

Endangered Species Advisory Committee

**Serving the Community -
Service Standards Committee
46th Monitoring Report**

Purpose

To inform members of the performance of the Agriculture, Fisheries and Conservation Department (AFCD) in meeting its pledges with respect to the licensing of endangered animals and plants under the “Serving the Community” Scheme.

Background

2. AFCD published its first Performance Pledge on 1 August 1993. The current Performance Pledge was published in April 2008. The Performance Pledge provides information on the services available from the Department and sets out the performance standards and targets which the Department aims to achieve in respect of twenty of its more popular services.

Monitoring Mechanism

3. To monitor the performance of the Department in achieving its various published standards and targets, a Service Standards Committee was set up. The Committee, chaired by the Deputy Director and comprising six other members drawn from the various divisions of the Department, reviews the results of the performance submitted by the various divisions of the Department on a quarterly basis and reports the findings to the different advisory committees according to their respective areas of interest.

Performance Results

4. The performance results for the quarter ending September 2019, December 2019, March 2020, June 2020, September 2020, December 2020 and March 2021 with respect to the licensing of endangered animals and plants as summarised in the **Appendix** have been reviewed by the Service Standards Committee.

5. There were 25,378 applications in the seven quarters under review. Overall, 96.8% of the applications met the targets. During the review period, special work arrangement was implemented to limit the number of staff working in the office during the COVID-19 outbreak. Therefore, processing of some applications could not be completed

within the target turn-around time. Moreover, 10,183 applications were received in bulk and a longer processing time was needed.

Comments by Service Standards Committee

6. The Service Standards Committee was of the view that the overall results were satisfactory. The committee also noted that no complaint on the services provided by the Department was received during the periods covered by this report.

Advice Sought

7. Members are requested to comment on and endorse the findings of the Service Standards Committee.

Agriculture, Fisheries and Conservation Department
June 2021

Performance results with respect to the services/applications on the licensing of endangered animals and plants

Appendix

Item	Service/Application	Target Turnaround Time	3 rd Quarter (Jul to Sep) of 2019			4 th Quarter (Oct to Dec) of 2019			1 st Quarter (Jan to Mar) of 2020			2 nd Quarter (Apr to Jun) of 2020		
			No. of Applications	No. of Applications Meeting Targets	% of Applications Meeting Targets	No. of Applications	No. of Applications Meeting Targets	% of Applications Meeting Targets	No. of Applications	No. of Applications Meeting Targets	% of Applications Meeting Targets	No. of Applications	No. of Applications Meeting Targets	% of Applications Meeting Targets
1	CITES Re-export Certificate for Animals and Plants	2 working days (except those requiring clarification from CITES Secretariat & overseas Management Authorities or overseas applications)	339	339	100.0%	264	264	100.0%	188	188	100.0%	184	182	98.9%
2(a)	CITES Licence to Import (other than live animals)/Export/Re-export/Possess in respect of endangered species	2 working days (except those requiring clarification from CITES Secretariat & overseas Management Authorities or overseas applications)	4,992	4,992	100.0%	4,659	4,289	92.1%	3,288	3,170	96.4%	2,071	2,014	97.2%
2(b)	CITES Licence to Import in respect of live endangered animals which also controlled under Cap. 139	5 working days (including 3 working days for processing the special permit by the Permit and Certificate Section)	4	4	100.0%	7	7	100.0%	7	6	85.7%	4	4	100.0%
2(c)	CITES Licence to Import in respect of other live endangered animals	2 working days (except those requiring clarification from CITES Secretariat & overseas Management Authorities or overseas applications)	122	122	100.0%	106	106	100.0%	71	62	87.3%	57	55	96.5%
Total			5,457	5,457	100.0%	5,036	4,666	92.7%	3,554	3,426	96.4%	2,316	2,255	97.4%

Performance results with respect to the services/applications on the licensing of endangered animals and plants (cont'd)

Item	Service/Application	Target Turnaround Time	3 rd Quarter (Jul to Sep) of 2020			4 th Quarter (Oct to Dec) of 2020			1 st Quarter (Jan to Mar) of 2021		
			No. of Applications	No. of Applications Meeting Targets	% of Applications Meeting Targets	No. of Applications	No. of Applications Meeting Targets	% of Applications Meeting Targets	No. of Applications	No. of Applications Meeting Targets	% of Applications Meeting Targets
1	CITES Re-export Certificate for Animals and Plants	2 working days (except those requiring clarification from CITES Secretariat & overseas Management Authorities or overseas applications)	218	218	100.0%	219	219	100.0%	137	137	100.0%
2(a)	CITES Licence to Import (other than live animals)/Export/Re-export/Possess in respect of endangered species	2 working days (except those requiring clarification from CITES Secretariat & overseas Management Authorities or overseas applications)	2,331	2,075	89.0%	2,521	2,521	100.0%	3,169	3,167	99.9%
2(b)	CITES Licence to Import in respect of live endangered animals which also controlled under Cap. 139	5 working days (including 3 working days for processing the special permit by the Permit and Certificate Section)	3	3	100.0%	2	2	100.0%	1	1	100.0%
2(c)	CITES Licence to Import in respect of other live endangered animals	2 working days (except those requiring clarification from CITES Secretariat & overseas Management Authorities or overseas applications)	69	69	100.0%	104	103	99.0%	241	235	97.5%
		Total	2,621	2,365	90.2%	2,846	2,845	100.0%	3,548	3,540	99.8%
		Total no. of applications in the reporting period	25,378								
		Overall % of applications meeting targets in the reporting period	96.8%								