E-PERMITS AND LICENCES MODULE

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Performance Report
July 2023

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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TTBizLink
Business Made Easy

Performance Report for the Month Ending July 2023

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 July moving from 2307 to 2155 applications representing a 7% decrease month over month.

An average processing time for this period of 3.80 days was achieved for the month of July 2023.

Agency processing efficiency for under one (1) day increased from 54% to 62%, between one (1) to three (3) days decreased from 17% to 16%, and over three (3) days decreased from 29% to 21%.

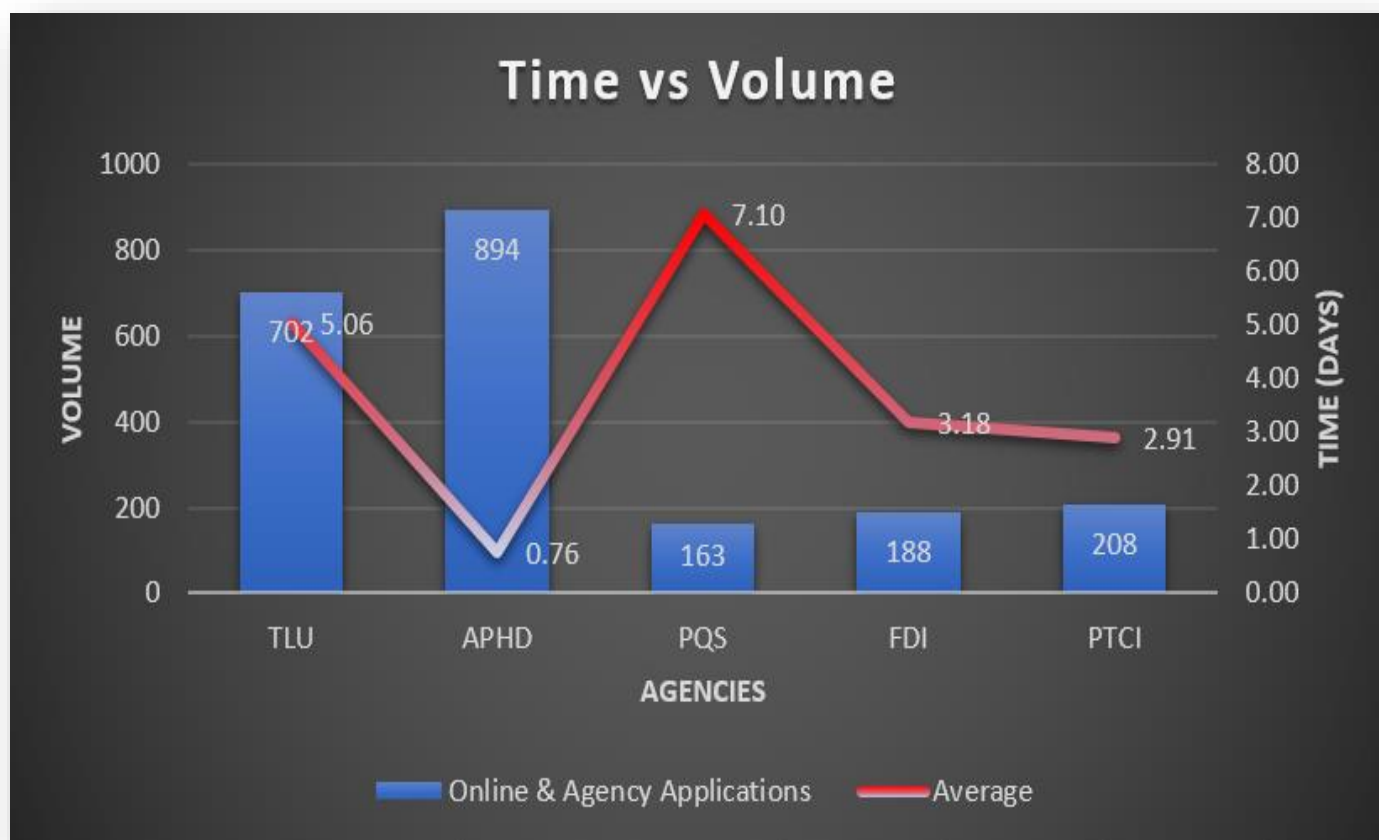The number of unprocessed applications during this time was 1%.

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	409	58%	738	83%	26	16%	46	24%	115	55%
1-3 days	116	17%	93	10%	40	25%	43	23%	54	26%
>3 days	174	25%	63	7%	91	56%	97	52%	15	7%
Unprocessed	3	0%	0	0%	6	4%	2	1%	24	12%
Total	702		894		163		188		208	
Average Time (days)	5.06		0.76		7.10		3.18		2.91	

Time Series Service Level per Agency (past 3 months)