



# E-PERMITS AND LICENCES MODULE

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## Performance Report November 2025

Ministry of Trade, Investment and Tourism

Single Electronic Window Unit  
(TTBizLink)

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# Performance Report for the Month Ending November 2025

## Executive Summary



This service allows importers/exporters to apply electronically for trade permits and licences from the (i) Ministry of Agriculture and Fisheries - Animal Health Sub - 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 November moving from 2827 in October to 2726 applications representing a 4% decrease month over month.

Agency processing efficiency for under one (1) day increased from 60% to 69%, between one (1) to three (3) days increased from 15% to 17%, and over three (3) days decreased from 23% to 12%.

The number of unprocessed applications during this time remained at 2%.

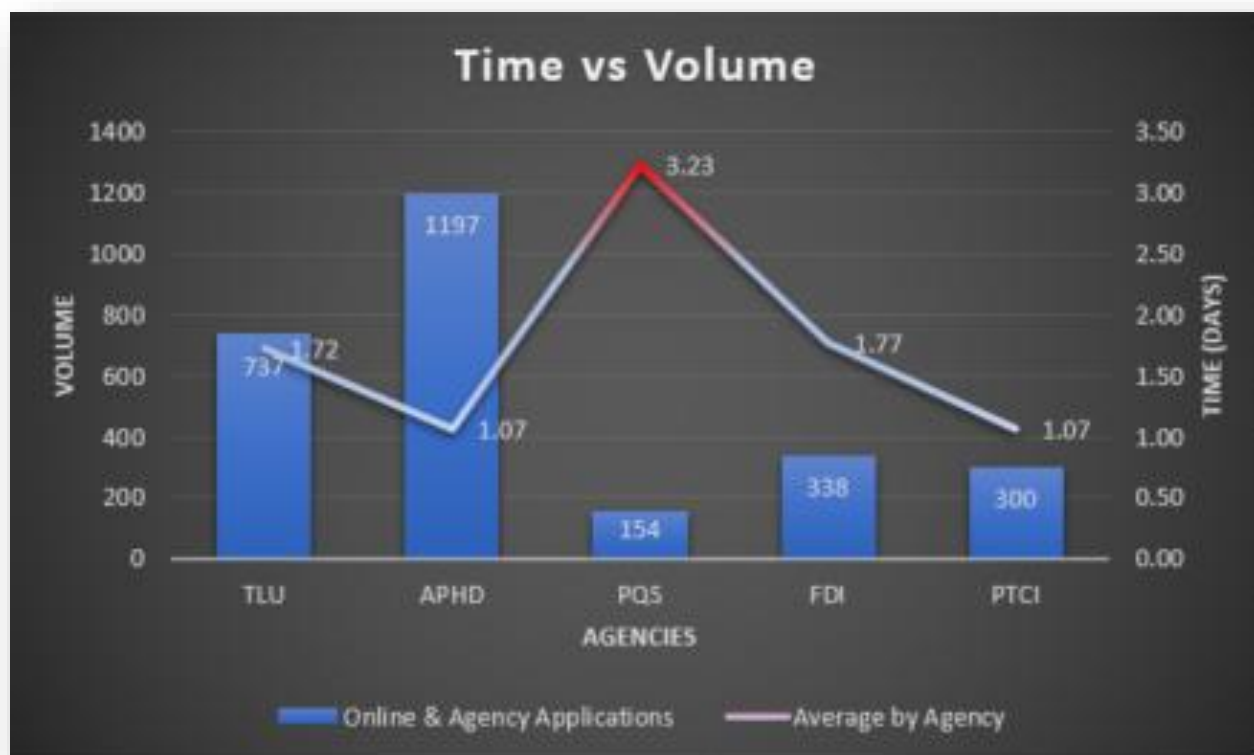
### Note:

-  *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	529	72%	928	78%	30	19%	152	45%	238	79%
1-3 days	71	10%	216	18%	42	27%	109	32%	28	9%
>3 days	91	12%	53	4%	82	53%	76	22%	28	9%
Unprocessed	46	6%	0	0%	0	0%	1	0%	6	2%
Total	737		1197		154		338		300	
Average Time (days)	1.72		1.07		3.23		1.77		1.07	



## Time Series Service Level per Agency (past 3 months)

