



# E-PERMITS AND LICENCES MODULE

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## Performance Report November 2021

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending November 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 November moving from 2382 to 2556 applications representing a 7% increase month over month.

An average processing time for this period of 1.47 days was achieved for the month of November 2021.

Agency processing efficiency for under one (1) day decreased from 78% to 74%, between one (1) to three (3) days moved from 11% to 12%, and over three (3) days remained at 7%

The number of unprocessed applications during this time remained at 7%.

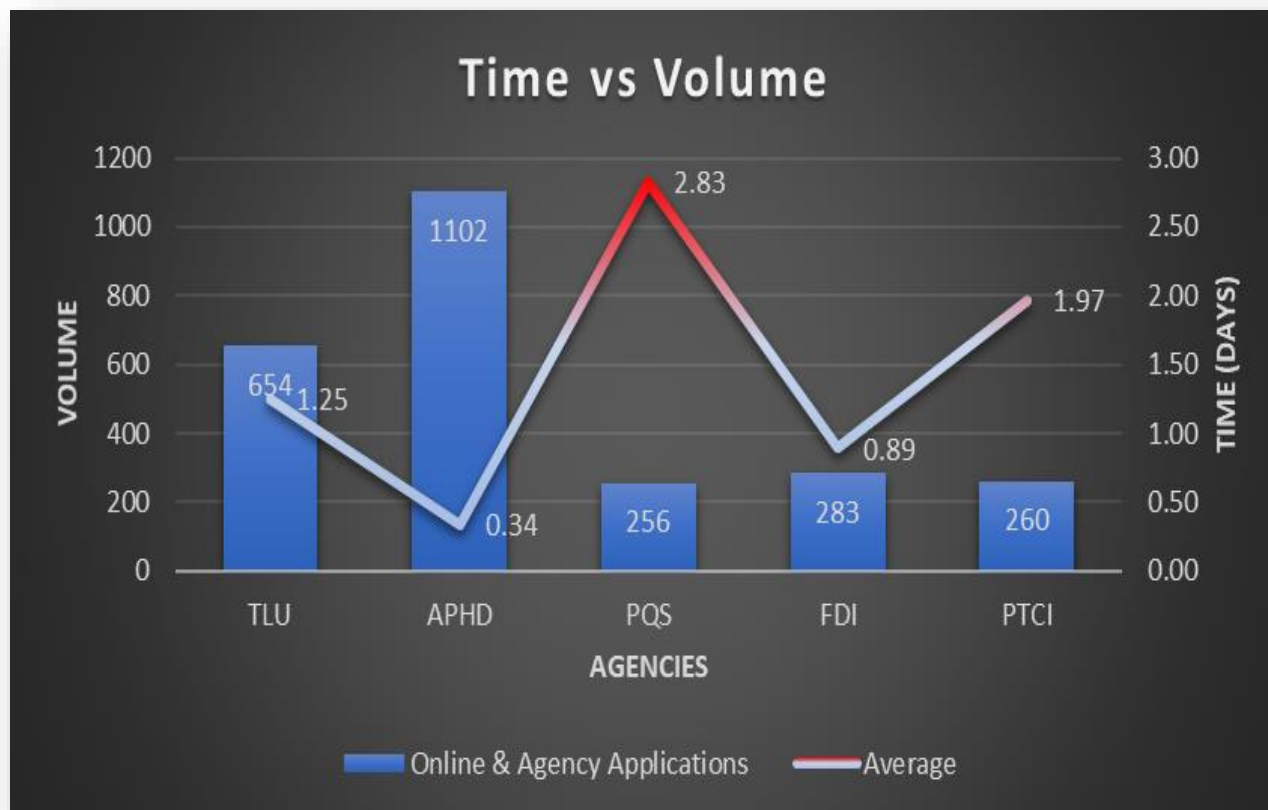
### Note:

- ✚ *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	475	73%	1086	99%	40	16%	178	63%	121	47%	0	0%
1-3 days	55	8%	15	1%	47	18%	105	37%	80	31%	0	0%
>3 days	52	8%	1	0%	86	34%	0	0%	29	11%	0	0%
Unprocessed	72	11%	0	0%	83	32%	0	0%	30	12%	0	0%
Total	654		1102		256		283		260		0	
Average Time (days)	1.25		0.34		2.83		0.89		1.97		0.00	



Time Series Service Level per Agency (past 3 months)

