



E-PERMITS AND LICENCES MODULE

Performance Report May 2025

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending May 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, Investment and Tourism (MTTI) - Trade Licence Unit (TLU).

The module experienced a decrease in volume for the month of May moving from 2590 in April to 2551 applications representing a 2% decrease month over month.

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

The number of unprocessed applications during this time decreased from 2% to 1%.

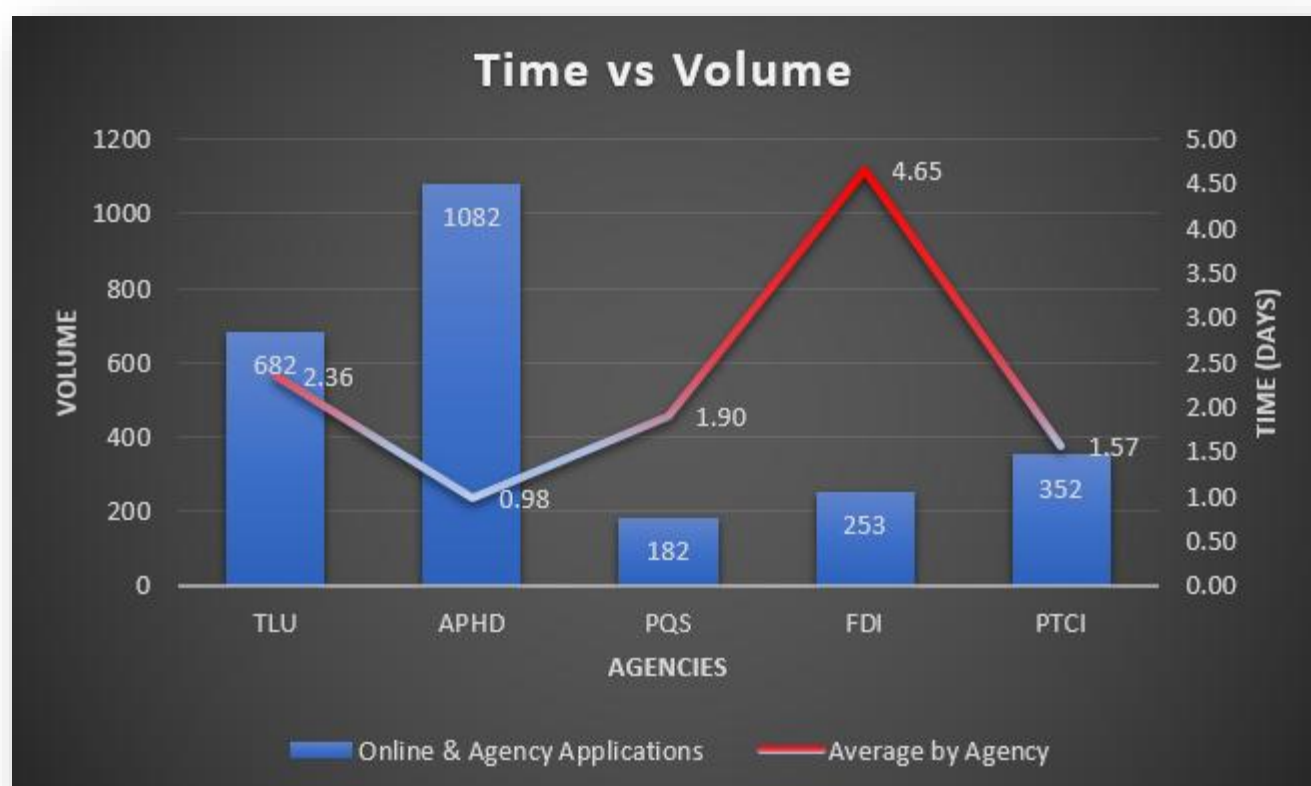
Note:

-  *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	452	66%	857	79%	68	37%	52	21%	220	63%
1-3 days	73	11%	171	16%	75	41%	53	21%	43	12%
>3 days	138	20%	54	5%	39	21%	148	58%	81	23%
Unprocessed	19	3%	0	0%	0	0%	0	0%	8	2%
Total	682		1082		182		253		352	
Average Time (days)	2.36		0.98		1.90		4.65		1.57	



Time Series Service Level per Agency (past 3 months)

