



E-PERMITS AND LICENCES MODULE

Performance Report July 2025

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending July 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 an increase in volume for the month of July moving from 2442 in June to 2674 applications representing a 9% increase month over month.

Agency processing efficiency for under one (1) day decreased from 70% to 66%, between one (1) to three (3) days increased from 15% to 17%, and over three (3) days increased from 13% to 16%.

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

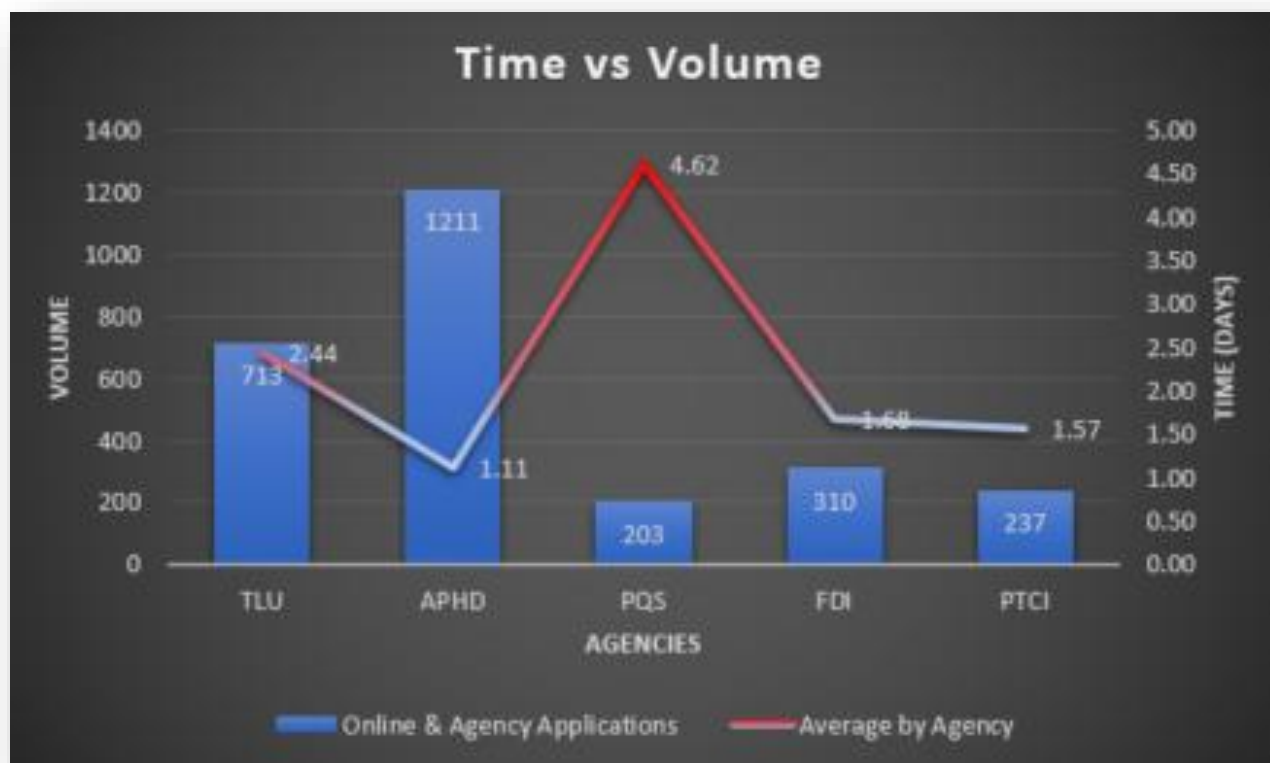
Note:

-  *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	463	65%	913	75%	54	27%	164	53%	164	69%
1-3 days	91	13%	226	19%	42	21%	70	23%	27	11%
>3 days	139	19%	72	6%	107	53%	73	24%	41	17%
Unprocessed	20	3%	0	0%	0	0%	3	1%	5	2%
Total	713		1211		203		310		237	
Average Time (days)	2.44		1.11		4.62		1.68		1.57	



Time Series Service Level per Agency (past 3 months)

