



# E-PERMITS AND LICENCES MODULE

---

## Performance Report September 2024

Ministry of Trade and Industry

Single Electronic Window Unit  
(TTBizLink)

Prepared by Rodney N. Ali  
SEW Specialist



TTBizLink  
www.ttbizlink.gov.tt

# Performance Report for the Month Ending September 2024

## 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 September moving from 2388 in August to 2485 applications representing an 4% increase month over month.

An average processing time for this period of 2.12 days was achieved for the month of September 2024.

Agency processing efficiency for under one (1) day decreased from 63% to 61%, between one (1) to three (3) days increased 20% to 22%, and over three (3) days increased from 14% to 16%.

The number of unprocessed applications during this time moved from 3% to 1%.

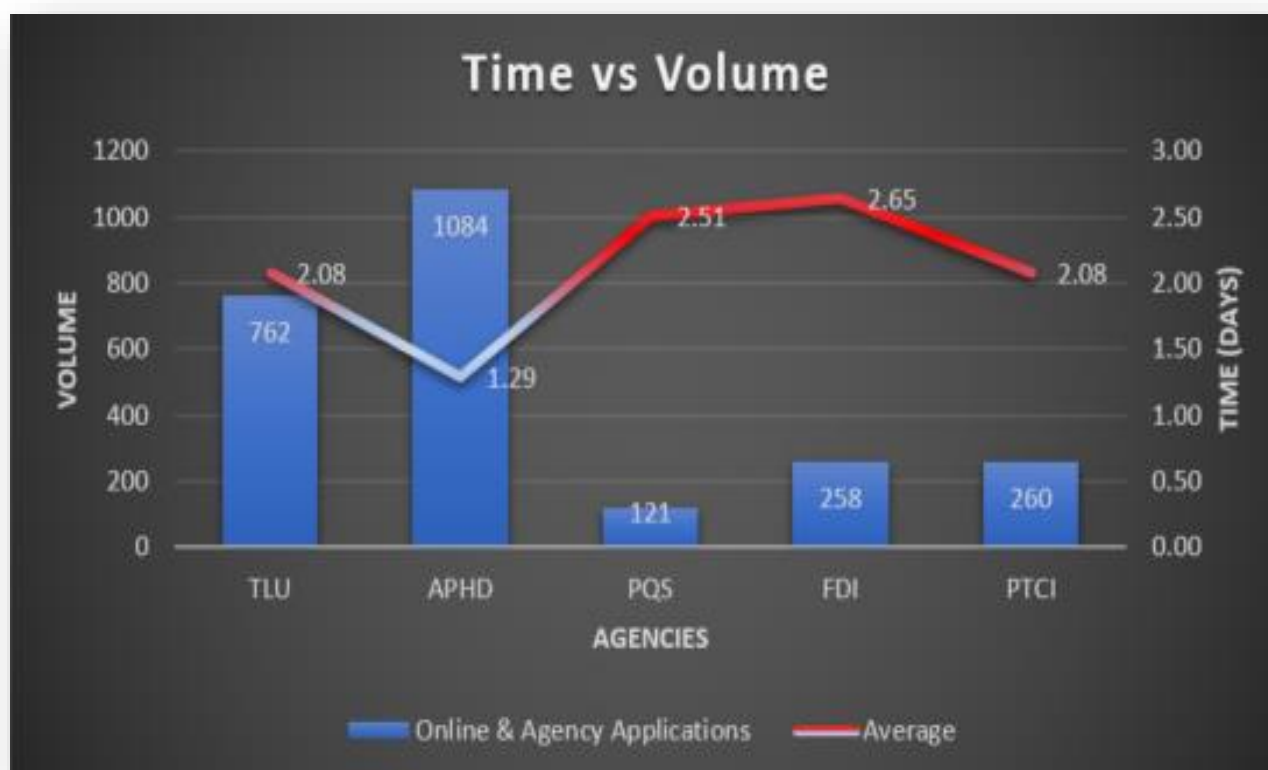
### Note:

- ✚ *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	522	69%	770	71%	44	36%	51	20%	126	48%
1-3 days	87	11%	203	19%	46	38%	135	52%	69	27%
>3 days	127	17%	111	10%	31	26%	67	26%	64	25%
Unprocessed	26	3%	0	0%	0	0%	5	2%	1	0%
Total	762		1084		121		258		260	
Average Time (days)	2.08		1.29		2.51		2.65		2.08	



### Time Series Service Level per Agency (past 3 months)

