E-PERMITS AND LICENCES MODULE

Performance Report September 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 September 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 an increase in volume for the month of September moving from 2134 to 2338 applications representing a 10% increase month over month.

An average processing time for this period of one (1) day, seven (7) hours and nineteen (19) minutes was achieved for the month of September 2022.
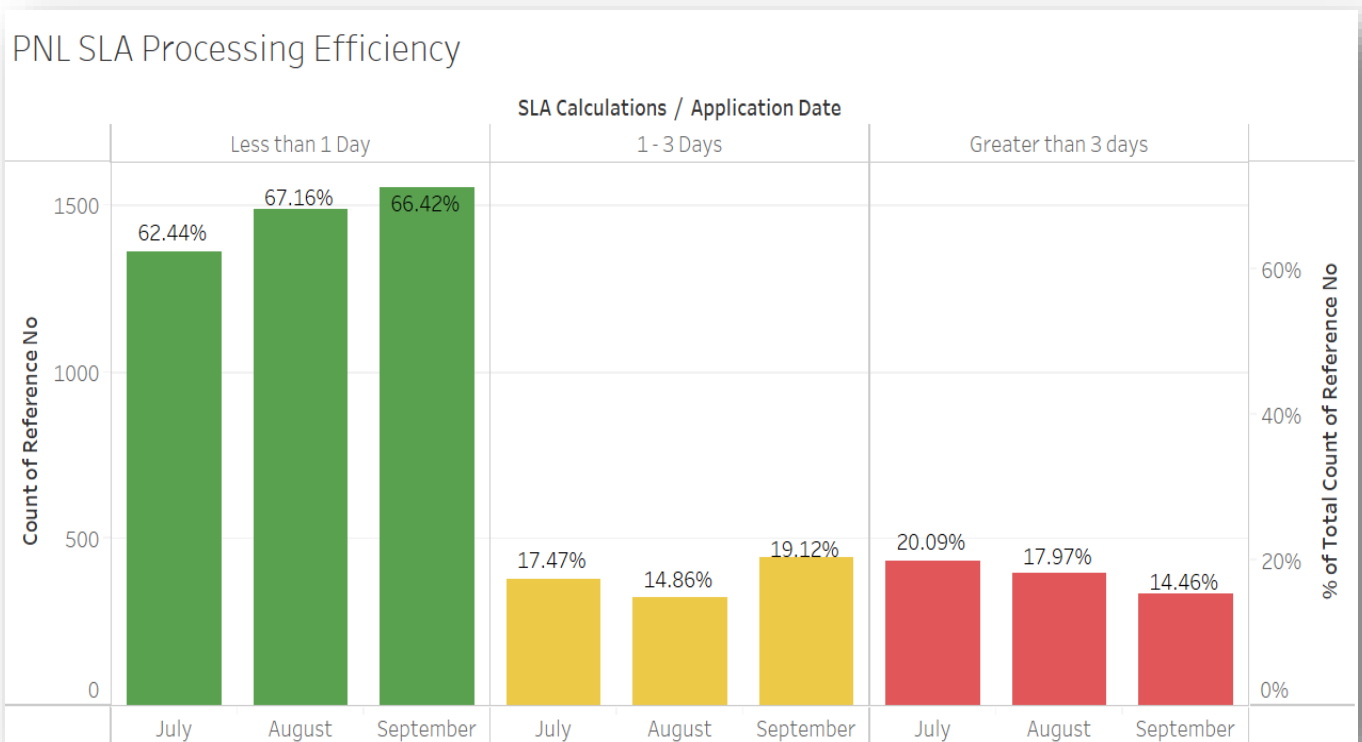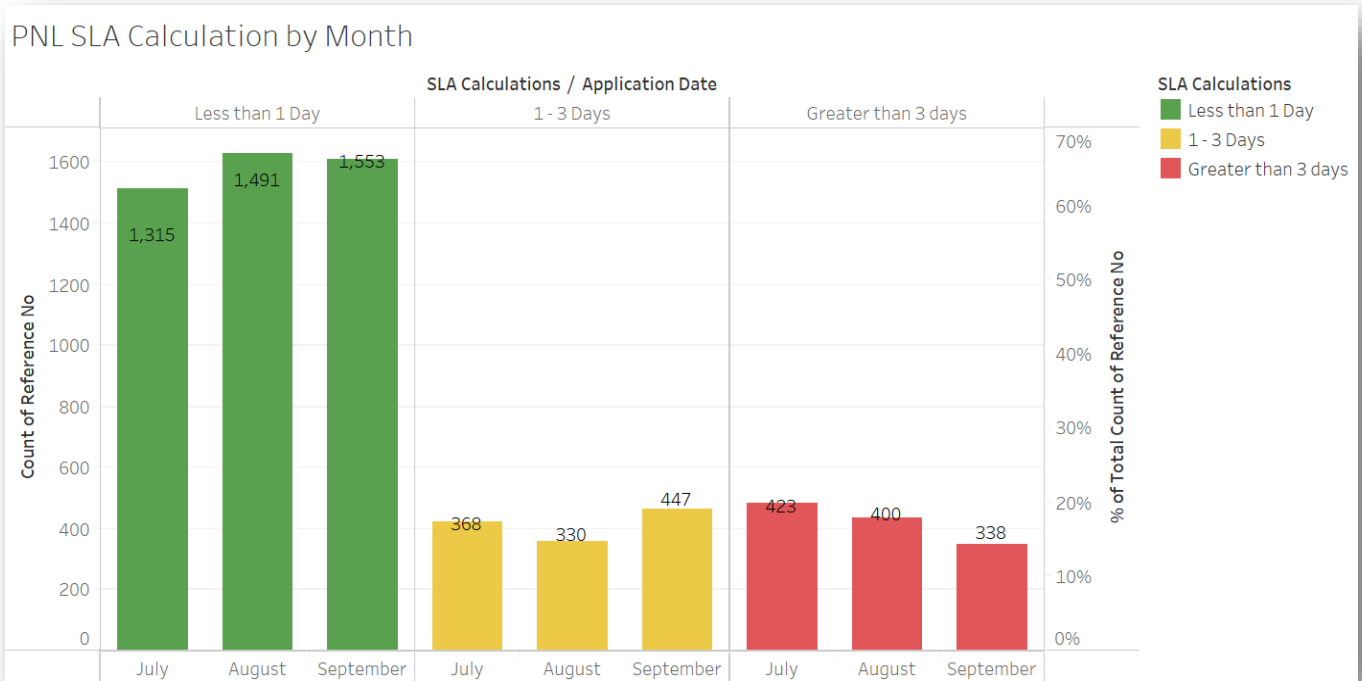
Agency processing efficiency for under one (1) day decreased from 67% to 66%, between one (1) to three (3) days increased from 15% to 19%, and over three (3) days decreased from 18% to 14%.
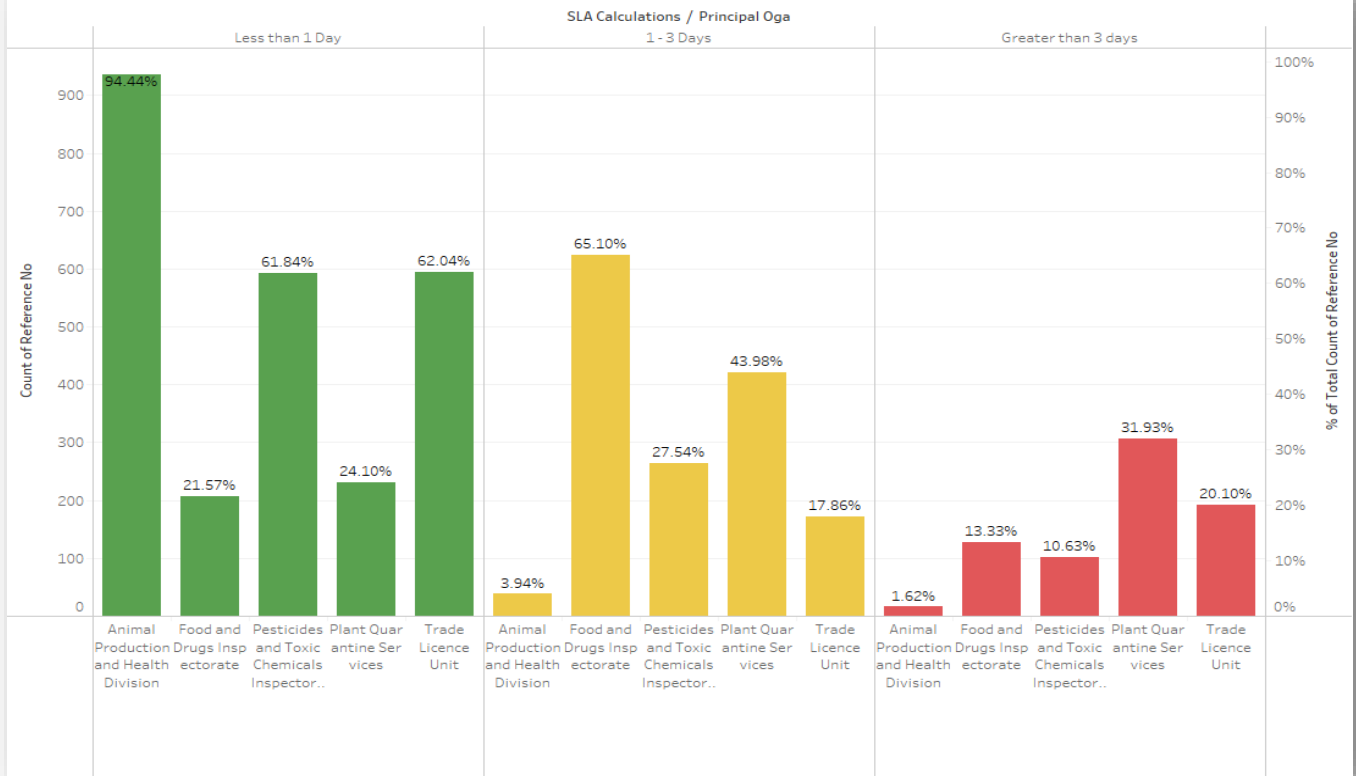
Note:

- *Previous month's unprocessed applications that are processed in the next month can adversely impact processing efficiency graphically when reviewing month on month numbers.*
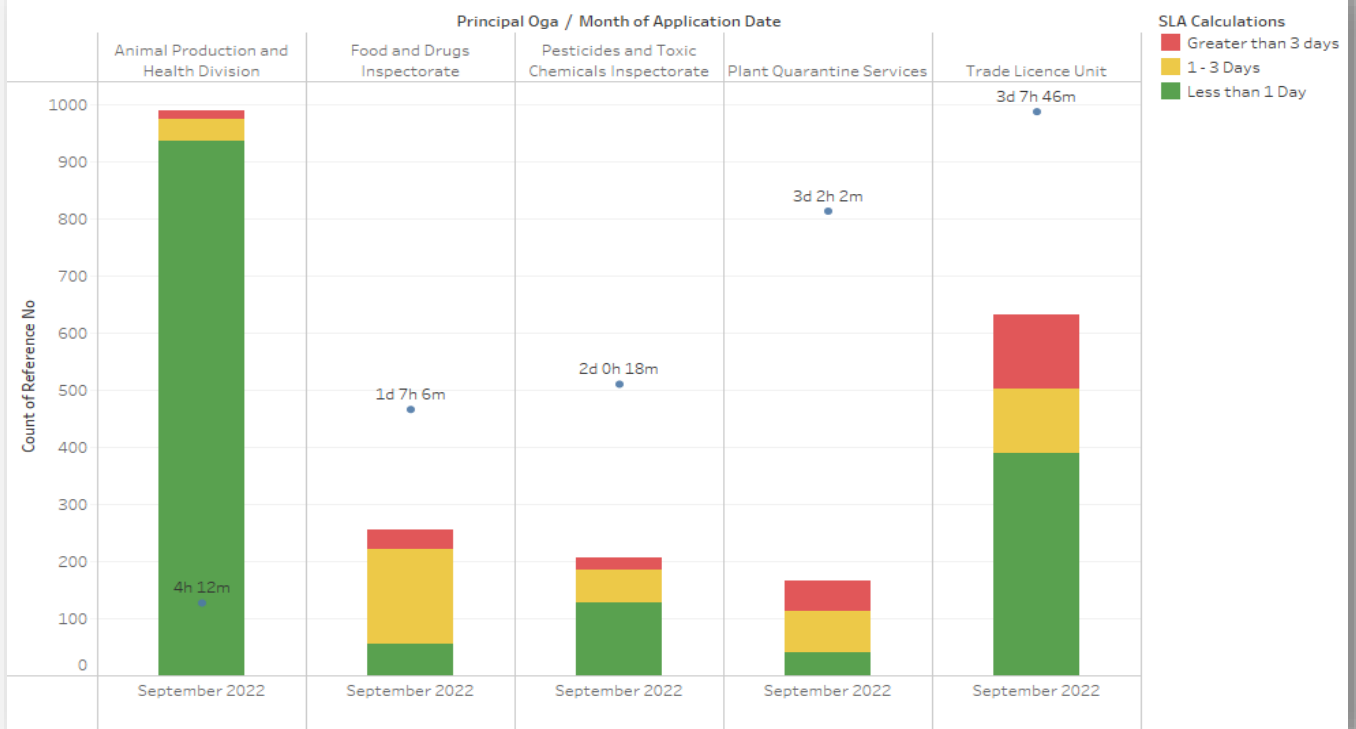
MODULE PERFORMANCE SUMMARY

Current Month Volume and Service Level per Agency

PNL SLA Calculation by Month
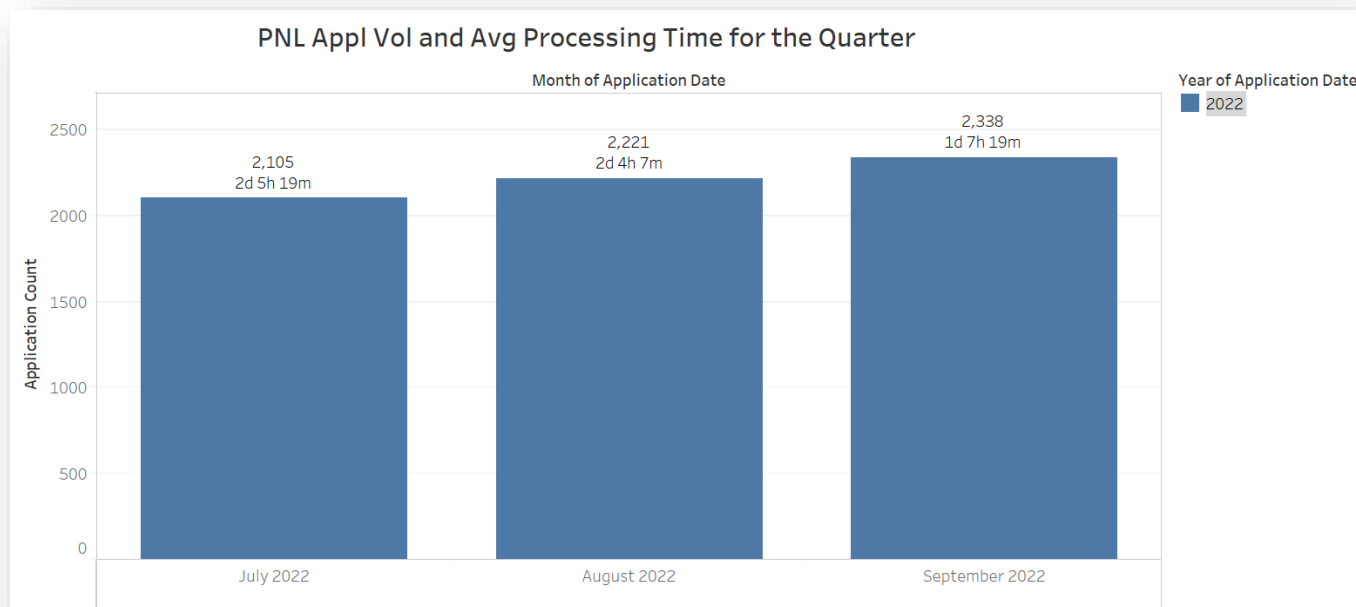

PNL SLA Processing Efficiency

PNL SLA Calculation for Current Month per Agency

PNL SLA per Agency for the Current Month

Application Volume and Average Processing Time (past 3 months)

Time Series Service Level per Agency (past 3 months)