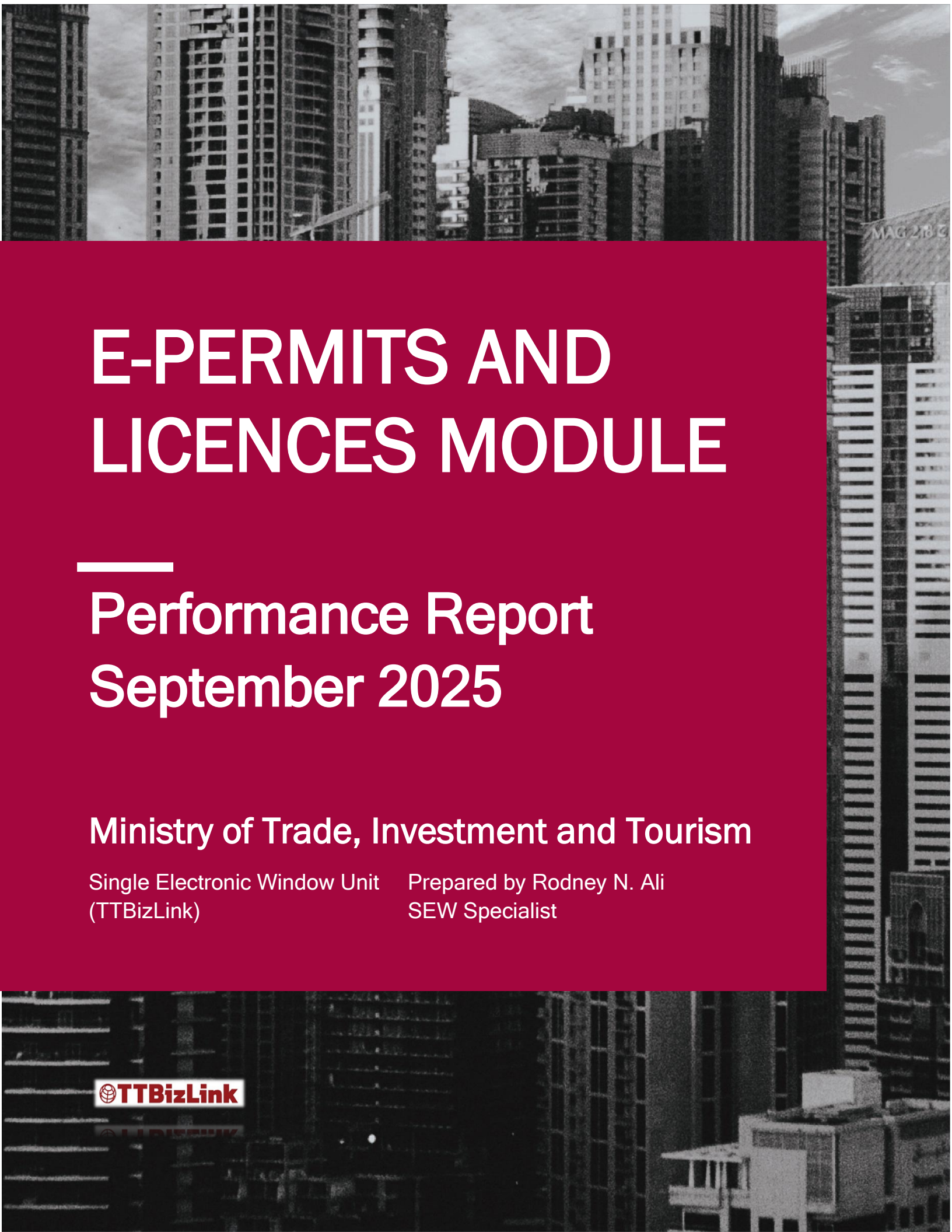




E-PERMITS AND LICENCES MODULE

Performance Report September 2025

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

Prepared by Rodney N. Ali
SEW Specialist

Performance Report for the Month Ending September 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 September moving from 2505 in August to 2564 applications representing a 2% increase month over month.

Agency processing efficiency for under one (1) day decreased from 69% to 68%, between one (1) to three (3) days increased from 15% to 16%, and over three (3) days increased from 13% to 14%.

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

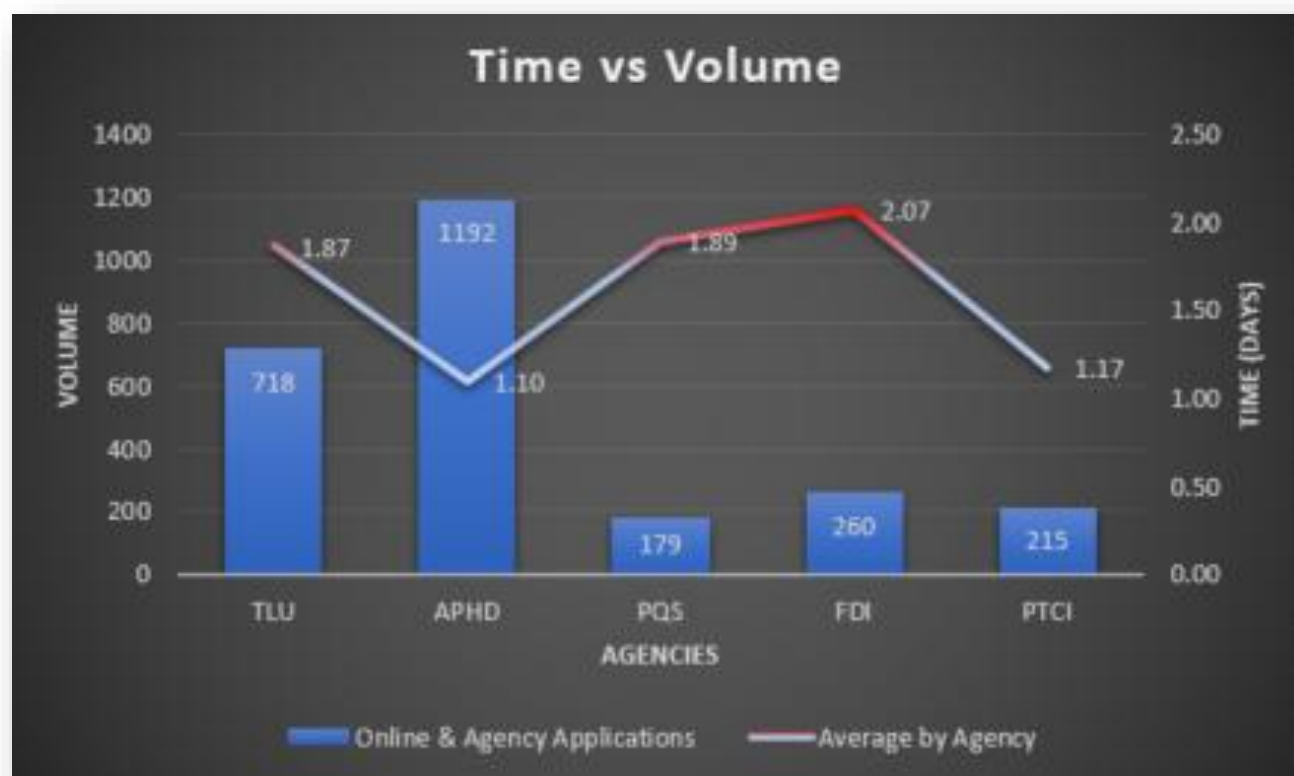
Note:

-  *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	488	68%	924	78%	55	31%	114	44%	169	79%
1-3 days	79	11%	182	15%	62	35%	56	22%	26	12%
>3 days	117	16%	85	7%	44	25%	86	33%	16	7%
Unprocessed	34	5%	1	0%	18	10%	4	2%	4	2%
Total	718		1192		179		260		215	
Average Time (days)	1.87		1.10		1.89		2.07		1.17	



Time Series Service Level per Agency (past 3 months)

