

Endangered Species Advisory Committee

**Serving the Community -
Service Standards Committee
43rd Monitoring Report**

Purpose

To inform members of the department's performance in meeting its pledges with respect to the licensing of endangered animals and plants under the "Serving the Community" Scheme.

Background

2. The Agriculture, Fisheries and Conservation Department 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 December 2016, March 2017 and June 2017 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 14,122 applications in the three quarters under review. Overall, 99.0% of the applications met the target. For item 2(a), 4,167 applications (100.0%), 3,883

applications (96.5%), and 4,050 applications (99.8%) could meet the target for the three quarters respectively. Among all applications received under this item, 3,273 were received in bulk, resulting in significant increase in processing time for these applications. Hence, the performance pledge could not be fully met.

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
November 2017

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

Item	Service/Application	Target Turnaround Time	4 th Quarter (Oct to Dec) of 2016			1 st Quarter (Jan to Mar) of 2017			2 nd Quarter (Apr to Jun) of 2017		
			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)	527	527	100.0%	478	478	100.0%	628	628	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)	4,167	4,167	100.0%	4,022	3,883	96.5%	4,057	4,050	99.8%
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)	23	23	100.0%	14	14	100.0%	10	10	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)	72	72	100.0%	61	61	100.0%	63	63	100.0%
		Total	4,789	4,789	100.0%	4,575	4,436	97.0%	4,758	4,751	99.9%
		Total no. of applications in the reporting period	14,122								
		Overall % of applications meeting targets in the reporting period	99.0%								