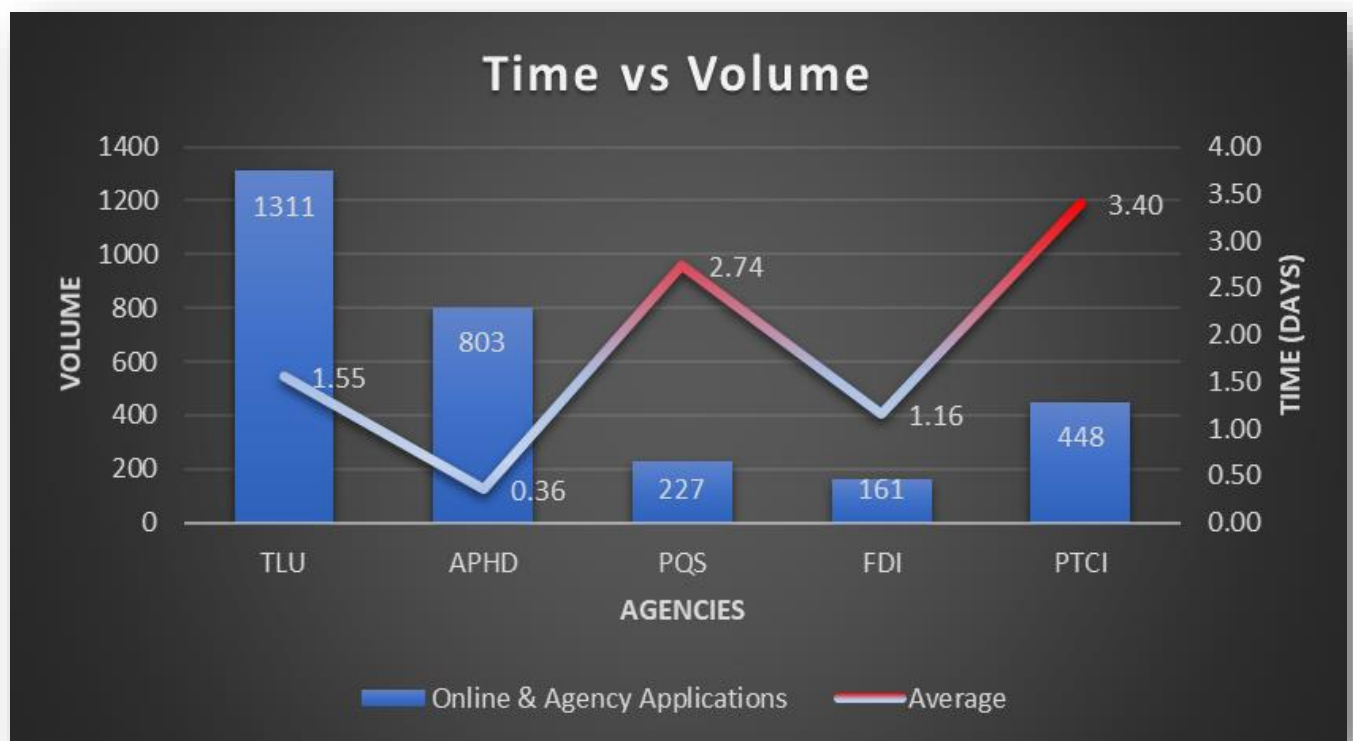The number of unprocessed applications during this time moved from 6% to 4%.

<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	862	66%	792	99%	59	26%	73	45%	172	38%
1-3 days	194	15%	10	1%	78	34%	74	46%	65	15%
>3 days	212	16%	1	0%	61	27%	9	6%	173	39%
Unprocessed	43	3%	0	0%	29	13%	5	3%	38	8%
Total	1311		803		227		161		448	
Average Time (days)	1.55		0.36		2.74		1.16		3.40	

Time Series Service Level per Agency (past 3 months)