



# E-PERMITS AND LICENCES MODULE

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## Performance Report July 2021

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending July 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 July moving from 1984 to 2105 applications representing a 6% increase month over month.

An average processing time for this period of 1.31 days was achieved for the month of July 2021.

Agency processing efficiency for under one (1) day increased from 73% to 78%, between one (1) to three (3) days remained at 14%, and over three (3) days also remained at 6%.

The number of unprocessed applications during this time moved from 8% to 1%.

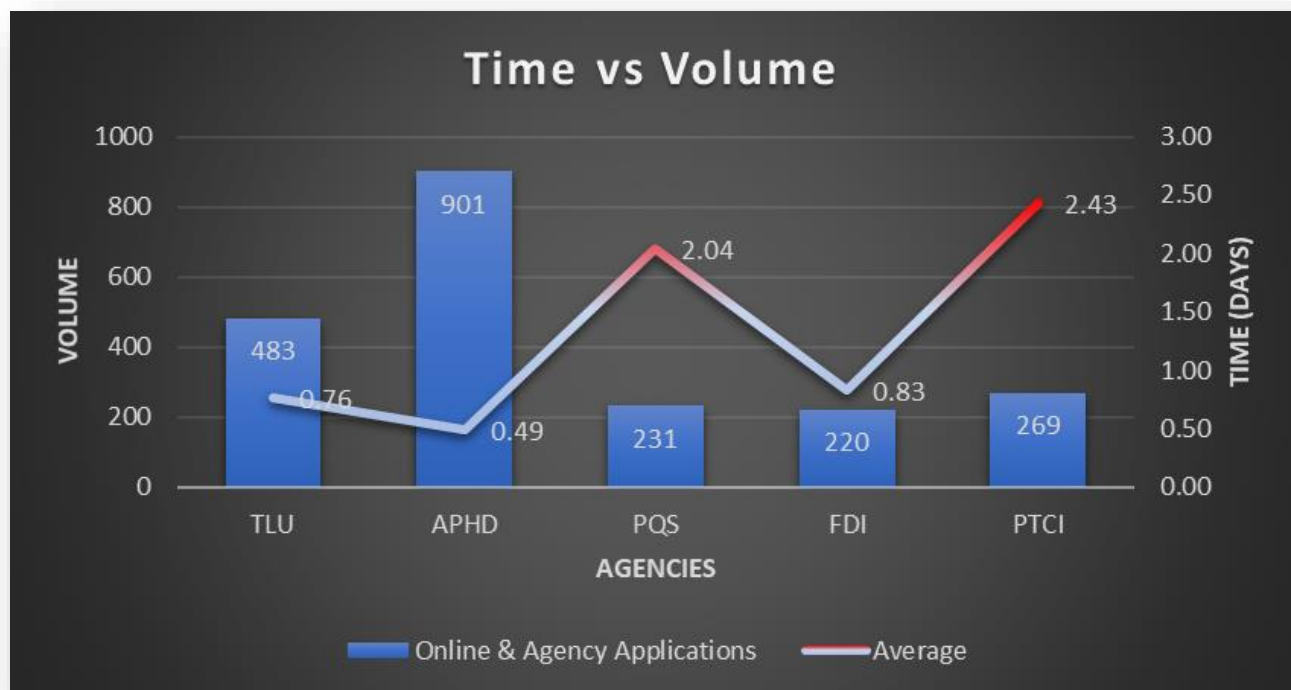
### Note:

- ✚ *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	399	83%	858	95%	89	39%	171	78%	133	49%
1-3 days	43	9%	43	5%	89	39%	48	22%	79	29%
>3 days	25	5%	0	0%	47	20%	0	0%	50	19%
Unprocessed	16	3%	0	0%	6	3%	1	0%	7	3%
Total	483		901		231		220		269	
Average Time (days)	0.76		0.49		2.04		0.83		2.43	



Time Series Service Level per Agency (past 3 months)

