

**Endangered Species Advisory Committee**

**Serving the Community -**  
**Service Standards Committee**  
**48<sup>th</sup> 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 Q3 and Q4 of 2022, and Q1, Q2 and Q3 of 2023 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 16 765 applications in the five quarters under review. Overall, 99.9% 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  
December 2023

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

Item	Service/ Applications	Target Turnaround Time	Q3 (Jul to Sep) of 2022			Q4 (Oct to Dec) of 2022			Q1 (Jan to Mar) of 2023			Q2 (Apr to Jun) of 2023			Q3 (Jul to Sep) of 2023		
			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	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)	115	115	100.0%	118	118	100.0%	120	120	100.0%	114	114	100.0%	102	102	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)	2 834	2 830	99.9%	3 045	3 041	99.9%	3 357	3 351	99.8%	3 632	3 631	100.0%	3 040	3 039	100.0%
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)	5	5	100.0%	4	4	100.0%	6	6	100.0%	6	6	100.0%	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)	62	61	98.4%	59	59	100.0%	58	58	100.0%	41	41	100.0%	43	43	100.0%
Total			3 016	3 011	99.8%	3 226	3 222	99.9%	3 541	3 535	99.8%	3 793	3 792	100.0%	3 189	3 188	100.0%
Total no. of applications in the reporting period			16 765														
Overall % of applications meeting targets in the reporting period			99.9%														