



01/11/2021

e-Permits and Licenses Performance Report

TTBizLink currently tracks the performance of its e-services at www.ttbizlink.gov.tt. From these results inferences can be made on the level of interest in, and peak periods of activity on the service.



Performance Report for the Month Ending 31 October 2021

E-PERMITS AND LICENSES PERFORMANCE REPORT

CONTENTS

EXECUTIVE SUMMARY

MODULE PERFORMANCE SUMMARY

Adoption Rate
Service Level Efficiency

AGENCY PERFORMANCE

Trade Licence Unit (TLU)
Adoption Rate
Service Level Efficiency
Animal Production and Health Division
Adoption Rate
Service Level Efficiency
Plant Quarantine Services
Adoption Rate
Service Level Efficiency
Food and Drugs Inspectorate, CFDD
Adoption Rate
Service Level Efficiency
Adoption Rate
Service Level Efficiency
Drug Inspectorate
Adoption Rate
Service Level Efficiency

CHALLENGES AND PROPOSED SOLUTIONS

Incidents and Change Orders

Executive Summary

The Permits and Licences Module experienced an increase in volume for the month of October moving from 2045 to 2382 applications.

Adoption rate was 100%. Online applications increased from 1900 to 2216 applications, agency role applications increased from 145 to 166.

For the month of October, percentage of applications processed in less than 1 day decreased from 80% to 78%, between 1 and 3 days remained at 11%, and more than 3 days increased from 5% to 7%. Unprocessed remained at 5%.

Challenges include: (1) System Challenges with the EAS System; (2) inability to communicate TLU import licence cancellations to Customs; this will be dealt with via TTBizLink Enhancement Project.

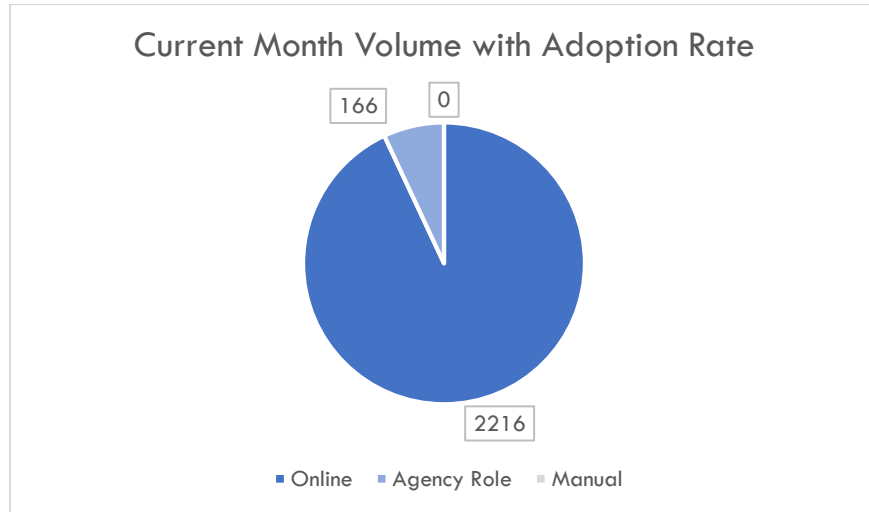
There were five (5) Incidents raised during the month of October.

There were four (4) Change Orders raised during the month of October.

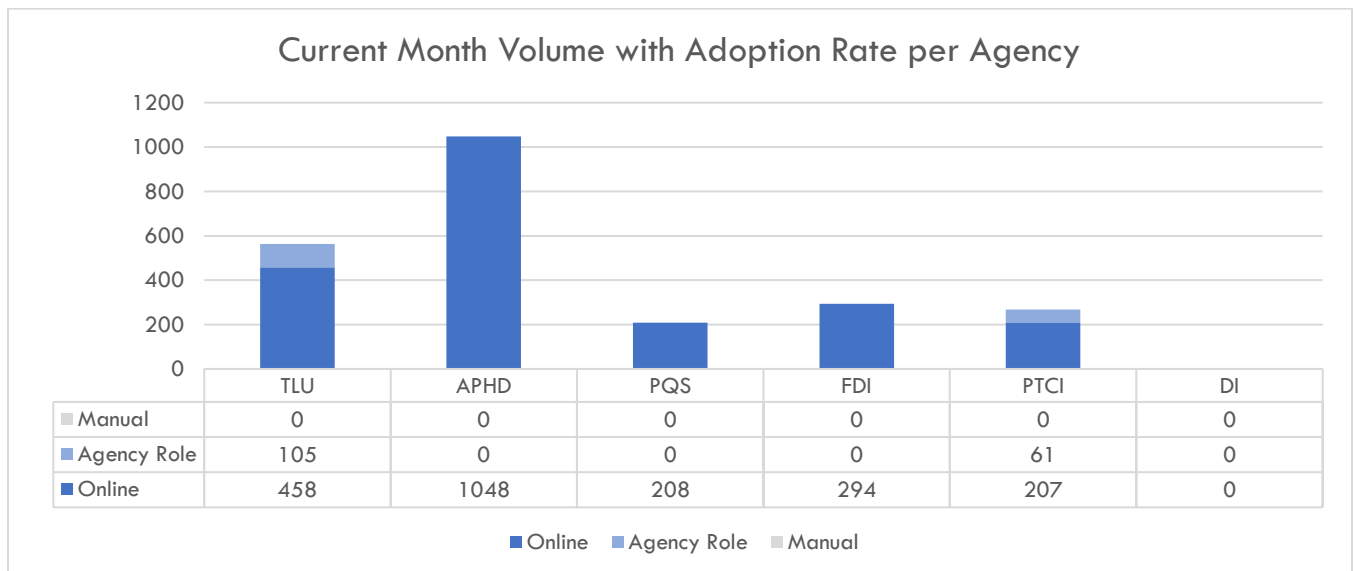
Module Performance Summary

Adoption Rate

Current Month Volume with Adoption Rate



Current Month Volume with Adoption Rate per Agency

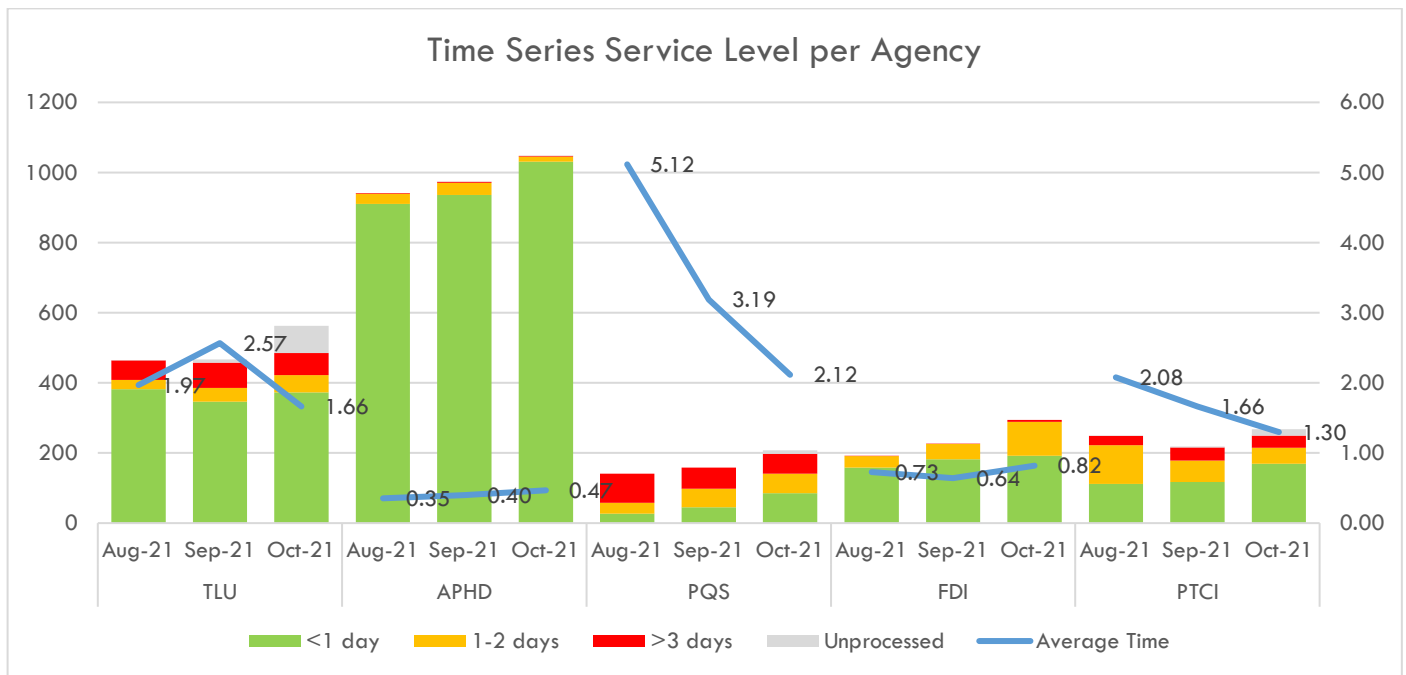


Service Level Efficiency

Current Month Volume and Service Level per Agency

Service Levels	TLU		APHD		PQS		FDI		PTCI		DI	
	Volume	%	Volume	%	Volume	%	Volume	%	Volume	%	Volume	%
<1 day	373	66%	1031	98%	85	41%	192	65%	169	63%	0	0%
1-3 days	49	9%	14	1%	56	27%	97	33%	46	17%	0	0%
>3 days	63	11%	2	0%	57	27%	5	2%	35	13%	0	0%
Unprocessed	78	14%	1	0%	10	5%	0	0%	18	7%	1	0%
Total	563		1048		208		294		268		1	
Average Time (days)	1.66		0.47		2.12		0.82		1.30		0.00	

Time Series Service Level per Agency (past 3 months)



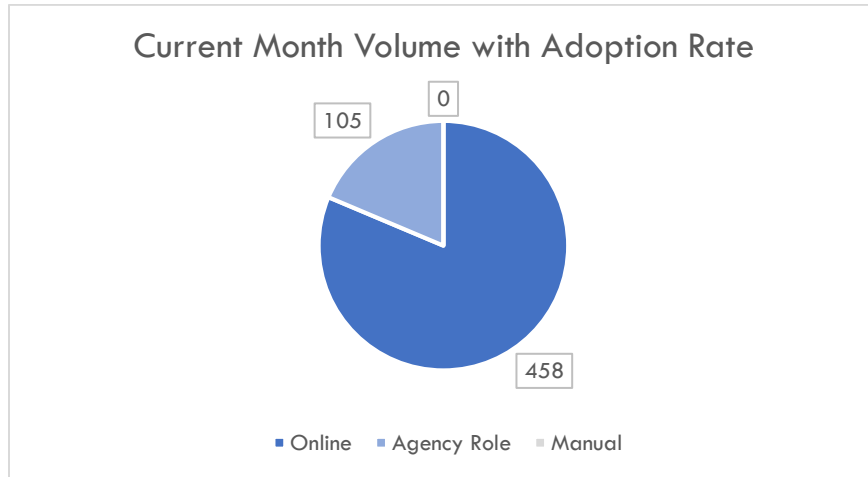
	TLU			APHD			PQS			FDI			PTCI		
	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21
<1 day	382	346	373	910	936	1031	27	45	85	158	182	192	112	117	169
1-2 days	26	40	49	30	35	14	31	53	56	33	44	97	110	61	46
>3 days	56	72	63	1	2	2	83	60	57	1	1	5	27	38	35
Unprocessed	1	9	78	0	1	1	0	0	10	0	0	0	1	3	18
Average Time	1.97	2.57	1.66	0.35	0.40	0.47	5.12	3.19	2.12	0.73	0.64	0.82	2.08	1.66	1.30
Total	465	467	563	941	974	1048	141	158	208	192	227	294	250	219	268

Agency Performance

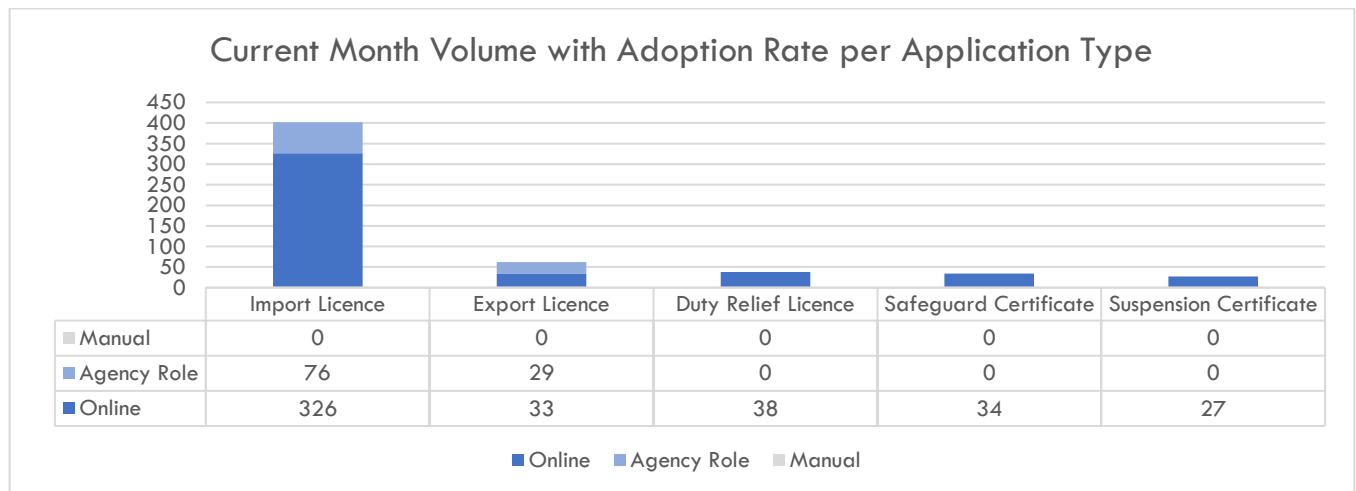
Trade Licence Unit (TLU)

Adoption Rate

TLU Current Month Volume with Adoption Rate



TLU Current Month Volume with Adoption Rate per Application Type



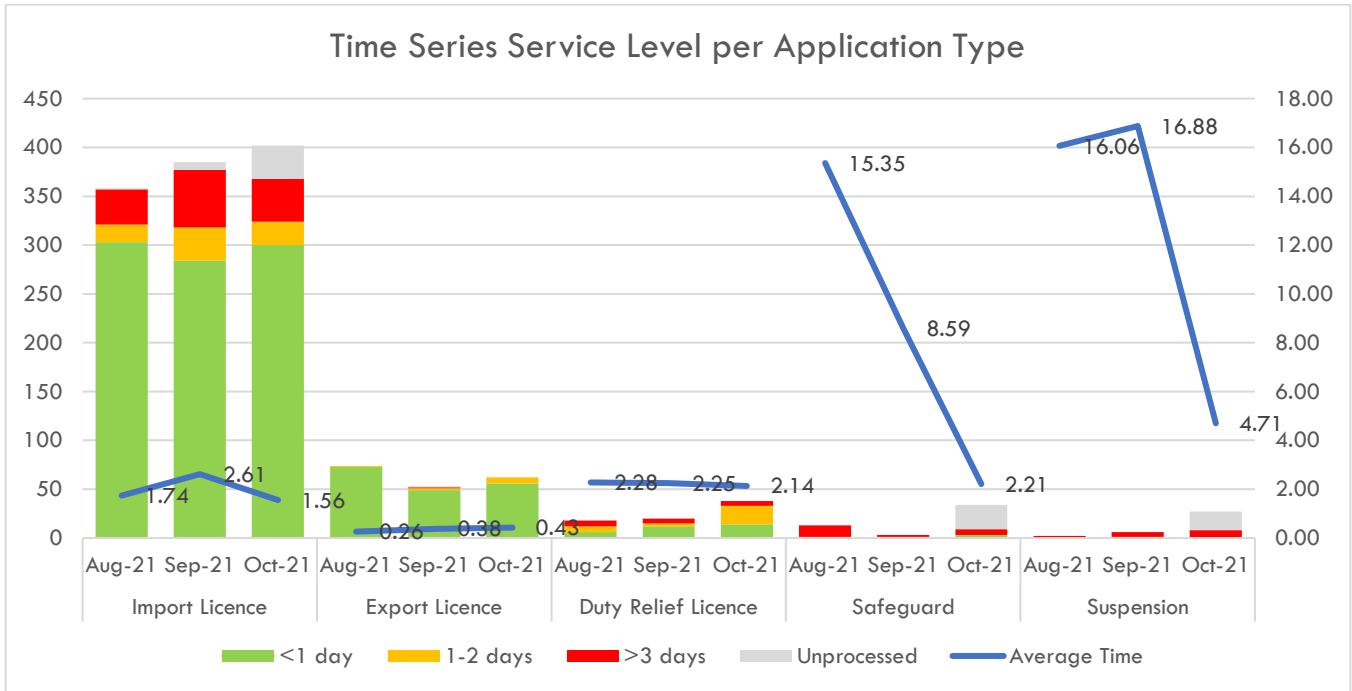
Performance Report for the Month Ending 31 October 2021

Service Levels	Import Licence		Export Licence		Duty Relief Licence		Safeguard		Suspension	
<1 day	300	75%	56	90%	14	37%	3	0%	0	0%
1-3 days	24	6%	6	10%	19	50%	0	0%	0	0%
>3 days	44	11%	0	0%	5	13%	6	0%	8	0%
Unprocessed	34	8%	0	0%	0	0%	25	0%	19	0%
Total	402		62		38		34		27	
Average Time (days)	1.56		0.43		2.14		2.21		4.71	

Service Level Efficiency

TLU Current Month Volume and Service Level per Application Type

TLU Time Series Service Level per Application Type (past 3 months)

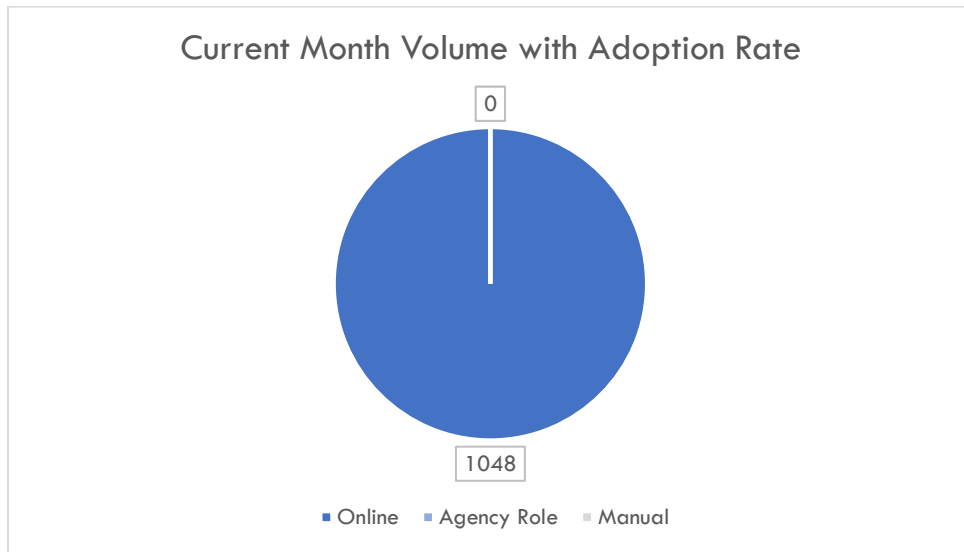


	Import Licence			Export Licence			Duty Relief Licence			Safeguard			Suspension		
	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21
<1 day	303	284	300	73	49	56	6	12	14	0	1	3	0	0	0
1-2 days	18	34	24	1	2	6	6	3	19	1	0	0	0	1	0
>3 days	36	59	44	0	1	0	6	5	5	12	2	6	2	5	8
Unprocessed	1	8	34	0	1	0	0	0	0	0	0	25	0	0	19
Total	358	385	402	74	53	62	18	20	38	13	3	34	2	6	27
Average Time	1.74	2.61	1.56	0.26	0.38	0.43	2.28	2.25	2.14	15.35	8.59	2.21	16.06	16.88	4.71

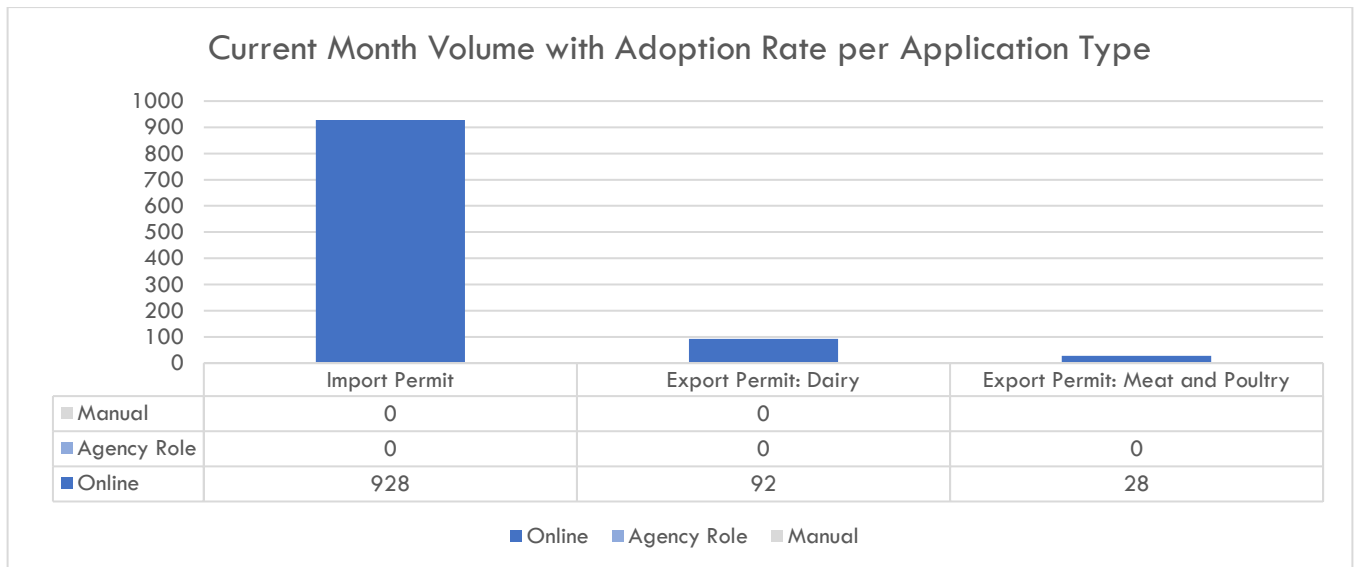
Animal Production and Health Division

Adoption Rate

APHD Current Month Volume with Adoption Rate



APHD Current Month Volume with Adoption Rate per Application Type

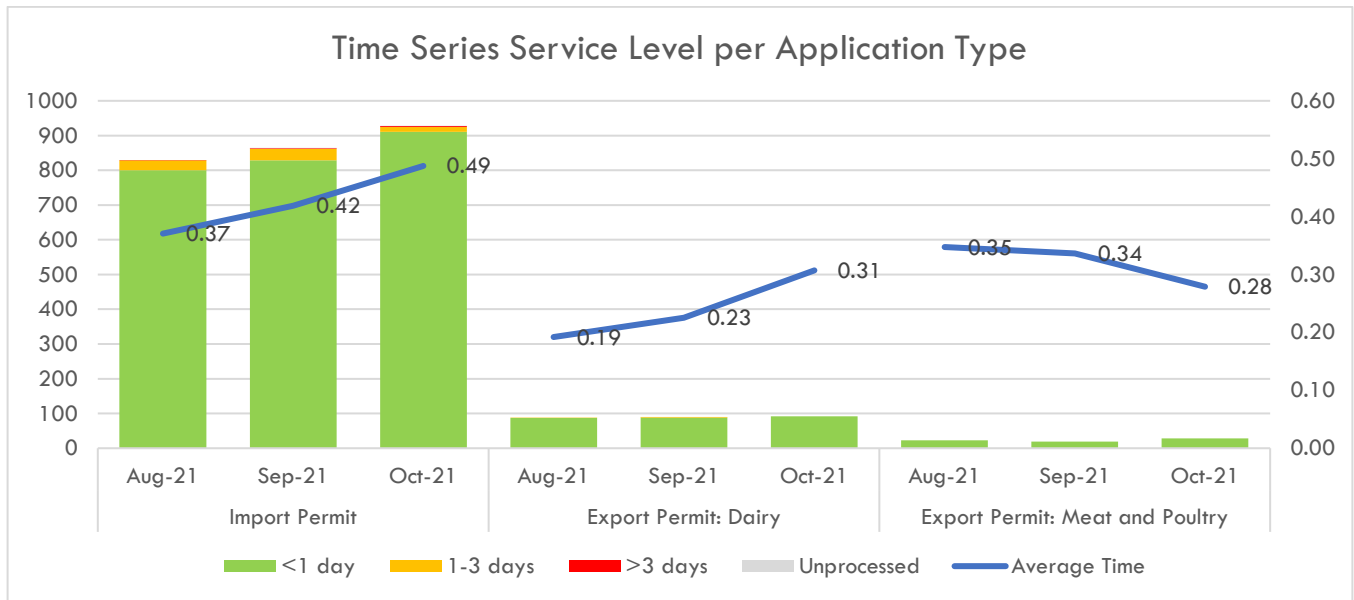


Service Level Efficiency

APHD Current Month Volume and Service Level per Application Type

Service Levels	Import Permit		Export Permit: Dairy		Export Permit: Meat and Poultry	
<1 day	911	98%	92	100%	28	100%
1-3 days	14	2%	0	0%	0	0%
>3 days	2	0%	0	0%	0	0%
Unprocessed	1	0%	0	0%	0	0%
Total	928		92		28	
Average Time (days)	0.49		0.31		0.28	

APHD Time Series Service Level per Application Type (past 3 months)

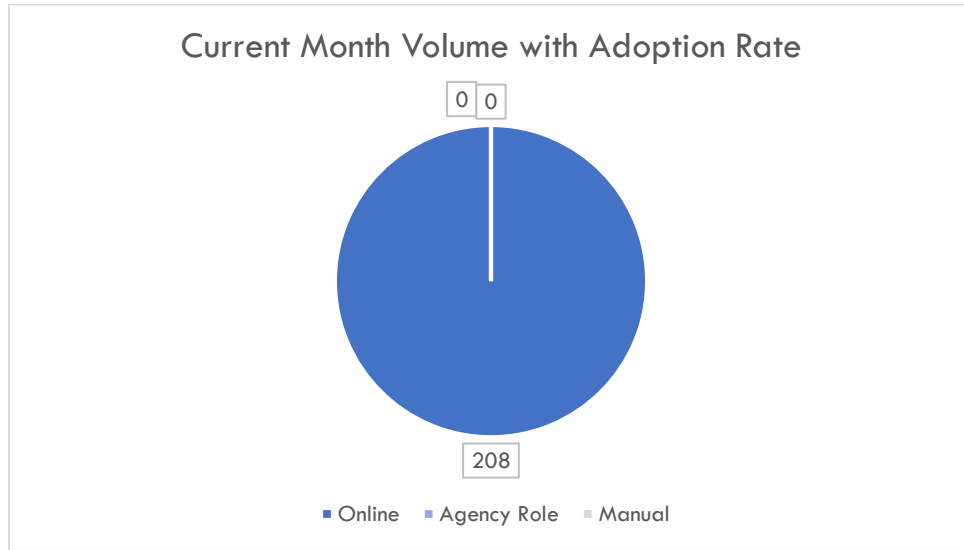


	Import Permit			Export Permit: Dairy			Export Permit: Meat and Poultry		
	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21
<1 day	800	829	911	87	88	92	23	19	28
1-3 days	29	33	14	1	2	0	0	0	0
>3 days	1	2	2	0	0	0	0	0	0
Unprocessed	0	1	1	0	0	0	0	0	0
Total	830	865	928	88	90	92	23	19	28
Average Time	0.37	0.42	0.49	0.19	0.23	0.31	0.35	0.34	0.28

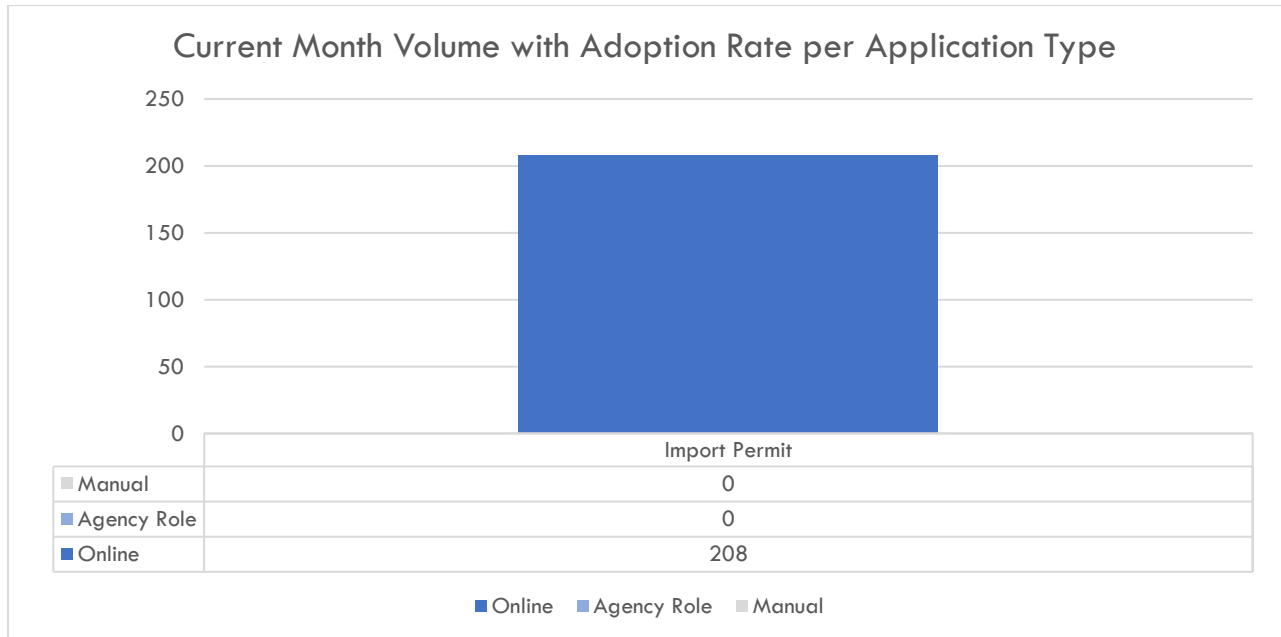
Plant Quarantine Services

Adoption Rate

PQS Current Month Volume with Adoption Rate



PQS Current Month Volume with Adoption Rate per Application Type

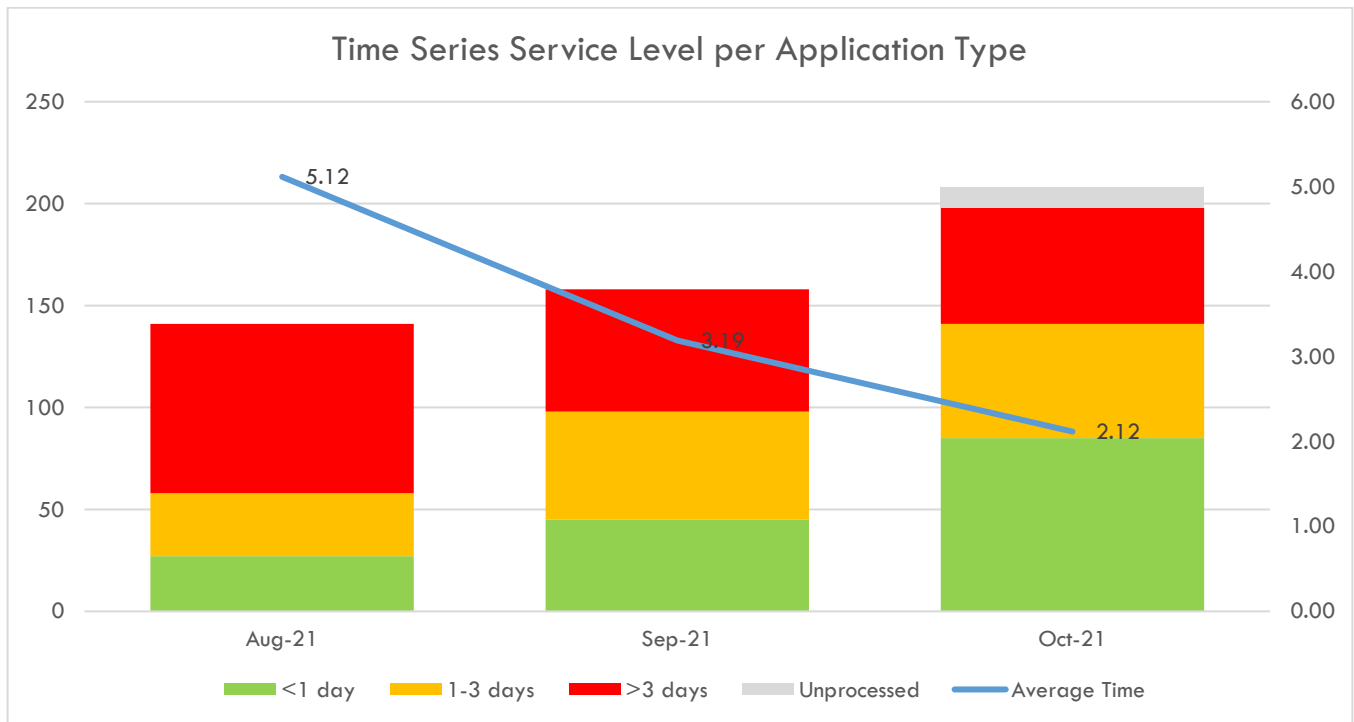


Service Level Efficiency

PQS Current Month Volume and Service Level per Application Type

Service Levels	Import Permit	
<1 day	85	41%
1-3 days	56	27%
>3 days	57	27%
Unprocessed	10	5%
Total	208	
Average Time (days)	2.12	

PQS Time Series Service Level per Application Type (past 3 months)

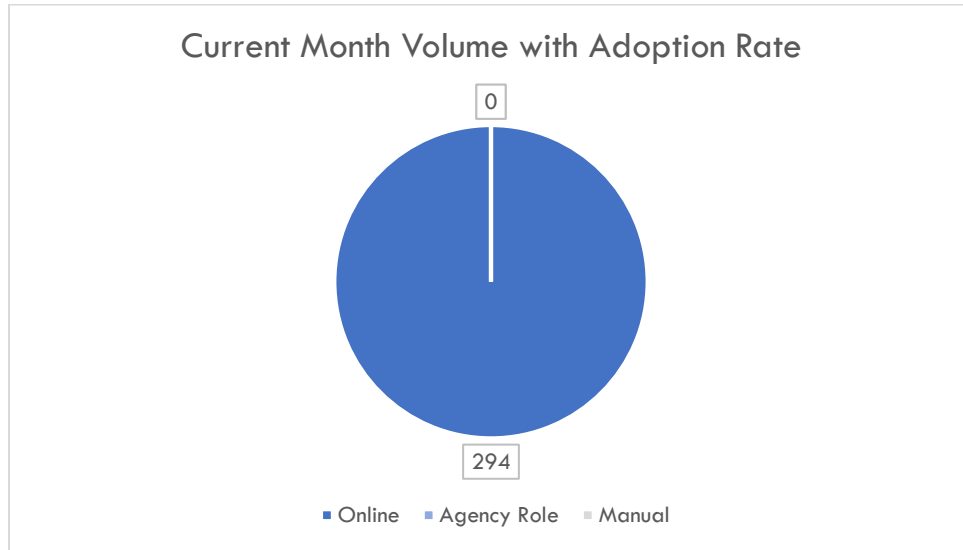


	Import Permit		
	Aug-21	Sep-21	Oct-21
<1 day	27	45	85
1-3 days	31	53	56
>3 days	83	60	57
Unprocessed	0	0	10
Total	141	158	208
Average Time	5.12	3.19	2.12

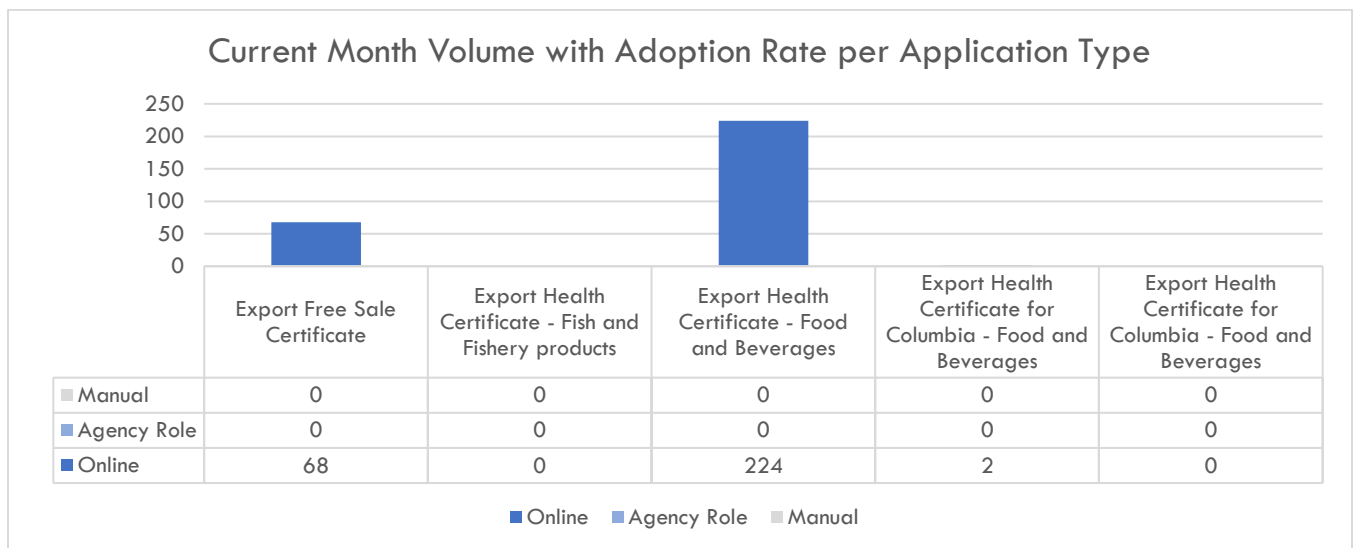
Food and Drugs Inspectorate, CFDD

Adoption Rate

FDI Current Month Volume with Adoption Rate



FDI Current Month Volume with Adoption Rate per Application Type

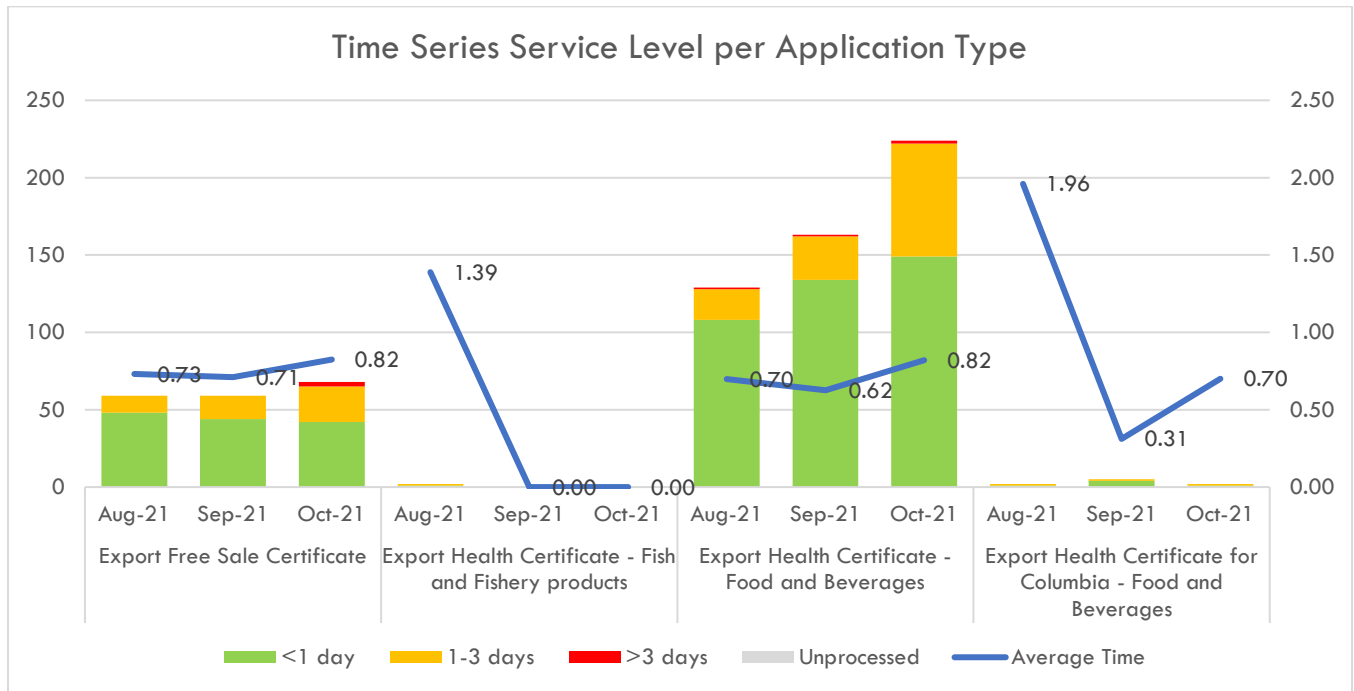


Service Level Efficiency

FDI Current Month Volume and Service Level per Application Type

Service Levels	Export Free Sale Certificate		Export Health Certificate - Fish and Fishery products		Export Health Certificate - Food and Beverages		Export Health Certificate for Columbia - Food and Beverages	
	Volume	Percentage	Volume	Percentage	Volume	Percentage	Volume	Percentage
<1 day	42	62%	0	0%	149	67%	1	50%
1-3 days	23	34%	0	0%	73	33%	1	50%
>3 days	3	4%	0	0%	2	1%	0	0%
Unprocessed	0	0%	0	0%	0	0%	0	0%
Total	68		0		224		2	
Average Time (days)	0.82		0		0.82		0.70	

FDI Time Series Service Level per Application Type (past 3 months)



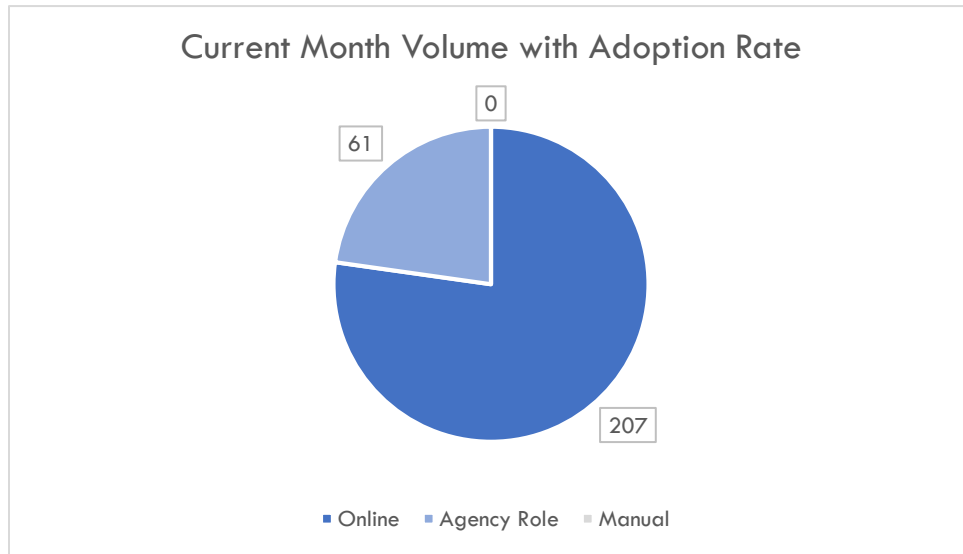
Performance Report for the Month Ending 31 October 2021

	Export Free Sale Certificate			Export Health Certificate - Fish and Fishery products			Export Health Certificate - Food and Beverages			Export Health Certificate for Columbia - Food and Beverages		
	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21	Aug-21	Sep-21	Oct-21
<1 day	48	44	42	1	0	0	108	134	149	1	4	1
1-3 days	11	15	23	1	0	0	20	28	73	1	1	1
>3 days	0	0	3	0	0	0	1	1	2	0	0	0
Unprocessed	0	0	0	0	0	0	0	0	0	0	0	0
Total	59	59	68	2	0	0	129	163	224	2	5	2
Average Time	0.73	0.71	0.82	1.39	0	0	0.70	0.62	0.82	1.96	0.31	0.70

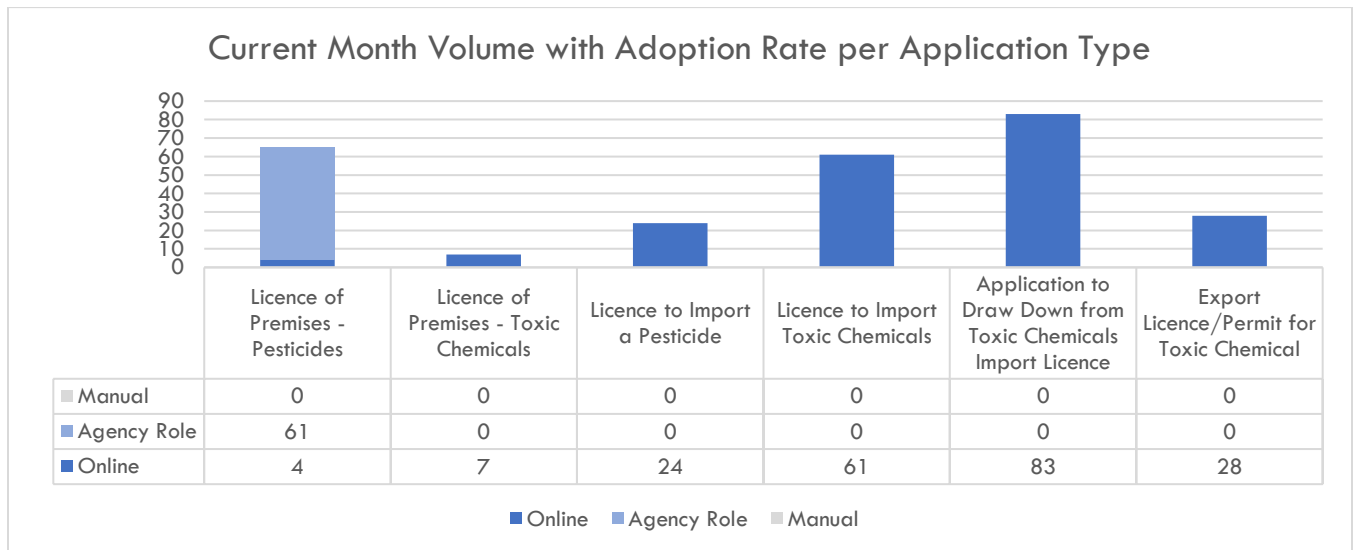
Pesticides and Toxic Chemicals Inspectorate, CFDD

Adoption Rate

PTCI Current Month Volume with Adoption Rate



PTCI Current Month Volume with Adoption Rate per Application Type

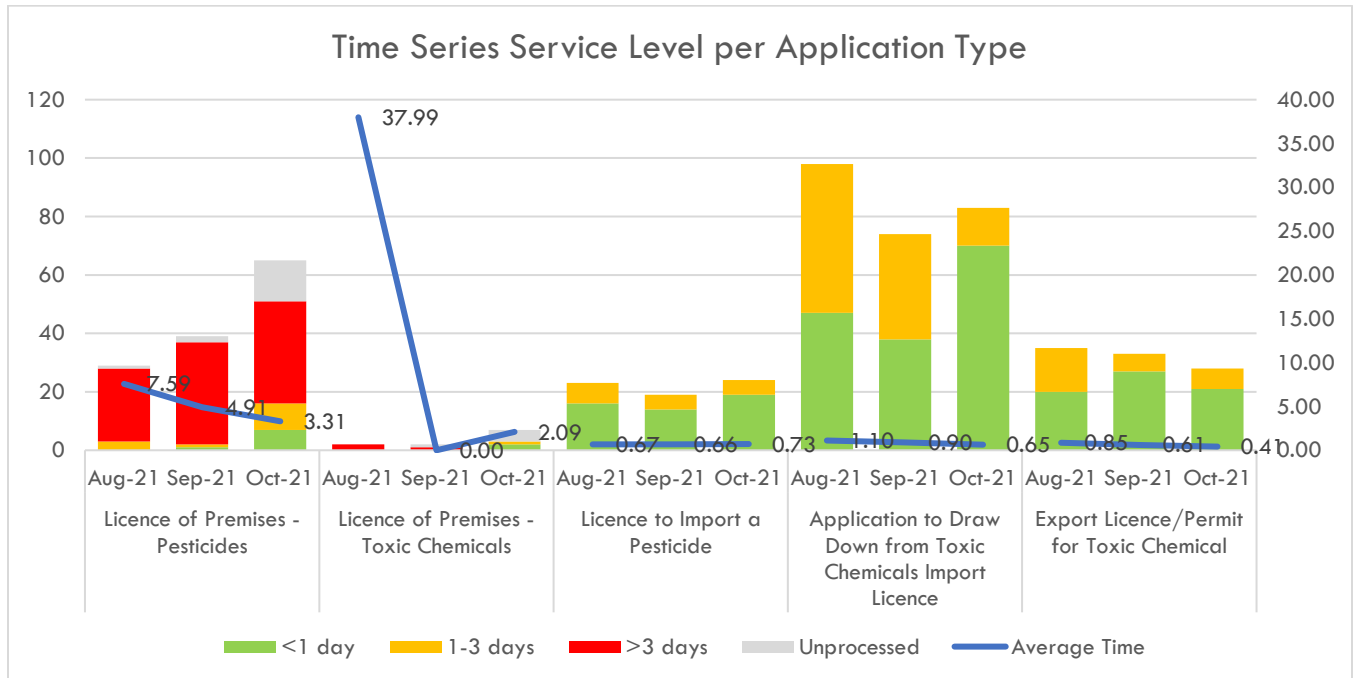


Service Level Efficiency

PTCI Current Month Volume and Service Level per Application Type

Service Levels	Licence of Premises - Pesticides		Licence of Premises - Toxic Chemicals		Licence to Import a Pesticide		Licence to Import Toxic Chemicals		Application to Draw Down from Toxic Chemicals Import Licence		Export Licence/Permit for Toxic Chemical	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
<1 day	7	11%	2	29%	19	79%	50	82%	70	84%	21	75%
1-3 days	9	14%	1	14%	5	21%	11	18%	13	16%	7	25%
>3 days	35	54%	0	0%	0	0%	0	0%	0	0%	0	0%
Unprocessed	14	22%	4	57%	0	0%	0	0%	0	0%	0	0%
Total	65		7		24		61		83		28	
Average Time (days)	3.31		2.09		0.73		0.65		0.59		0.41	

PTCI Time Series Service Level per Application Type (past 3 months)



Performance Report for the Month Ending 31 October 2021

	Licence of Premises - Pesticides			Licence of Premises - Toxic Chemicals			Licence to Import a Pesticide			Application to Draw Down from Toxic Chemicals Import Licence			Export Licence/Permit for Toxic Chemical		
	Aug- 21	Sep- 21	Oct- 21	Aug- 21	Sep- 21	Oct- 21	Aug- 21	Sep- 21	Oct- 21	Aug- 21	Sep- 21	Oct- 21	Aug- 21	Sep- 21	Oct- 21
<1 day	0	1	7	0	0	2	16	14	19	47	38	70	20	27	21
1-3 days	3	1	9	0	0	1	7	5	5	51	36	13	15	6	7
>3 days	25	35	35	2	1	0	0	0	0	0	0	0	0	0	0
Unprocessed	1	2	14	0	1	4	0	0	0	0	0	0	0	0	0
Total	29	39	65	2	2	7	23	19	24	98	74	83	35	33	28
Average Time	7.59	4.91	3.31	37.99	0.00	2.09	0.67	0.66	0.73	1.10	0.90	0.65	0.85	0.61	0.41

Drug Inspectorate

Adoption Rate

DI Current Month Volume with Adoption Rate

DI Current Month Volume with Adoption Rate per Application Type

Service Level Efficiency

DI Current Month Volume and Service Level per Application Type

DI Time Series Service Level per Application Type

Challenges and Proposed Solutions

Agency	Challenge	Proposed Solution	Status
Front-end User Challenges			
All	1. Navigating in and out multiple applications through the search function is time-consuming since search results are lost when exiting application.	Change order #10131 - Preserve the Search Results when navigating into and out of an application in PNL module.	Change order #10131 - Impact Assessment in Progress
Back-end Agency Challenges			
TLU	1. The online archive for TLU staff is outdated and incomplete. This prevents the officers from being able to process licences without having to revert to paper files which decreases the efficiency of the online system.	The Ministry has decided to enhance the PNL module to allow TLU staff to create/update/delete files to the existing archive. Mr. Neshan Singh has raised Change Order #9885 to address this.	Change Order #9885 - Verification in progress
TLU	2. Inability to communicate licence cancellations to Customs. The Customs system therefore cannot prevent persons from using cancelled import licences.	Change order #8153 seeks to implement the transmission of the Licence Cancel Message to the Customs Border Control System.	Change Order #8153 - Implementation in progress. Meeting held with Customs on 21 July, 2017, where ASYCUDA programmer confirmed that their system can receive cancellation message. Infrastructure specialist to engage Customs on restoring communication over trial environments to test.

TLU	3. Ministry officers are required to physically sign licences after they are printed which prevents officers located outside of the Barataria office from assisting in processing TLU applications (such as Port of Spain head office).	Change order #7491 - Insert Permanent Secretary's signature on TLU import, export and duty relief licences.	Change order #7491 - Customer Hold as the Permanent Secretary has concerns over the insertion of his signature without level of controls in place for e.g. in the Account's cheque producing process.
-----	---	---	---

Agency	Challenge	Proposed Solution	Status
All	4. Approvers currently print secure prints through java application which has the potential for problems if the correct version and security settings are not used.	Implement new print control proxy.	Infrastructure specialist is liaising with CL to address problems encountered.
All	5. Navigating in and out multiple applications through the search function is time-consuming since search results are lost when exiting application.	Change order #10131 - Preserve the Search Results when navigating into and out of an application in PNL module	Change order #10131 - Impact Assessment in Progress

Incidents and Change Orders

Incidents

Incident #	Agency	Summary	Priority	Open Date	Status	Resolve Date
126163	DI	User Interface Error in the Application for Approval to Import Antibiotics - Withdrawal Question Answer	Low	11/03/2020	Open	
126170	DI	Secure Printing Unavailable due to PCP being enabled.	Low	11/03/2020	Open	
126172	DI	3. Approver Inbox Submission Date not set to Chronological Order	Low	11/03/2020	Open	
137547	TLU	TLU - EAS Notes Disappeared	Low	07/01/2021	Awaiting Response	
137832	TLU	TLU - EAS Notes Disappeared	Low	14/01/2021	Awaiting Response	
138905	TLU	TLU - Release Officer and Level 2 Roles displaying incorrect Application Status for Import Licence Application.	Low	08/02/2021	Awaiting Vendor	
139886	PNL	Inability to submit Applications to OGA's	Low	03/03/2021	Awaiting Vendor	
140188	TLU	TLU – EAS Transaction History Empty	Low	11/03/2021	Awaiting Vendor	
140286	TLU	EAS Duplication of Notes	Low	12/03/2021	Awaiting Vendor	
140517	TLU	EAS Notes Disappeared	Low	19/03/2021	Awaiting Vendor	
140523	TLU	EAS Notes Disappeared	Low	19/03/2021	Awaiting Vendor	
141041	TLU	EAS Notes Disappearing	Low	06/04/2021	Awaiting Vendor	
141203	TLU	EAS Notes Disappearing	Low	09/04/2021	Awaiting Vendor	
141263	TLU	EAS Notes Disappearing	Low	12/04/2021	Awaiting Vendor	
141539	TLU	EAS Notes Disappearing	Low	19/04/2021	Awaiting Vendor	
141578	TLU	EAS Missing Attachment	Low	20/04/2021	Awaiting Vendor	

Incident #	Agency	Summary	Priority	Open Date	Status	Resolve Date
141882	TLU	EAS Notes Disappeared	Low	27/04/2021	Acknowledged	
141907	TLU	EAS Missing Attachments	Low	27/04/2021	Awaiting Vendor	
142627	TLU	Queried Application TLU2021022311323 Not Appearing in Inbox	Low	21/05/2021	Awaiting Vendor	
142847	TLU	EAS Notes Disappeared	Low	01/06/2021	Awaiting Vendor	
142850	TLU	Queried Application TLUTLU2021022211042 Not Appearing in Inbox	Low	01/06/2021	Awaiting Vendor	
143161	TLU	EAS Notes Disappeared	Low	16/06/2021	Awaiting Response	
143471	TLU	EAS Cement Dealer Licence (Transaction History)	Low	29/06/2021	Awaiting Response	
144321	TLU	EAS Disappearing Notes	Low	01/07/2021		
143643	TLU	EAS Unable to update Duty Relief Profiles due to Field Errors	Low	05/07/2021		
143701	TLU	EAS Dealer Profile Attachments Missing	Low	07/07/2021		
143743	DI	Approver unable to open any applications to review in Trial Environment	Low	08/07/2021		
143928	PNL	Approver unable to open any applications to review in Trial Environment	Medium	13/07/2021		
144177	TLU	EAS Disappearing Notes	Low	22/07/2021		
144321	TLU	EAS Disappearing Notes	Low	27/07/2021		
144741	TLU	EAS Disappearing Notes	Low	09/08/2021		
146823	PTCI	PTCI - Blank Import Permit PTL2021092881917 Generated	Low	07/10/2021		
147537	DI	DI - Cloned Application Errors	Low	25/10/2021		
147613	DI	DI - Applications Not in descending Chronological Order	Low	27/10/2021		

Incident #	Agency	Summary	Priority	Open Date	Status	Resolve Date
147617	TLU	TLU - Duty Relief Application TLU2021082370769 Details of Query Missing	Low	27/10/2021		
147735	DI	DI - Withdrawal of Antibiotic Licence Quantity and Description of Antibiotics is not displayed to Approver	Low	1/11/2021		

Change Orders

Change Order #	Agency	Summary	Priority	Open Date	Status	Resolve Date
8153	TLU	1. Transmit Licence Cancel Message to Customs Border Control System	4 Low	27/06/2016	TTBizLink Enhancement Project will address this issue	
10131	All	2. Preserve the Search Results when navigating into and out of an application in the PNL module	4 Low	20/11/2017	Impact Assessment in Progress	
12627	TLU	3. EAS Auto Generate File Numbers Company and Individual Files	4 Low	30/10/2019	Impact Assessment in Progress	
13033	DI	4. DI - PDR/Reports Secure and Unsecure documents Add TTBizLink Reference Number to the Top Left of the document generated	4 Low	11/03/2020	Customer Hold	
13159	APHD	5. Add e-Signature and Stamps to Secure Documents generated	4 Low	14/04/2020	Customer Hold	
13173	PNL	6. Create MI Service for Permits and Licences	4 Low	16/04/2020	Not Approved	
14122	TLU	EAS Dealer Licence Profile Changes	Low	30/04/2021	RFC	
14214	CFDD	F&DI and PTCI Automatic Delivery of Approval Documents	Low	24/05/2021	RFC	
14232	TLU	Dealer Import Licence Add HS Code 8703.21.00 to existing Group of HS Codes	Low	27/05/2021	Implemented	
14338	PQS	Addition of e-Signature for Approver	Low	23/06/2021	Implemented	
14568	APHD	Fee Receipt, Health Certificate Field Addition and Transaction Report	Low	06/09/2021	RFC	
14569	PQS	Automatic Delivery of Approval Documents	Low	06/09/2021	RFC	
14619	DI	Download Secure PDF Link	Low	21/09/2021	RFC	

Change Order #	Agency	Summary	Priority	Open Date	Status	Resolve Date
14646	TLU	Internal Remarks Record for Dealer Licence Copy to Notes in the EAS System	Low	1/10/2021	RFC	
14709	DI	DI - Application Adjustments	Low	23/10/2021	RFC	
14710	TLU	TLU - Automatic Delivery of Approval Documents	Low	23/10/2021	RFC	
14724	DI	DI - Add e-Signature and Stamps to Secure Documents generated	Low	27/10/2021	RFC	