E-PERMITS AND LICENCES MODULE

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Performance Report
June 2021

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending June 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 an increase in volume for the month of June moving from 1760 to 1984 applications representing a 13% increase month over month.

An average processing time for this period of 1.38 days was achieved for the month of June 2021.

Agency processing efficiency for under one (1) day decreased from 74% to 73%, between one (1) to three (3) days decreased from 14% to 13%, and over three (3) days decreased from 8% to 6%.

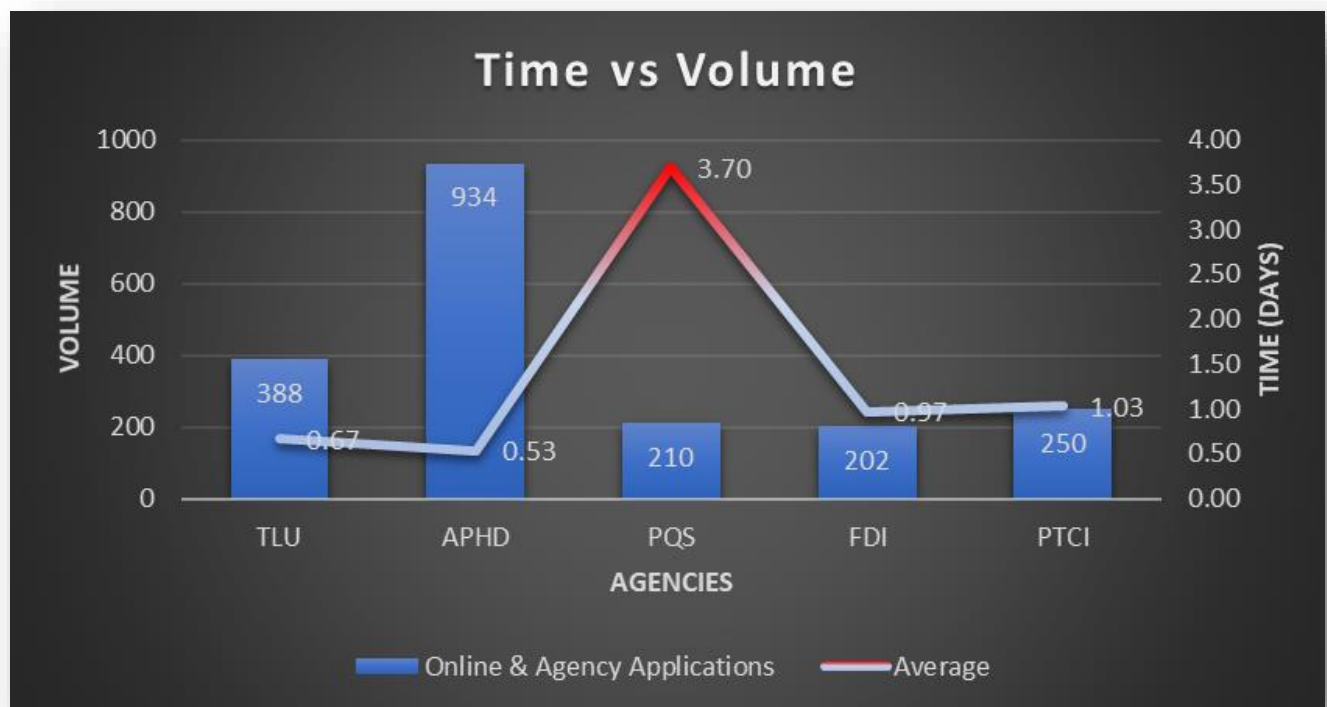The number of unprocessed applications during this time from moved 4% to 8%.

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	325	84%	871	93%	13	6%	137	68%	97	39%
1-3 days	26	7%	63	7%	45	21%	59	29%	64	26%
>3 days	22	6%	0	0%	86	41%	5	2%	15	6%
Unprocessed	15	4%	0	0%	66	31%	1	0%	74	30%
Total	388		934		210		202		250	
Average Time (days)	0.67		0.53		3.70		0.97		1.03	

Time Series Service Level per Agency (past 3 months)

Time Series Service Level per Agency