



E-PERMITS AND LICENCES MODULE

Performance Report September 2021

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending September 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 September moving from 1989 to 2045 applications representing a 3% increase month over month.

An average processing time for this period of 1.18 days was achieved for the month of September 2021.

Agency processing efficiency for under one (1) day remained at 80%, between one (1) to three (3) days remained at 11%, and over three (3) days decreased from 6% to 5%

The number of unprocessed applications during this time increased from 2% to 5%.

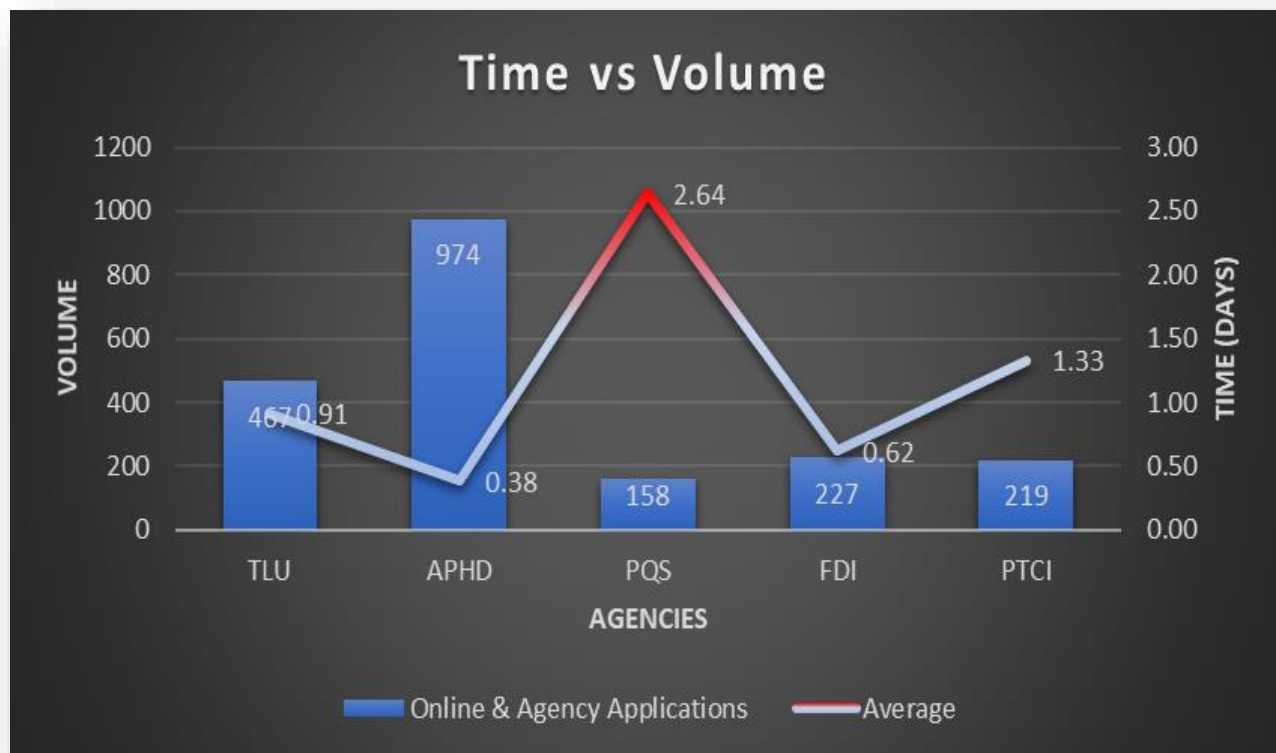
Note:

- ✚ *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		DI	
<1 day	353	76%	936	96%	46	29%	183	81%	117	53%	0	0%
1-3 days	35	7%	35	4%	45	28%	44	19%	61	28%	0	0%
>3 days	29	6%	0	0%	49	31%	0	0%	18	8%	0	0%
Unprocessed	50	11%	3	0%	18	11%	0	0%	23	11%	0	0%
Total	467		974		158		227		219		0	
Average Time (days)	0.91		0.38		2.64		0.62		1.33		0.00	



Time Series Service Level per Agency (past 3 months)

