



E-PERMITS AND LICENCES MODULE

Performance Report August 2025

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending August 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 August moving from 2674 in July to 2505 applications representing a 6% decrease month over month.

Agency processing efficiency for under one (1) day increased from 66% to 69%, between one (1) to three (3) days decreased from 17% to 15%, and over three (3) days decreased from 16% to 13%.

The number of unprocessed applications during this time increased from 1% to 3%.

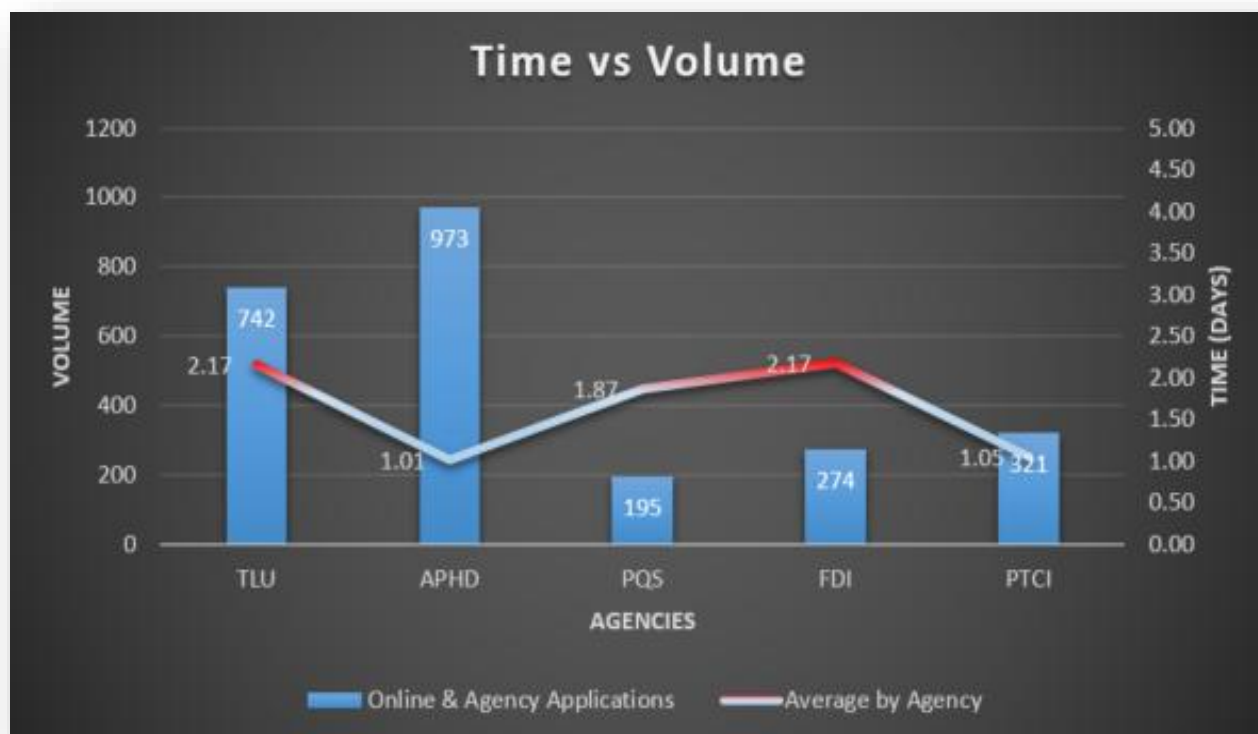
Note:

-  *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	506	68%	736	76%	92	47%	135	49%	260	81%
1-3 days	41	6%	190	20%	57	29%	75	27%	25	8%
>3 days	138	19%	47	5%	46	24%	62	23%	27	8%
Unprocessed	57	8%	0	0%	0	0%	2	1%	9	3%
Total	742		973		195		274		321	
Average Time (days)	2.17		1.01		1.87		2.17		1.05	



Time Series Service Level per Agency (past 3 months)

