



E-PERMITS AND LICENCES MODULE

Performance Report May 2021

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending May 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 May moving from 2129 to 1758 applications representing a 17% decline month over month.

An average processing time for this period of 1.35 days was achieved for the month of May 2021.

Agency processing efficiency for under one (1) day increased from 70% to 74%, between one (1) to three (3) days decreased from 19% to 14%, and over three (3) days increased from 6% to 8%.

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

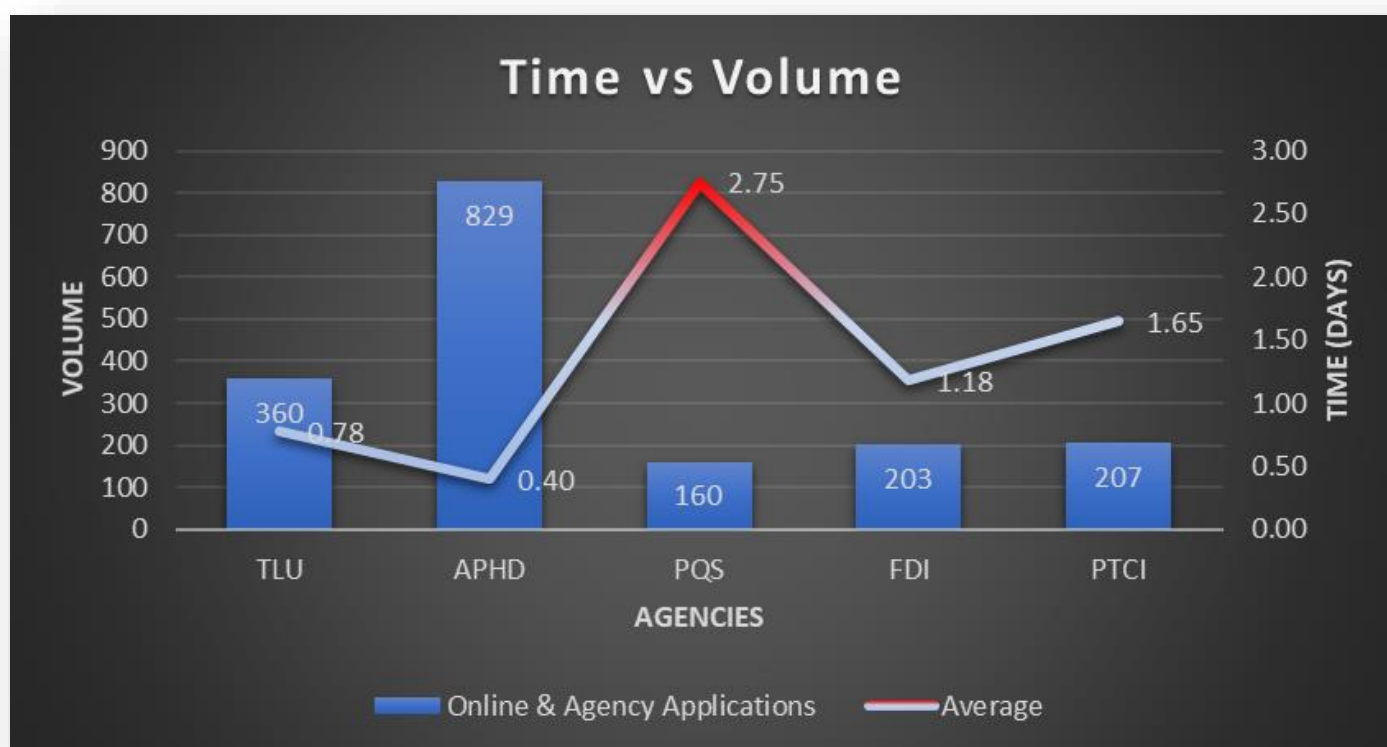
Note:

- ✚ *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	288	80%	795	96%	25	16%	105	52%	85	41%
1-3 days	31	9%	32	4%	45	28%	80	39%	64	31%
>3 days	19	5%	2	0%	49	31%	15	7%	50	24%
Unprocessed	22	6%	0	0%	41	26%	3	1%	7	3%
Total	360		829		160		203		206	
Average Time (days)	0.78		0.40		2.75		1.18		1.65	



Time Series Service Level per Agency (past 3 months)

