



E-PERMITS AND LICENCES MODULE

Performance Report April 2025

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending April 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 an increase in volume for the month of April moving from 2573 in March to 2590 applications representing a 1% increase month over month.

Agency processing efficiency for under one (1) day decreased from 69% to 65%, between one (1) to three (3) days increased from 17% to 18%, and over three (3) days increased from 12% to 16%.

The number of unprocessed applications during this time remained at 2%.

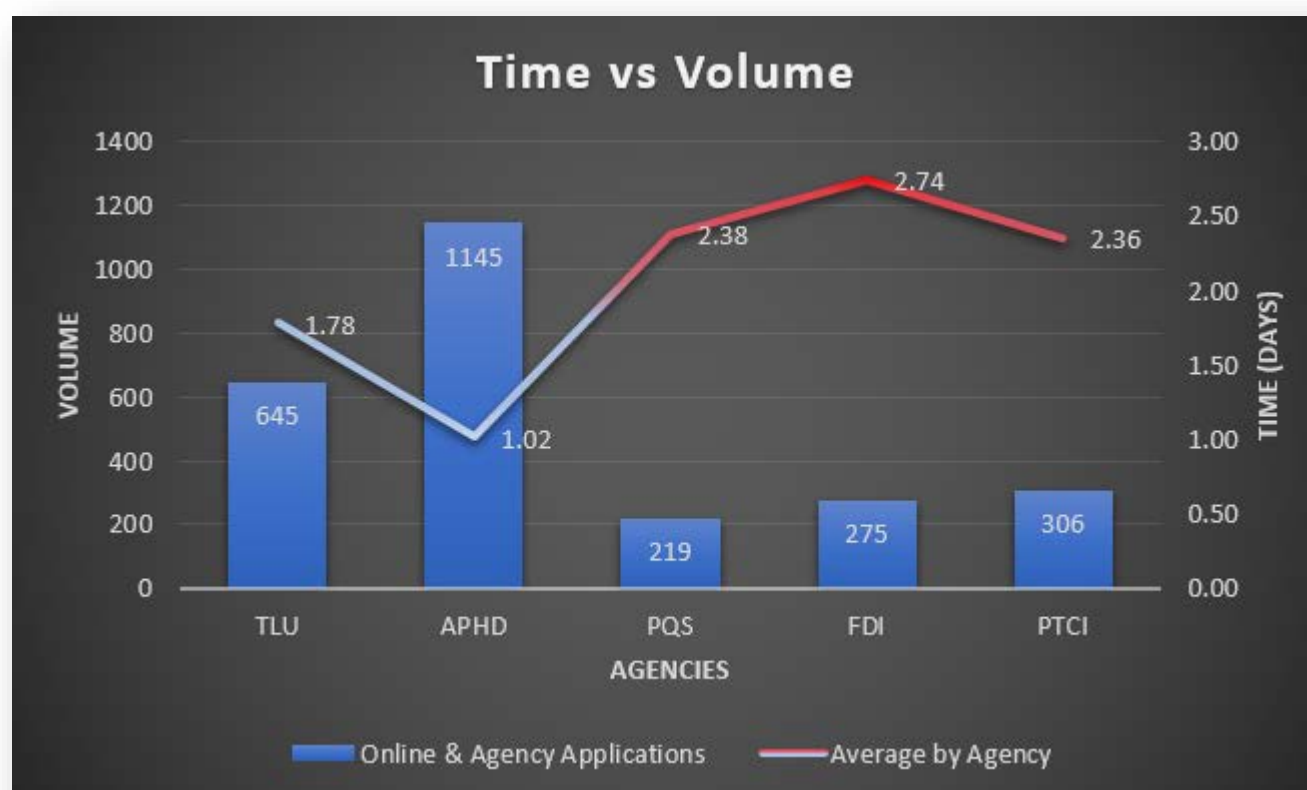
Note:

-  *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	450	70%	910	79%	96	44%	65	24%	162	53%
1-3 days	57	9%	165	14%	60	27%	111	40%	64	21%
>3 days	110	17%	70	6%	63	29%	99	36%	66	22%
Unprocessed	28	4%	0	0%	0	0%	0	0%	14	5%
Total	645		1145		219		275		306	
Average Time (days)	1.78		1.02		2.38		2.74		2.36	



Time Series Service Level per Agency (past 3 months)

