

Endangered Species Advisory Committee

**Serving the Community -
Service Standards Committee
47th Monitoring Report**

Purpose

This paper serves to inform members of the performance of this Department in meeting its pledges with respect to the licensing of endangered animals and plants under the “Serving the Community” Scheme.

Background

2. This 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 June 2021, September 2021, December 2021, March 2022 and June 2022 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 15,962 applications in the five quarters under review. Overall, 99.5% of the applications met the targets.

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 the findings of the Service Standards Committee.

Agriculture, Fisheries and Conservation Department
September 2022

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

Item	Service/Application	Target Turnaround Time	2 nd Quarter (Apr to Jun) of 2021			3rd Quarter (July to Sep) of 2021			4th Quarter (Oct to Dec) of 2021			1st Quarter (Jan to Mar) of 2022		
			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)	146	146	100.0%	123	122	99.2%	135	135	100.0%	94	94	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)	2,996	2,996	100.0%	2,728	2,727	100.0%	2,994	2,992	99.9%	2,646	2,574	97.3%
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%	4	4	100.0%	5	5	100.0%	0	0	N/A
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)	283	283	100.0%	249	249	100.0%	142	142	100.0%	65	65	100.0%
		Total	3,429	3,429	100.0%	3,104	3,102	99.9%	3,276	3,274	99.9%	2,805	2,733	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	2nd Quarter (Apr to Jun) of 2022		
			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)	116	116	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)	3,132	3,130	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(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)	97	96	99.0%
		Total	3,348	3,345	99.9%
		Total no. of applications in the reporting period	15,962		
		Overall % of applications meeting targets in the reporting period	99.5%		