



E-PERMITS AND LICENCES MODULE

Performance Report August 2021

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist

Performance Report for the Month Ending August 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 August moving from 2105 to 1989 applications representing a 5% decrease month over month.

An average processing time for this period of 1.60 days was achieved for the month of August 2021.

Agency processing efficiency for under one (1) day increased from 78% to 80%, between one (1) to three (3) days decrease from 14% to 11%, and over three (3) days also remained at 6%.

The number of unprocessed applications during this time moved from 1% to 2%.

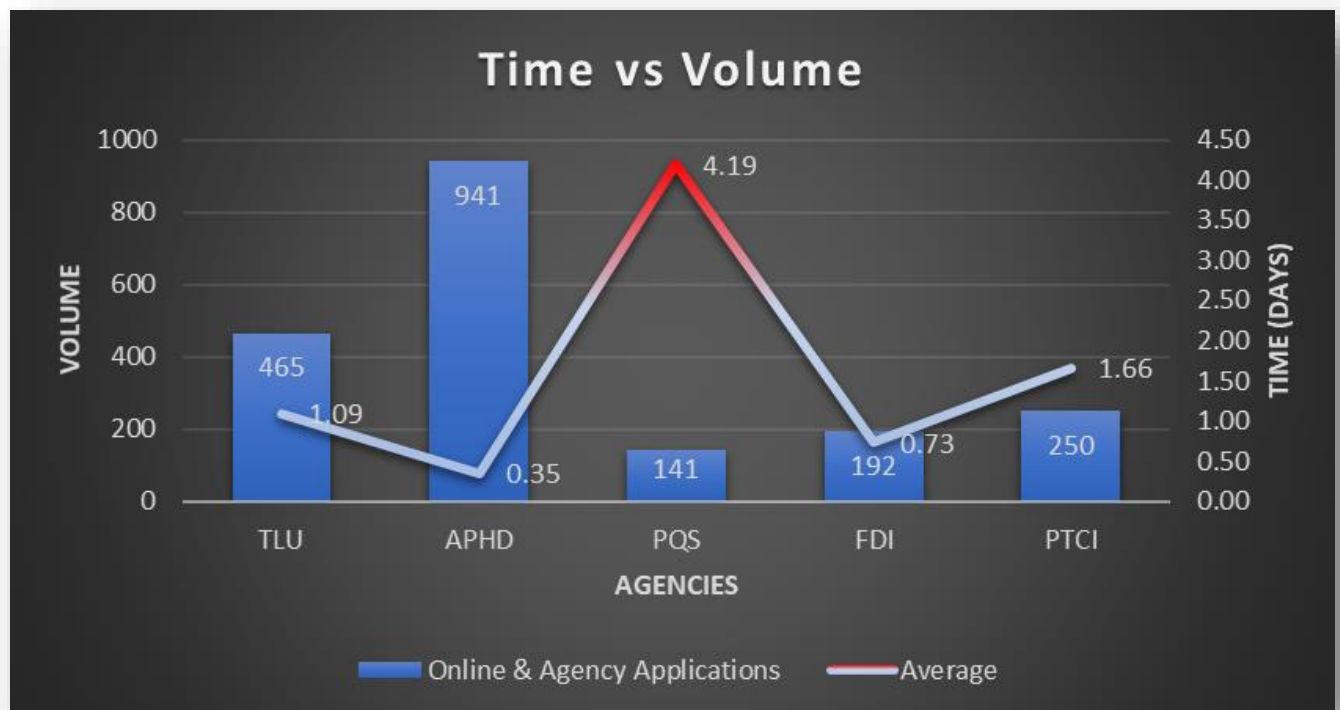
Note:

- ✚ *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 | 388 | 83% | 911 | 97% | 29 | 21% | 158 | 82% | 112 | 45% |
| 1-3 days | 24 | 5% | 30 | 3% | 31 | 22% | 33 | 17% | 110 | 44% |
| >3 days | 31 | 7% | 0 | 0% | 75 | 53% | 1 | 1% | 21 | 8% |
| Unprocessed | 22 | 5% | 0 | 0% | 6 | 4% | 0 | 0% | 7 | 3% |
| Total | 465 | | 941 | | 141 | | 192 | | 250 | |
| Average Time (days) | 1.09 | | 0.35 | | 4.19 | | 0.73 | | 1.66 | |



Time Series Service Level per Agency (past 3 months)

