E-PERMITS AND LICENCES MODULE

Performance Report
April 2022

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Business Made Easy

Performance Report for the Month Ending April 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 April moving from 2480 to 2183 applications representing a 12% decrease month over month.

An average processing time for this period of 4.42 days was achieved for the month of April 2022.

Agency processing efficiency for under one (1) day decreased from 66% to 58%, between one (1) to three (3) days increased from 12% to 20%, and over three (3) days increased from 17% to 18%.

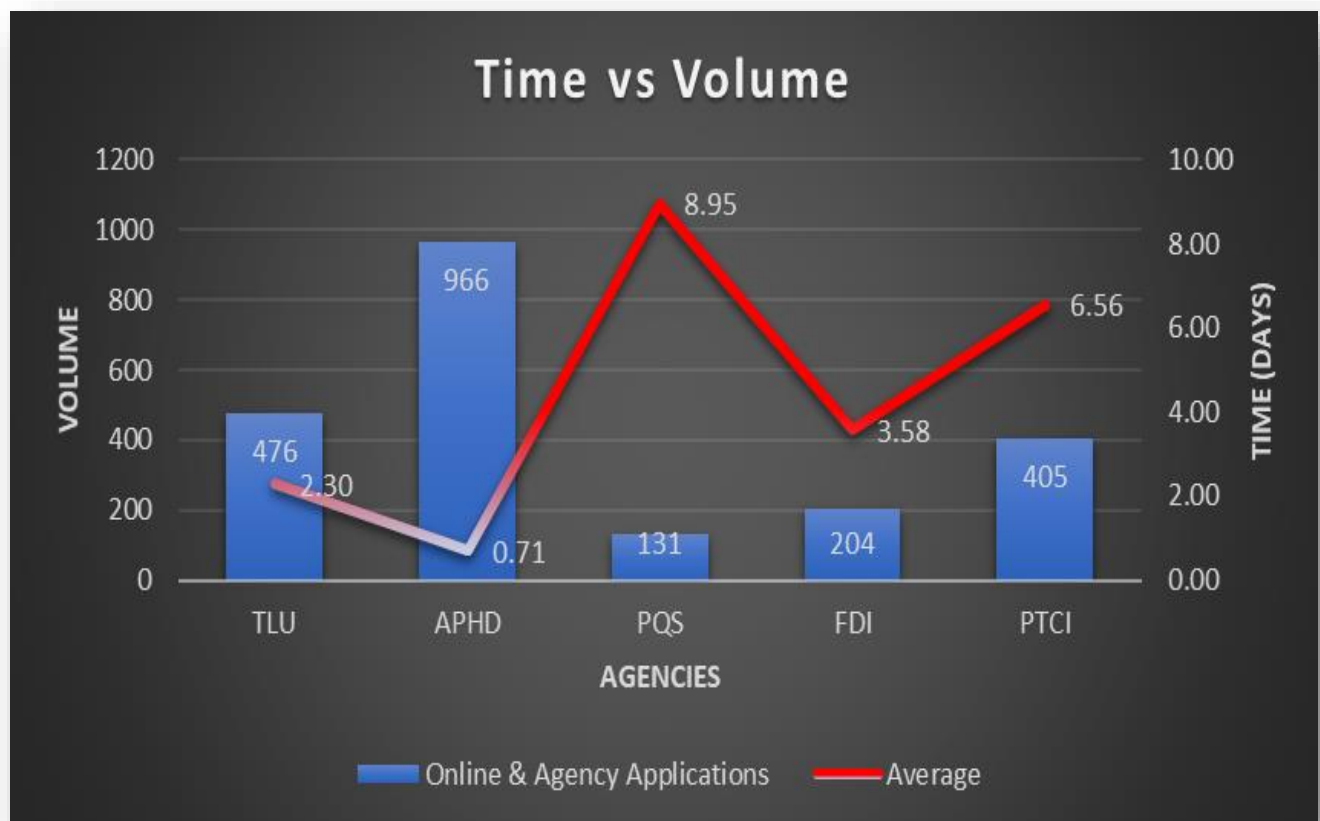The number of unprocessed applications during this time decreased from 5% to 4%.

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	360	70%	1058	96%	16	9%	52	23%	152	35%
1-3 days	67	13%	49	4%	23	12%	46	20%	118	27%
>3 days	69	13%	0	0%	111	60%	122	54%	110	25%
Unprocessed	20	4%	0	0%	36	19%	5	2%	58	13%
Total	516		1107		186		225		438	
Average Time (days)	1.74		0.38		6.81		3.88		2.88	

Time Series Service Level per Agency (past 3 months)

Time Series Service Level per Agency