E-PERMITS AND LICENCES MODULE

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Performance Report February 2022

Ministry of Trade and Industry

Single Electronic Window Unit (TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist

TTBizLink
Business Made Easy

Performance Report for the Month Ending February 2022

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 February moving from 2745 to 2062 applications representing a 24% decrease month over month.

An average processing time for this period of 1.68 days was achieved for the month of February 2022.

Agency processing efficiency for under one (1) day increased from 62% to 75%, between one (1) to three (3) days moved from 24% to 12%, and over three (3) days decreased from 10% to 7%.

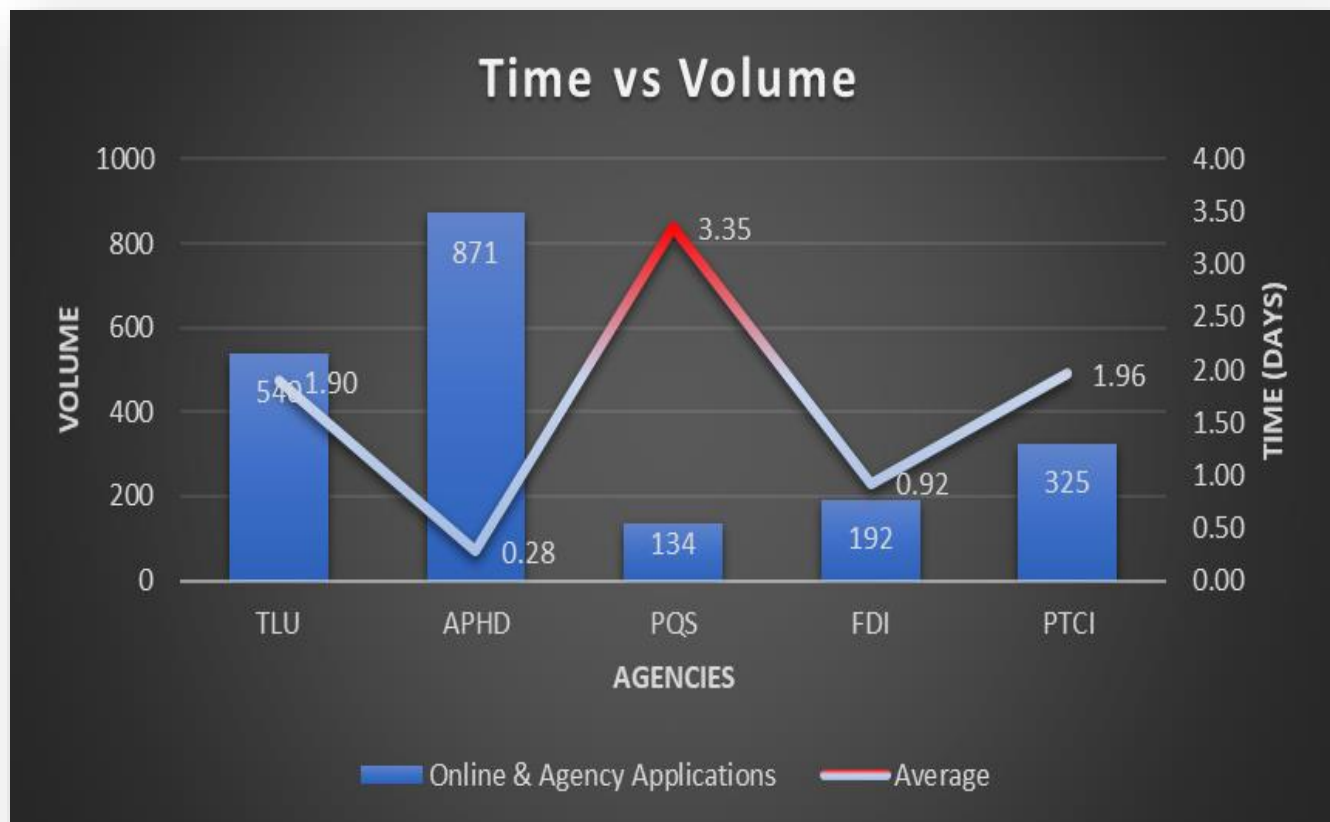The number of unprocessed applications during this time moved from 3% to 5%.

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	
<1 day	361	67%	869	100%	17	13%	119	62%	187	58%
1-3 days	90	17%	2	0%	30	22%	70	36%	62	19%
>3 days	69	13%	0	0%	24	18%	3	2%	51	16%
Unprocessed	20	4%	0	0%	63	47%	0	0%	25	8%
Total	540		871		134		192		325	
Average Time (days)	1.90		0.28		3.35		0.92		1.96	

Time Series Service Level per Agency (past 3 months)

Time Series Service Level per Agency