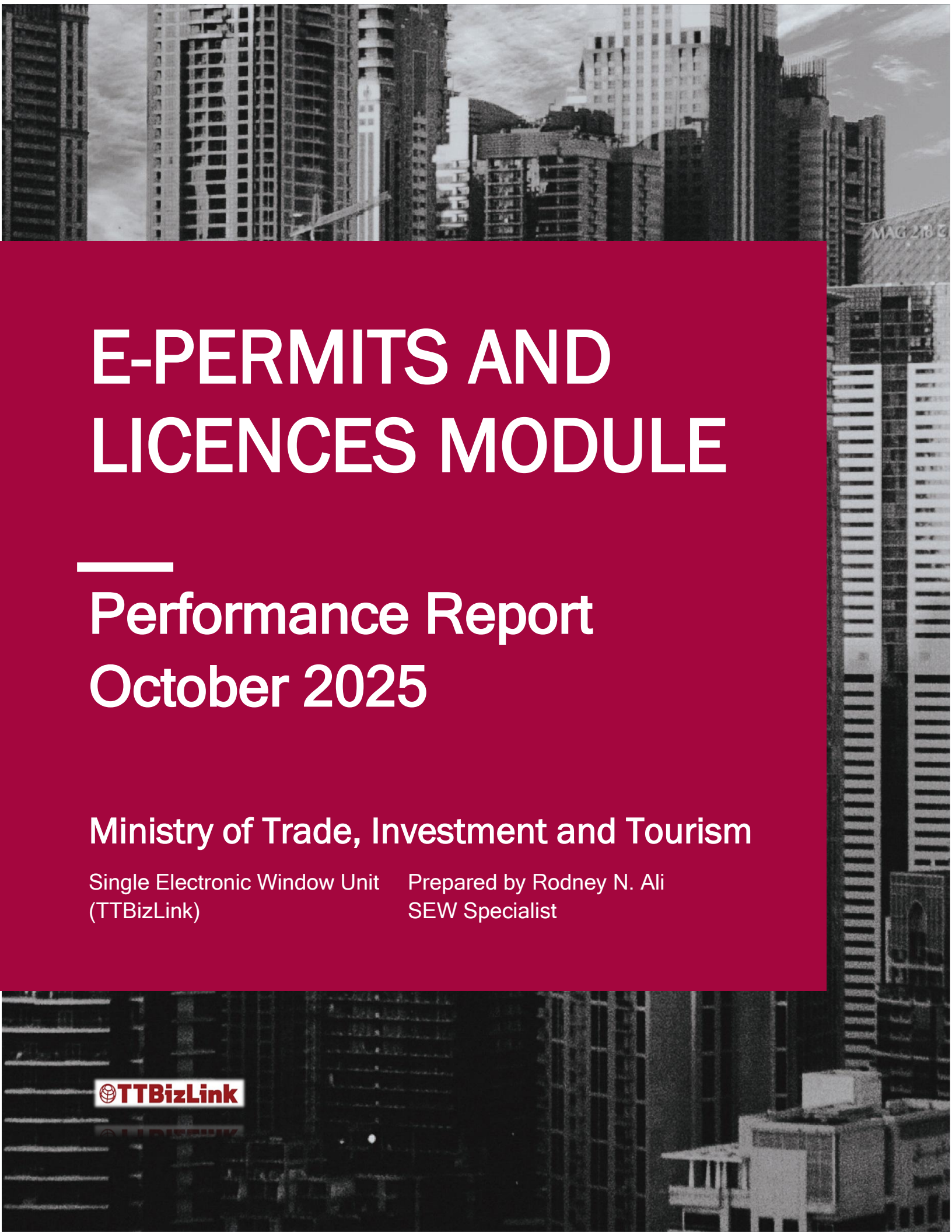




E-PERMITS AND LICENCES MODULE

Performance Report October 2025

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit
(TTBizLink)

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Performance Report for the Month Ending October 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 October moving from 2564 in September to 2827 applications representing a 10% increase month over month.

Agency processing efficiency for under one (1) day decreased from 68% to 60%, between one (1) to three (3) days increased remained at 15%, and over three (3) days increased from 14% to 23%.

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

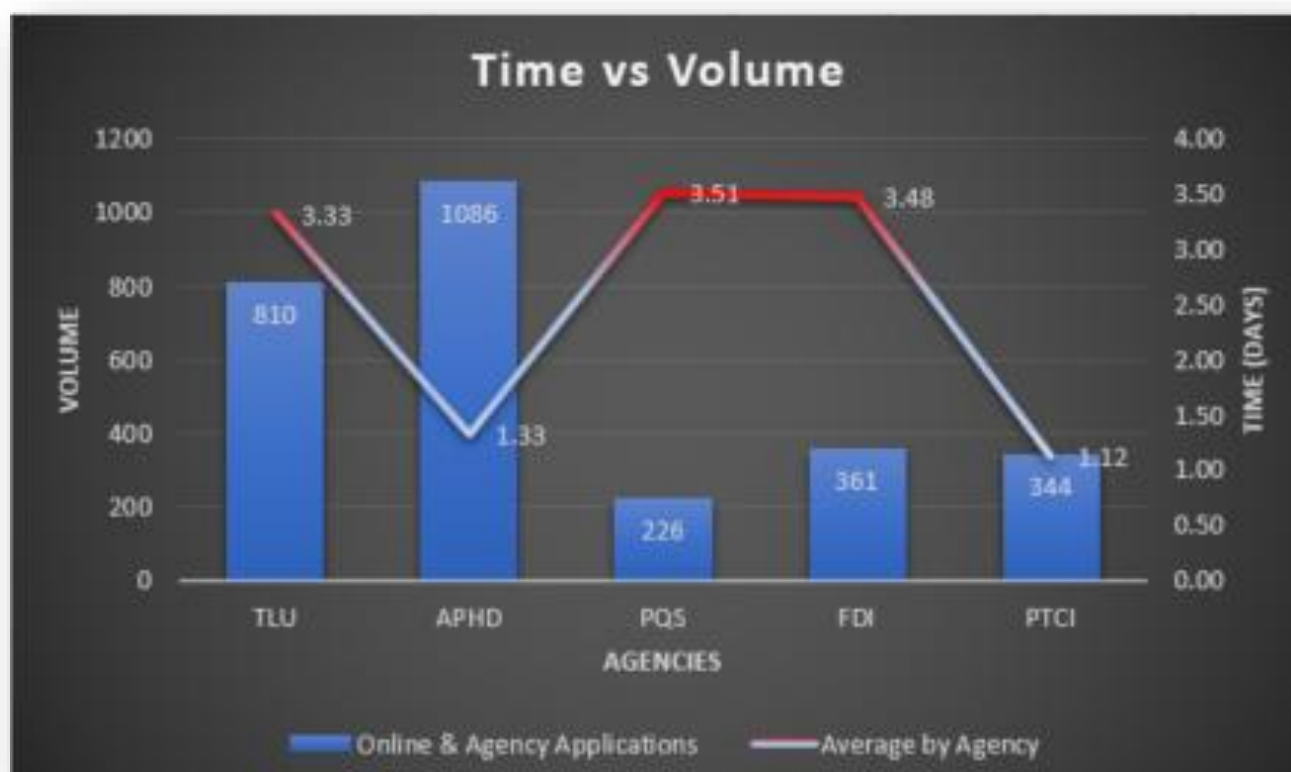
Note:

-  *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	502	62%	789	73%	73	32%	65	18%	268	78%
1-3 days	63	8%	211	19%	25	11%	91	25%	39	11%
>3 days	195	24%	86	8%	127	56%	204	57%	31	9%
Unprocessed	50	6%	0	0%	1	0%	1	0%	6	2%
Total	810		1086		226		361		344	
Average Time (days)	3.33		1.33		3.51		3.48		1.12	



Time Series Service Level per Agency (past 3 months)

