E-PERMITS AND LICENCES MODULE

Performance Report
June 2025

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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⊕TTBizLink

Performance Report for the Month Ending June 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 June moving from 2551 in May to 2442 applications representing a 4% decrease month over month.

Agency processing efficiency for under one (1) day increased from 65% to 70%, between one (1) to three (3) days decreased from 16% to 15%, and over three (3) days decreased from 18% to 13%.

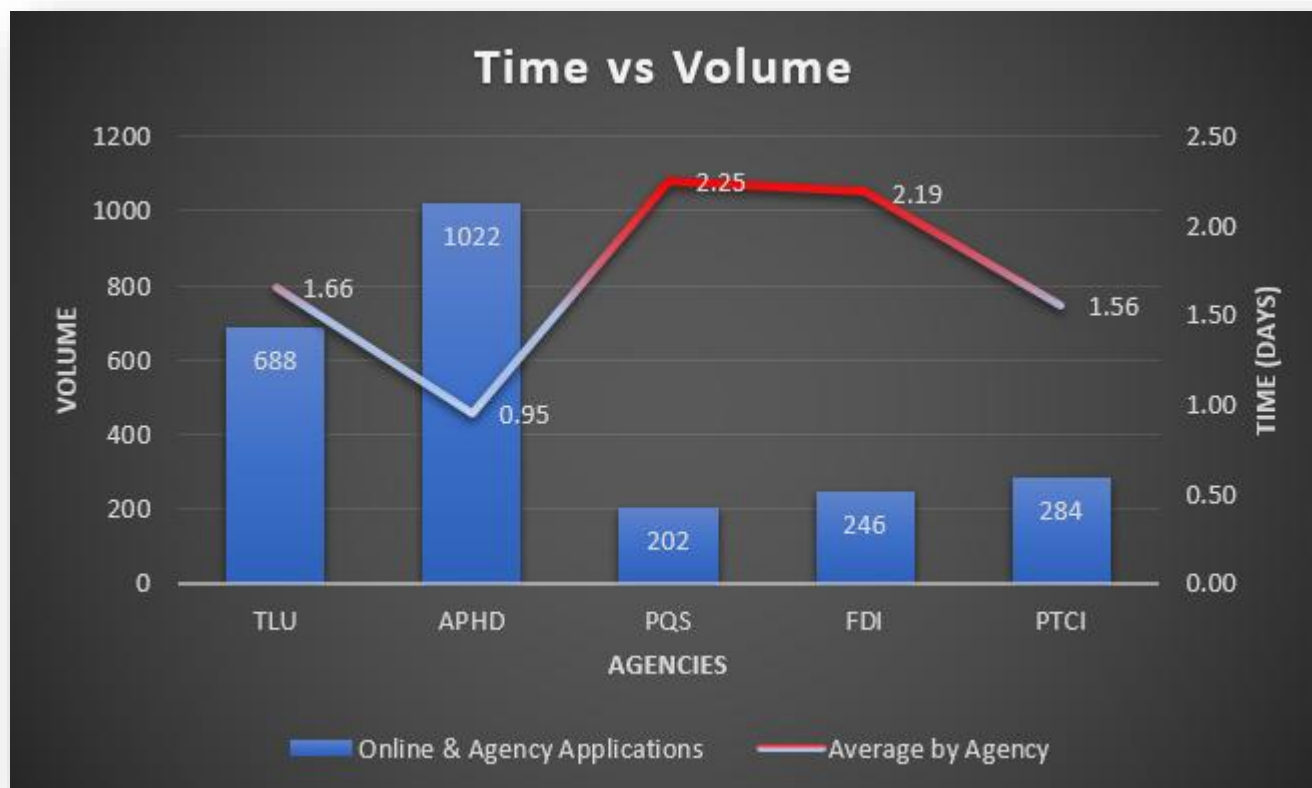The number of unprocessed applications during this time remained at 2%.

<u>Note</u>:

- *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	493	72%	832	81%	104	51%	109	44%	179	63%
1-3 days	66	10%	134	13%	42	21%	87	35%	32	11%
>3 days	92	13%	54	5%	50	25%	50	20%	66	23%
Unprocessed	37	5%	2	0%	6	3%	0	0%	7	2%
Total	688		1022		202		246		284	
Average Time (days)	1.66		0.95		2.25		2.19		1.56	

Time Series Service Level per Agency (past 3 months)