



E-PERMITS AND LICENCES MODULE

Performance Report February 2025

Ministry of Trade and Industry

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist

Performance Report for the Month Ending February 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 a decrease in volume for the month of February moving from 3794 in January to 2777 applications representing a 27% decrease month over month.

Agency processing efficiency for under one (1) day increased from 55% to 61%, between one (1) to three (3) days decreased from 16% to 15%, and over three (3) days decreased from 25% to 21%.

The number of unprocessed applications during this time remained at 3%.

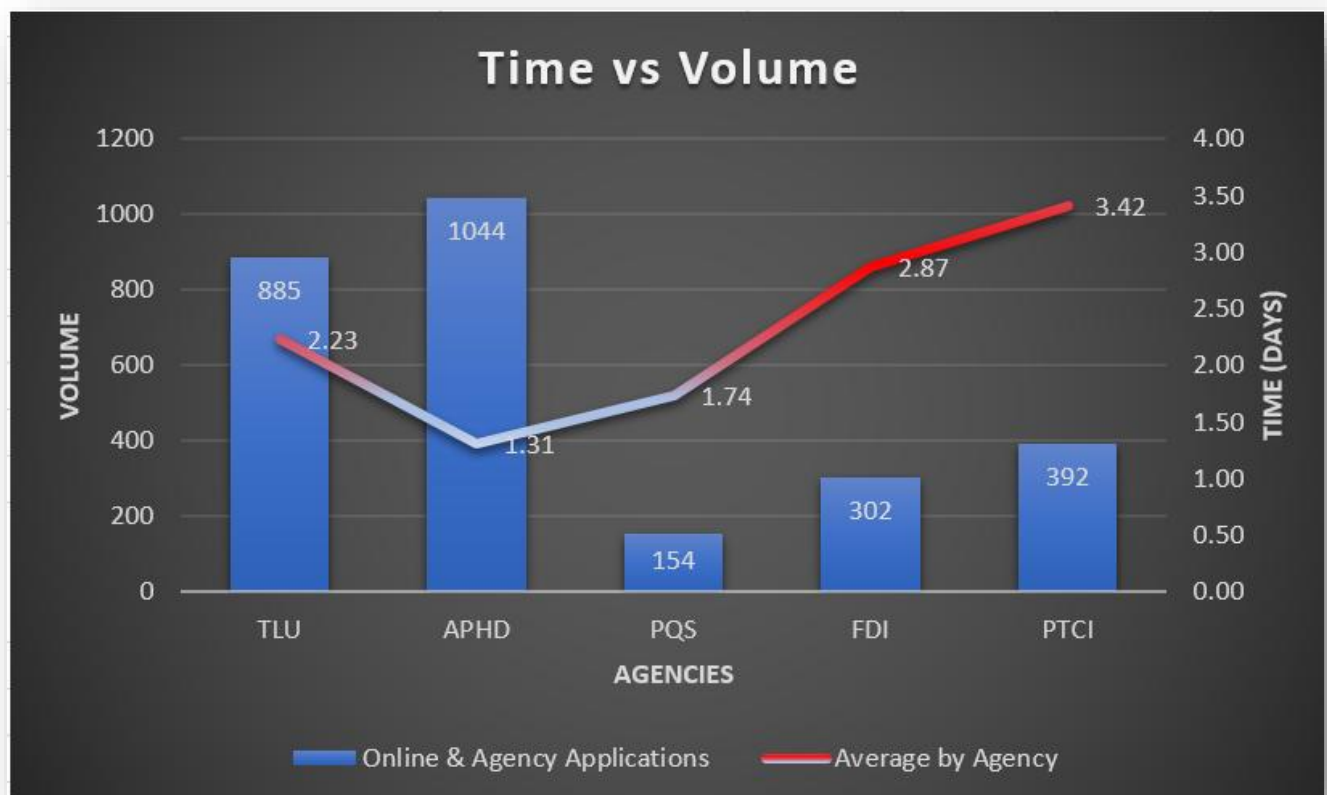
Note:

- ✚ *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	567	64%	811	78%	78	51%	82	27%	153	39%
1-3 days	74	8%	109	10%	46	30%	114	38%	85	22%
>3 days	183	21%	123	12%	30	19%	106	35%	140	36%
Unprocessed	61	7%	1	0%	0	0%	0	0%	14	4%
Total	885		1044		154		302		392	
Average Time (days)	2.23		1.31		1.74		2.87		3.42	



Time Series Service Level per Agency (past 3 months)

