E-PERMITS AND LICENCES MODULE

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Performance Report
May 2023

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending May 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 an increase in volume for the month of May moving from 2170 to 2413 applications representing a 11% increase month over month.

An average processing time for this period of 5.27 days was achieved for the month of May 2023.

Agency processing efficiency for under one (1) day decreased from 73% to 56%, between one (1) to three (3) days increased from 16% to 21%, and over three (3) days increased from 8% to 23%.

The number of unprocessed applications during this time decreased from 3% to nil.
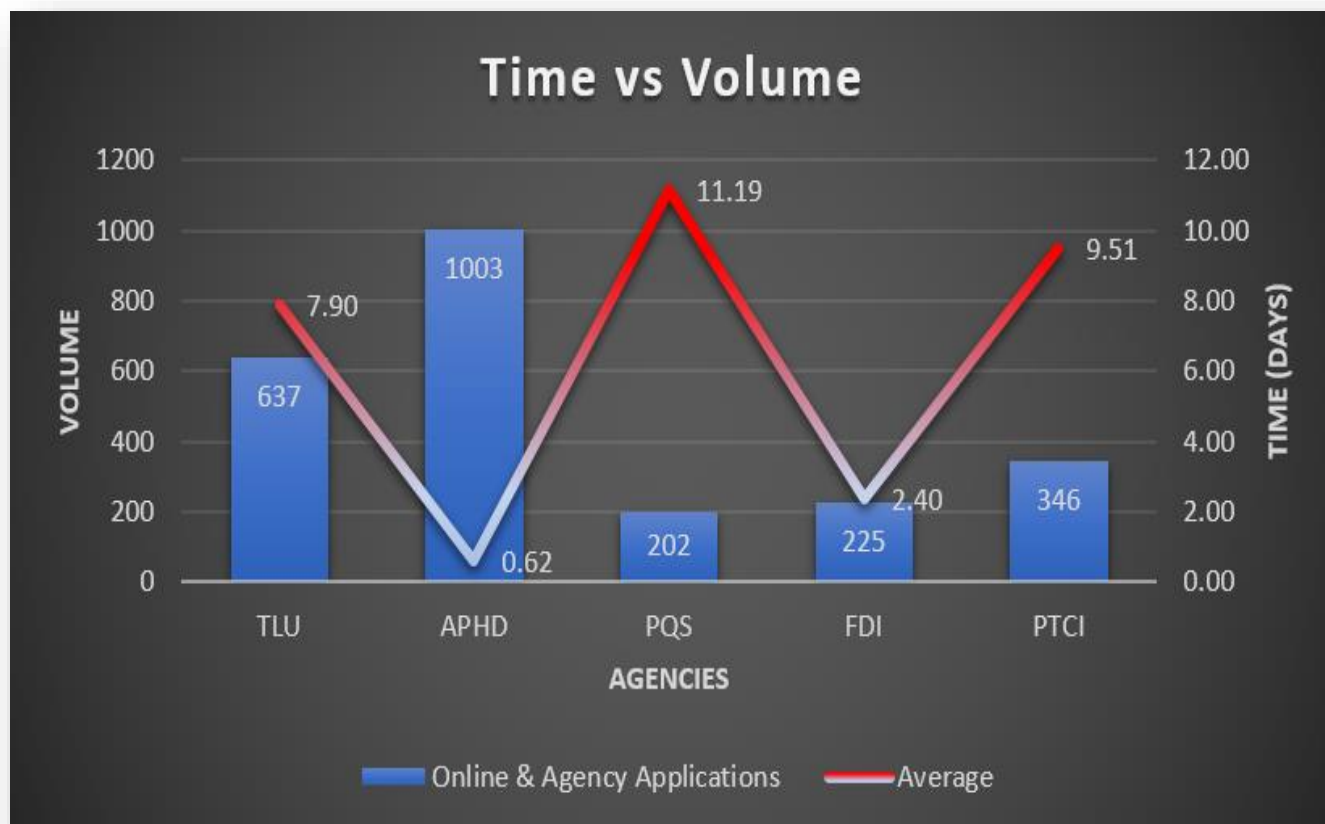
Note:

- 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	292	46%	902	90%	23	11%	60	27%	74	21%
1-3 days	155	24%	85	8%	70	35%	98	44%	97	28%
>3 days	190	30%	16	2%	109	54%	67	30%	168	49%
Unprocessed	0	0%	0	0%	0	0%	0	0%	7	2%
Total	637		1003		202		225		346	
Average Time (days)	7.90		0.62		11.19		2.40		9.51	

Time Series Service Level per Agency (past 3 months)

Time Series Service Level per Agency