E-PERMITS AND LICENCES MODULE

Performance Report May 2022

Ministry of Trade and Industry

Single Electronic Window Unit (TTBizLink)

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TTBizLink
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 May moving from 2183 to 2219 applications representing a 2% increase month over month.

An average processing time for this period of 1.84 days was achieved for the month of May 2022.

Agency processing efficiency for under one (1) day increased from 58% to 61%, between one (1) to three (3) days remained at 20%, and over three (3) days decreased from 18% to 7%.

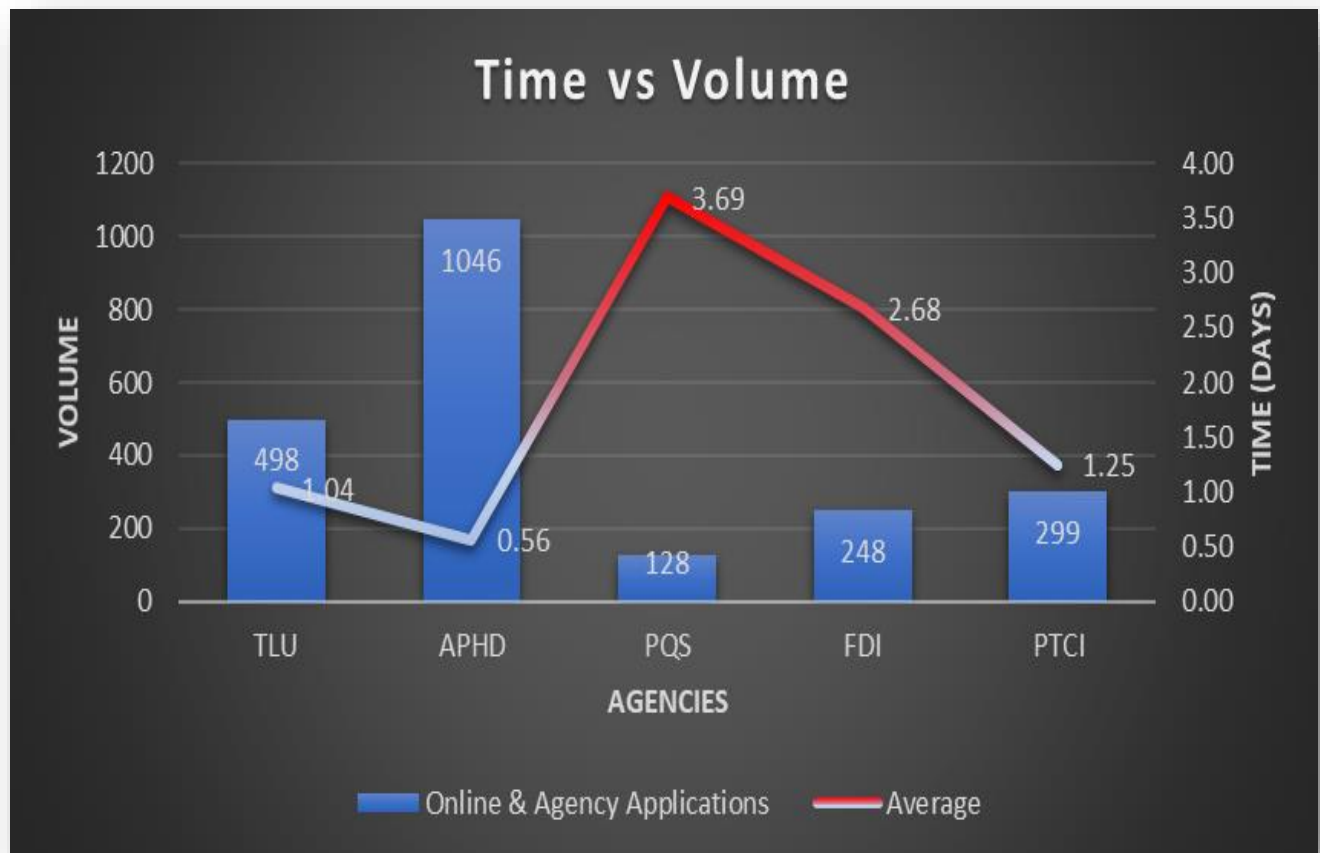The number of unprocessed applications during this time increased from 4% to 12%.

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	382	77%	858	82%	17	13%	22	9%	65	22%
1-3 days	45	9%	162	15%	17	13%	88	35%	141	47%
>3 days	25	5%	0	0%	45	35%	86	35%	5	2%
Unprocessed	46	9%	26	2%	49	38%	52	21%	88	29%
Total	498		1046		128		248		299	
Average Time (days)	1.04		0.56		3.69		2.68		1.25	

Time Series Service Level per Agency (past 3 months)