



E-PERMITS AND LICENCES MODULE

Performance Report March 2025

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending March 2025

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 a decrease in volume for the month of March moving from 2777 in February to 2573 applications representing a 7% decrease month over month.

Agency processing efficiency for under one (1) day increased from 61% to 69%, between one (1) to three (3) days increased from 15% to 17%, and over three (3) days decreased from 21% to 12%.

The number of unprocessed applications during this time moved from 3% to 2%.

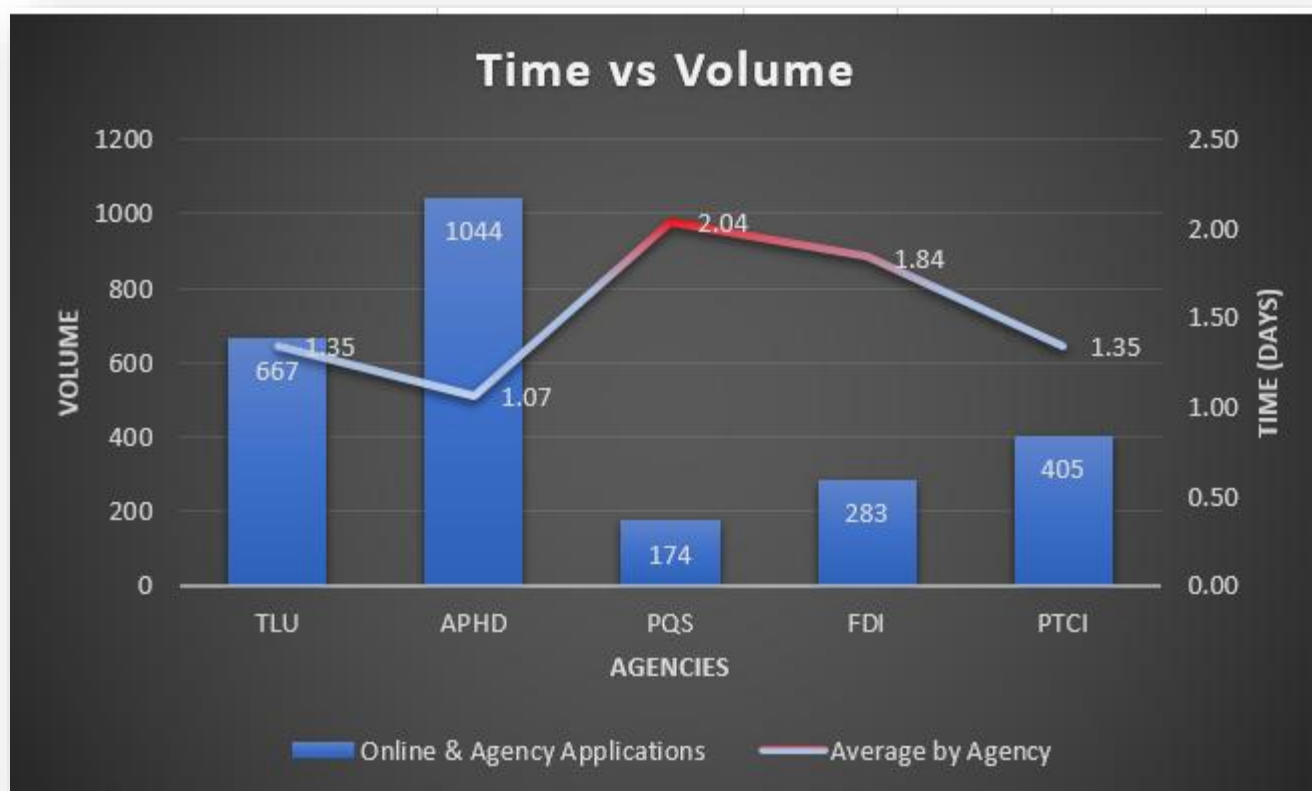
Note:

- ✚ *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	500	75%	812	78%	73	42%	126	45%	277	68%
1-3 days	55	8%	161	15%	52	30%	98	35%	71	18%
>3 days	87	13%	71	7%	49	28%	59	21%	42	10%
Unprocessed	25	4%	0	0%	0	0%	0	0%	15	4%
Total	667		1044		174		283		405	
Average Time (days)	1.35		1.07		2.04		1.84		1.35	



Time Series Service Level per Agency (past 3 months)

